Final Report
Hawaii Child and Family Services Review
September 2009

U.S. Department of Health and Human Services
Administration for Children and Families
Administration on Children, Youth and Families
Children's Bureau

INTRODUCTION

This document presents the findings of the Child and Family Services Review (CFSR) for the State of Hawaii. The CFSR is the Federal Government's program for assessing the performance of State child welfare agencies with regard to achieving positive outcomes for children and families. It is authorized by the Social Security Amendments of 1994 requiring the Department of Health and Human Services (HHS) to promulgate regulations for reviews of State child and family services programs under titles IV-B and IV-E of the Social Security Act. The CFSR is implemented by the Children's Bureau of the Administration for Children and Families within HHS.

The Hawaii CFSR was conducted the week of June 1, 2009. The period under review for the onsite case review process was from April 1, 2008 to June 5, 2009. The findings were derived from the following documents and data collection procedures:

- The Statewide Assessment, prepared by Hawaii Department of Human Services (DHS)
- The State Data Profile, prepared by the Children's Bureau, which provides the State's child welfare data for the 12-month CFSR data period ending March 31, 2008
- Reviews of 65 cases (40 foster care and 25 in-home services cases) at three sites: 17 cases in Kauai County, 17 cases in Maui County, and 31 cases in Oahu County
- Interviews and focus groups (conducted at all three sites and at the State level) with stakeholders including, but not limited to, children, youth, parents, foster and adoptive parents, all levels of child welfare agency personnel, collaborating agency personnel, service providers, court personnel, child advocates, Native Hawaiian representatives, and attorneys

All 65 cases were open child welfare agency cases at some time during the period under review. The key characteristics of the children in the cases reviewed are presented in the table at the end of this section. For all tables in this report, figures displayed may not total 100 percent due to rounding.

The first section of the report (Section A: Outcomes) presents the CFSR findings relevant to the State's performance in achieving specified outcomes for children in the areas of safety, permanency, and well-being. The second section of the report (Section B: Systemic Factors) provides an assessment and discussion of the systemic factors relevant to the child welfare agency's ability to achieve positive outcomes for children.

Key Characteristics of Cases Reviewed

Case Characteristics	Foster Care	In-Home Services
Total Number of Cases	**40**	**25**
Date case was opened		
Open prior to the period under review	**28 (70%)**	**17 (68%)**
Open during the period under review	**12 (30%)**	**8 (32%)**
Child entered foster care during the period under review	**14 (35%)**	**N/A**
Child's age at start of period under review		
Younger than 10	**19 (47.5%)**	*
At least 10 but younger than 13	**6 (15%)**	*
At least 13 but younger than 16	**9 (22.5%)**	*
16 and older	**6 (15%)**	*
Race/Ethnicity		
American Indian/Alaskan Native Non-Hispanic	**0**	*
Asian Non-Hispanic	**2 (5%)**	*
Black Non-Hispanic	**0**	*
Hawaiian/Pacific Islander Non-Hispanic	**8 (20%)**	*
Hispanic (of any race)	**6 (15%)**	*
White Non-Hispanic	**3 (7.5%)**	*
Unknown/Unable to Determine	**1 (2.5%)**	*
Two or More Races Non-Hispanic**	**20 (50%)**	*
Primary reason for opening case		
Physical abuse	**9 (22.5%)**	**6 (24%)**
Sexual abuse	**4 (10%)**	**3 (12%)**
Emotional maltreatment	**0**	**0**
Neglect (not including medical neglect)	**12 (30%)**	**4 (16%)**
Medical neglect	**0**	**0**
Abandonment	**2 (5%)**	**0**
Mental/physical health of parent	**3 (7.5%)**	**0**
Substance abuse by parent	**10 (25%)**	**5 (20%)**
Child's behavior	**0**	**1 (4%)**
Domestic violence in child's home	**0**	**6 (24%)**
Child in juvenile justice system	**0**	**0**

* Information on in-home services cases is not available for these characteristics.

** 18 of the 20 cases in this category represented children who are part-Hawaiian/Pacific Islander.

SECTION A: OUTCOMES

In the Outcomes Section of the CSFR Final Report, an overall rating of Strength or Area Needing Improvement is assigned to each of the 23 items reviewed. An item is assigned an overall rating of Strength if 90 percent or more of the applicable cases reviewed were rated as a Strength. The item ratings are used to determine the performance of a State on the seven outcomes, each of which incorporates one or more of the individual items. The evaluation options for these outcomes are "substantially achieved," "partially achieved," and "not achieved." For a State to be in substantial conformity with a particular outcome, 95 percent or more of the applicable cases reviewed must be rated as having substantially achieved the outcome. Two outcomes—Safety Outcome 1 and Permanency Outcome 1—also are evaluated based on State performance with regard to six national data indicators. For a State to be in substantial conformity with these outcomes, both the national standards for each data indicator and the case review requirements must be met. A State that is not in substantial conformity with a particular outcome must develop and implement a Program Improvement Plan to address the areas of concern identified for that outcome.

The Children's Bureau has established very high standards of performance for the CFSR. The standards are based on the belief that because child welfare agencies work with our nation's most vulnerable children and families, only the highest standards of performance should be considered acceptable. The standards are set high to ensure ongoing attention to achieving positive outcomes for children and families with regard to safety, permanency, and well-being. This approach is consistent with the goal of the CFSR to promote continuous improvement in performance on these outcomes.

It should be noted, however, that States are not required to attain the 95 percent standard established for the CFSR Onsite Review or the national standards for the six data indicators by the end of their Program Improvement Plan implementations. The Children's Bureau recognizes that the kinds of systemic and practice changes necessary to bring about improvement in particular outcome areas often take time to implement. Also, improvements are likely to be incremental rather than dramatic. Instead, States work with the Children's Bureau to establish a specified amount of improvement or to determine specified activities for their Program Improvement Plans. That is, for each outcome that is not in substantial conformity or item that is rated as an Area Needing Improvement, each State (working in conjunction with the Children's Bureau) specifies the following: (1) how much improvement the State will demonstrate and/or the activities that it will implement to address the Areas Needing Improvement and (2) the procedures for demonstrating the achievement of these goals. Both the improvements specified and the procedures for demonstrating improvement vary across States. Therefore, a State can meet the requirements of its Program Improvement Plan and still not perform at the 95-percent (for outcomes) or the 90-percent (for items) levels established for the CFSR.

The second round of the CFSRs assesses a State's current level of performance by once more applying the high standards and a consistent, comprehensive, case review methodology. The results of this effort are intended to serve as the basis for continued Program Improvement Plans addressing areas in which a State still needs to improve, even though prior Program Improvement Plan goals may have been achieved. The purpose is to ensure that program improvement is an ongoing process and does not end with the completion of a Program Improvement Plan.

The following sections provide information on how Hawaii performed on each outcome in the first round of the CFSR as well as the current CFSR. If the outcome was not substantially achieved during the first round, the key concerns observed at that time and the strategies implemented in the Program Improvement Plan to address those concerns are discussed.

Because many changes were made in the CFSR process based on lessons learned during the first round and in response to feedback from the child welfare field, a State's performance in the second round of the CFSR is not directly comparable to its performance in the first round, particularly with regard to comparisons of data indicators or percentages regarding Strength and Area Needing Improvement ratings. Key changes in the CFSR case review process that make it difficult to compare performance across reviews include, but are not limited to, the following:

- An increase in the sample size from 50 to 65 cases
- Stratification of the sample to ensure a minimum number of cases in key program areas, resulting in variations in the number of cases relevant for specific outcomes and items
- Changes in criteria for specific items to enhance consistency and ensure an assessment of critical areas such as child welfare agency efforts to involve noncustodial parents in planning for their children

For each outcome, there is a table presenting the data for the case review findings and national indicators (when relevant). The table is followed by a discussion of Hawaii's status with regard to substantial conformity with the outcome at the time of the State's first Onsite Review, which was held in fiscal year 2003, the State's status relevant to the current review, and a presentation and discussion of each item (indicator) assessed under the outcome. Differences in findings across the sites included in the Onsite Review are presented in the tables. Variations in outcome and item ratings as a function of type of case (i.e., foster care or in-home services) also are identified when appropriate.

I. SAFETY

Safety Outcome 1

Outcome S1: Children are, first and foremost, protected from abuse and neglect					
Number of Cases Reviewed by the Team According to Degree of Outcome Achievement					
Degree of Outcome Achievement	**Kauai County**	**Maui County**	**Oahu County**	**Total**	**Percent**
Substantially Achieved	5	6	9	20	**87.0**
Partially Achieved	1	0	1	2	**8.7**
Not Achieved	0	0	1	1	**4.3**
Total Applicable Cases	**6**	**6**	**11**	**23**	
Not Applicable Cases	11	11	20	42	
Total Cases	**17**	**17**	**31**	**65**	
Substantially Achieved by Site	**83%**	**100%**	**82%**		

Conformity of Statewide Data Indicators With National Standards			
National Data Indicators	**National Standard (%)**	**State's Percent**	**Meets Standards?**
Absence of maltreatment recurrence	94.6 +	97.8	**Yes**
Absence of maltreatment of children in foster care by foster parents or facility staff	99.68 +	99.49	**No**

Status of Safety Outcome 1

Hawaii is not in substantial conformity with Safety Outcome 1. The outcome was substantially achieved in 87.0 percent of the cases reviewed. This percentage is less than the 95 percent required for substantial conformity. In addition to case review findings, although Hawaii met the national standard for the data indicator pertaining to absence of maltreatment recurrence, the State did not meet the national standard for the data indicator pertaining to absence of maltreatment of children in foster care.

Hawaii also was not in substantial conformity with this outcome in its 2003 CFSR and was required to address the outcome in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following key concerns were identified in the 2003 CFSR:

- DHS did not consistently respond to maltreatment reports in accordance with State-established timeframes, especially when the maltreatment report was classified as high risk.

- The State did not meet the national standard for the percentage of children experiencing more than one substantiated or indicated child maltreatment report within a 6-month period.
- The State did not meet the national standard for the measure pertaining to the absence of maltreatment of children in foster care by foster parents or facility staff.

To address the identified concerns, the State implemented the following strategies in its Program Improvement Plan:
- Standardized intake, safety, and risk/strength assessments
- Piloted Crisis Response Teams to respond within 24 hours to reports requiring immediate face-to-face assessment
- Expanded and enhanced the Differential Response (DR) system, including implementation of Voluntary Case Management (VCM) services
- Improved data collection efforts regarding repeat maltreatment and maltreatment in foster care

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the specific items assessed under Safety Outcome 1 are presented and discussed below.

Item 1. Timeliness of initiating investigations of reports of child maltreatment

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
The assessment of item 1 was applicable for 23 (35 percent) of the 65 cases. Cases were not applicable when there were no child maltreatment reports during the period under review. In assessing item 1, reviewers were to determine whether the response to a maltreatment report occurring during the period under review had been initiated in accordance with the State child welfare agency policy requirements.

State policy pertaining to the timeframes required for investigating reports of child maltreatment is the following:
- Immediate response: The department shall make face-to-face contact with the victim preferably within 2 hours but no later than 2 business days from the time the intake is accepted for investigation and assigned to a Child Welfare Services (CWS) unit.
- Five-day response: If the report is assigned to a CWS unit, the department shall make face-to-face contact with the victim within 5 business days from the date the intake is accepted and assigned to a CWS unit. If the report is assigned through the DR system to the VCM services program, the responding agency shall contact the family within 5 business days from the date the intake is accepted and shall make face-to-face contact with the victim within 10 business days.

The results of the assessment of item 1 are presented in the table below.

Item 1 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	5	6	9	20	**87**
Area Needing Improvement	1	0	2	3	**13**
Total Applicable Cases	**6**	**6**	**11**	**23**	
Not Applicable	11	11	20	42	
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**83%**	**100%**	**82%**		

Item 1 was rated as a Strength in 20 cases when the investigation was initiated and face-to-face contact was made within the timeframes required by State policy.

Item 1 was rated as an Area Needing Improvement when reviewers determined the following:

- The report assigned for immediate response was not investigated in a timely manner (two cases). In both cases, although the agency made face-to-face contact with some of the children in the home within the required timeframe, the agency did not make face-to-face contact with all children in the home within the required timeframe.
- The report assigned for investigation within 5 days was not investigated in a timely manner (one case).

Rating Determination

Item 1 was assigned an overall rating of Area Needing Improvement. In 87 percent of the applicable cases, reviewers determined that the agency had initiated an investigation or an assessment of a maltreatment report and made face-to-face contact in accordance with required timeframes. This percentage is less than the 90 percent required for a rating of Strength. Item 1 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, CWS are provided by the Child Welfare Services Branch (CWSB), under the Social Services Division (SSD) of DHS to children and their families when children are reported to have been abused/neglected or are at risk of abuse/neglect.

The Statewide Assessment notes that maltreatment reports can be made to CWS, the county police department, or centralized statewide CWS Intake Units through a toll-free reporting hotline at any time. However, the Statewide Assessment acknowledges that investigation caseworkers are not available to provide face-to-face response to all reports after normal working hours, on weekends, or on holidays. The Statewide Assessment indicates that after-hours calls are referred to the police who can provide an immediate response. The Statewide Assessment reports that Immediate Response Teams have been piloted to provide an immediate response within 24 hours to include evenings, weekends, and holidays. For example, the Kauai and Maui section offices respond immediately at all times including evenings, weekends, and holidays.

The Statewide Assessment reports that CWS uses standardized intake, safety assessment, and comprehensive strength and risk assessment screening tools to determine the level of risk present and the most appropriate, most effective, and least intrusive response.

The Statewide Assessment also notes that the State has implemented a DR system, which has resulted in fewer cases referred for CWS investigation. The DR system categorizes child abuse and neglect referrals in the following way:

- Reports assessed as high risk or having a safety issue present are assigned for an investigation by a CWS Child Protective Services (CPS) specialist.
- Reports assessed as moderate risk with no safety issues are assigned to the VCM services program.
- Reports assessed as low risk with no safety issues may be either screened out with no further action or assigned for Family Strengthening Services (FSS).

The Statewide Assessment reports that, in addition to conducting investigations to evaluate risk and safety, CWS forwards all reports received to the county police department and the police determine whether they will conduct a criminal investigation. The county police may investigate with the CWS CPS specialist or conduct their own investigation. The Statewide Assessment notes that law enforcement officers are the only officials with the legal authority to remove a child from his or her parents. The Statewide Assessment notes that the CPS system (CPSS) captures responses to the report by DHS staff only, although other staff such as police or hospital personnel could be first responders.

The Statewide Assessment reports that the State reviews 100 cases every year to assess the quality and effectiveness of practice, following the CFSR model for case review. As indicated in the Statewide Assessment, in State fiscal year (SFY) 2008, 99 cases were reviewed, and reviewers determined that 87.10 percent of the cases were investigated in a timely manner.

The Statewide Assessment indicates that in some cases an investigative caseworker cannot locate the family despite concerted efforts. In such instances, the cases are kept open for 60 days to provide investigative caseworkers with the opportunity to locate the family.

The Statewide Assessment notes that a review of the DR system conducted in 2006 found that there is a need to reinforce procedures that have been established for cases to be returned to CWS if safety factors are discovered during the DR assessment. In addition, the Statewide Assessment reports that CWS and the family court developed a Protocol and Referral Form for Information Exchange Between the Family Court and CWS to facilitate reports of suspected child abuse or neglect to CWS from the family court.

Stakeholder Interview Information

Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is effective in responding to reports of abuse and neglect in a timely manner. Several stakeholders noted that the CWS Intake hotline is available 24 hours per day, 7 days per week. On Oahu, investigative caseworkers are on call at all times, and on neighbor islands (i.e., all islands

other than Oahu) there are informal arrangements that involve caseworkers volunteering to be on call after normal working hours to ensure that reports are investigated in a timely manner.

Despite the positive opinions expressed by most stakeholders, others identified the following concerns about the process of responding to reports of abuse and neglect:

- On neighbor islands, the centralized intake process has increased the time it takes for a caseworker to be dispatched to the scene.
- There are cases in which law enforcement personnel remove a child without the presence of a CWS caseworker.
- Cases with similar circumstances are not consistently referred for investigation to CWS or to VCM for an assessment. For example, a case presenting with domestic violence is sometimes referred to VCM and sometimes to CWS.
- There is confusion among reporters, including law enforcement agencies, as to the criteria required to accept a report of abuse or neglect.
- Courts are ordering CWS to investigate cases in which a temporary restraining order is issued rather than use the protocol to refer cases to the centralized intake process to determine whether the case demonstrates a level of risk or harm that would require an investigation.

Item 2. Repeat maltreatment

__X__ Strength ____ Area Needing Improvement

Case Review Findings

The assessment of item 2 was applicable for 12 (18 percent) of the 65 cases. Cases were not applicable for this item if there was no substantiated or indicated maltreatment report during the period under review. For all applicable cases, reviewers were to determine if there had been a substantiated or indicated maltreatment report on the family during the period under review and, if so, whether another substantiated or indicated report involving similar circumstances had occurred within a 6-month period before or after that identified report. The results of the assessment of item 2 are presented in the table below.

Item 2 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	3	5	4	12	**100**
Area Needing Improvement	0	0	0	0	**0**
Total Applicable Cases	**3**	**5**	**4**	**12**	
Not Applicable	14	12	27	53	
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**100%**	**100%**	**100%**		

Item 2 was rated as a Strength in all 12 applicable cases because there was only one substantiated or indicated maltreatment report on the family within a 6-month period.

In addition to the recurrence of substantiated maltreatment reports, reviewers reported the following findings with regard to the number of maltreatment reports on the family during the life of the case ("life of the case" refers to the time from the date of the first allegation of abuse or neglect to the time of the Onsite Review):

- In 22 cases, there was one report.
- In 36 cases, there were between two and five reports.
- In four cases, there were between six and nine reports.
- In three cases, there were 10 or more reports.

Rating Determination

Item 2 was assigned an overall rating of a Strength. In 100 percent of the applicable cases, there was no recurrence of substantiated or indicated maltreatment within a 6-month period. This percentage is greater than the 90 percent required for a rating of Strength. Item 2 was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, all new reports on cases open for services, both active in-home cases and foster care cases, must be directed to the CWS Intake Unit for initial review and assessment.

The Statewide Assessment reports that, in the SFY 2008 case review, 96.67 percent of the cases did not indicate repeat maltreatment within a 6-month period.

Stakeholder Interview Information

Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is effective in preventing repeat maltreatment. Some stakeholders noted that, when a risk for repeat maltreatment is evident, the DR system includes a process to facilitate the transfer of cases from VCM to CWS. A few stakeholders noted that a special intake unit investigates all reports of maltreatment of children in foster care.

Safety Outcome 2

Outcome S2: Children are safely maintained in their homes whenever possible and appropriate					
Number of Cases Reviewed by the Team According to Degree of Outcome Achievement					
Degree of Outcome Achievement	**Kauai County**	**Maui County**	**Oahu County**	**Total**	**Percent**
Substantially Achieved	10	12	18	40	**61.5**
Partially Achieved	1	3	4	8	**12.3**
Not Achieved	6	2	9	17	**26.2**
Total Cases	**17**	**17**	**31**	**65**	
Substantially Achieved by Site	**59%**	**71%**	**58%**		

Status of Safety Outcome 2

Hawaii is not in substantial conformity with Safety Outcome 2. The outcome was substantially achieved in 61.5 percent of the cases reviewed. This percentage is less than the 95 percent required for substantial conformity. Hawaii also was not in substantial conformity with this outcome in its 2003 CFSR and was required to address the outcome in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following key concerns were identified in the 2003 CFSR:

- There was a lack of appropriate service provision with regard to reducing the risk of harm to the children remaining in their homes.
- There was a lack of adequate attention to potential risk factors in the child's home or during a child's visitation with parents.

