

Meeting Title	WVDHHR Child Welfare Collaborative Meeting
Date	Tuesday, August 24, 2021
Time and Location	1 – 3 p.m. // Web Conference Only
Dial-In Information	Dial: 1-646-876-9923 Meeting ID: 956 5069 1823
Attendees	<p>West Virginia (State) Department of Health and Human Resources (DHHR): Jeremiah Samples, Commissioner Jeff Pack, Commissioner Cindy Beane, Kent Nowviskie, Deputy Commissioner Amy Hymes, Laura Barno, Heather Cummings, Gail Noullet, Cammie Chapman, Amber Perry, Carissa Davis, Rachel Goff, Carla Harper, Tony Richards, Sarah Sanders, Jessica Karmazin, Rebecca Roth, Roxanne Chaney, Christina Bertelli-Coleman, Susan Hall, Shaun Charles, Susan Fry, Asia Gray, Laura Hunt, Janie Cole, Nikki Tennis, Susan Richards, Andrea Mitchell, Cassandra Toliver</p> <p>BerryDunn: Lisa Roberts, Annie Messinger, Lauren Trovato</p> <p>West Virginia University (WVU): Summer Hartley, Aimee Bond, Ben Nemeth, Erin Bradley, Kyle Strother, Anthony Borrelli, Rhonda Evans, Jennifer Ervin, Myia Welsh, Eli Turkel, Jacki Englehardt, Linday Druskin, Elizabeth Hardy, Stephanie Smith, Beixi Li, Robin Han, Katie Preamble, Natalie Ezzie, Amanda Jones, Ben Nemeth</p> <p>Stakeholders: Various</p>
Web Conference	https://berrydunn.zoom.us/j/95650691823

Agenda Items

Item #	Topic and Description	Responsible
1.	Welcome	Kent Nowviskie
2.	Bureau for Children and Families (BCF) Restructure <ul style="list-style-type: none"> • Introduction of Bureau for Social Services (BSS) Commissioner Jeffrey Pack • Next steps 	Jeremiah Samples / Jeffrey Pack
3.	Workload Study Kickoff and Updates	Cammie Chapman

4.	Pathway to Children's Mental Health Assessment Planning and Updates (continued from April)	Nikki Tennis/ Christina Bertelli-Coleman
5.	West Virginia University (WVU) Evaluation Updates <ul style="list-style-type: none"> • Provider survey is live 	Summer Hartley
6.	Open Discussion	All
7.	Meeting Conclusion	Kent Nowwiskie



Meeting Notes

Item #	Topic and Description
1.	<p>Welcome</p> <ul style="list-style-type: none">• Kent Nowvieskie welcomed everyone.
2.	<p>Bureau for Children and Families (BCF) Restructure</p> <ul style="list-style-type: none">• Introduction of Bureau for Social Services (BSS) Commissioner Jeffrey Pack<ul style="list-style-type: none">○ Deputy Secretary Jeremiah Samples introduced Commissioner Jeff Pack to the attendees.○ Commissioner Pack served in the West Virginia House of Delegates and served as the chair for the Health and Human Resources committee.○ The Department of Health and Human Resources (DHHR) has committed to the reorganization of the Bureau for Children and Families into the Bureau for Social Services and the Bureau for Family Assistance.○ The two bureaus will build upon the pre-existing state-wide policy.○ Commissioner Pack expressed excitement and gratitude about the position and the potential growth areas within BSS.○ BSS will be working relentlessly to address infrastructure hurdles they have identified and aid the forward motion of the new positions that came from the reorganization.• Next steps<ul style="list-style-type: none">○ The timeline for the reorganization is fluid but DHHR is eager to fill positions and continue to serve children and families across the state.○ Betty Rivard asked what Commissioner Pack sees as the largest disconnect between legislative policy and the Agency.<ul style="list-style-type: none">▪ Commissioner Pack said that consistent communication and messaging between the Legislature and the Agency will help clarify any confusion that arises.▪ The Department is working to organize an online location to streamline the policy/memos/procedures so every worker has access to the most updated information.○ Kent said that the main intent of the reorganization is to give each of the major program areas under BCF the focused leadership they deserve.○ Damon Cater asked for clarification on which programs will be under which bureau.<ul style="list-style-type: none">▪ Kent responded by saying that BSS will primarily consist of Children and Adult Services; Child Protective Services (CPS), Adult Protective Services, Socially Necessary Services, etc.▪ Interim Commissioner Janie Cole and the Bureau for Family

