



ALASKA CITIZEN REVIEW PANEL

Annual Update

Alaska House Committee on Health and Social Services

Dr. Diwakar Vadapalli
Chair

Dana Hallett
Vice Chair

Juneau, AK

April 4, 2016



PRESENTATION OUTLINE

- Quick overview
- Goals and recommendations from 2015-2016
- Goals for 2016-2017
- Recent developments in Panel's work



WHAT DOES CRP DO?

Federal Mandate (42 U.S.C. § 5106a.(c)):

- Examine the policies, procedures, and practices of state and local child protection agencies and evaluate the extent to which these agencies are effectively discharging their child protection responsibilities
- Conduct public outreach, and

State Mandate (AS 47.14.205):

“The CRP shall examine the policies, procedures, and practices of State and local agencies and where appropriate, specific cases, to evaluate the extent to which State and local child protection system agencies are effectively discharging their protection responsibilities.”



PRIMARY FUNCTIONS

Evaluate against:

- States' CAPTA Plan – 2015-2019 Child and Family Services Plan
- Child protection standards
- And any other criteria that the Panel considers important

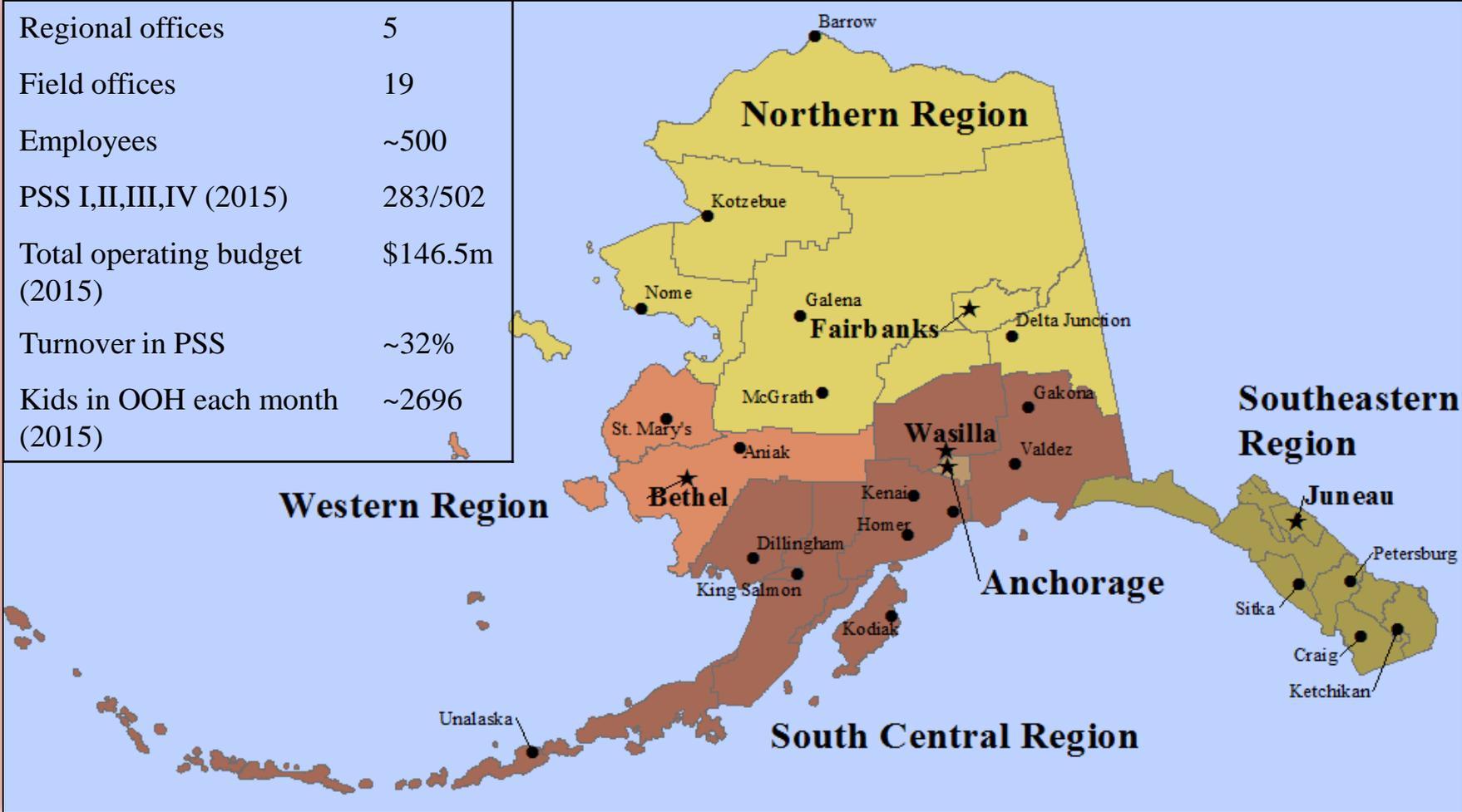
Conduct public outreach to:

- Gather public input in conducting its duties (review)
- Inform public about various policies and procedures of CPS system to improve awareness



OCS OFFICES

Regional offices	5
Field offices	19
Employees	~500
PSS I,II,III,IV (2015)	283/502
Total operating budget (2015)	\$146.5m
Turnover in PSS	~32%
Kids in OOH each month (2015)	~2696





WHAT CRP DOES NOT DO

- Comment on proposed or pending legislation
- Get involved in individual cases, contract, or situations
- Micromanage OCS operations
- Program evaluation
- Lobby