To address the identified concerns, the State implemented the following strategies in its Program Improvement Plan:

- Developed and implemented a standardized decision-making process to assess the safety and risk of harm to children and the needs of children and families throughout the life of a case
- Revised assessment tools and processes that link the assessment of safety and risk to the services necessary to strengthen families and address risk factors
- Engaged children and families in case planning through the expansion of Ohana conferencing (family team meetings)

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the specific items assessed under Safety Outcome 2 are presented and discussed below.

Item 3. Services to family to protect child(ren) in the home and prevent removal or reentry into foster care

____ Strength __X__ Area Needing Improvement

Case Review Findings

An assessment of item 3 was applicable in 45 (69 percent) of the 65 cases. Cases were excluded if the children entered foster care prior to the period under review and there were no other children in the home, or if there was no substantiated or indicated maltreatment report or identified risk of harm to the children in the home during the period under review. For applicable cases, reviewers assessed whether, in responding to a substantiated maltreatment report or risk of harm, the agency made diligent efforts to provide services to families that would prevent placement of children in foster care and at the same time ensure their safety. The results of the assessment of item 3 are presented in the table that follows.

Item 3 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	9	9	13	31	**69**
Area Needing Improvement	4	2	8	14	**31**
Total Applicable Cases	**13**	**11**	**21**	**45**	
Not Applicable	4	6	10	20	
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**69%**	**82%**	**62%**		

Item 3 was rated as a Strength when reviewers determined the following:

- Although no services were provided when the child was removed from the home, the removal was necessary to ensure the safety of the child (five cases).
- Services were provided to the family to ensure the safety of the child and prevent removal (18 cases).
- Services were provided to the family to ensure the safety of the child post-reunification and prevent reentry into foster care (eight cases).

Case review information indicates that a range of services was offered or provided to families. This range included, but was not limited to, the following: VCM services, domestic violence counseling, parenting services, family therapy and counseling, sexual abuse counseling, psychological evaluation and therapy, anger management, substance abuse treatment, Ohana conferencing, post-reunification services, drug court oversight, and Healthy Start.

Item 3 was rated as an Area Needing Improvement when reviewers determined the following:

- Services were not provided to the family, and the children remained at risk in the home (four cases).
- Services were provided, but they did not target the key safety concern in the family, leaving the children at risk in the home (three cases).
- No services were provided to prevent the children's removal from the home, although the removal was not immediately necessary to ensure the children's safety (four cases).
- No services were provided at the time of reunification, and the children were at risk in the home (three cases).

Rating Determination

Item 3 was assigned an overall rating of Area Needing Improvement. In 69 percent of the applicable cases, reviewers determined that the agency had made concerted efforts to maintain children safely in their own homes. This percentage is less than the 90 percent required for a rating of Strength. Item 3 was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, caseworkers conduct safety assessments to determine whether the home can be made safe with the support of an In-home Safety Plan. The Statewide Assessment reports that, in SFY 2008, the DR system resulted in 1,627 families statewide being assessed as low risk and referred to FSS providers, and 1,141 families statewide being assessed as moderate risk and referred to VCM providers. The Statewide Assessment notes that a Child Safety Assessment must be completed for every family referred to VCM within 2 business days of the first face-to-face contact with the family to determine whether risk and safety can be managed in the home. The Statewide Assessment also notes that FSS may be provided for up to 6 months, and VCM may be provided for up to 12 months.

As indicated in the Statewide Assessment, when a law enforcement officer has removed a child from a home, CWS has 3 working days to assess the safety of the home. CWS may ask the family to sign a voluntary foster custody agreement (VFCA) to allow the child to stay in foster care while CWS works with the family to identify the services that are needed to make the family home safe for the child. In the absence of a VFCA, CWS determines whether it is safe to return the child home or whether to petition the court for foster care custody.

The Statewide Assessment notes that the State often prevents out-of-home placements by using flexible wraparound funds to address immediate needs such as paying rent and/or utility bills, house cleaning, and transportation. Despite this creative use of resources, the Statewide Assessment indicates that there is a need for additional programs that allow families to stay together, such as residential treatment programs where mothers can reside with their children while receiving substance abuse treatment.

The Statewide Assessment reports that, in the SFY 2008 case review, services were provided to the family to protect children in the home and prevent removal into foster care in 91.23 percent of the cases.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State's DR system, and especially the VCM program, generally are effective in protecting children in their home and preventing removal or reentry into foster care.

Item 4. Risk assessment and safety management

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
An assessment of item 4 was applicable for all 65 cases. In assessing item 4, reviewers were to determine whether the agency had made, or was making, diligent efforts to address the risk of harm to the children involved in each case. The results of the assessment of item 4 are presented in the table that follows.

Item 4 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	10	12	20	42	**65**
Area Needing Improvement	7	5	11	23	**35**
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**59%**	**71%**	**65%**		

Item 4 was rated as a Strength in 42 cases when reviewers determined that the risk of harm to children was addressed appropriately by the agency through the following: conducting initial and ongoing assessments of risk and safety either in the children's home or in the children's foster home and addressing all safety-related concerns identified through the assessment.

Item 4 was rated as an Area Needing Improvement in 23 cases when reviewers determined one or more of the following:

- There was no initial safety or risk assessment (five cases).
- There was no ongoing safety and risk assessment in the child's home during the period under review (11 cases).
- There was no ongoing safety and risk assessment in the foster home during the period under review (nine cases).
- There were continued risk concerns in the child's home that were not addressed and/or monitored by the agency, and the children were at risk in the home (11 cases).
- The case was closed without any safety and risk assessment (four cases).
- Safety and risk were not assessed for all children in the home (three cases).

Rating Determination

Item 4 was assigned an overall rating of Area Needing Improvement. In 65 percent of the cases, reviewers determined that the agency had made diligent efforts to assess and address the risk of harm to the child. This percentage is less than the 90 percent required for a rating of Strength. Item 4 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, CWS, VCM, and FSS caseworkers are expected to complete the Child Safety Assessment during the initial investigation or assessment. The Child Safety Assessment can be used prior to reunification, at case closure, or at other times during the life of the case. The Comprehensive Strengths and Risk Assessment is expected to be completed within 60 days of CWS case opening (within 45 days for VCM cases), for reassessments whenever evidence or case circumstances suggest a change in risk levels, and prior to closing the case at investigation to determine whether a case should be kept open with CWS, referred to VCM or FSS, or closed. The Statewide Assessment notes that if a safety issue is assessed as present in a family situation by VCM or FSS, there is a process to return the case immediately to CWS for action.

The Statewide Assessment reports that, in the SFY 2008 case review, risk and safety were appropriately assessed and managed in 82.83 percent of the cases.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is effective in assessing risk and managing safety. Various stakeholders identified Ohana conferencing and the Comprehensive Strengths and Risk Assessment as facilitating factors in the agency's effectiveness with regard to assessing risk and managing safety for families.

II. PERMANENCY

Permanency Outcome 1

Outcome P1: Children have permanency and stability in their living situations					
Number of Cases Reviewed by the Team According to Degree of Outcome Achievement					
Degree of Outcome Achievement	**Kauai County**	**Maui County**	**Oahu County**	**Total**	**Percent**
Substantially Achieved	5	4	10	19	**47.5**
Partially Achieved	4	5	7	16	**40.0**
Not Achieved	1	1	3	5	**12.5**
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Substantially Achieved by Site	**50%**	**40%**	**50%**		

Conformity of Statewide Data Indicators With National Standards			
National Data Indicators	**National Standard (Scaled Score)**	**State Score (Scaled Score)**	**Meets Standards?**
Composite 1: Timeliness and permanency of reunification	122.6 +	120.4	**No**
Composite 2: Timeliness of adoptions	106.4 +	112.5	**Yes**
Composite 3: Permanency for children in foster care for extended time periods	121.7 +	123.5	**Yes**
Composite 4: Placement stability	101.5 +	102.4	**Yes**

Status of Permanency Outcome 1

Hawaii is not in substantial conformity with Permanency Outcome 1. The outcome was substantially achieved in 47.5 percent of the cases reviewed. This percentage is less than the 95 percent required for substantial conformity. In addition to case review findings, although Hawaii met the national standards for the data indicators pertaining to timeliness of adoptions, permanency for children in foster care for extended time periods, and placement stability, the State did not meet the national standard for the data indicator pertaining to timeliness and permanency of reunification.

Hawaii also was not in substantial conformity with this outcome in its 2003 CFSR and was required to address the outcome in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following key concerns were identified in the 2003 CFSR:

- DHS was not consistently effective in preventing reentry into foster care.
- DHS was not consistently effective in ensuring children's placement stability while in foster care.
- DHS was not consistently effective in establishing appropriate permanency goals in a timely manner.
- DHS was not consistent in its efforts to achieve permanency goals in a timely manner.
- There were delays in achieving termination of parental rights (TPR).
- There were high caseworker caseloads and a high rate of turnover in the caseworker position.

To address the identified concerns, the State implemented the following strategies in its Program Improvement Plan:

- Developed a comprehensive case review process and supervisory review tool and enhanced CORE Training for staff to ensure consistent statewide application of practice standards with regard to achieving timely permanency
- Improved family engagement through the use of Ohana conferencing and safety planning prior to reunification to prevent reentry into foster care
- Increased transportation, visitation, and intensive home-based supports to prevent reentry into foster care
- Provided training to caseworkers on substance abuse relapse and safety planning to prevent reentry into foster care
- Strengthened teamwork between licensing staff and placement staff to enhance placement stability
- Enhanced resource family recruitment efforts, training, supports, and feedback mechanism to enhance placement stability
- Increased access to therapeutic foster homes to enhance placement stability
- Monitored, identified, and addressed placement disruption factors
- Increased the use of concurrent permanency planning (CPP) to expedite the achievement of permanency goals
- Increased collaboration with the courts to improve permanency and expedite the TPR process

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the items assessed under Permanency Outcome 1 are presented and discussed below.

Item 5. Foster care reentries

__X__ Strength **____ Area Needing Improvement**

Case Review Findings
An assessment of item 5 was applicable for 14 (35 percent) of the 40 foster care cases. Cases were not applicable if the child did not enter foster care during the period under review. In assessing this item, reviewers determined whether the entry into foster care during the period under review occurred within 12 months of discharge from a prior foster care episode. The results of the assessment of item 5 are presented in the table below.

Item 5 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	4	4	6	14	**100**
Area Needing Improvement	0	0	0	0	**0**
Total Applicable Foster Care Cases	**4**	**4**	**6**	**14**	
Not Applicable Foster Care Cases	6	6	14	26	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**100%**	**100%**	**100%**		

Item 5 was rated as a Strength in all 14 applicable cases when reviewers determined the following:

- The child's entry into foster care during the period under review did not take place within 12 months of discharge from a prior episode (12 cases).
- Although the child reentered foster care within 12 months, there was evidence that concerted efforts were made to prevent reentry (two cases).

Rating Determination
Item 5 was assigned an overall rating of Strength. The item was rated as a Strength in 100 percent of the applicable cases reviewed. This percentage is greater than the 90 percent required for a rating of Strength. Item 5 was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Performance on the Composite 1 Measure Relevant to the Permanency of Reunification
The data below are presented to provide additional information about foster care reentry. There is no national standard for the measure of foster care reentry. National standards with regard to permanency have been established only for the scaled composite scores. The measure of foster care reentry is part of Composite 1: Timeliness and permanency of reunification. The State's performance on Composite 1 is shown in the table for Permanency Outcome 1.

Hawaii's performance on the individual measure of foster care reentry (measure C1.4) included in Composite 1: Timeliness and permanency of reunification was as follows: In the 12 months prior to the CFSR 12-month target period for the data indicators, 15.1 percent of children exiting foster care to reunification reentered foster care in less than 12 months from the time of discharge. This percentage is greater than the national median of 15.0 percent. (For this measure, lower percentages reflect higher levels of performance.)

Statewide Assessment Information
According to the Statewide Assessment, the Comprehensive Strengths and Risk Assessment is completed within 60 days of case opening to determine whether a case should be kept open or closed and the Child Safety Assessment can be completed prior to reunification to determine whether to close an ongoing case. The Statewide Assessment notes that the State is conducting a pilot (including Kauai, Maui, and Oahu) to test the use of six rapid assessment instruments (RAI) to rate the level of family readiness with regard to reunification and resolution of CPS risk factors, case service plans, legal issues, and caregiver understanding of child treatment needs. In addition, the Statewide Assessment notes that DHS uses the multidisciplinary team on a consultative basis prior to reunification.

The Statewide Assessment reports that, in the SFY 2008 case review, children did not experience reentry into foster care in 100 percent of the cases.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is effective in preventing foster care reentries. Some stakeholders noted that there are cases in which children reenter foster care due to substance abuse relapse by parents.

Item 6. Stability of foster care placement

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
All 40 foster care cases were applicable for an assessment of item 6. In assessing this item, reviewers were to determine whether the child experienced multiple placement settings during the period under review and, if so, whether the changes in placement settings were necessary to achieve the child's permanency goal or meet the child's service needs. Reviewers also assessed the stability of the child's most recent placement setting. The results of the assessment of item 6 are presented in the table below.

Item 6 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	9	7	12	28	70
Area Needing Improvement	1	3	8	12	30
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**90%**	**70%**	**60%**		

Item 6 was rated as a Strength when reviewers determined the following:

- The child's current placement was stable and the child did not experience a placement change during the period under review (24 cases).

- The child's current placement was stable and placement changes experienced were in the child's best interests, i.e., they were intended to further achievement of the child's permanency goal or to provide specialized services for the child (four cases).

Item 6 was rated as an Area Needing Improvement in 12 cases when reviewers determined one or both of the following:
- The child was in multiple placement settings during the period under review, and at least one placement change was not planned by the agency to attain the child's permanency goal (10 cases).
- The child's placement setting at the time of the onsite CFSR was not stable (five cases).

Additional findings of the case review were the following:
- Children in 26 cases (65 percent) experienced only one placement during the period under review.
- Children in five cases (12.5 percent) experienced two placements during the period under review.
- Children in nine cases (22.5 percent) experienced three or four placements during the period under review.

Rating Determination
Item 6 was assigned an overall rating of Area Needing Improvement. In 70 percent of the cases, reviewers determined that children experienced placement stability. This percentage is less than the 90 percent required for a rating of Strength. Item 6 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Performance on the Individual Measures Included in Composite 4: Placement stability
The data below are presented to provide additional information about placement stability. There are no national standards for performance on these measures individually. National standards have been established only for the scaled composite score. The State's performance on Composite 4 is shown in the table for Permanency Outcome 1.

For the target 12-month CFSR period established for the data indicators, Hawaii's performance on the individual measures included in Composite 4: Placement stability was as follows:
- C4.1: 86.0 percent of the children in foster care for at least 8 days but less than 12 months experienced two or fewer placement settings. This percentage is equal to the national 75th percentile of 86.0 percent.
- C4.2: 68.7 percent of the children in foster care for at least 12 months but less than 24 months experienced two or fewer placement settings. This percentage is greater than the national 75th percentile of 65.4 percent.
- C4.3: 40.2 percent of the children in foster care for at least 24 months experienced two or fewer placement settings. This percentage is greater than the national median of 33.9 percent but less than the national 75th percentile of 41.8 percent.

Statewide Assessment Information
According to the Statewide Assessment, DHS has a contract with the Partners in Development Foundation (PIDF) to provide a comprehensive approach to recruitment, home study, training, and support of foster homes. PIDF is responsible for providing an adequate number of resource foster families to increase the ability to make appropriate placements, provides sufficient training to help

prepare families to meet the needs of the child, and provides a support network for resource foster families following placement. The Statewide Assessment notes that Purchase of Services (POS) contracted services support children in out-of-home placements by providing counseling, visitation, transportation, and therapy. In addition, the Statewide Assessment notes that the decrease in the number of children in foster care provides caseworkers with a decreased caseload and more time for each foster family.

The Statewide Assessment reports that, in the SFY 2008 case review, children were in stable placements and did not experience placement changes that were not in their best interests in 85.94 percent of the cases.

The Statewide Assessment notes that, although significant resources have been put in place to identify relative resources early in the case, delays in identifying family resources can mean that an appropriate relative placement is not identified for some time and that children experience placement changes.

Stakeholder Interview Information

Stakeholders commenting on this item during the onsite CFSR expressed different opinions regarding the State's effectiveness in providing stable placements for children in foster care. Some stakeholders noted that caseworkers conduct a search for relatives early in the case to improve placement stability because relative placements tend to be more stable than placements with non-relative foster parents. However, various stakeholders identified the following barriers to the agency's effectiveness with regard to providing stable foster care placements for children:

- There is frequent use of shelter care, both congregate care settings and short-term foster home settings.
- The focus on relative caregivers leads to a reliance on shelter care as a first placement in some cases and, in other cases, to an initial placement with a non-relative that would be stable but for the intention to move the child to the home of a relative.
- The lack of sufficient supportive services, such as mental health services, substance abuse services, and services for adolescents, leads to frequent placement changes due to the behavior of the child.

Item 7. Permanency goal for child

____ Strength __X__ Area Needing Improvement

Case Review Findings

All 40 foster care cases were applicable for an assessment of item 7. In assessing this item, reviewers were to determine whether the agency had established a permanency goal for the child in a timely manner and whether the most current permanency goal was appropriate. Reviewers also were to determine whether the agency had sought TPR in accordance with the requirements of the Adoption and Safe Families Act (ASFA). The results of the assessment of item 7 are presented in the table that follows.

Item 7 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	7	5	12	24	**60**
Area Needing Improvement	3	5	8	16	**40**
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**70%**	**50%**	**60%**		

Item 7 was rated as a Strength in 24 cases when reviewers determined that the child's permanency goal was appropriate and had been established in a timely manner and, if relevant, that the agency had filed for TPR in accordance with the requirements of ASFA.

Item 7 was rated as an Area Needing Improvement in 16 cases when reviewers determined one or more of the following:

- The child's permanency goal at the time of the onsite CFSR was not appropriate given the case situation and the needs of the child (four cases).
- The child's permanency goal was not established in a timely manner (13 cases).
- The agency had not filed for TPR in accordance with the requirements of ASFA (five cases).

ASFA requirements with regard to filing for TPR were met in 72 percent (13 cases) of 18 applicable cases.

The following case goals were identified for the 40 foster care cases:

- Reunification only (including reunification with relatives) (22 cases)
- Guardianship only (four cases)
- Adoption only (nine cases)
- Concurrent goals of adoption and guardianship (four cases)
- Concurrent goals of reunification and guardianship (one case)

Rating Determination

Item 7 was assigned an overall rating of Area Needing Improvement. In 60 percent of the cases, reviewers determined that the agency had established an appropriate permanency goal for the child in a timely manner and had met ASFA requirements when relevant. This percentage is less than the 90 percent required for a rating of Strength. Item 7 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Performance on the Individual Measures Included in Composite 3: Permanency for children in foster care for extended time periods

The data below are presented to provide additional information about permanency for children in foster care for extended time periods. There are no national standards for performance on these measures individually. National standards were established only for the scaled composite score. The State's performance on Composite 3 is shown in the table for Permanency Outcome 1.

For the target 12-month CFSR period established for the data indicators, Hawaii's performance on the individual measures included in Composite 3: Permanency for children in foster care for extended time periods was the following:

- C3.1: 34.5 percent of the children in foster care for 24 months or longer at the start of the 12-month CFSR target period were discharged from foster care to a permanent home (adoption, reunification with parents or other relatives, or guardianship) by the end of the target period. This percentage is greater than the national 75th percentile of 29.1 percent.
- C3.2: 85.8 percent of the children exiting foster care during the target period who were legally free for adoption at the time of exit were discharged to a permanent home. This percentage is less than the national median of 96.8 percent.
- C3.3: 44.0 percent of the children who were discharged from foster care during the 12-month target period with a discharge reason of emancipation had been in foster care for 3 years or longer at the time of discharge. This percentage is less than the national median of 47.8 but greater than the national 25th percentile of 37.5 percent. (For this measure, lower percentages reflect higher levels of performance.)