	<p>Assistance will oversee all family assistance programs – social safety net programs, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), energy assistance, early care and education, prevention services, family resources centers.</p> <ul style="list-style-type: none"> ▪ Childcare falls under the Early Care and Education which will be under the Bureau for Family Assistance. ▪ Foster care is under the Bureau for Social Services. <ul style="list-style-type: none"> ○ Katrina Harmon requested an organizational chart that outlines roles and the chain of command. ○ Marissa Sanders asked for clarification around the chain of command and Kent explained that it has been somewhat collapsed around the middle management sector in hopes to streamline communication and management efforts. ○ Steve Tuck asked if there is any information yet about the districts/ regions organization or re-organization. <ul style="list-style-type: none"> ▪ Jeremiah Samples said there are distinct responsibilities in social services and family assistance. So, as a matter of course, the goal is to reform the efforts and attention equally towards both bureaus. ▪ Jeremiah reiterated that the bureau split is not a step away from a holistic process but a reevaluation. ▪ More details around redistricting will be shared once they are finalized. ▪ There has not been a solicitation for public comments around the district/regional organization. ▪ Jeremiah said the goal is to move united in the direction of progress despite there being two separate bureaus.
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<p>3.</p>	<p>Workload Study Kickoff and Updates</p> <ul style="list-style-type: none"> • Cammie Chapman provided an update on the House Concurrent Resolution 35 that requires DHHR to do a workload study for the child protective service workforce. • This builds off the efforts that DHHR has done previously for workforce positions; however, the department is still seeing position vacancies. Thus, the efforts surrounding the resolution. • West Virginia University (WVU) is contracting with ICF to conduct a study of the case workers in CPS. • This kicked off on August 1, 2021 with the report due on July 1, 2022. • The end product is a decision tool that will have general recommendations around caseloads, a salary study, and other high-level aspects. <ul style="list-style-type: none"> ○ Lisa McMullen asked if there is a consideration in the study of the case loads of both youth services and CPS case workers Cammie ensured that CPS and youth service workers are both included in the study.
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	<ul style="list-style-type: none"> ○ The study does include adoption workers but not home finders.
4.	<p>Pathway to Children’s Mental Health Assessment Planning and Updates (continued from April)</p> <ul style="list-style-type: none"> • Nikki Tennis and Christina Bertelli-Coleman gave updated information around the pathway to Children’s Mental Health Services. • There are various workgroups combining efforts to support children that have a Serious Emotional Disorder (SED) or who have other mental health needs. • Nikki outlined the various efforts that have been done over the last year to strengthen the services and supports offered through the Assessment Pathway including the 24/7 Children’s Crisis and Referral Line and the Children with a Serious Emotional Disorder Waiver (CSEDW). • Nikki explained that while waiting for waiver services, the children and families are provided interim services to ensure their basic needs are prioritized. • Historically there have been several wraparound services offered, Safe at Home (SAH), CSEDW, and children’s mental health wraparound through various bureaus all of which will continue to be offered. • Within wraparound services, there are several assessments offered to identify the needs of the children and families. • There are currently children in residential mental health treatment care and once they have received the services they need, the Reducing Reliance on Residential (R3) workgroup is also working on a monthly length of stay assessment process and a transition process out of the residential facility into a least restrictive setting or a community or family-based system. • Shawna White asked if the pathway process will apply to all residential placements in and out of state – including Psychiatric Residential Treatment Facilities (PRTFs). Christina Bertelli-Coleman said it will include PRTFs and include youth in emergency shelters. • Nikki shared information around the statewide Children's Crisis and Referral Line https://dhhr.wv.gov/BBH/DocumentSearch/Children,%20Youth%20and%20Family%20Services/Help4wv%20Childrens%20Crisis%20and%20Referral%20Line%20Flyer.pdf • Nikki shared CSEDW application information https://dhhr.wv.gov/bms/Programs/WaiverPrograms/CSEDW/Pages/SED.aspx • Pamela asked how can foster parents who have interest and availability to care for kids can make that known and to whom is it best to communicate with? <ul style="list-style-type: none"> ○ Nikki said Mission WV has resources for all who are considering fostering and would like to accept children - https://www.missionwv.org/frameworks • Diana Collins asked if the pathway includes autism services. <ul style="list-style-type: none"> ○ Nikki said there are several specific services that the department has been working on. Children who have autism will be included in the pathway and the plans of care are very individualized around the

