

Real World Implementation of CRPs



NATIONAL CRP CONFERENCE 2019

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Introduction

- Meet the speakers
- A brief review of Ohio CRPs
- Presentation objective



Annual Report Writing

- Product of year's work for the panel
- Panel meets 6 times throughout the year
 - *August, October, December, February, (optional March), and April*
- Use February meeting for a final review of data/information gathered and make major conclusions
- April meeting serves to finalize recommendations and review parts of written report
- Some groups added extra meeting in March to finalize recommendations to allow review of written report in April
- CRP coordinator does bulk of writing
- Report edits and final vote happen via email

Ohio Citizen Review Panels



State Fiscal Year 2018-2019
Annual Report

Annual Report Structure

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Annual Report Writing Process and Structure

- Who does the bulk of writing for your state's report?
- How similar or dissimilar is your state's report from Ohio? How so?
- Do you dedicate a meeting to reviewing the written document? Or is this done via email?



Crafting recommendations

- Anywhere from 2-5 recommendations from each panel
- Largely influenced from major conclusions identified in data collection efforts
- Focus on specific, observable, and measureable recommendations

Recommendation Examples from Ohio

The Central Ohio CRP focused on the structure and organization of training for new child welfare caseworkers and supervisors in Ohio during the 2017-2018 work year

- The panel distributed a survey to all Public Children Services Agencies (PCSAs) in Ohio
- Major conclusion from the survey: Supervisors identified needing more informal time together to troubleshoot real world supervision issues in their units rather than higher level management training.
- Panel recommendation: **Create space for supervisor mentorship, roundtables, and other supports**

The Southwest Ohio CRP focused on the timelines and availability of mental health services provided to children involved in the child welfare system during the 2017-2018 work year

- The panel conducted a number of case reviews in SACWIS to identify information about when a mental health need was identified for a child, when a referral was made, and when services were linked
- Major conclusion: This information was difficult to find in SACWIS, and sometimes was unable to be identified.
- Panel recommendation: **Request ODJFS add the following items in SACWIS as required fields to aid in data collection around mental health services for children:**
 - When a referral for services is made
 - Date assessment was completed
 - Linkage of services
 - Place to document updates over time

Crafting Recommendations

- Do you have a formal process for choosing recommendations?
- Is there a set number of recommendations that must be made?
- Has the process changed based on feedback from the state response?
- Has there been disagreement among panel members? How was that resolved?



Dissemination of panel's work

- Present findings back to PCSAs via meetings with directors
- Present at conference aimed at frontline workers and supervisors, mostly to inform about findings from the Central Ohio CRP survey to workers and supervisors
- Present to other stakeholder groups that include representatives from different ODJFS departments, organization responsible for training caseworkers and supervisors, foster parents, etc.
- National CRP Conference presentations

Dissemination

- How does your panel inform the public or stakeholders about their report/work?
- What methods have been most successful?
- Specially, how is your panel engaging the public about their work?



Ohio

**Department of
Job and Family Services**

Mike DeWine, Governor
Kimberly Hall, Director

**Office of Families
and Children**

State Response



Key CPS Stakeholder Groups:

Partners for Ohio's Families (PFOF) Advisory Council

- Group of public and private agency representatives; convened by the Office of Families and Children

Public Children Services Association of Ohio (PCSAO)

- Membership organization comprised of directors from dues paying county CPS agencies

Ohio Child Welfare Training Program (OCWTP)

- Statutorily defined membership charged with guiding the activities of Ohio's CPS training system

Initial Engagement

- Sent an introductory e-mail to all CPS agency directors
- Attended a quarterly PFOF meeting to respond to questions
- Contacted select county directors directly
 - Responded to PCSAO leadership/membership
 - Invited directors to present at Orientation



Intermediate Engagement:

- Implemented a Communications Plan
 - *E-mail updates as needed*
 - *Monthly First Friday Newsletter updates*
- The project team attended an OCWTP Steering Committee meeting to discuss what would be involved in the review of the training system



Response Engagement:

- In-person presentations of the report to:
 - *PFOF Advisory Council*
 - *OCWTP Steering Committee*
 - *Regional PCASO meetings*
- Requested written comments from all groups
- Required each program area within the Office respond to individual recommendations



Things done well...

- Transparency
- Consistency

Room for improvement..

- Engaging internal partners
- Avoiding duplication of efforts



State Response

- Who does your state engage when crafting their response to CRPs?
- What is your impression of your state's response to CRP recommendations?
- Do you have any lessons learned in either writing the state response or using the state's response to inform future recommendations?



Final Wrap Up- Questions?



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