Statewide Assessment Information

According to the Statewide Assessment, DHS policy stipulates that, if a child cannot be returned home to a safe family, the goals for a permanent family are either adoption or legal guardianship. When reunification is not likely, DHS policy provides for an initiation of proceedings to TPR in compliance with Federal guidelines. The Statewide Assessment indicates that a recent change in State statute clarified that TPR is not required before legal guardianship proceedings.

The Statewide Assessment identifies the following types of custody arrangements:

- Foster Custody transfers temporary custody of the child to DHS because the family is presently unwilling or unable to provide the child with a safe home.
- Permanent Custody (PC) terminates parental rights and transfers custody of the child to DHS for timely permanent placement.

The Statewide Assessment also identifies the following practices that facilitate permanency:

- The requirement that caseworkers must apply CPP as a means of achieving permanency for children more promptly
- The use of Ohana conferencing as a tool to engage family members in the identification and support of the permanency goals for children in foster care
- The requirement for a written service plan to be developed within 60 days of intake
- The development and monthly review of the PC List including all children in PC for whom there is no identified permanent legal home

The Statewide Assessment indicates that perceptions by family members regarding the sanctity of the relationship between parents and children result in a tendency on the part of the agency to designate guardianship as a more feasible alternative than adoption.

The Statewide Assessment reports that, in the SFY 2008 case review, children were assigned an appropriate permanency goal in a timely manner in 84.38 percent of the cases.

Stakeholder Interview Information
The key areas addressed by stakeholders commenting on this item during the onsite CFSR were appropriate goal establishment and CPP.

With regard to goal establishment, most stakeholders expressed the opinion that the State generally is effective in establishing appropriate permanency goals for children who enter foster care. Some stakeholders noted that Ohana conferencing is used to determine an appropriate permanency goal.

With regard to CPP, several stakeholders noted that reunification is always the first goal and that adoption or guardianship may be identified as a concurrent goal. Some stakeholders indicated that concurrent goals are considered at 12 months or earlier if reunification is determined to be inappropriate. However, other stakeholders indicated that caseworkers do not actively work toward the concurrent goal until reunification has been ruled out.

Item 8. Reunification, guardianship, or permanent placement with relatives

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
Item 8 was applicable for 31 (77.5 percent) of the 40 foster care cases. In assessing these cases, reviewers were to determine whether the agency had achieved the permanency goals of reunification, guardianship, or permanent placement with relatives in a timely manner or, if the goals had not been achieved, whether the agency had made, or was in the process of making, diligent efforts to achieve the goals. The results of the assessment of item 8 are presented in the table below.

Item 8 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	5	4	10	19	**61**
Area Needing Improvement	1	5	6	12	**39**
Total Applicable Foster Care Cases	**6**	**9**	**16**	**31**	
Not Applicable Foster Care Cases	4	1	4	9	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**83%**	**44%**	**62.5%**		

Item 8 was rated as a Strength in 19 cases when reviewers determined that the goal had been achieved in a timely manner or that the agency had made concerted efforts to achieve the goal in a timely manner. Item 8 was rated as an Area Needing Improvement in 12 cases when reviewers determined that the agency had not made concerted efforts to achieve reunification, guardianship, or permanent placement with a relative in a timely manner. Some of the concerns identified pertained to the agency's lack of effort to reunify or finalize guardianship despite the completion of service plans; lack of effort to identify appropriate relatives for permanent placement; and lack of initiative to change the permanency goal despite limited participation from parents in the service plan.

Rating Determination
Item 8 was assigned an overall rating of Area Needing Improvement. In 61 percent of the applicable cases, reviewers determined that the agency had made diligent efforts to attain the goals of reunification, permanent placement with relatives, or guardianship in a timely manner. This percentage is less than the 90 percent required for a rating of Strength. Item 8 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Performance on the Individual Measures Pertaining to Timeliness Included in Composite 1: Timeliness and permanency of reunification
The data below are presented to provide additional information about the timeliness of reunification. There are no national standards for performance on these measures individually. National standards have been established only for the scaled composite score. The State's performance on Composite 1 is shown in the table for Permanency Outcome 1.

For the target 12-month CFSR period established for the data indicators, Hawaii's performance on the individual measures included in Composite 1: Timeliness and permanency of reunification is presented below for the measures pertaining to timeliness:

- C1.1: 70.9 percent of the reunifications occurred in at least 8 days but less than 12 months of the child's entry into foster care. This percentage is greater than the national median of 69.9 percent but less than the national 75th percentile of 75.2 percent.
- C1.2: The median length of stay in foster care for children discharged to reunification after being in foster care for at least 8 days was 6.1 months. This length of stay is shorter than the national median of 6.5 months but longer than the national 25th percentile of 5.4 months. (For this measure, lower percentages reflect higher levels of performance.)
- C1.3: 53.8 percent of children entering foster care in the 6 months prior to the 12-month target period were discharged from foster care to reunification in more than 7 days but less than 12 months of entry into foster care. This percentage is greater than the national 75th percentile of 48.4 percent.

Statewide Assessment Information
According to the Statewide Assessment, Ohana conferencing, the Child Safety Assessment, and the Comprehensive Strengths and Risk Assessment can be used to identify appropriate services and supports for the family and to evaluate the home prior to reunification to ensure that a child safety plan is in place. The Statewide Assessment notes that POS contracted services and Comprehensive Counseling and Support Services (CCSS) include a wide range of services to support families with the goal of reunification.

The Statewide Assessment notes that the Keiki Placement Project (KPP), which is an aggressive family finding initiative for children younger than age 3, includes a weekly review to ensure that relatives are identified, contacted, and studied as a potential permanency resource, if appropriate.

The Statewide Assessment reports that, in the SFY 2008 case review, the agency had made diligent efforts to attain the goals of reunification, guardianship, or permanent placement with relatives in 81.58 percent of the cases.

However, the Statewide Assessment notes that the foster parent status as a party also entitles the foster parent to file motions and intervene in the proceedings. It was reported that this practice can delay proceedings when DHS seeks to place children with relatives or other identified potential permanent caregivers against the wishes of the foster parent.

Stakeholder Interview Information
Stakeholders commenting on this item during the onsite CFSR expressed different opinions regarding whether the agency makes diligent efforts to attain the goal of reunification. Some stakeholders indicated that the agency effectively facilitates reunifications by providing appropriate services. In addition, some stakeholders indicated that guardianships can be finalized more quickly because TPR is no longer required. However, other stakeholders indicated that in many cases the court orders extensions to provide parents additional time to complete service plans, despite agency recommendations to the contrary.

Several stakeholders indicated that the granting of party status to foster parents has resulted in the unintended consequence of contested hearings during which foster parents seeking to adopt are pitted against DHS seeking to place a child permanently with a recently identified relative.

Item 9. Adoption

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
Item 9 was applicable for 13 (32.5 percent) of the 40 foster care cases. In assessing this item, reviewers were to determine whether diligent efforts had been, or were being, made to achieve a finalized adoption in a timely manner. The results of the assessment of item 9 are presented in the table below.

Item 9 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	1	1	1	3	**23**
Area Needing Improvement	4	0	6	10	77
Total Applicable Foster Care Cases	**5**	**1**	**7**	**13**	
Not Applicable Foster Care Cases	5	9	13	27	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**20%**	**100%**	**14%**		

Item 9 was rated as a Strength in three cases when reviewers determined that the State had made diligent efforts to achieve finalized adoptions in a timely manner. Item 9 was rated as an Area Needing Improvement in 10 cases when reviewers identified one or more of the following:

- Delays in filing for TPR (two cases)
- Delays in the TPR process after filing (two cases)

- Delays in completing or approving home studies (four cases)
- Delays in the identification of an appropriate adoptive placement (six cases)

Additional findings relevant to this item were the following:
- Of the 13 children with a goal of adoption, 4 achieved the goal during the period under review.
- Of the four children who had a finalized adoption during the period under review, three had been in foster care for less than 24 months.
- Of the nine children with a goal of adoption who were not adopted during the period under review, one was in a pre-adoptive home.

Rating Determination
Item 9 was assigned an overall rating of Area Needing Improvement. In 23 percent of the applicable cases, reviewers determined that the agency had made concerted efforts to achieve a finalized adoption in a timely manner. This percentage is less than the 90 percent required for a rating of Strength. Item 9 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Performance on the Individual Measures Included in Composite 2: Timeliness of adoptions
The data below are presented to provide additional information about the timeliness of adoptions. There are no national standards for performance on these measures individually. National standards have been established only for the scaled composite score. The State's performance on Composite 2 is shown in the table for Permanency Outcome 1.

For the target 12-month CFSR period established for the data indicators, Hawaii's performance on the individual measures included in Composite 2: Timeliness of adoptions is presented below:
- C2.1: 31.8 percent of the children exiting to adoption were discharged in less than 24 months from the time of entry into foster care. This percentage is greater than the national median of 26.8 percent but less than the national 75th percentile of 36.6 percent.
- C2.2: The median length of stay in foster care for children adopted was 29.6 months. This median length of stay is shorter than the national median of 32.4 months but longer than the national 75th percentile of 27.3 months. (For this measure, a lower number of months reflects a higher level of performance.)
- C2.3: 27.8 percent of children who were in foster care for 17 months or longer on the first day of the year were discharged to a final adoption by the last day of the year. This percentage is greater than the national 75th percentile of 22.7 percent.
- C2.4: 16.3 percent of children who were in foster care for 17 months or longer on the first day of the year became legally free for adoption (i.e., there was a TPR for both mother and father) within the first 6 months of the year. This percentage is greater than the national 75th percentile of 10.9 percent.
- C2.5: 41.7 percent of children who were legally free for adoption were adopted within 12 months of becoming legally free. This percentage is less than the national median of 45.8 percent.

Statewide Assessment Information
According to the Statewide Assessment, all children in PC for whom there is no identified permanent legal home are included on the PC List, which is reviewed monthly. The Statewide Assessment notes that DHS continues to use the KPP and Ohana conferencing to identify family members who may become permanent resources for the child and collaborates with community partners and national resources including Catholic Charities Hawaii family finding, Wendy's Wonderful Kids, the Heart Gallery Hawaii, and Hope, Inc., to identify permanent homes for children.

The Statewide Assessment reports that, in the SFY 2008 case review, the agency made diligent efforts to achieve the goal of adoption in 84.62 percent of the cases.

The Statewide Assessment acknowledges that appeals of TPR can delay adoption proceedings up to 3 years or longer. To address delays, the Statewide Assessment notes that a 2-year statewide pilot project was implemented in July 2008 to reduce appellate timelines in child welfare cases. In addition, the Statewide Assessment notes that the caseworker caseload for permanency units is high, which leads to delays in the timeliness of adoption.

Stakeholder Interview Information
Stakeholders commenting on this item during the onsite CFSR expressed different opinions regarding the State's effectiveness with regard to achieving adoption in a timely manner. Various stakeholders identified the following strategies that facilitate the agency's effectiveness:

- The PC List is reviewed every week to facilitate permanent placement for children in cases in which TPR has already occurred.
- The State uses the Heart Gallery and Hope, Inc., to identify adoptive placements for children.
- The pilot to reduce delays related to appeals of TPR proceedings is effective.

However, other stakeholders identified the following barriers to the agency's effectiveness with regard to achieving adoption in a timely manner:

- There are lengthy delays due to appeals of TPR proceedings.
- Foster parents are parties to the case and have a standing in court; there are cases in which foster parents seeking adoption will contest agency decisions that are not in their favor.
- Permanency units are characterized by high caseloads so that caseworkers do not have sufficient time to seek adoptive placements for children.

Item 10. Other planned permanent living arrangement

Case Review Findings
Item 10 was not applicable for any of the 40 foster care cases.

Statewide Assessment Information
According to the Statewide Assessment, Hawaii does not use a goal of independent living or OPPLA. Information about Independent Living (IL) services is provided under item 17 and discussed under the systemic factor of Service Array and Resource Development.

Permanency Outcome 2

Outcome P2: The continuity of family relationships and connections is preserved for children					
Number of Cases Reviewed by the Team According to Degree of Outcome Achievement					
Degree of Outcome Achievement	**Kauai County**	**Maui County**	**Oahu County**	**Total**	**Percent**
Substantially Achieved	8	9	13	30	**75.0**
Partially Achieved	1	1	6	8	**20.0**
Not Achieved	1	0	1	2	**5.0**
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Substantially Achieved by Site	**80%**	**90%**	**65%**		

Status of Permanency Outcome 2

Hawaii is not in substantial conformity with Permanency Outcome 2. The outcome was substantially achieved in 75.0 percent of the cases. This percentage is less than the 95 percent required for substantial conformity. Hawaii also was not in substantial conformity with this outcome in its 2003 CFSR and was required to address the outcome in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following key concerns were identified in the 2003 CFSR:
- DHS was not consistent in its efforts to ensure sufficient frequency of visitation with parents or among siblings in foster care to meet the needs of children and families.
- DHS was not consistent in its efforts to preserve connections between children and their extended families and communities.
- DHS was not consistent in its efforts to seek and assess relatives as placement resources.
- DHS was not consistent in its efforts to promote the relationship between parents and children.

To address the identified concerns, the State implemented the following strategies in its Program Improvement Plan:
- Increased visitation and transportation services to provide visits between children and their families for at least 3 hours per week
- Trained supervisors and staff on the importance of visitation and strategies to maximize visitation opportunities between children and their siblings and parents
- Increased the use of Ohana conferencing to seek out relatives who may be potential placement resources and implemented a supervisory review tool to monitor the quality of the relative search

- Trained foster parents in the importance of preserving connections for foster children and involved foster parents in facilitating visits between parents and siblings
- Increased the recruitment of Native Hawaiian foster homes through partnerships with community organizations to preserve connections between children and their communities

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the items assessed under Permanency Outcome 2 are presented and discussed below.

Item 11. Proximity of foster care placement

__X__ Strength ____ Area Needing Improvement

Case Review Findings
Item 11 was applicable for 31 (77.5 percent) of the 40 foster care cases. Cases were not applicable if: TPR was attained prior to the period under review, contact with parents was not considered to be in the child's best interests, and/or parents were deceased or their whereabouts were unknown. In assessing item 11, reviewers were to determine whether the child's most current foster care setting was near the child's parents or close relatives. The results of the assessment of item 11 are presented in the table below.

Item 11 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	7	9	15	31	**100**
Area Needing Improvement	0	0	0	0	**0**
Total Applicable Foster Care Cases	**7**	**9**	**15**	**31**	
Not Applicable Foster Care Cases	3	1	5	9	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**100%**	**100%**	**100%**		

Item 11 was rated as a Strength in all applicable cases when reviewers determined the following:
- The child was placed in the same community as the parents or in close proximity (29 cases).
- Even though the child was placed out of his or her community, the placement was necessary to meet the needs of the child and/or support attainment of the permanency goal (two cases).

Rating Determination
Item 11 was assigned an overall rating of Strength. In 100 percent of the applicable cases, reviewers determined that the agency placed children in locations close to their parents or relatives when appropriate. This percentage is greater than the 90 percent required for a rating of Strength. Item 11 also was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, agency policy requires that caseworkers consider how the proximity of the foster care placement promotes reunification and maintains connections for families. "Close proximity to the home" means placement on the same island as the parents' home (except for the island of Hawaii where close proximity means on the same side of the island). The Statewide Assessment indicates that children are placed at long distances from their parents only when placement with relatives outside Hawaii is deemed to be in the best interests of the child or if the child requires a highly specialized treatment setting that is not available in close proximity. The Statewide Assessment notes that 231 children were placed out of State using the Interstate Compact on the Placement of Children (ICPC) for 2008.

The Statewide Assessment notes that three key initiatives support the State's efforts to place children in close proximity to parents: targeted recruitment for Native Hawaiian resource families, KPP, and Ohana conferencing.

The Statewide Assessment reports that, in the SFY 2008 case review, children were placed in close proximity to parents in 100 percent of the cases.

Stakeholder Interview Information
There was an insufficient number of stakeholder comments on this item during the onsite CFSR.

Item 12. Placement with siblings

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
Item 12 was applicable for 24 (60 percent) of the 40 foster care cases. Cases were not applicable if the child did not have a sibling in foster care at any time during the period under review. In assessing item 12, reviewers were to determine whether siblings were currently, or had been, placed together, and if separated, whether the separation was necessary to meet the service or safety needs of one or more of the children. The results of the assessment of item 12 are presented in the table that follows.

Item 12 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	4	4	10	18	**75**
Area Needing Improvement	0	2	4	6	**25**
Total Applicable Foster Care Cases	**4**	**6**	**14**	**24**	
Not Applicable Foster Care Cases	6	4	6	16	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**100%**	**67%**	**71%**		

Item 12 was rated as a Strength when reviewers determined the following:

- The child was placed with siblings (13 cases).
- The separation of siblings was necessary because one of the siblings had special placement needs or because placement with siblings was not in the child's best interests (five cases).

Item 12 was rated as an Area Needing Improvement in six cases when reviewers determined that the agency had not made concerted efforts to place siblings together.

Rating Determination

Item 12 was assigned an overall rating of Area Needing Improvement. In 75 percent of the applicable cases, reviewers determined that the agency placed siblings together in foster care whenever appropriate. This percentage is less than the 90 percent required for a rating of Strength. Item 12 was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, policy requires siblings to be placed in out-of-home care together, unless such a placement would not be in the best interests of the children. The Statewide Assessment notes that DHS is authorized to grant waivers regarding the number of foster children in a home in order to place large sibling groups together. The Statewide Assessment also notes that, in the event siblings are not placed together, caseworkers are required to continue to search for placements where the sibling group can live together. The Statewide Assessment indicates that KPP and Ohana conferencing provide caseworkers with opportunities to identify family members who are able to accommodate sibling groups.

The Statewide Assessment reports that, in the SFY 2008 case review, children were placed with siblings in foster care when appropriate in 95.74 percent of the cases.

Stakeholder Interview Information

Stakeholders commenting on this item during the onsite CFSR expressed different opinions regarding the State's effectiveness in placing siblings together in foster care. Some stakeholders indicated that the agency makes diligent efforts to place siblings together in

foster care. However, other stakeholders indicated that the agency faces challenges in keeping siblings together, particularly for large sibling groups or youth, due to a lack of foster homes that can accommodate large sibling groups or youth.

Item 13. Visiting with parents and siblings in foster care

____ Strength **__X__ Area Needing Improvement**

Case Review Findings

Item 13 was applicable for 26 (65 percent) of the 40 foster care cases. Cases were not applicable for an assessment of this item if the child had no siblings in foster care and if one of the following conditions was met with regard to the parents: TPR was established prior to the period under review and parents were no longer involved in the child's life or were deceased; or visitation with a parent was not considered in the best interests of the child. In assessing this item, reviewers were to determine whether the agency had made, or was making, diligent efforts to facilitate sufficient visitation between children in foster care and their parents and between children in foster care and their siblings also in foster care, and whether the visits occurred with sufficient frequency to meet the needs of children and families. The results of the assessment of item 13 are presented in the table below.

Item 13 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	4	8	8	20	**77**
Area Needing Improvement	1	0	5	6	**23**
Total Applicable Foster Care Cases	**5**	**8**	**13**	**26**	
Not Applicable Foster Care Cases	5	2	7	14	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**80%**	**100%**	**62%**		

Item 13 was rated as a Strength in 20 cases when reviewers determined that the frequency and quality of visitation with parents and siblings met the needs of the children. Item 13 was rated as an Area Needing Improvement in six cases when reviewers determined one or more of the following:

- The agency did not make concerted efforts to promote visitation with the mother (three cases).
- The agency did not make concerted efforts to promote visitation with the father (four cases).
- The agency did not make concerted efforts to promote visitation with siblings in foster care (one case).

Additional information about visitation frequency is provided in the table that follows.