	<p>children’s needs including autism.</p> <ul style="list-style-type: none"> ○ Cindy Beane said if a child goes through the pathway and needs services, there are many services and waivers that could support the specific needs of a child with autism. ○ Marissa Sanders said often, families will be willing to take children with medical/mental health needs and asked who to discuss this with. <ul style="list-style-type: none"> ▪ The foster families should have a private agency working with them that they can have those discussions with. The agency will be able to then match the children with the parents. ▪ Beth Kurtz (DOJ) said that the state-wide Therapeutic Foster Care (TFC) program has been set up for situations like the above that will have a finalized model soon. ▪ Amy Rickman from NECCO explained the training and support system they have for parents who take children from residential facilities and the systems are incorporated into the home study process. ▪ Diana Collins agreed that this information for matching children's needs to foster providers is part of the home study process. This information is provided on the list of foster providers that CPS has access to. ○ Steve Tuck asked if the court system has been involved in the development of the assessment pathway and its viability with juvenile court cases. <ul style="list-style-type: none"> ▪ Christina Bertelli-Coleman said that stakeholders are often involved in conversations and are met with regularly to ask their input around the processes being developed.
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<p>5.</p>	<p>West Virginia University (WVU) Evaluation Updates</p> <ul style="list-style-type: none"> ● Provider survey is live <ul style="list-style-type: none"> ○ Summer Hartley provided an update on the evaluation plan that includes the survey stage. ○ Summer outlined the evaluation goal which is to enable WV children with serious emotional and behavioral disorders to remain in their home, community, and family settings. ○ There are three layers to the evaluation framework – child/family, provider/community, and the system. ○ The data sources WVU is pulling from are DHHR data that comes from various sources and primary data collections from WVU that are both quantitative and qualitative. ○ There are various survey and focus groups including populations such as: <ul style="list-style-type: none"> ▪ Youth ▪ Caregivers
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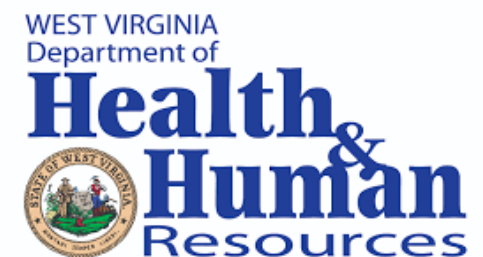
	<ul style="list-style-type: none"> ▪ Providers (including judges) ▪ System level (focus groups of system level administrators based on regional location) <ul style="list-style-type: none"> • The implementation schedule is spread across three years and includes semi-annual, annual, and bi-annual aspects. • Shawna White asked if WVU has considered tracking emergency placement of children in detention facilities and placements as well seeing as though many kids in crisis are placed there instead of going to the emergency room. <ul style="list-style-type: none"> ○ Summer agreed and said she would review that suggestion. • Shanna Gray asked for the target date of results from the surveys and if previous DHHR/provider surveys have been taken into consideration. <ul style="list-style-type: none"> ○ Summer said the survey results will be available on May 1, 2022. ○ Summer said the surveys in the past are very different than the ones now so they are not referencing them based on the current goals. • Cammie said that part of House Concurrent Resolution 35 is the DHHR requirement for an Office of Quality Assurance for children’s programs. <ul style="list-style-type: none"> ○ There is a position description for the Director of the Office of Quality Assurance that will hopefully be posted in September.
6.	<p>Open Discussion</p> <ul style="list-style-type: none"> • Cindy shared information around the CSEDW – the new manual went online today, August 24. <ul style="list-style-type: none"> ○ Changes were made based on public comments. ○ Under the American Rescue Plan Act (ARPA) – there has been an opportunity to increase funding on community-based services. ○ For the next year the CSEDW provider rates have been raised by 70% once CMS approval is received. • Nikki emphasized the whole pathway process includes the focus of efforts towards keeping children in community-based settings. • The group noted that global prevention efforts and the Family First Prevention Services Act (FFPSA) discussion can be included on the next agenda. • Betty asked how the reorganization would support the holistic support of children and families and encouraged DHHR to think about what it would look like from a family trying to access the system. • Nikki shared a link that she believes explains the prevention processes better <ul style="list-style-type: none"> ○ https://helpandhopewv.org/docs/WV%20Prevention%20Strategic%20Plan%20-%20FINAL.pdf
7.	<p>Meeting Conclusion</p> <p>The next quarterly meeting will take place in November.</p>