WORK DURING 2014-2015

- 6 Goals
- 3 site visits – numerous interviews
- 12 Monthly CRP meetings
- 11 Meetings with OCS leadership
- Presentations to:
 - AK House HSS Committee
 - BIA Providers Conference
 - CJA Task Force
 - OCS Leadership Summit
- Attended the CRP National Conference



RECOMMENDATION 1: INTAKE POLICY

- OCS make several changes to its intake policy
 - Create and support several reporting methods
 - Change to opt-out of receiving follow up on the case
 - Uniformly implement the current pilot project of having a supervisor reviewing cases after 10 screened-out PSRs
 - Periodically send a list of screened out PSRs to the local field office





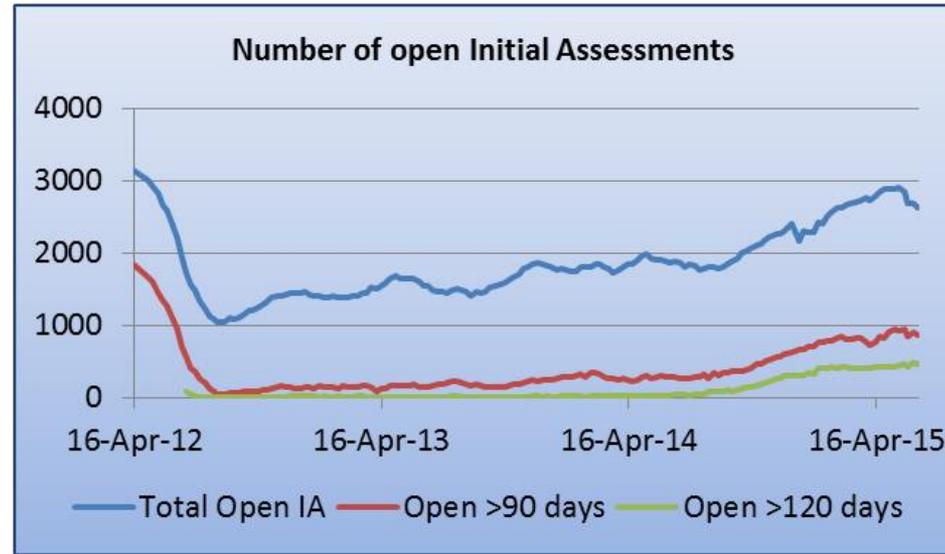
RECOMMENDATION 2: IN-HOME SERVICES

- Constitute an internal task force to address “new in-home services model will be fully implemented with fidelity by December 2016” as mentioned in the 2015-2019 CFSP.
 - Assess the existing in-home model in each region
 - Identify additional, more specific measurable outcomes





RECOMMENDATION 3: IA BACKLOG



- OCS address the root cause of the Initial Assessment (IA) backlog:
 - Identify the nature of cases that are due past 30 days, 60 days, 90 days, and 120 days.
 - Revisit the Differential Response process and examine its fit to the current situation.



RECOMMENDATION 4: FOSTER CARE

Regional Office	Licensing staff		Monthly average number of children under 21 in foster care (2014)	Status of foster homes or foster groups homes as of 3/3/2015	
	Supervisors	Specialists		Waiting to be licensed	Licensed
ARO	2	9	898	63	463
SCRO	2	6	556	72	399
SRO	1	2	164	21	131
NRO	1	4	404	44	169
WRO	1	3	192	26	94

- Clear need must be communicated
 - Identify, and advertise through appropriate channels, a clear message on the approximate numbers of resource families needed.
 - Identify outcome measures and track success of recruitment and retention efforts.



RECOMMENDATION 5: EMPLOYEE SURVEYS

- Improve the survey instruments and reporting of results on various surveys that OCS QA unit conducts to assess important components of OCS operations.
 - This was primarily focused on OCS employee survey.
 - CRP suggested several changes to the survey instrument and the way results are reported.



RECOMMENDATION 6: WORKLOAD

- Adopt a method to identify, measure, and assess various components of workload of frontline workers.
 - Two workload studies (2006 and 2012) recommended that OCS measure workers' workload on a regular basis.
 - Everyone is overworked, and overwhelmed, leading to more than 30% turnover for the last ten years.



ADDITIONAL WORK

- Site visit reports are published on the CRP website
 - A copy of each site visit report is submitted to this Committee.
- A survey report of all select ICWA personnel from various tribal entities is conducted every year for the last three years.
 - Local child protection is a multi-institutional system
 - They rate their local child protection at 6/10 (10 being the best)
- We attended the National Conference



NATIONAL CONFERENCE 2017

- In recognition of Alaska CRP's national presence:

The National CRP Conference will be held in Alaska in 2017. Dates and venue are yet to be determined.

We are seeking sponsorships and partnerships, and support in hosting this event.



GOALS FOR 2015-2016

- **GOAL 1:** Explore the evolving relationships between Tribal organizations and and Office of Children Services (OCS).
- **Goal 2:** Strengthen panel's skills and organizational policies and capacities.
- **Goal 3:** Determine whether current and former foster parents and agency partners' experiences align with OCS foster care policies.
- **Goal 4:** Evaluate the efficacy and effectiveness of the new administrative review process.



CHANGES IN CRP OPERATION

- 2014-2015
 - Adopted operational guidelines
 - Adopted work plan
 - Panel meetings are now public
 - Most CRP documents are public
 - Panel website accepts public comments
- Planned in the future
 - Public Outreach Plan

THANK YOU!

For more information

www.crpalaska.org