Typical Frequency of Child's Visits During the Period Under Review	With Mother	With Father	With Siblings in Foster Care
Visits occurred at least once a week	13 (57%)	6 (35%)	7 (78%)
Visits occurred less frequently than once a week but at least twice a month	2 (9%)	1 (6%)	1 (11%)
Visits occurred less frequently than twice a month but at least once a month	2 (9%)	2 (12%)	0
Visits occurred less frequently than once a month	4 (17%)	6 (35%)	0
There were no visits during the period under review	2 (9%)	2 (12%)	1 (11%)
Total Applicable Cases	**23**	**17**	**9**

The data indicate that children visited at least once per month with their mothers in 17 (74 percent) of the applicable cases, with their fathers in 9 (53 percent) of the applicable cases, and with their siblings in foster care in 8 (89 percent) of the applicable cases.

Rating Determination

Item 13 was assigned an overall rating of Area Needing Improvement. In 77 percent of the applicable cases, reviewers determined that the agency made concerted efforts to ensure that visitation was of sufficient frequency to meet the needs of the family. This percentage is less than the 90 percent required for a rating of Strength. Item 13 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, policy requires that parents will have visits with their child, unless CWS and/or family court determine that visitation is not in the child's best interests. If there are no severe risk factors, visitation should take place at least twice a week for at least 90 minutes at each visit or for a minimum of 3 hours per week. Resource parents are expected to provide transportation to support visitation, and parents can provide names of individuals who can help with transporting the child or supervising the visits. The Statewide Assessment acknowledges that maintaining visitation for children with incarcerated parents is a challenge.

In addition, the Statewide Assessment notes that, if siblings are separated, monthly visitation is required. The Statewide Assessment notes that Project Visitation in Oahu and West Hawaii is a program that assigns community volunteers to supervise and facilitate monthly sibling visitations. The Statewide Assessment also notes that a contracted partner, Neighborhood Places, provides community-based and culturally appropriate facilities for visitation.

The Statewide Assessment reports that, in the SFY 2008 case review, DHS made concerted efforts to ensure that visitation with parents and siblings was of sufficient frequency and quality to meet the needs of the family in 84.91 percent of the cases.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is not effective in facilitating visitation among family members for children in foster care due in part to a lack of staff resources to supervise visitation and provide transportation. Oahu stakeholders indicated that, although Project Visitation promotes frequent visitation among siblings who are not placed together, it does not reach enough families.

Item 14. Preserving connections

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
Item 14 was applicable for 35 (87.5 percent) of the 40 foster care cases. In assessing item 14, reviewers were to determine whether the agency had made, or was making, diligent efforts to preserve the child's connections to neighborhood, community, heritage, extended family, faith, and friends while the child was in foster care. This item is not rated on the basis of visits or contacts with parents or siblings in foster care. The results of the assessment of item 14 are presented in the table below.

Item 14 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	6	10	13	29	**83**
Area Needing Improvement	3	0	3	6	**17**
Total Applicable Foster Care Cases	**9**	**10**	**16**	**35**	
Not Applicable Foster Care Cases	1	0	4	5	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**67%**	**100%**	**81%**		

Item 14 was rated as a Strength in 29 cases when reviewers determined that the agency made concerted efforts to preserve the child's connections with extended family members, religious or cultural heritage, schools, community, and friends. Item 14 was rated as an Area Needing Improvement in six cases when reviewers determined one or more of the following:

- The agency did not make concerted efforts to maintain the child's connections to extended family (six cases).
- The agency did not make concerted efforts to maintain the child's connections to his or her religious or cultural heritage (three cases).
- The agency did not make concerted efforts to maintain the child's connections to his or her school (two cases).
- The agency did not make concerted efforts to maintain the child's connections to his or her community and friends (three cases).

Rating Determination
Item 14 was assigned an overall rating of Area Needing Improvement. In 83 percent of the applicable cases, reviewers determined that the agency had made concerted efforts to maintain the child's connections with extended family, culture, religion, community, and

school. This percentage is less than the 90 percent required for a rating of Strength. Item 14 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, DHS uses Ohana conferencing, the KPP, and resource families to support and maintain connections for children placed outside the home. The Statewide Assessment notes that Native Hawaiian resource families in particular support cultural connections for Native Hawaiian children in foster care. The Statewide Assessment also notes that Hawaii policy is in compliance with the Indian Child Welfare Act with regard to identification, placement preferences, and Tribal notification.

The Statewide Assessment reports that, in the SFY 2008 case review, DHS made concerted efforts to maintain the child's important connections in 89.06 percent of the cases.

Stakeholder Interview Information
There was an insufficient number of stakeholder comments on this item during the onsite CFSR.

Item 15. Relative placement

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
Item 15 was applicable for 37 (92.5 percent) of the 40 foster care cases. Cases were not applicable if relative placement was not an option during the period under review because the child was in an adoptive placement at the start of the period, or the child entered foster care needing specialized services that could not be provided in a relative placement. In assessing this item, reviewers were to determine whether the agency made diligent efforts to locate and assess both maternal and paternal relatives as potential placement resources for children in foster care. The results of the assessment of item 15 are presented in the table below.

Item 15 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	6	9	13	28	**76**
Area Needing Improvement	3	1	5	9	**24**
Total Applicable Foster Care Cases	**9**	**10**	**18**	**37**	
Not Applicable Foster Care Case	1	0	2	3	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**67%**	**90%**	**72%**		

Item 15 was rated as a Strength when reviewers determined the following:

- The child was placed with relatives (15 cases). This category does not include placements with hanai.
- The child was not placed with relatives, but the agency made diligent efforts to search for both maternal and paternal relatives when applicable (13 cases).

Item 15 was rated as an Area Needing Improvement in nine cases when reviewers determined one or both of the following:

- The agency had not made efforts to search for maternal relatives (seven cases).
- The agency had not made efforts to search for paternal relatives (nine cases).

Rating Determination

Item 15 was assigned an overall rating of Area Needing Improvement. In 76 percent of applicable cases, reviewers determined that the agency had made diligent efforts to locate and assess relatives as potential placement resources. This percentage is less than the 90 percent required for a rating of Strength. Item 15 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, DHS policy requires caseworkers to make every reasonable effort to place children with appropriate relatives, kin, or hanai (the practice of hanai allows for children to be cared for and assimilated into a family other than their own nuclear family) who are able to provide the child with a safe, protective, and loving home environment. The Statewide Assessment notes that DHS engages families using Ohana conferencing and Youth Circles to find family and relatives, both maternal and paternal, who can help care for the child. To accomplish this goal, DHS has implemented a family finding initiative for youth and the KPP initiative for children younger than age 3. In addition, the Statewide Assessment notes that all supervisors and caseworkers have been trained in the identification of relative resources and that caseworkers are required to make reasonable efforts to identify all relatives within 6 months of assuming foster care custody and then on an ongoing basis as needed.

The Statewide Assessment acknowledges that there are delays in the establishment of paternity that often lead to delays in the identification of relatives who might be able to be a placement resource for the child. In addition, the Statewide Assessment acknowledges that there are cases in which the family court will not grant a change in placement for a child in a stable placement with a non-relative despite the identification of a suitable relative.

The Statewide Assessment reports the following data:

- The percentage of children in foster care placed with relatives increased from 40 percent in SFY 2003 to 43 percent in SFY 2008.
- In the SFY 2008 case review, DHS made concerted efforts to locate and assess relatives as potential foster care placements in 85.48 percent of the cases.

Stakeholder Interview Information

Stakeholders commenting on this item during the onsite CFSR expressed different opinions regarding the State's effectiveness in identifying relative placement resources. Although many stakeholders expressed the opinion that the State generally has improved the early identification of relatives using the family finding, KPP, and Ohana conferencing strategies, various other stakeholders identified the following barriers to the agency's effectiveness with regard to the identification of relative resources:

- There are cases in which infants and young children are placed with non-relatives while the agency searches for relatives; however, once relatives are located, the courts and some caseworkers are reluctant to move the child to the home of a relative for fear of disrupting the attachment. Some stakeholders noted that DHS could be more effective in thoughtfully transitioning children from a non-relative to a relative foster family to ensure the child's well-being.
- There are many cases in which relatives are identified but are not located in Hawaii. The agency then struggles with whether to place a child in close proximity to parents to promote reunification or with relatives who live on the mainland.

Item 16. Relationship of child in care with parents

____ Strength **__X__ Area Needing Improvement**

Case Review Findings

Item 16 was applicable for 23 (57.5 percent) of the 40 foster care cases. Cases were not applicable if parental rights had been terminated before the period under review and parents were no longer involved with the child, a relationship with the parents was not considered in the child's best interests throughout the period under review, or both parents were deceased. In assessing this item, reviewers were to determine whether the agency had made diligent efforts to support or maintain the bond between children in foster care and their mothers and fathers through efforts other than arranging visitation. The results of the assessment of item 16 are presented in the table below.

Item 16 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	4	7	4	15	**65**
Area Needing Improvement	2	1	5	8	**35**
Total Applicable Foster Care Cases	**6**	**8**	**9**	**23**	
Not Applicable Foster Care Cases	4	2	11	17	
Total Foster Care Cases	**10**	**10**	**20**	**40**	
Strength by Site	**67%**	**87.5%**	**44%**		

Item 16 was rated as a Strength in 15 cases when reviewers determined that the agency had made concerted efforts to support and/or strengthen the bond between parents and children through various activities. Item 16 was rated as an Area Needing Improvement in eight cases when reviewers determined one or both of the following:

- The agency did not make concerted efforts to support the relationship with the mother (six cases).
- The agency did not make concerted efforts to support the relationship with the father (seven cases).

Specific findings pertaining to this item are shown in the table below.

Efforts Made	With Mother Number of Cases	With Father Number of Cases
Encouraging the parent's participation in school or after-school activities and attendance at medical appointments and special events	6 (27%)	3 (17%)
Providing transportation so that parents can participate in these events, activities, or appointments	4 (18%)	0
Providing opportunities for family therapeutic situations	10 (45%)	6 (33%)
Encouraging foster parents to mentor biological parents and serve as parenting role models for them	7 (32%)	3 (17%)
Encouraging and facilitating contact with incarcerated parents (when appropriate) or with parents living far away from the child	1 (5%)	3 (17%)
Total Applicable Cases	**22**	**18**

Rating Determination
Item 16 was assigned an overall rating of Area Needing Improvement. In 65 percent of the applicable cases, reviewers determined that the agency had made concerted efforts to support the parent-child relationships of children in foster care. This percentage is less than the 90 percent required for a rating of Strength. Item 16 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, relative placements provide families with an opportunity to remain connected through neighborhood, extended family, and school consistency. The Statewide Assessment indicates that biological parents are strongly encouraged to be involved in their child's educational process through attendance at Individualized Education Plan (IEP) meetings, if relevant, and at medical and dental appointments.

The Statewide Assessment reports that, in the SFY 2008 case review, DHS made concerted efforts to support the parent-child relationships of children in foster care in 82.98 percent of cases.

Stakeholder Interview Information
There was an insufficient number of stakeholder comments on this item during the onsite CFSR.

III. CHILD AND FAMILY WELL-BEING

Well-Being Outcome 1

Outcome WB1: Families have enhanced capacity to provide for their children's needs					
Number of Cases Reviewed by the Team According to Degree of Outcome Achievement					
Degree of Outcome Achievement	**Kauai County**	**Maui County**	**Oahu County**	**Total**	**Percent**
Substantially Achieved	8	7	11	26	**40.0**
Partially Achieved	2	9	13	24	**36.9**
Not Achieved	7	1	7	15	**23.1**
Total Cases	**17**	**17**	**31**	**65**	
Substantially Achieved by Site	**47%**	**41%**	**35%**		

Status of Well-Being Outcome 1

Hawaii is not in substantial conformity with Well-Being Outcome 1. The outcome was substantially achieved in 40.0 percent of the cases reviewed. This percentage is less than the 95 percent required for substantial conformity. The outcome was substantially achieved in 45 percent of the 40 foster care cases and 32 percent of the 25 in-home services cases.

Hawaii also was not in substantial conformity with this outcome in its 2003 CFSR and was required to address the outcome in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following key concerns were identified in the 2003 CFSR:

- DHS was not consistently effective with regard to assessing needs and providing services to children, parents, and foster parents.
- DHS was not consistently effective with regard to involving children and parents in case planning.
- There was a lack of sufficient face-to-face contact between caseworkers and the children in their caseloads.
- There was a lack of sufficient face-to-face contact between caseworkers and parents.
- When visits did occur with sufficient frequency, in many cases contact was brief and cursory and did not address key issues pertaining to the child's safety, permanency, or well-being.

To address the identified concerns, the State implemented the following strategies in its Program Improvement Plan:

- Developed the Service and Treatment Record and Treatment Guide (Family Journal) for all families to ensure that family members, including children, as appropriate, have input into ongoing assessment and service planning
- Reduced caseworker caseload limits by providing DR and comprehensive counseling
- Enhanced CORE Training to improve the quality of caseworker visits with children, parents, and foster parents

- Increased family engagement in case planning through the use of Ohana conferencing
- Implemented the standardized Comprehensive Strengths and Risk Assessment tool
- Expanded the array and availability of services through the expansion of POS and CCSS contracts

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the items assessed under Well-Being Outcome 1 are presented and discussed below.

Item 17. Needs and services of child, parents, and foster parents

____ Strength __X__ Area Needing Improvement

Case Review Findings
Item 17 was applicable for all 65 cases. In assessing this item, reviewers were to determine whether the agency had adequately assessed the needs of children, parents, and foster parents and provided the services necessary to meet those needs. This item excludes the assessment of children's (but not parents') needs pertaining to education, physical health, and mental health. These areas are addressed in later items. The results of the assessment of item 17 are presented in the table below.

Item 17 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	8	8	12	28	**43**
Area Needing Improvement	9	9	19	37	**57**
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**47%**	**47%**	**39%**		

Item 17 was rated as a Strength in 50 percent of the 40 foster care cases and 32 percent of the 25 in-home services cases. Item 17 was rated as a Strength in 28 cases when reviewers determined that the needs of children, parents, and foster parents had been adequately assessed and that identified service needs had been met.

Item 17 was rated as an Area Needing Improvement in 37 cases when reviewers determined one or more of the following:
- There was an inadequate assessment of children's needs (14 cases).
- There was an inadequate assessment of mothers' needs (11 cases).
- There was an inadequate assessment of fathers' needs (20 cases).
- There was an inadequate assessment of the needs of foster parents (nine cases).
- The agency did not provide appropriate services to address the needs of children (15 cases).

- The agency did not provide appropriate services to address the needs of mothers (13 cases).
- The agency did not provide appropriate services to address the needs of fathers (21 cases).
- The agency did not provide appropriate services to address the needs of foster parents (11 cases).

Additional case review findings pertaining to needs assessments and service provision are shown in the table below.

Target Person for Needs Assessment and Services	Foster Care Cases		In-Home Services Cases	
	Yes	Applicable	Yes	Applicable
Child's needs assessed and met	32 (80%)	40	16 (64%)	25
Mother's needs assessed and met	24 (80%)	30	17 (68%)	25
Father's needs assessed and met	15 (68%)	22	9 (37.5%)	24
Foster parents' needs assessed and met	24 (67%)	36	N/A	N/A

Rating Determination

Item 17 was assigned an overall rating of Area Needing Improvement. In 43 percent of the cases, reviewers determined that the agency had adequately assessed and addressed the service needs of children, parents, and foster parents. This percentage is less than the 90 percent required for a rating of Strength. Item 17 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, DHS policy requires a continuous assessment of the family throughout the case to identify appropriate services based on the needs of the child, parents, and foster parents. For children in out-of-home care, a comprehensive assessment is required within 45 days of placement. For children at home, the Comprehensive Strengths and Risk Assessment Tool must be completed within 60 days of case opening to determine whether the case should be kept open with CWS or referred for FSS or VCM services. The Statewide Assessment notes that the Comprehensive Strengths and Risk Assessment Tool is used to document reassessments whenever case circumstances suggest an increase in levels of risk and prior to case closure.

In addition, the Statewide Assessment notes that the following tools are used to assess the needs of families and design service plans:

- Ohana conferencing identifies the needs and responsibilities of the family, identifies the services available and those that have been provided, and articulates safety plans.
- The multidisciplinary team meeting is held for serious abuse or neglect cases to assess the family's situation and identify needed services.
- Home-based parenting assessments are used for in-home services cases.
- Psychological evaluations, public health nurse assessments, healthy start evaluations, and vocational assessments are conducted when indicated.

The Statewide Assessment indicates that the following services are provided through the use of contracts with community agencies, the CCSS, and the POS: VCM, FSS, counseling, therapy, visitation, substance abuse evaluation and treatment, mental health evaluation and treatment, Early Periodic Screening Diagnosis and Treatment (EPSDT), early intervention, sexual abuse evaluation and treatment, parenting, and vocational assessment and training.

The Statewide Assessment reports that, in the SFY 2008 case review, DHS adequately assessed and addressed the service needs of children, parents, and foster families in 68.69 percent of the cases.

The Statewide Assessment reports that a survey of CWS caseworkers regarding children in foster care in 2006 revealed the following information:

- Substance abuse by caregivers was a risk factor leading to removal in 84 percent of the cases of children age birth to 3; 84 percent of these caregivers were engaged in substance abuse treatment services.
- Substance abuse by caregivers was a risk factor leading to removal in 71 percent of the cases of children age 4 to 11; 64 percent of these caregivers were engaged in substance abuse treatment services.
- Substance abuse by caregivers was a risk factor leading to removal in 56 percent of the cases of youth age 12 to 18; 59 percent of these caregivers were engaged in substance abuse treatment services.
- Mental health of the caregiver was a risk factor leading to removal in 59 percent of the cases of children age birth to 3; 59 percent of these caregivers were engaged in mental health services.
- Mental health of the caregiver was a risk factor leading to removal in 47 percent of the cases of children age 4 to 11; 71 percent of these caregivers were engaged in mental health services.
- Mental health of the caregiver was a risk factor leading to removal in 51 percent of the cases of youth age 12 to 18; 62 percent of these caregivers were engaged in mental health services.

The Statewide Assessment presents information on the range of services available to children to assist with IL skills. The following POS contracted age-appropriate services are available for youth: soft skills including self-identity, personal interaction, and decision-making are taught for youth age 12 to 14; self-sufficiency skills including educational support, money management, and employment readiness are provided for youth age 15 to 18. The Statewide Assessment notes that the CIP developed Youth Resource Cards and a Judge's Bench Book to facilitate the provision of guidance from the court to youth regarding resources for independent living.

The Statewide Assessment indicates that the Hawaii Foster Youth Coalition supports the State's commitment to providing IL services to youth. The Statewide Assessment notes that DHS continues to use KPP and Ohana conferencing to engage family members in supporting youth who would benefit from IL services. The Statewide Assessment also notes that Youth Circles are held for youth to identify ongoing supports and plan for the transition from foster care to independence.

However, the Statewide Assessment acknowledges that caseworkers are challenged in addressing the factors that appear to be associated with youth running away from foster care placements to the homes of family members. In addition, the Statewide

Assessment indicates that the State needs to develop a sound transitional living plan detailing who is responsible for implementing each element and tracking youth progress to independence.

Stakeholder Interview Information
The key areas addressed by stakeholders commenting on this item during the onsite CFSR were assessing and meeting the needs of children, parents, and foster parents.

With regard to assessing and meeting the needs of children and parents, stakeholders expressed different opinions. Some stakeholders indicated that the agency effectively meets the needs of children and parents using comprehensive assessments, Ohana conferencing, and POS contracted services. However, other stakeholders indicated that case plans appear to contain similar services regardless of the circumstances of the case. Some stakeholders noted that, although Youth Circles are an effective strategy to plan for the transition from foster care, there is a need for more consistent information dissemination regarding opportunities and benefits for youth transitioning out of foster care.

Stakeholders also expressed different opinions with regard to assessing and meeting the needs of foster parents. Some stakeholders indicated that the agency effectively meets the needs of foster parents. However, other stakeholders indicated that the agency does not provide consistent services to foster parents and that the level of support received by foster parents varies depending on the caseworker.

Item 18. Child and family involvement in case planning

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
Item 18 was applicable for 62 (95 percent) of the 65 cases. A case was not applicable if parental rights had been terminated prior to the period under review, parents were not involved with the child in any way, and/or the child was too young or had cognitive delays or other conditions that were barriers to participation in case planning. In assessing this item, reviewers were to determine whether parents and children (when appropriate) had been involved in the case planning process, and, if not, whether their involvement was contrary to the child's best interests. A determination of involvement in case planning required that a parent or child actively participated in identifying the services and goals included in the case plan. The results of the assessment of item 18 are presented in the table that follows.

Item 18 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	7	11	17	35	**56**
Area Needing Improvement	9	5	13	27	**44**
Total Applicable Cases	**16**	**16**	**30**	**62**	
Not Applicable Cases	1	1	1	3	
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**44%**	**69%**	**57%**		

Item 18 was rated as a Strength in 68 percent of the 37 applicable foster care cases and 40 percent of the 25 in-home services cases. The item was rated as a Strength in 35 cases when reviewers determined that all appropriate parties had actively participated in the case planning process or that the agency had made concerted efforts to involve them in the case planning process. The item was rated as an Area Needing Improvement in 27 cases when reviewers determined that the agency had not made concerted efforts to involve the mother, father, and/or child (when age appropriate) in the case planning process.

Specific information about involving mothers, fathers, and children in case planning is shown in the table below.

Person Involved in Case Planning	Foster Care Cases		In-Home Services Cases	
	Yes	Applicable Cases	Yes	Applicable Cases
Mother involved in case planning?	23 (77%)	30	18 (72%)	25
Father involved in case planning?	15 (65%)	23	12 (52%)	23
Children involved in case planning?	23 (82%)	28	7 (41%)	17

Rating Determination

Item 18 was assigned an overall rating of Area Needing Improvement. In 56 percent of the applicable cases, reviewers determined that the agency had made diligent efforts to involve parents and/or children in the case planning process. This percentage is less than the 90 percent required for a rating of Strength. Item 18 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, a written case plan is required within 60 days of intake and must be updated every 6 months. CWS caseworkers are required to assure that the family members are actively involved in the development of the service plan, or explain why the family was not involved. The Statewide Assessment notes that Ohana conferencing is the key tool used to bring family members together and engage families in case planning and concurrent planning. Ohana conferencing takes place continuously throughout the family's involvement with the agency and provides families with the opportunity to increase their understanding of the situation, identify internal resources, and develop their own plan.

The Statewide Assessment reports that families receiving VCM services participate in Family Partnership Planning and complete a Family Partnership Plan Activities form to capture the services needed and risk factors to be addressed. The Statewide Assessment notes that the case plan includes two parts: the Safe Family Home Report, a narrative assessment of the safety of the home, and the Family Services Plan, an outline of how the identified safety issues are to be addressed and resolved by the family and the goal for the family.

The Statewide Assessment notes that the Court Improvement Project (CIP) sponsored a statewide conference to broaden awareness and understanding of the need for and benefit of youth participation in family court hearings. In addition, the Statewide Assessment notes that Youth Circles and the Hawaii Foster Youth Coalition are two key strategies for involving youth in case planning. Youth Circles, ideally held at least three times, provide a group process for youth to celebrate their emancipation from foster care and assist them in planning for independence.

The Statewide Assessment reports the following data:

- In the SFY 2008 case review, DHS made concerted efforts to involve parents and children, when appropriate, in the case planning process in 79.79 percent of the cases.
- The 2007 and 2008 statewide summary for supervisory reviews reported that 88 percent of children were involved in their case planning.
- The 2007 and 2008 statewide summary for supervisory reviews reported that, for 85 percent and 86 percent of cases respectively, some type of cooperative case planning (Ohana conferencing or multidisciplinary team meeting) was offered or held with the family.

The Statewide Assessment acknowledges that there are challenges in engaging families of Micronesian descent due to cultural factors.

Stakeholder Interview Information

Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally has the tools to effectively engage families and children in case planning. Several stakeholders noted that Ohana conferencing and Youth Circles are very effective and are available on all islands. Despite these positive comments, some stakeholders indicated that case plans appear to contain similar services regardless of the circumstances of the case. In addition, some stakeholders indicated that Ohana conferencing is used only if families are referred by their caseworkers. These stakeholders indicated that Ohana conferencing is not used early in the case or often enough as the case progresses to facilitate progress toward case goals. Other stakeholders indicated that when Ohana conferencing is used, it is used only once or twice, early in the case and/or at case closure. Some stakeholders indicated that Youth Circles are effective but underutilized.

Additional information on stakeholder perceptions of parent engagement in the case planning process is provided under item 25 in the Systemic Factors section of this report.

Item 19. Caseworker visits with child

____ Strength **__X__ Area Needing Improvement**

Case Review Findings

Item 19 was applicable for all 65 cases. In assessing this item, reviewers were to determine whether the frequency of visits between the caseworkers and children was sufficient to ensure adequate monitoring of the child's safety and well-being, and whether visits focused on issues pertinent to case planning, service delivery, and goal attainment. The results of the assessment of item 19 are presented in the table below.

Item 19 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	10	12	16	38	**58**
Area Needing Improvement	7	5	15	27	**42**
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**59%**	**71%**	**52%**		

Item 19 was rated as a Strength in 60 percent of the 40 foster care cases and 56 percent of the 25 in-home services cases. The item was rated as a Strength in 38 cases when reviewers determined that the frequency and quality of visits between the caseworkers and children were sufficient to ensure adequate monitoring of the child's well-being and promote attainment of case goals. Item 19 was rated as an Area Needing Improvement when reviewers determined the following:

- The frequency of caseworker visits was not sufficient to meet the needs of the child, and if visits did occur, they did not focus on issues pertinent to case planning, service delivery, and goal attainment (13 cases).
- The frequency of caseworker visits with children was not sufficient to meet the needs of the child, although when visits did occur, they were substantive (three cases).
- The frequency of caseworker visits was sufficient, but the visits did not focus on issues pertinent to case planning, service delivery, and goal attainment (11 cases).

Specific information regarding the frequency of visitation is provided in the table that follows.

Typical Frequency of Caseworker Visits With Child During the Period Under Review	Foster Care Cases (Number and Percent)	In-Home Services Cases (Number and Percent)
Visits occurred at least once a week	2 (5%)	0
Visits occurred less frequently than once a week but at least twice a month	4 (10%)	7 (28%)
Visits occurred less frequently than twice a month but at least once a month	22 (55%)	13 (52%)
Visits occurred less frequently than once a month	11 (27.5%)	2 (8%)
There were no visits during the period under review	1 (2.5%)	3 (12%)
Total Cases	**40**	**25**

The data indicate that caseworkers visited with children at least once per month in 70 percent of the foster care cases and 80 percent of the in-home services cases.

Rating Determination

Item 19 was assigned an overall rating of Area Needing Improvement. In 58 percent of the cases, reviewers determined that caseworker visits with children were of sufficient frequency and quality. This percentage is less than the 90 percent required for a rating of Strength. Item 19 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, State policy requires that visits occur at least once a month with every child in the in-home and foster care cases, and that visits are focused on the needs of the child, case planning, services, and goals. The Statewide Assessment indicates that effective visits are characterized by a discussion of case plans, progress, needs, concerns, and barriers to progress in a way that allows the child to talk freely without being overheard by parents or foster parents.

The Statewide Assessment reports the following data:

- In the SFY 2008 case review, reviewers determined that caseworker visits with children were of sufficient frequency and quality in 61.62 percent of the cases.
- In a random sample of 368 cases in Federal fiscal year (FFY) 2008, 36 percent of the children had been visited by a caseworker every month.

The Statewide Assessment acknowledges that, despite lower caseworker caseloads, increasing the frequency of caseworker visitation continues to be a challenge. The Statewide Assessment reports that, in surveys conducted in FFYs 2007 and 2008, reasons why monthly visits were not conducted included: heavy caseload, scheduling conflict, or newly assigned case. In addition, the Statewide Assessment indicates that there are times when visits do not occur with sufficient frequency due to the difficulty in reaching families

who are transient or who live in rural and remote areas without access to roads or communication. The Statewide Assessment also indicates that CWS units do not have sufficient transportation resources to meet visitation requirements effectively.

Stakeholder Interview Information
Some stakeholders commenting on this item during the onsite CFSR indicated that caseworkers generally visit children in foster care at least once per month, while other stakeholders indicated that caseworkers do not consistently visit with children in foster care at least once per month.

Item 20. Caseworker visits with parent(s)

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
Item 20 was applicable for 55 (85 percent) of the 65 cases. Cases were not applicable for this assessment if parental rights had been terminated prior to the period under review and parents were no longer involved in the lives of their children. All cases that were not applicable are foster care cases. Reviewers were to assess whether the caseworker's face-to-face contact with the children's mothers and fathers was of sufficient frequency and quality to promote attainment of case goals and ensure the children's safety and well-being. The results of the assessment of item 20 are presented in the table below.

Item 20 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	7	9	8	24	**44**
Area Needing Improvement	7	7	17	31	**56**
Total Applicable Cases	**14**	**16**	**25**	**55**	
Not Applicable Cases	3	1	6	10	
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**50%**	**56%**	**32%**		

Item 20 was rated as a Strength in 37 percent of the 30 applicable foster care cases and 52 percent of the 25 in-home services cases. The item was rated as a Strength in 24 cases when reviewers determined that visits occurred with sufficient frequency to meet the needs of parents and children and that visits focused on issues pertinent to case planning, service delivery, and goal attainment. Item 20 was rated as an Area Needing Improvement in 31 cases when reviewers determined one or more of the following:

- Visits with the mother were not of sufficient frequency (19 cases).
- Visits with the mother were not of sufficient quality (14 cases).
- Visits with the father were not of sufficient frequency (21 cases).
- Visits with the father were not of sufficient quality (10 cases).

Additional information from the case reviews is provided in the table that follows.

Typical Frequency of Caseworker Visits With Parents During the Period Under Review	Foster Care Cases		In-Home Services	
	Mother	Father	Mother	Father
Visits occurred at least once a week	1 (3%)	0	1 (4%)	0
Visits occurred less frequently than once a week but at least twice a month	3 (10%)	3 (14%)	8 (32%)	4 (17%)
Visits occurred less frequently than twice a month but at least once a month	9 (30%)	6 (29%)	12 (48%)	9 (39%)
Visits occurred less frequently than once a month	14 (47%)	7 (33%)	1 (4%)	3 (13%)
There were no visits during the period under review	3 (10%)	5 (24%)	3 (12%)	7 (30%)
Total Applicable Cases	**30**	**21**	**25**	**23**

The data indicate that caseworkers visited at least once per month with mothers in 43 percent of the foster care cases and 84 percent of the in-home services cases; caseworkers visited at least once per month with fathers in 43 percent of the foster care cases and 57 percent of the in-home services cases.

Rating Determination

Item 20 was assigned an overall rating of Area Needing Improvement. In 44 percent of the applicable cases, reviewers determined that the frequency and quality of caseworker visits with parents were sufficient to monitor the safety and well-being of the child or promote attainment of case goals. This percentage is less than the 90 percent required for a rating of Strength. Item 20 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, caseworkers are required to visit parents of children in in-home and foster care cases at least once per month. The Statewide Assessment indicates that effective visits are characterized by a focus on case goals, needs, progress in services, good communication skills, ongoing risk and safety assessment, observation of parent-child interaction, and scheduling that is convenient for parents.

The Statewide Assessment acknowledges that, despite lower caseworker caseloads, increasing the frequency of caseworker visitation has been a challenge. The Statewide Assessment reports the following data:

- In the SFY 2008 case review, reviewers determined that caseworker visits with parents were of sufficient frequency and quality in 63.41 percent of the cases.
- In the calendar year 2008 statewide supervisory review, it was reported that 47 percent of parents of children in foster care had monthly contact with a caseworker and 82 percent of parents under family supervision had contact with the caseworker for the month under review.

- In the SFY 2007 case review, it was reported that caseworkers make face-to-face contact with parents at least once per month and that the quality of the visit was sufficient to meet the needs of the parents. However, some caseworkers did not visit incarcerated parents.

The Statewide Assessment indicates that there are times when visits do not occur with sufficient frequency due to the difficulty in reaching families who are transient or who live in rural and remote areas without access to roads or communication. The Statewide Assessment also indicates that CWS units do not have sufficient transportation resources to effectively meet visitation requirements.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is not consistent with regard to visiting parents in both the foster care and in-home services cases.

Well-Being Outcome 2

Outcome WB2: Children receive appropriate services to meet their educational needs					
Number of Cases Reviewed by the Team According to Degree of Outcome Achievement					
Degree of Outcome Achievement	**Kauai County**	**Maui County**	**Oahu County**	**Total**	**Percent**
Substantially Achieved	7	10	16	33	**89.2**
Partially Achieved	1	0	0	1	**2.7**
Not Achieved	2	1	0	3	**8.1**
Total Applicable Cases	**10**	**11**	**16**	**37**	
Not Applicable Cases	7	6	15	28	
Total Cases	**17**	**17**	**31**	**65**	
Substantially Achieved by Site	**70%**	**91%**	**100%**		

Status of Well-Being Outcome 2

Hawaii is not in substantial conformity with Well-Being Outcome 2. The outcome was substantially achieved in 89.2 percent of the cases. This percentage is less than the 95 percent required for substantial conformity. The outcome was substantially achieved in 94 percent of the 33 applicable foster care cases and 50 percent of the 4 applicable in-home services cases. The State was in substantial conformity with this outcome in its 2003 CFSR and was not required to address the outcome in its Program Improvement Plan.

Key Findings of the 2009 CFSR

Findings pertaining to the single item assessed under Well-Being Outcome 2 are presented and discussed below.

Item 21. Educational needs of the child

____ Strength __X__ Area Needing Improvement

Case Review Findings

Item 21 was applicable for 37 (57 percent) of the 65 cases reviewed. Cases were not applicable if either of the following applied: Children were not of school age, or children in the in-home services cases did not have service needs pertaining to education-related issues. In assessing this item, reviewers were to determine whether children's educational needs were appropriately assessed and whether services were provided to meet those needs. The results of the assessment of item 21 are presented in the table below.

Item 21 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	7	10	16	33	**89**
Area Needing Improvement	3	1	0	4	**11**
Total Applicable Cases	**10**	**11**	**16**	**37**	
Not Applicable	7	6	15	28	
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**70%**	**91%**	**100%**		

Item 21 was rated as a Strength in 33 cases when reviewers determined that the child's educational needs were appropriately assessed and services were provided, if necessary. Item 21 was rated as an Area Needing Improvement in four cases when reviewers determined one or both of the following:

- The child's educational needs were not assessed (three cases).
- The child had identified educational needs that were not addressed (four cases).

Rating Determination

Item 21 was assigned an overall rating of Area Needing Improvement. In 89 percent of the applicable cases, reviewers determined that the agency had made diligent efforts to meet the educational needs of children. This percentage is less than the 95 percent required for this item to be rated as a Strength. A 95-percent standard is established for this item because it is the only item assessed for this outcome. Item 21 was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, State policy requires DHS to address educational issues for children who remain in the home in cooperation with the parents and the school depending on the circumstances of the case and the needs of the child. For children placed in foster care, State policy requires DHS to conduct an assessment of the educational needs of the child. DHS works with the Department of Education (DOE) to conduct assessments and address any special educational needs identified for each child through an IEP. In addition, CWS is required to monitor school attendance and academic progress through contacts with school personnel. The

Statewide Assessment indicates that both biological and foster parents are involved in all relevant plans to support the educational goals of the child in their care.

The Statewide Assessment also indicates that caseworkers initiate both formal and informal meetings with schools to address and monitor educational issues. The Statewide Assessment notes that a multiagency case coordinator located in each geographic section office tracks the educational needs of children and acts as a liaison with DHS, DOE, and the Department of Health (DOH) to coordinate services. However, the Statewide Assessment acknowledges that placement changes for a child often result in a change of school for the child and a disruption of educational development.

The Statewide Assessment reports that, in the SFY 2008 case review, DHS made concerted efforts to meet the educational needs of children in 90.28 percent of the cases.

Stakeholder Interview Information

The key areas addressed by stakeholders commenting on this item during the onsite CFSR were school changes for children in foster care and the provision of educational services.

With regard to school changes for children in foster care, stakeholders expressed different opinions. Some stakeholders indicated that most children remain in their same school even when they are removed from home. However, other stakeholders indicated that when a transfer is necessary there are challenges in the timely transfer of children between schools.

With regard to the provision of educational services, some stakeholders indicated that there are situations in which it is unclear whether a necessary educational service will be provided by DOE, DHS, or DOH.

Well-Being Outcome 3

Outcome WB3: Children receive adequate services to meet their physical and mental health needs					
Number of Cases Reviewed by the Team According to Degree of Outcome Achievement					
Degree of Outcome Achievement	**Kauai County**	**Maui County**	**Oahu County**	**Total**	**Percent**
Substantially Achieved	10	10	18	38	**65.5**
Partially Achieved	2	2	4	8	**13.8**
Not Achieved	4	3	5	12	**20.7**
Total Applicable Cases	**16**	**15**	**27**	**58**	
Not Applicable Cases	1	2	4	7	
Total Cases	**17**	**17**	**31**	**65**	
Substantially Achieved by Site	**62.5%**	**67%**	**67%**		

Status of Well-Being Outcome 3

Hawaii is not in substantial conformity with Well-Being Outcome 3. The outcome was substantially achieved in 65.5 percent of the applicable cases. This percentage is less than the 95 percent required for a determination of substantial conformity. The outcome was substantially achieved in 70 percent of the 40 applicable foster care cases and 56 percent of the 18 applicable in-home services cases.

Hawaii also was not in substantial conformity with this outcome in its 2003 CFSR and was required to address the outcome in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following concerns were identified in the 2003 review:

- DHS was not consistently effective in meeting either the physical or mental health needs of children in both foster care and in-home services cases.
- There was a lack of consistent attention to ensuring that children receive regular health screenings and routine preventive medical and dental services.
- There was a lack of accessibility to mental health services resulting in an inability to meet the mental health needs of children.

To address the identified concerns, the State implemented the following strategies in its Program Improvement Plan:

- Established an agreement among three divisions of DHS—Med-Quest; Benefit, Employment, and Support Services Division (BESSD); and SSD—to enable the acceptance of a photocopy or fax of the medical insurance card to avoid unnecessary delays in medical and mental health services to foster children
- Implemented caseworker training to improve health information entered into CPSS
- Implemented caseworker training to improve referrals for EPSDT
- Developed reminder checklists for CWS caseworkers and other providers to ensure that foster parents receive medical information on the children in their care
- In partnership with the DOH Child and Adolescent Mental Health Division (CAMHD), implemented multiple efforts to improve referrals, coordination of services, record-keeping, and service delivery for children in therapeutic foster homes

The State met its goals for this outcome by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

Findings pertaining to the items assessed under Well-Being Outcome 3 are presented and discussed below.

Item 22. Physical health of the child

____ Strength **__X__ Area Needing Improvement**

Case Review Findings

Item 22 was applicable for 45 (69 percent) of the 65 cases reviewed. Cases that were not applicable were in-home services cases in which physical health concerns were not an issue. In assessing this item, reviewers were to determine whether children's physical health needs (including dental needs) had been appropriately assessed, and the services designed to meet those needs had been, or were being, provided. The findings of the assessment of item 22 are presented in the table below.

Item 22 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	9	8	20	37	**82**
Area Needing Improvement	3	3	2	8	**18**
Total Applicable Cases	**12**	**11**	**22**	**45**	
Not Applicable Cases	5	6	9	20	
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**75%**	**73%**	**91%**		

Item 22 was rated as a Strength in 82.5 percent of the 40 applicable foster care cases and 80 percent of the 5 applicable in-home services cases. The item was rated as a Strength in 37 cases when reviewers determined that children's medical and dental needs were routinely assessed and necessary services were provided. Item 22 was rated as an Area Needing Improvement in eight cases when reviewers determined one or more of the following:

- The child's physical health needs were neither adequately assessed nor addressed (three cases).
- The child's physical health needs were adequately assessed but not adequately addressed (one case).
- The child's dental health needs were neither adequately assessed nor addressed (six cases).
- The child's dental health needs were adequately assessed but not adequately addressed (one case).

Rating Determination

Item 22 was assigned an overall rating of Area Needing Improvement. In 82 percent of the applicable cases, reviewers determined that the agency was effective in assessing and meeting children's physical health needs. This percentage is less than the 90 percent required for a rating of Strength. Item 22 also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, children placed into foster care are covered by Med-Quest. Policy requires an initial medical examination prior to placement or within 24 hours of an emergency placement, and a formal health screening or assessment within 45 days of placement. Screenings are provided through EPSDT or the multidisciplinary team referral process. The Statewide Assessment notes that each child in foster care shall have an annual physical examination and a dental examination every 6 months. The Statewide

Assessment also notes that caseworkers are required to provide foster parents with the child's health records and to maintain up-to-date medical and dental records in the case plan and in the case file. However, the Statewide Assessment acknowledges that there is a shortage of physicians and dentists on all islands who accept Medicaid, which leads to delays in the provision of medical and dental services.

The Statewide Assessment reports that all children assessed as "high" or "severe" on the Child and Family Assessment Matrix must be medically examined to determine the extent of harm and the type of treatment necessary to ensure their safety and well-being. The Statewide Assessment notes that the Kapiolani Medical Center's Children At-Risk Evaluation program provides comprehensive, coordinated, and compassionate forensic health evaluation services to children who are victims or suspected victims of abuse and neglect.

For children who remain in the home, the Statewide Assessment indicates that CWS caseworkers are required to work with the family to ensure that children have medical coverage and are receiving appropriate services. The Statewide Assessment notes that, if medical issues are indicated, caseworkers must work with parents to obtain parental consent for medical care or, if that is not possible, to obtain a court order for the child to receive medical care.

The Statewide Assessment reports that, in the SFY 2008 case review, DHS appropriately assessed and addressed the physical health needs of children in 80 percent of the cases.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is effective in providing medical and dental care to children. A few Kauai County and Maui County stakeholders indicated that dental services are not widely available on these islands and that children must travel to Oahu County to receive routine and specialized dental services, including orthodontia services.

Item 23. Mental/behavioral health of the child

____ Strength **__X__ Area Needing Improvement**

Case Review Findings
Item 23 was applicable for 43 (66 percent) of the 65 cases reviewed. Cases were not applicable if the child was too young for an assessment of mental health needs or if there were no mental health concerns. In assessing this item, reviewers were to determine whether mental health needs had been appropriately assessed and appropriate services to address those needs had been offered or provided. The results of the assessment of item 23 are presented in the table that follows.

Item 23 Ratings	Kauai County	Maui County	Oahu County	Total	Percent
Strength	7	9	12	28	**65**
Area Needing Improvement	5	2	8	15	**35**
Total Applicable Cases	**12**	**11**	**20**	**43**	
Not Applicable Cases	5	6	11	22	
Total Cases	**17**	**17**	**31**	**65**	
Strength by Site	**58%**	**82%**	**60%**		

Item 23 was rated as a Strength in 76 percent of the 29 applicable foster care cases and 43 percent of the 14 applicable in-home services cases.

The item was rated as a Strength in 28 cases when reviewers determined that children's mental health needs were appropriately assessed and the identified mental health needs were addressed. Item 23 was rated as an Area Needing Improvement when reviewers determined the following:

- Mental health needs were neither adequately assessed nor addressed (12 cases).
- Mental health needs were assessed but mental health services were not provided to address identified needs (three cases).

Rating Determination

Item 23 was assigned an overall rating of Area Needing Improvement. In 65 percent of the applicable cases, reviewers determined that the agency had made concerted efforts to assess and meet the mental health needs of children. This percentage is less than the 90 percent required for a rating of Strength. This item also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, State policy requires that a formal mental health screening or assessment is to be provided for all children placed into foster care within 45 days of the child's placement. The screening and treatment are provided by referral to the DOE School-Based Behavioral Health Services, the DOH CAMHD, or the Med-Quest health plan.

For children who remain in the home, the Statewide Assessment notes that caseworkers schedule a mental health assessment, if relevant, with the consent of the parents. For children placed in foster care and for children who remain in the home, caseworkers are required to include the circumstances of mental and behavioral health-care service provision in the case plan. The Statewide Assessment notes that a multi-agency case coordinator located in each geographic section office tracks the mental health needs of children and acts as a liaison between DHS and DOH to coordinate services. However, the Statewide Assessment acknowledges that, despite the collaboration among DOH, SSD, and Med-Quest, providers of mental health services do not submit reports of treatment plans compromising the ability of caseworkers to track progress toward goals and report that progress to the court. In addition, the Statewide Assessment notes that there is a shortage of mental health providers on all islands who address child and adolescent issues.

The Statewide Assessment reports that, in the SFY 2008 case review, DHS appropriately assessed and addressed the mental and behavioral health needs of children in 86.76 percent of the cases.

Stakeholder Interview Information

Some stakeholders commenting on this item during the onsite CFSR indicated that the State generally is effective in addressing children's mental health needs. In addition, some stakeholders indicated that there are cases in which it is unclear whether a necessary mental health service will be provided by DHS, DOE, or DOH.

SECTION B: SYSTEMIC FACTORS

This section of the CFSR Final Report provides information regarding the State's substantial conformity with the seven systemic factors examined during the CFSR. Information on the items included under each systemic factor comes from the Statewide Assessment and from interviews with stakeholders held during the onsite CFSR. Additional information may come from other Federal reports or assessments.

Each item included in a systemic factor reflects a key Federal program requirement relevant to the Child and Family Services Plan (CFSP) for that systemic factor. The overall rating for each systemic factor is based on the ratings for the individual items incorporated in the systemic factor. For any given systemic factor, a State is rated as being either "in substantial conformity" with that factor (a score of 3 or 4) or "not in substantial conformity" with that factor (a score of 1 or 2). Specific requirements for each rating are shown in the table below.

Rating the Systemic Factor

Not in Substantial Conformity		**In Substantial Conformity**	
1	2	3	4
None of the CFSP or program requirements is in place.	Some or all of the CFSP or program requirements are in place, but more than one of the requirements fail to function as described in each requirement.	All of the CFSP or program requirements are in place, and no more than one of the requirements fails to function as described in each requirement.	All of the CFSP or program requirements are in place and functioning as described in each requirement.

It should be noted that ratings for the items included in each systemic factor are not based on single comments from an individual stakeholder; however, these comments are included in the report when they provide important insights or clarification on the State's performance on a particular systemic factor.

If a State is not in substantial conformity with a particular systemic factor, then that factor must be addressed in the State's Program Improvement Plan. For each systemic factor, information is provided about the State's performance in its first CFSR as well as in the current CFSR. If the systemic factor was part of the State's Program Improvement Plan, the key concerns addressed in the Program Improvement Plan and the strategies for assessing those concerns are noted.

I. STATEWIDE INFORMATION SYSTEM

Rating of Review Team Regarding Substantial Conformity				
	Not in Substantial Conformity		In Substantial Conformity	
Rating	1	2	3	**4X**

Status of Statewide Information System

Hawaii is in substantial conformity with the systemic factor of Statewide Information System. The State also was in substantial conformity with this factor in its 2003 CFSR and was not required to address the factor in its Program Improvement Plan.

Key Findings of the 2009 CFSR

The findings pertaining to the items assessed under Statewide Information System are presented and discussed below.

Item 24. The State is operating a statewide information system that, at a minimum, can readily identify the status, demographic characteristics, location, and goals for the placement of every child who is (or within the immediately preceding 12 months, has been) in foster care

__X__ Strength **____ Area Needing Improvement**

Item 24 is rated as a Strength because the State is operating a statewide CPS information system that can readily identify the status, demographic characteristics, location, and goals for the placement of every child in foster care. This item also was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, CPSS captures all data elements required by the Adoption and Foster Care Analysis and Reporting System including the status, demographic characteristics, location, and goals for every child in foster care. The Statewide Assessment reports that CPSS includes the following subsystems: Intake, Case, Payment, and License Resource File. The Statewide Assessment notes that management reports are generated to track and monitor key events, activities, and program performance.

The Statewide Assessment reports that a new CWS data system, State of Hawaii Automated Keiki Assistance (SHAKA), will become operational by December 2009 and will offer full web-based online processing to staff and providers; online real-time management and dashboard reports; online access to policy and laws; and access to community partners including county police, family court, POS providers, client families, and youth.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that CPSS generally is effective in identifying the current status, demographic characteristics, location, and goals for the placement of every child in foster care. A few stakeholders indicated that data, including placement changes, are entered into CPSS in a timely manner and that CPSS produces useful management reports. Stakeholders confirmed that SHAKA is scheduled to become operational by December 2009 and believe it will be easier to use than CPSS.

II. CASE REVIEW SYSTEM

Rating of Review Team Regarding Substantial Conformity				
	Not in Substantial Conformity		In Substantial Conformity	
Rating	1	**2X**	3	4

Status of Case Review System

Hawaii is not in substantial conformity with the systemic factor of Case Review System. The State also was not in substantial conformity with this systemic factor in its 2003 CFSR and was required to address the factor in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following concerns were identified in the 2003 review:
- DHS was not consistent in individualizing case plans and involving parents in the case planning process.
- DHS was not consistent in ensuring that foster parents, pre-adoptive parents, and relative caregivers were notified of or provided the opportunity to be heard in court hearings regarding the children in their care.

To address these concerns, the State implemented the following strategies:
- Increased the use of Ohana conferencing to engage families in the case planning process
- Revised policy to ensure that the needs of children, families, and caregivers are assessed and addressed at regular intervals
- Strengthened initial and ongoing staff training to address family engagement in case planning
- Clarified and enforced caregiver notification requirements

The State met its goals for this systemic factor by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the items assessed under Case Review System are presented and discussed below.

Item 25. The State provides a process that ensures that each child has a written case plan to be developed jointly with the child's parent(s) that includes the required provisions

____ Strength **__X__ Area Needing Improvement**

Item 25 is rated as an Area Needing Improvement. Although case plans are developed and updated routinely, the data from the Statewide Assessment and from the CFSR case reviews indicate that the State does not consistently make concerted efforts to develop the case plan jointly with parents, particularly fathers. During the onsite CFSR, case reviewers determined that the agency had made diligent efforts to involve mothers in the case planning process in 75 percent of applicable cases and fathers in the case planning process in 59 percent of applicable cases. This item also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, State policy requires that a written service plan be developed within 60 days of intake for both foster care and in-home services cases. The Statewide Assessment notes that Ohana conferencing is the key tool used to identify family members, bring family members together, engage families in case planning, and review progress made toward case plan goals.

The Statewide Assessment also notes the use of pre-hearing conferences on Oahu and Maui and that, on Maui, the pre-hearing conferences are ordered by the court 2 weeks prior to a review hearing. The pre-hearing conference requires that parents and legal representatives meet with the caseworker, and the attorney general when applicable, to discuss the case plan and amend it if all parties are in agreement.

The Statewide Assessment reports the following data:

- In the SFY 2008 case review, DHS made concerted efforts to involve parents and children, when appropriate, in the case planning process in 79.79 percent of the cases.
- The 2007 and 2008 statewide summaries for supervisory reviews reported that for 85 percent and 86 percent of cases, respectively, some type of case planning (Ohana conferencing, multidisciplinary team meeting) was offered or held with the family.

The Statewide Assessment does not provide data about the timeliness of case plan development.

Stakeholder Interview Information
The key areas addressed by stakeholders commenting on this item during the onsite CFSR are whether the State has a process that ensures that each child has a written case plan and whether the case plan is developed jointly with the child's parents.

With regard to whether the State has a process that ensure that each child has a written case plan, most stakeholders expressed the opinion that the State generally is effective in ensuring that each child has a written case plan and that the case plan is updated regularly.

With regard to whether the case plan is developed jointly with the child's parents, stakeholders expressed different opinions. Several stakeholders indicated that Ohana conferences engage parents in case planning and lead to case plans that are easy to understand and tailored to the needs of the child and family. Oahu County stakeholders noted that drug courts assist families in designing and completing service plans.

However, other stakeholders indicated that, at the outset of a case, all case plans tend to be generic and contain similar services regardless of the circumstances of the case. In addition, some stakeholders indicated that Ohana conferencing is used only if families are referred by their caseworkers. These stakeholders indicated that Ohana conferencing is not used early in the case or often enough as the case progresses to facilitate progress toward case goals. Other stakeholders indicated that when Ohana conferencing is used, it is used only once or twice, early in the case and/or at case closure.

Item 26. The State provides a process for the periodic review of the status of each child, no less frequently than once every 6 months, either by a court or by administrative review

__X__ Strength ____ Area Needing Improvement

Item 26 is rated as a Strength. The State has a process for the periodic review of the status of each child at least every 6 months by the family court. Stakeholders indicated that court hearings are being held for each child in foster care at least every 6 months and address key issues of safety, appropriateness of the case plan, and progress toward meeting the goals outlined in the case plan. However, it should be noted that the State is still expected to address compliance of its statute in its title IV-E Program Improvement Plan. This item also was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, case plans must be updated at least once every 6 months and are subject to judicial review at intervals no later than 6 months until the court's jurisdiction has been terminated. Review hearings consider the case plan, assess progress made by the family in complying with services, and monitor progress in attaining the case goal.

The Statewide Assessment notes the use of pre-hearing conferences on Oahu and Maui and that on Maui, the pre-hearing conferences are ordered by the court 2 weeks prior to a review hearing. The pre-hearing conference requires that parents and legal representatives meet with the caseworker, and the attorney general when applicable, to discuss the case plan and amend it if all parties are in agreement.

The Statewide Assessment reports that, according to data provided in the Hawaii CIP Reassessment Report of June 2005, the mean number of days between review hearings on Oahu was 131.3; Maui, 107; East Hawaii, 103.7; West Hawaii, 85; and Kauai, 231. The Statewide Assessment notes that the Kauai court schedules additional status conferences to monitor cases at more frequent intervals, which are not included in the above data.

Stakeholder Interview Information
The key areas addressed by stakeholders commenting on this item during the onsite CFSR are timeliness and quality of periodic review hearings.

With regard to the timeliness of periodic review hearings, most stakeholders expressed the opinion that the court holds periodic reviews of the status of each child at least once every 6 months and often more frequently.

With regard to the quality of periodic review hearings, stakeholders expressed the opinion that the hearings address key issues of safety, appropriateness of the case plan, and progress toward meeting goals outlined in the case plan. In addition, several stakeholders noted that the State's courts ensure that one judge follows the family through all aspects of family court. A few stakeholders in Maui and Oahu indicated that pre-hearing conferences take place to review progress in the case and come to agreement on action steps and that subsequent uncontested hearings typically last 5 to 15 minutes.

Item 27. The State provides a process that ensures that each child in foster care under the supervision of the State has a permanency hearing in a qualified court or administrative body no later than 12 months from the date the child entered foster care and no less frequently than every 12 months thereafter

____ Strength **__X__ Area Needing Improvement**

Item 27 is rated as an Area Needing Improvement. The State's process does not ensure that each child in foster care has a permanency hearing no later than 12 months from the date the child entered foster care and at least every 12 months thereafter while in foster care. It should be noted that the State also is expected to address compliance of its statute in its title IV-E Program Improvement Plan. This item was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, at the dispositional hearing conducted pursuant to HRS 587-71(e): "If the child's family home is determined not to be safe, even with the assistance of a service plan … the court may, and if the child has been residing without the family for a period of 12 consecutive months shall, set the case for a show cause hearing … (or state) why the case should not be set for a permanent plan hearing." The Statewide Assessment notes that, at the permanent plan hearing, the court shall determine whether there exists clear and convincing evidence that the child's parents are unable to provide the child with a safe family

home, even with the assistance of a service plan, and that it is not reasonably foreseeable that the child's parents will become willing and able to provide the child with a safe family home within a reasonable period of time (not exceeding 2 years from the date the child was first placed in foster care).

The Statewide Assessment does not provide data regarding the timeliness of permanency hearings.

The Statewide Assessment notes that DHS introduced proposed legislation in the 2009 Hawaii State Legislative Session to include specific text to ensure compliance with Federal title IV-E requirements for a permanency hearing.

Stakeholder Interview Information
The key areas addressed by stakeholders commenting on this item during the onsite CFSR are timeliness and quality of permanency hearings.

With regard to the timeliness of permanency hearings, stakeholders indicated that the permanent plan hearing generally is held after a show cause hearing. Stakeholders expressed different opinions regarding the timeliness of the show cause hearing and the permanent plan hearing. Some stakeholders indicated that the show cause hearing happens within 12 months of the time a child enters foster care and sometimes as early as 6 months. Other stakeholders indicated that the show cause hearing does not occur within 12 months.

With regard to the quality of permanency hearings, some stakeholders indicated that permanent plan hearings address key issues regarding permanency for children. Some stakeholders in Maui and Oahu indicated that pre-hearing conferences take place to review progress in the case and come to agreement on action steps and that subsequent uncontested hearings typically last 5 to 15 minutes.

Item 28. The State provides a process for termination of parental rights proceedings in accordance with the provisions of the Adoption and Safe Families Act

____ Strength __X__ Area Needing Improvement

Item 28 is rated as an Area Needing Improvement. Although the State has a process for TPR proceedings in accordance with the provisions of ASFA, it is not implemented consistently. The State does not have a system in place to track the time children have been in foster care to monitor compliance with ASFA. In addition, the State does not have a process to document compelling reasons not to file TPR in accordance with ASFA. During the onsite CFSR, case reviewers determined that ASFA requirements with regard to filing for TPR were met in 72 percent of applicable cases. This item was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, an order of PC serves to terminate parental rights. When a court determines that it is in the best interests of the child to permanently separate the child from the child's family, DHS shall provide a recommendation to the family

court that PC be awarded to DHS with plans for adoption, PC with subsequent adoption, or PC until majority. The Statewide Assessment reports that procedures require caseworkers to motion the court for PC when the following circumstances apply:

- A child has been in placement for 12 months.
- The family has been totally noncompliant.
- Reasonable efforts have been judicially determined not to apply in the case due to aggravated circumstances.
- PC, regardless of the actions of the family, is in the best interests of the child.

The Statewide Assessment indicates that DHS manually tracks the time children have been in foster care in order to monitor compliance with the requirements of ASFA with regard to the filing for PC. The Statewide Assessment notes that a common exception to the time requirements includes progress made by parents in satisfying their service plans.

Stakeholder Interview Information

Stakeholders commenting on this item during the onsite CFSR expressed different opinions regarding the State's compliance with ASFA requirements to file for TPR when a child has been in foster care for 15 of the most recent 22 months or to provide compelling reasons for not filing. Some stakeholders indicated that TPR is filed in a timely manner, while others indicated that sometimes there are delays in filing for TPR. In addition, some stakeholders indicated that there is no system to track the time children have been in foster care in relation to ASFA requirements.

Some stakeholders also indicated that compelling reasons for not filing TPR in accordance with ASFA are not clear and are not documented routinely but they are assumed to include the provision of additional time to parents to comply with service plans. Some stakeholders indicated that permanency decisions with regard to TPR are delayed and that there are many cases in which the court will order continuances beyond 12 months, frequently continuing the case 6 months or more. Stakeholders noted that continuances are provided at the permanent plan hearing to give parents, especially those with substance abuse issues, time to make additional progress toward a goal of reunification.

Item 29. The State provides a process for foster parents, pre-adoptive parents, and relative caregivers of children in foster care to be notified of, and have an opportunity to be heard in, any review or hearing held with respect to the child

____ Strength **__X__ Area Needing Improvement**

Item 29 is rated as an Area Needing Improvement. Although the State has a process for foster parents, pre-adoptive parents, and relative caregivers of children in foster care to be notified of, and have an opportunity to be heard in, reviews and hearings held with respect to the child, information from stakeholder interviews and the Statewide Assessment indicate that notification is not occurring consistently. This item also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, notice of all hearings must be served upon the current foster parents, who shall be entitled to participate in the proceedings as a party. The Statewide Assessment notes that foster parents have party status in family court proceedings to ensure that their information and viewpoint about the child and the child's situation are shared with and heard by the court. The Statewide Assessment also notes that family court judges have seen an increase in the numbers of foster parents attending court hearings since the passage of the State statute in 2006 providing them with party status.

The Statewide Assessment reports that, in the Annual Foster Parent Survey 2008, 76 percent of respondents reported that they received notice of hearings.

The Statewide Assessment further reports that a template was developed for foster parents to submit written information to the family court prior to a hearing.

Stakeholder Interview Information
Some stakeholders commenting on this item during the onsite CFSR indicated that DHS generally is effective in providing written and/or verbal notice to foster parents, pre-adoptive parents, and relative caregivers for hearings held with respect to the child in their care. Several stakeholders noted that foster parents have the right to be heard in hearings and, in fact, have standing as a party to the case in court. Stakeholders indicated that the number of foster parents appearing in court has increased and that judges routinely expect and ask for input from caregivers. However, some stakeholders indicated that notice is not provided routinely to foster parents regarding hearings.

III. QUALITY ASSURANCE SYSTEM

Rating of Review Team Regarding Substantial Conformity				
	Not in Substantial Conformity		**In Substantial Conformity**	
Rating	1	2	**3X**	4

Status of Quality Assurance System

Hawaii is in substantial conformity with the systemic factor of Quality Assurance (QA) System. The State was not in substantial conformity with this factor in its 2003 CFSR and was required to address the factor in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following concerns were identified in the 2003 review:

- The rules and standards for health and safety in foster care were not uniformly implemented throughout the State.
- Caseworker caseloads were high.
- There was a lack of consistency with regard to supervisor and/or administrator monitoring of cases and caseworker activities.
- There was no uniform and consistent statewide QA system.

To address these concerns, the State implemented the following strategies:

- Developed and initiated a continuous quality improvement (CQI) case review process
- Developed and implemented a supervisory review tool to monitor and report monthly unit compliance with priority practice standards
- Convened a statewide CQI Council to establish priorities and guide practice improvements
- Provided clear expectations of work performance standards with regard to ensuring the health and safety of children in foster care and applied them statewide

The State met its goals for this systemic factor by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the specific items assessed under QA System are presented and discussed below.

Item 30. The State has developed and implemented standards to ensure that children in foster care are provided quality services that protect the safety and health of the children

__X__ Strength ____ Area Needing Improvement

Item 30 is rated as a Strength. The State has developed and implemented standards to ensure that children in foster care are provided quality services that protect the safety and health of the children. Supervisors review cases monthly to monitor whether caseworkers are providing quality services to children. In addition, the State has instituted new practices, including standardized safety and risk assessments and RAIs, to ensure the safety and health of children. This item was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, the CWSB Program Development Staff Section conducts an annual review of policy and establishes the operating standards for quality services through administrative rules, program policies, and procedures. The Statewide

Assessment notes that the policies are frequently based on Child Welfare League of America standards and other best practice standards. The Statewide Assessment also notes that several practice standards were implemented since the 2003 CFSR: differential response, standardized safety assessment, the Comprehensive Strengths and Risk Assessments, and several RAIs: Adult Adolescent Parenting Inventory, Child Behavioral Check List, Strength and Stressors Tracking Device, Child Engagement in CPS, and the Ansell-Casey Life Skills Assessment. The new standards have been incorporated into the CORE Training for new CWS employees.

The Statewide Assessment notes that application of practice standards are facilitated in many ways, including the following:

- Daily briefings in each CWS unit to discuss strengths and challenges of cases
- An Administrative Review Panel that considers caseworkers' request for exceptions to policies
- A weekly Keiki Placement Panel review of all children in foster care ages 0 to 3 years
- A PC List review of all children without an identified permanent placement
- A family finding project to identify relatives for youth in foster care
- Monthly supervisory case reviews
- Court hearings
- Data outcome reports
- Permanency and multidisciplinary review teams
- Monitoring licensure of foster families, child care institutions, and child placing organizations

The Statewide Assessment notes that standards of practice for service providers operating through the POS contracts are monitored through the use of quarterly reports from providers, service utilization review, and review of complaint and satisfaction feedback from CWS staff. The POS unit of DHS conducts periodic site visits with agencies to review contract compliance.

Stakeholder Interview Information

Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally provides quality services that protect the safety and health of children. Various stakeholders indicated that the following standards facilitate the State's ability to protect the safety and health of children:

- POS contracts include requirements, standards of practice, and expected outcomes and are monitored for QA.
- Assessments of strengths and risk are expected to be completed in a timely manner.
- Children and families are expected to be visited at least monthly. The safety of children in foster care is assessed during monthly caseworker visits.
- Supervisors are expected to conduct monthly QA reviews of casework and cases.
- VCM and FSS service providers are expected to complete assessments in a timely manner and meet the same standards for the provision of services that apply to DHS caseworkers.

Item 31. The State is operating an identifiable quality assurance system that is in place in the jurisdictions where the services included in the Child and Family Services Plan (CFSP) are provided, evaluates the quality of services, identifies strengths and needs of the service delivery system, provides relevant reports, and evaluates program improvement measures implemented

__X__ Strength **____ Area Needing Improvement**

Item 31 is rated as a Strength. The State is operating an identifiable QA system that is modeled on the Federal CFSR and that is designed to identify the strengths and needs of the child welfare system, provide reports, and inform policy and practice. Local section offices are reviewed annually and are provided the results of the review. Each section office is responsible for developing, evaluating, and monitoring program improvement measures. However, the monitoring of local section office action plans needs to be strengthened to ensure improvements in practice. This item was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, the State operates an identifiable QA system with the following components:

- The State's comprehensive quality case review process uses the Federal CFSR case review tool in which a random sample of 100 in-home and foster care cases are reviewed annually, key case participants are interviewed, and external stakeholders are included in the review of cases. Based on the findings, section administrators develop action plans.
- The State uses a supervisory review tool in which one case per month per caseworker is randomly selected for review of the following practice areas: response to allegations of child abuse and neglect, monthly contacts with children, development of case plans with parents and children, child medical/mental health assessments, and services to meet identified needs.
- There is a Statewide CQI Council that is comprised of internal and external stakeholders, including line staff, birth parents, foster parents, community stakeholders, and partner agencies, and that meets quarterly to review each section's onsite case review report as well as the statewide case review results summary to identify trends and make recommendations for statewide improvements.

The Statewide Assessment acknowledges that, although the section administrators are developing action plans, the Program Development Section and the State CQI Council do not monitor them routinely.

Stakeholder Interview Information

Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the annual review conducted of approximately 100 foster care and CWS in-home services cases modeled on the CFSR process presents results that are shared with the Statewide CQI Council, which meets quarterly to provide policy recommendations. Stakeholders noted that a review of the contracted VCM cases was conducted this past year and is being included in this process. Stakeholders also noted that section administrators use the results of the case review, in addition to the results of supervisory reviews and internal, localized QA activities, and data management reports to develop, evaluate, and monitor their own action plans. However, several stakeholders noted that implementation of the action plan is not monitored statewide and that there are no consequences if the action plan is not implemented.

IV. STAFF AND PROVIDER TRAINING

Rating of Review Team Regarding Substantial Conformity				
	Not in Substantial Conformity		In Substantial Conformity	
Rating	1	**2X**	3	4

Status of Staff and Provider Training

Hawaii is not in substantial conformity with the systemic factor of Staff and Provider Training. Hawaii also was not in substantial conformity with this factor in its 2003 CFSR and was required to address this factor in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following concerns were identified in the 2003 review:

- The training provided for new caseworkers did not thoroughly prepare them for their job duties.
- There were delays in providing initial training that resulted in some caseworkers assuming a small caseload before receiving training.
- The State did not have a structured, ongoing training program for caseworkers or supervisors designed to enhance their knowledge and strengthen their skills.
- Training for caregivers did not fully prepare general licensed foster parents to parent children with multiple behavioral and emotional problems.
- The State did not provide timely training to child-specific foster homes after the children had been placed.
- The State did not provide or require ongoing training for foster parents.

To address these concerns, the State implemented the following strategies:

- Developed and provided child welfare supervisor training
- Improved the content and availability of New Hire CORE Training
- Initiated the Training Practice Integration Plan (TPIP) to strengthen the practicality of training and transfer of learning
- Developed a training partnership with the University of Hawaii and other key stakeholders, including existing foster parent training committees on each island, to develop and sponsor training to meet the needs of foster and adoptive parents
- Improved the timeliness of training provided to child-specific foster families
- Assessed the effectiveness of ongoing training for foster and adoptive parents

The State met its goals for this systemic factor by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the specific items assessed under Staff and Provider Training are presented and discussed below.

Item 32. The State is operating a staff development and training program that supports the goals and objectives in the CFSP, addresses services provided under titles IV-B and IV-E, and provides initial training for all staff who deliver these services

__X__ Strength ____ Area Needing Improvement

Item 32 is rated as a Strength. The State is operating a training program that provides initial training for all staff who deliver services, including contracted VCM and FSS caseworkers, that supports the goals and objectives of the CFSP. This item was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, all new hires attend New Hire CORE Training, which is provided by the Training Academy and is offered four times per year in a 6-week cycle. CORE Training includes classroom instruction in key program areas, including cultural considerations and family engagement. The CORE Training includes a combination of on-the-job training, mentoring, and shadowing. The Statewide Assessment notes that, as new standards are developed, they are incorporated into the CORE Training for new CWS employees. Pre- and post-tests administered to new employees have shown that they are learning the new material presented and that they are prepared to perform their job duties. The Statewide Assessment also notes that sometimes caseworkers are assigned cases before completing training and, when this occurs, are mentored and closely supervised.

The Statewide Assessment notes that a TPIP was developed and is used by supervisors to monitor a caseworker from the first day on the job through the first year after training is completed. However, the Statewide Assessment acknowledges that supervisors do not consistently complete and submit TPIP evaluations.

The Statewide Assessment notes that, although there is no formalized training policy for supervisors and section administrators, management staff members are required to attend six day-long sessions of training over a period of several months.

Stakeholder Interview Information

The key areas addressed by stakeholders commenting on this item during the onsite CFSR are the quality of CORE Training and whether caseworkers are fully trained at the time they assume a full caseload.

With regard to the quality of CORE training, several stakeholders expressed the opinion that 6 weeks of CORE Training is offered quarterly and provides useful instruction, and that training is mandatory for agency caseworkers. A few stakeholders noted that on-the-job training, mentoring, and shadowing are particularly useful. However, some stakeholders noted that there is not sufficient instruction during CORE Training on the specific assessment tasks of the job.

With regard to whether caseworkers are fully trained at the time they assume a full caseload, several stakeholders expressed the opinion that caseworkers complete CORE Training prior to receiving a full caseload. However, other stakeholders indicated that caseworkers sometimes receive a few cases prior to the completion of training due to the timing of hiring in relation to the timing of training. Stakeholders noted that when caseworkers are assigned cases prior to the completion of CORE Training, they are closely supervised and mentored.

Item 33. The State provides for ongoing training for staff that addresses the skills and knowledge base needed to carry out their duties with regard to the services included in the CFSP

____ Strength __X__ Area Needing Improvement

Item 33 is rated as an Area Needing Improvement. The State does not have a policy with regard to ongoing training for caseworkers or supervisors. Although there are a variety of training opportunities available in the community, there is no requirement for caseworkers to participate in ongoing training and stakeholders indicated that caseload responsibilities often prevent caseworkers from participating in available trainings. This item also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information

According to the Statewide Assessment, the State does not have a formal policy with regard to ongoing training for caseworkers or supervisors. The Statewide Assessment notes that plans are underway to assess the training needs of caseworkers and supervisors to develop formalized ongoing training. However, the Statewide Assessment notes that 333 CWS caseworkers were provided ongoing training in SFY 2007 and that the following ongoing training opportunities are available to caseworkers and supervisors:

- New hire CORE Training modules are available to all levels of staff.
- DOH CAMHD provides training on attachment issues.
- Kapiolani Child Protection Center holds an annual Child Maltreatment Conference.
- Hale Kipa provides IL training twice per year.
- Children's Justice Center provides specialized sexual abuse training.
- Casey Family Programs provides training on the RAI pilot programs.
- Ohana Is Forever conferences are held annually.

The Statewide Assessment reports that DHS collaborates with the University of Hawaii School of Social Work through the Hawaii Child Welfare Education Collaboration to provide CWS staff an opportunity to earn a master's degree in social work.

Stakeholder Interview Information

Most stakeholders commenting on this item during the onsite CFSR indicated that there is no ongoing training requirement for caseworkers or supervisors but that caseworkers receive monthly supervision and specific units arrange training sessions to meet their unique needs. Some stakeholders expressed the opinion that training is available in the community but that caseload responsibilities

can prevent caseworkers from attending ongoing training. Some stakeholders noted a lack of ongoing training in the area of safety assessment and strength and risk assessment.

Several stakeholders noted that refresher training on certain sections of the CORE Training would be helpful to caseworkers in performing their job duties.

Some stakeholders confirmed that the State provides a stipend to caseworkers enrolled in an M.S.W. program at the University of Hawaii.

Item 34. The State provides training for current or prospective foster parents, adoptive parents, and staff of State licensed or approved facilities that care for children receiving foster care or adoption assistance under title IV-E that addresses the skills and knowledge base needed to carry out their duties with regard to foster and adopted children

____ Strength __X__ Area Needing Improvement

Item 34 is rated as an Area Needing Improvement. Although the State provides initial training for foster and adoptive parents, including relative caregivers and staff of child care institutions, the State requires ongoing training only for specialized foster homes; ongoing training is not required for general licensed foster families, relative caregivers, or staff of child care institutions. This item also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, Hawaii Administrative Rules require training for foster and adoptive parents and staff of child-caring institutions. Foster and adoptive families must complete Parent Resources for Information, Development, and Education (PRIDE) training before a license can be issued. PRIDE training is provided by the University of Hawaii School of Social Work and the PIDF Hui Ho'omalu contract. The Statewide Assessment notes that training is to be provided within 90 days of application and that DHS licensing caseworkers track foster and adoptive parent participation in training. The Statewide Assessment also notes that PRIDE training is provided on a timely basis and in multiple locations.

For child-specific foster homes, the Statewide Assessment reports that State law requires special licensed or relative foster home care providers to complete foster parent training within the first year following the placement of the first child into the new special licensed or relative foster home. Prior to the completion of training, provisional licenses are issued to child-specific foster homes.

The Statewide Assessment notes that refresher training is not required for recertification of general licensed foster homes; however, licensing caseworkers may recommend refresher training to meet foster parents' needs. In addition, the Statewide Assessment notes that It Takes an Ohana, the Hawaii foster parent association, provides support groups and a "warm line" for foster families to access when they need support.

The Statewide Assessment further reports that, in a survey of foster parents conducted by Hui Ho'omalu in 2008, 97 percent of respondents reported that initial training was somewhat or very helpful (32.2 percent somewhat helpful and 64.8 percent very helpful). In addition, the Statewide Assessment reports that 371 families participated in ongoing statewide trainings. The Statewide Assessment notes that efforts are being made to modify the PRIDE curriculum to be more culturally sensitive and appropriate.

Stakeholder Interview Information

The key areas addressed by stakeholders commenting on this item during the onsite CFSR are initial and ongoing training for foster parents.

With regard to initial training for foster parents, most stakeholders indicated that foster parents participate in PRIDE training and that the training is provided in a timely manner and provides useful information, including information related to appearing in family court. However, some stakeholders indicated that PRIDE training is not culturally appropriate for all families and that a new, culturally appropriate curriculum has been piloted.

With regard to ongoing training, stakeholders noted that foster families participating in Project First Care and therapeutic foster families are required to receive additional, specialized, and ongoing training. However, they also noted that, although ongoing training opportunities are available, general licensed foster parents are not required to participate. Some stakeholders indicated that there is a need for ongoing training for general licensed foster families as well as specialized foster families.

V. SERVICE ARRAY AND RESOURCE DEVELOPMENT

Rating of Review Team Regarding Substantial Conformity				
	Not in Substantial Conformity		In Substantial Conformity	
Rating	1	2	**3X**	4

Status of Service Array and Resource Development

Hawaii is in substantial conformity with the systemic factor of Service Array and Resource Development. The State was not in substantial conformity with this factor in its 2003 CFSR and was required to address this factor in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following concerns were identified in the 2003 review:

- There were significant gaps in key services across the State, particularly therapeutic foster homes and mental health services.

- The accessibility of particular services varied by island.
- The Family Service Plans developed by DHS often did not reflect the family's individualized needs.

To address these concerns, the State implemented the following strategies:
- Expanded POS and CCSS contracts to expand the array and availability of services
- Expanded the DR System statewide
- Increased the availability of transportation, supervised visitation, in-home support services, IL services, substance abuse treatment services, sexual abuse treatment services, physical health services, and mental health services

The State met its goals for this systemic factor by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the items assessed under Service Array and Resource Development are presented and discussed below.

Item 35. The State has in place an array of services that assess the strengths and needs of children and families and determine other service needs, address the needs of families in addition to individual children in order to create a safe home environment, enable children to remain safely with their parents when reasonable, and help children in foster and adoptive placements achieve permanency

__X__ Strength ____ Area Needing Improvement

Item 35 is rated as a Strength. The State has an array of services in place to assess and address the needs of children and families. The State provides an extensive service array through child welfare agency caseworkers, the use of POS contracts, coordination with other State departments, and partnerships with community-based agencies. This item was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, DHS provides services directly, through partnerships with other State agencies and community agencies, and through the POS providers. The Statewide Assessment notes that CWS, VCM, and FSS caseworkers use the same Safety Assessment and Comprehensive Strengths and Risk Assessment.

The Statewide Assessment notes that the CCSS master contract provides the following core services on Oahu, Kauai, Maui, East Hawaii, and West Hawaii: home-based intervention, clinical therapy and individual counseling, group treatment, outreach, parenting education, parental life skills and supports, crisis intervention, visitation, transportation, assessment, and VCM. Similar services are available on Lanai by Lanai Integrated Services System and on Molokai by Molokai Integrated Services System. In addition, the

Statewide Assessment notes that families may be referred for support services to a Family Center or Neighborhood Places in certain areas of the State.

The Statewide Assessment notes that the State has expanded services specifically in the following areas: DR, substance abuse assessment and residential treatment, family/youth involvement such as Ohana conferencing and family decision-making circles, recruitment, licensing, training, counseling, transportation, home visiting services, and domestic violence shelter and support services.

The Statewide Assessment reports that DHS recently reviewed the IL program. The review found that age- and developmentally appropriate services are available for youth age 12 to 18, including former foster youth and that the Hawaii Foster Youth Coalition and Youth Circles provide youth with a range of opportunities to gain IL skills.

The Statewide Assessment also notes that the State has made available to former foster youth up to age 27 a maximum of 5 years of financial stipends equivalent to the prevailing monthly foster care board rate while the youth is attending an accredited institution of higher education.

The Statewide Assessment notes that CWS works with DOE, DOH, the Developmental Disabilities Division, DOH Alcohol and Drug Abuse Division (ADAD), and CAMHD to coordinate services, and to develop and provide support for therapeutic foster homes.

Stakeholder Interview Information
Several stakeholders commenting on this item indicated that the State has significantly expanded the array of services available to children and families since the 2003 CFSR. In particular, stakeholders identified the following as noteworthy with regard to expanding the service array: POS contracts, drug court, Access to Recovery, Neighborhood Places, flexible funding, Youth Circles, DR, VCM, FSS, therapeutic foster homes, school-based services, and domestic violence intervention and treatment services. Some stakeholders noted the benefits to former foster youth of the availability of room and board assistance to complete postsecondary education.

Item 36. The services in item 35 are accessible to families and children in all political jurisdictions covered in the State's CFSP

____ Strength __X__ Area Needing Improvement

Item 36 is rated as an Area Needing Improvement. The State does not provide a sufficient array of services on all of the islands or in rural areas. In particular, there are waiting lists for FSS, parenting classes, and drug courts. There also is an insufficient supply of services in the following areas: family support services, visitation support services, substance abuse treatment services, domestic violence treatment services, mental health treatment services, therapy, parenting programs, IL services, foster and transitional homes for youth, therapeutic foster homes, and transportation services. This item also was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, DHS has improved access to the following services: visitation, medical assessment and treatment, counseling and therapy, sexual abuse treatment, mental health treatment, and transportation support. The Statewide Assessment notes that access to substance abuse treatment and support services and mental health treatment and support services has been expanded for families due to a partnership of the agency with the BESSD, ADAD, and CAMHD.

Despite these expansions, the Statewide Assessment notes that services and resources vary by geographic area throughout the State and that there are insufficient services available in the following areas:

- There is a shortage of physicians and dentists on all islands who accept Medicaid, and mental health providers on all islands who address child and adolescent issues.
- There is a 6-month waiting list on Oahu for FSS for low-risk families.
- It is difficult to reach families who are transient or who live in rural and remote areas without access to roads or communication.
- There is a shortage of qualified applicants to fill open positions within DHS, including the caseworker position.

The Statewide Assessment acknowledges that many areas of the State lack sufficient services to meet the needs of families who have had services ordered by family courts or who have been referred for services by caseworkers.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is not effective in ensuring that services are accessible to all families throughout the State. Although some stakeholders indicated that collaboration between DHS, DOH, and DOE has improved to ensure that eligibility is determined and that services are provided in a timely manner to children and families, other stakeholders indicated that there is a need to improve these partnerships. Several stakeholders indicated that, although a broader array of services is available on Oahu, many services are not available at all on the neighbor islands. Some stakeholders indicated that it is particularly difficult to provide services to homeless families living in remote areas without electricity.

Various stakeholders identified the following gaps in services in many areas of the State:

- There are waiting lists for FSS and substance abuse treatment services.
- There are not enough IL services available for children younger than age 17.
- There are not enough residential substance abuse treatment services, especially for mothers with their children.
- There are not enough visitation support services, substance abuse treatment services, domestic violence treatment services, mental health treatment services, therapy, parenting programs, foster and transitional homes for youth, therapeutic foster homes, and transportation services.

Item 37. The services in item 35 can be individualized to meet the unique needs of children and families served by the agency

__X__ Strength **____ Area Needing Improvement**

Item 37 is rated as a Strength. Although the onsite CFSR case review indicates that, in practice, children and families are not consistently receiving the services that they need, the Statewide Assessment and stakeholder interviews suggest that the State has the capacity to individualize services for families through the use of Ohana conferencing, POS contracts, community-based partnerships, and flexible funding. In addition, the Statewide Assessment and stakeholders reported that the State provides culturally competent services designed and delivered by community partners, including Native Hawaiian service providers. This item was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, caseworkers use the Comprehensive Strengths and Risk Assessment to identify and meet the individual needs of each child and family member. The Statewide Assessment notes that the POS contracts allow for new services to be made available quickly in response to identified service needs. The Statewide Assessment also notes that the POS contracts provide flexibility in responding to family needs and procure services to meet the unique needs of families identified by caseworkers. The Statewide Assessment also notes that DHS has access to interpreters, including bilingual CWS caseworkers.

The Statewide Assessment reports that flexible wraparound funds are available to address immediate safety needs such as rent, utilities, house cleaning, transportation, or other services that can create a safe home environment and address underlying safety factors. Wraparound funds are used to maintain a child in the home or assist the family in reunification and are limited to $529 per month for 6 months per child.

The Statewide Assessment also reports that increases in the number of cases involving families from Compact of Free Association, including the Marshall Islands and the Federated States of Micronesia, have challenged the system's ability to ensure the provision of services and placements in ways that are culturally appropriate and support the family's culture, language, and traditions. The Statewide Assessment notes that DHS is building relationships and resources with the Micronesian community to increase knowledge and improve practice to support the recent influx of Micronesians.

The Statewide Assessment indicates that caseworkers generally do not have sufficient training in addressing families in a culturally appropriate manner. In addition the Statewide Assessment indicates that there is a need for culturally appropriate parenting programs.

Stakeholder Interview Information
Stakeholders commenting on this item during the onsite CFSR expressed different opinions regarding the State's capacity to individualize services to the unique needs of children and families. Several stakeholders indicated that case plans are tailored to the needs of the child and family, primarily through the use of Ohana conferencing. Various stakeholders indicated that the following factors facilitate the State's ability to individualize services to the needs of children and families:

- Ohana conferencing and Youth Circles
- POS contracts
- Flexible funding

- Partnerships with Native Hawaiian community organizations
- The high rate of kinship placements

A few stakeholders indicated that DHS is challenged to meet the needs of Micronesians in a culturally appropriate manner.

VI. AGENCY RESPONSIVENESS TO THE COMMUNITY

Rating of Review Team Regarding Substantial Conformity				
	Not in Substantial Conformity		In Substantial Conformity	
Rating	1	2	3	**4X**

Status of Agency Responsiveness to the Community

Hawaii is in substantial conformity with the systemic factor of Agency Responsiveness to the Community. The State also was in substantial conformity with this systemic factor in its 2003 CFSR and was not required to address the factor in its Program Improvement Plan.

Key Findings of the 2009 CFSR

The findings pertaining to the items assessed under Agency Responsiveness to the Community are presented and discussed below.

Item 38. In implementing the provisions of the CFSP, the State engages in ongoing consultation with Tribal representatives, consumers, service providers, foster care providers, the juvenile court, and other public and private child- and family-serving agencies and includes the major concerns of these representatives in the goals and objectives of the CFSP

__X__ Strength ____ Area Needing Improvement

Item 38 is rated as a Strength because the State engages in ongoing consultation with a broad array of key internal and external stakeholders, is effective in soliciting their input with regard to the agency's overall goals and objectives, and is responsive to their recommendations. The State also consults with representatives of community-based service providers, current and former foster youth, the Native Hawaiian community, family courts, and local public and private agencies in the development of the goals and objectives of the CFSP. This item also was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, DHS is required to include key stakeholders in designing the goals and objectives of the CFSP. The following stakeholders have been actively engaged and consulted in the development of goals and objectives included in its CFSP:

- CIP
- Hawaii Foster Youth Coalition
- Native Hawaiian community
- Community-based service providers
- CWS Advisory Council
- Citizen Review Panels in Maui and East Hawaii
- Faith-based community organizations
- CWS administrators, unit supervisors, and caseworkers

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State effectively and consistently engages in ongoing consultation with Native Hawaiian representatives, consumers, service providers, current and former foster youth, foster and adoptive parents, family courts, other State agencies, and other community-based organizations in developing the goals and objectives of the CFSP. Several stakeholders indicated that they serve on various State and local CWS advisory committees and regional planning committees.

Item 39. The agency develops, in consultation with these representatives, Annual Progress and Services Reports delivered pursuant to the CFSP

__X__ Strength ____ Area Needing Improvement

Item 39 is rated as a Strength because the State consults with a wide range of key stakeholders in the development of its Annual Progress and Services Reports (APSRs). This item also was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, DHS conducts an annual review of progress toward the goals and objectives of the CFSP in consultation with key stakeholders. The Statewide Assessment notes that the following organizations are involved in the development of the APSR: Native Hawaiian community, physicians and medical professionals, the Citizen Review Panel, and the Hawaii Foster Youth Coalition.

Stakeholder Interview Information
Stakeholders commenting on this item during the onsite CFSR expressed the opinion that they actively participate on a variety of statewide and local committees, and in conferences during which annual progress is assessed regarding the goals and objectives of the CFSP.

Item 40. The State's services under the CFSP are coordinated with services or benefits of other Federal or Federally-assisted programs serving the same population

__X__ Strength ____ Area Needing Improvement

Item 40 is rated as a Strength because the State effectively coordinates services delivered under the CFSP with services provided by other Federal programs serving the same population. DHS partners with DOH, DOE, and the Temporary Assistance for Needy Families (TANF) program to provide comprehensive services and benefits to families. This item was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, DHS works closely with other divisions, government agencies, and community organizations that serve the same children and families. DHS has partnered with BESSD in financing CWS reform with funds from the TANF program. This partnership supports DR, family strengthening, substance abuse assessment and treatment, domestic violence treatment, youth services, counseling, transportation, home visitation, Ohana conferencing, Youth Circles, family finding, psychological evaluations, multidisciplinary treatment teams, Healthy Start services, legal advocacy, and sexual abuse treatment services. The Statewide Assessment notes that similar partnerships with DOH ADAD and CAMHD have resulted in increased substance abuse and mental health services for children in foster care. The Statewide Assessment also indicates that DHS has partnered with the judiciary to provide Family drug courts and with community agencies providing services to families with children younger than age 3.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally is effective in coordinating services with other Federal programs serving the same population. For example, Maui County stakeholders noted that Meeting of the Minds, convened by the family court, brings together DOH, DOE, and DHS on a regular basis to discuss and improve outcomes for families and children.

Despite these positive comments, some stakeholders indicated that there is a need for better collaboration among DHS, DOH, and DOE to ensure that eligibility is determined and services are provided in a timely manner to children and families.

VII. FOSTER AND ADOPTIVE PARENT LICENSING, RECRUITMENT, AND RETENTION

Rating of Review Team Regarding Substantial Conformity				
	Not in Substantial Conformity		In Substantial Conformity	
Rating	1	2	3	**4X**

Status of Foster and Adoptive Parent Licensing, Recruitment, and Retention

Hawaii is in substantial conformity with this systemic factor. The State was not in substantial conformity with this factor in its 2003 CFSR and was required to address this factor in its Program Improvement Plan.

Key Concerns From the 2003 CFSR

The following concerns were identified in the 2003 review:

- Licensing standards were not applied equally to general licensed foster homes and child-specific foster homes.
- There were problems in recruiting and retaining an adequate number of foster homes that reflect the ethnic and racial diversity of children in the State for whom foster and adoptive homes are needed.

To address these concerns, the State implemented the following strategies:

- Applied standards equally by improving training (initial and refresher) of licensing staff and improving timeliness of delivering training to child-specific homes
- Improved foster home retention by improving training and support for all foster parents
- Developed a targeted comprehensive recruitment plan
- Established a data baseline of the ethnic and racial diversity of children in foster care to monitor improvement in recruitment of foster homes to reflect that diversity
- Increased Ohana conferencing to ensure that recruitment of foster families reflects the ethnic and racial diversity of children in foster care

The State met its goals for this systemic factor by the end of its Program Improvement Plan implementation period.

Key Findings of the 2009 CFSR

The findings pertaining to the items assessed under Foster and Adoptive Parent Licensing, Recruitment, and Retention are presented and discussed below.

Item 41. The State has implemented standards for foster family homes and child care institutions that are reasonably in accord with recommended national standards

__X__ Strength ____ Area Needing Improvement

Item 41 is rated as a Strength because the State has implemented clearly articulated standards to address the safety and well-being of children in foster care. This item also was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, the State statute and administrative rules provide standards and licensing procedures for child placing organizations, institutions, and foster boarding homes. The Statewide Assessment reports that DHS has a contract with the PIDF Hui Ho'omalu to provide a comprehensive approach to recruitment, home study, training, general licensing, and support of foster homes. The Statewide Assessment notes that both child-specific foster homes and general licensed foster homes are required to complete a comprehensive home study and PRIDE training before being licensed. The foster home study also can be used for the adoption home study to facilitate permanency. The Statewide Assessment also notes that Family Programs Hawaii is primarily responsible for foster home support and retention, including ongoing training, support groups, warm line, and parent-to-parent mentoring.

The Statewide Assessment notes that caseworkers conduct ongoing monitoring of foster homes during monthly visitation and that licensing units are required to have contact with foster homes every 6 months and conduct re-certification every 2 years. The Statewide Assessment also notes that new regulations provide clarity for foster parents on guidelines for discipline and guidance of foster children. The Statewide Assessment indicates that DHS monitors the PIDF contract using quarterly reporting and meetings in addition to fiscal oversight. The DHS licensing unit addresses issues of concern or complaints regarding foster homes, imposing corrective action plans, and revoking licenses if necessary.

The Statewide Assessment reports the following data:
- In SFY 2008, 743 inquiries were received and 82 families received a general license.
- In SFY 2009, an average of 12–17 families received general licenses per month.
- In SFY 2008, training was provided to 805 relative families.
- In SFY 2008, 535 relative families were referred and 222 (41.5 percent) completed unconditional full licensure. The remaining families did not complete licensure because the child was reunified, emancipated, adopted, or placed in legal guardianship.

The Statewide Assessment acknowledges that resource families surveyed in preparing the Statewide Assessment reported that general licensing is not completed in a timely manner. The Statewide Assessment notes that, of the families who complete unconditional licensure requirements, child-specific homes take between 60 and 90 days to be licensed and general licensed homes take between 4 and 5 months to be licensed.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State has implemented standards for foster family homes and child care institutions that address the safety and well-being of children. Several stakeholders indicated that the following factors facilitate the ability of DHS to ensure that standards are implemented:

- DHS conducts a background check prior to the placement of a child in the home.
- Foster parent training is widely available.
- Licensing for therapeutic foster homes and group homes is completed by DOH.
- Initial licenses are issued for 1 year and subsequent licenses are issued for 2 years. However, there is discretion to issue a subsequent license for less than 2 years.

Item 42. The standards are applied to all licensed or approved foster family homes or child care institutions receiving title IV-E or IV-B funds

__X__ Strength ____ Area Needing Improvement

Item 42 is rated as a Strength because the State applies standards equally to all general licensed and child-specific foster homes and child care institutions receiving title IV-E or IV-B funds. Although the State does issue waivers for some requirements when placing a child in the home of a relative, waivers are not provided for safety-related requirements. This item was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment
According to the Statewide Assessment, standards are applied equally to general licensed homes and to child-specific relative homes. The Statewide Assessment reports that 40 percent of licensed homes are child-specific relative homes.

The Statewide Assessment notes that provisional licenses are issued to child-specific foster homes, usually relatives, after a cursory assessment by a caseworker and after initial criminal and child abuse and neglect background clearances are obtained. A provisional license stipulates that training requirements must be met within 1 year of the placement of a child in the home in order for the foster parents to be in full compliance for licensing and title IV-E payments.

The Statewide Assessment notes that waivers are issued on a case-by-case basis for non-safety issues such as space requirements. In SFY 2008, about 6 percent of all licensed child-specific homes were issued waivers.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State applies the same standards to general licensed and child-specific foster homes. Some stakeholders noted that waivers are used on occasion for space requirements or

the number of beds based on the customs of the family, in particular for child-specific foster homes. These stakeholders indicated that safety-related factors are never waived and that waivers are rarely used.

Item 43. The State complies with Federal requirements for criminal background clearances as related to licensing or approving foster care and adoptive placements and has in place a case planning process that includes provisions for addressing the safety of foster care and adoptive placements for children

__X__ Strength **____ Area Needing Improvement**

Item 43 is rated as a Strength because the State obtains criminal background clearances for foster and adoptive families prior to placement and obtains fingerprint clearances prior to licensure. This item also was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, DHS requires criminal background clearances (fingerprint checks of the Federal Bureau of Investigation and State criminal records) and child abuse and neglect registry checks for all resource parents (general and child-specific relative homes), adult household members, and staff of child care institutions prior to the issuance of a license. Criminal background clearances also are required for license renewal. DHS has contracted with a private agency to conduct fingerprinting clearances for both relative and non-relative resource families on a timely basis and in multiple locations. The Statewide Assessment notes that Hawaii complies with the provisions of the Adam Walsh Act, including requesting checks of out-of-State child abuse and neglect registries. The Statewide Assessment also notes that resource families are required to notify licensing caseworkers if circumstances change with regard to adult members of a foster family home.

The Statewide Assessment also notes that the State's last title IV-E Foster Care Eligibility Review (conducted in June 2007) that ascertains whether criminal background clearances are properly obtained, found Hawaii in substantial compliance with no cases determined to be in error.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that the State generally completes criminal background clearances for foster and adoptive homes prior to placement and fingerprint clearances prior to licensure. Some stakeholders noted that criminal background checks can be completed immediately and that fingerprint clearances usually are received within 2 days.

Item 44. The State has in place a process for ensuring the diligent recruitment of potential foster and adoptive families who reflect the ethnic and racial diversity of children in the State for whom foster and adoptive homes are needed

__X__ Strength **____ Area Needing Improvement**

Item 44 is rated as a Strength. Although there are not enough foster family homes, especially for teens, the State has a process in place to recruit potential foster and adoptive families that reflect the ethnic and racial diversity of children in the State. The State has partnered with Native Hawaiian community-based organizations to conduct recruitment. This item was rated as an Area Needing Improvement in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, DHS contracts with the PIDF Hui Ho'omalu and Kokua Ohana initiative to recruit foster homes, including relatives and Native Hawaiian families. The Statewide Assessment reports that PIDF provides a comprehensive approach to recruitment, home study, training, and support of foster homes. PIDF works in partnership with communities through the Kokua Ohana initiative to recruit Native Hawaiian families from areas where there is a demonstrated need for such families.

The Statewide Assessment reports that the Multi-Ethnic Report of DHS Children in Care and DHS Resource/Foster Homes shows that the supply of ethnically appropriate homes matches the need for all ethnic groups.

The Statewide Assessment acknowledges that the recent influx of residents from Micronesia presents challenges in the development of resources, including foster family homes, that reflect the ethnic and cultural diversity of children for whom foster and adoptive homes are needed.

Stakeholder Interview Information
Most stakeholders commenting on this item during the onsite CFSR expressed the opinion that, although there are not enough foster homes, the State generally is effective in the recruitment of foster families that reflect the ethnic and racial diversity of children in the State for whom foster and adoptive homes are needed. Various stakeholders identified the following initiatives that facilitate the State's recruitment efforts:

- Project First Care to recruit families specifically for children younger than age 3
- The PIDF Hui Ho'omalu and Kokua Ohana project to recruit Native Hawaiian families
- Partnership with Hope, Inc., to recruit families for children on the PC List
- Outreach to Native Hawaiian and other Pacific Islander communities
- Partnerships with faith-based organizations

Item 45. The State has in place a process for the effective use of cross-jurisdictional resources to facilitate timely adoptive or permanent placements for waiting children

__X__ Strength **____ Area Needing Improvement**

Item 45 is rated as a Strength because the State has a process in place to use cross-jurisdictional resources such as ICPC, the Heart Gallery, **Adopt**Us**Kids**, and Hope, Inc., to facilitate timely adoptive or permanent placements for waiting children. This item also was rated as a Strength in Hawaii's 2003 CFSR.

Statewide Assessment Information
According to the Statewide Assessment, Hawaii is a member of ICPC. The Statewide Assessment notes that DHS uses the following interstate resources to facilitate timely adoptive or permanent placements for children: Heart Gallery Hawaii, **Adopt**Us**Kids**, Wendy's Wonderful Kids, Hope, Inc., and Catholic Charities Hawaii.

The Statewide Assessment indicates that Ohana conferencing and the KPP facilitate the ongoing identification of relatives, including those outside the State, as possible resources for children. The Statewide Assessment reports that 238 ICPC referrals were sent out of State in 2007 and 233 ICPC referrals were sent out of State in 2008.

Stakeholder Information
Stakeholders commenting on this item during the onsite CFSR identified the same strategies for cross-jurisdictional recruitment as those noted in the Statewide Assessment. With regard to the ICPC, some stakeholders indicated that caseworkers have increased the use of ICPC due to more effective family-finding efforts. However, other stakeholders indicated that ICPC often results in delays in finalizing permanent placements. Some stakeholders indicated that there are many cases in which relatives are identified but are not located in Hawaii. The agency then struggles with whether to place a child in close proximity to parents to promote reunification or to use the ICPC to place a child with relatives who live on the mainland.