Pathway to Children's Mental Health Services

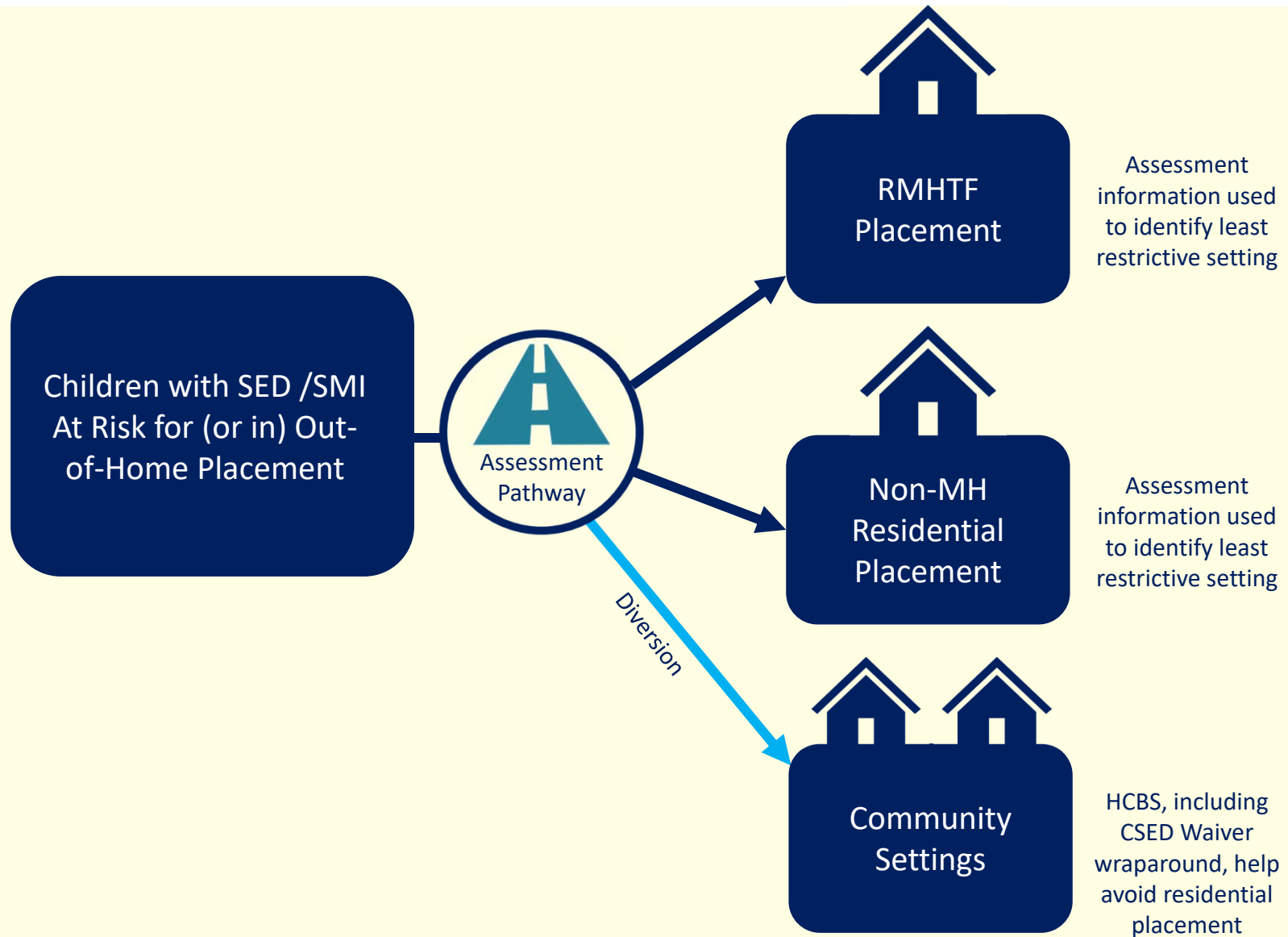
Presented by
Nikki Tennis, HHR Office Director III
Bureau for Behavioral Health (BBH)
and

Christina Bertelli-Coleman, Program Manager II
Bureau for Social Services (BSS)

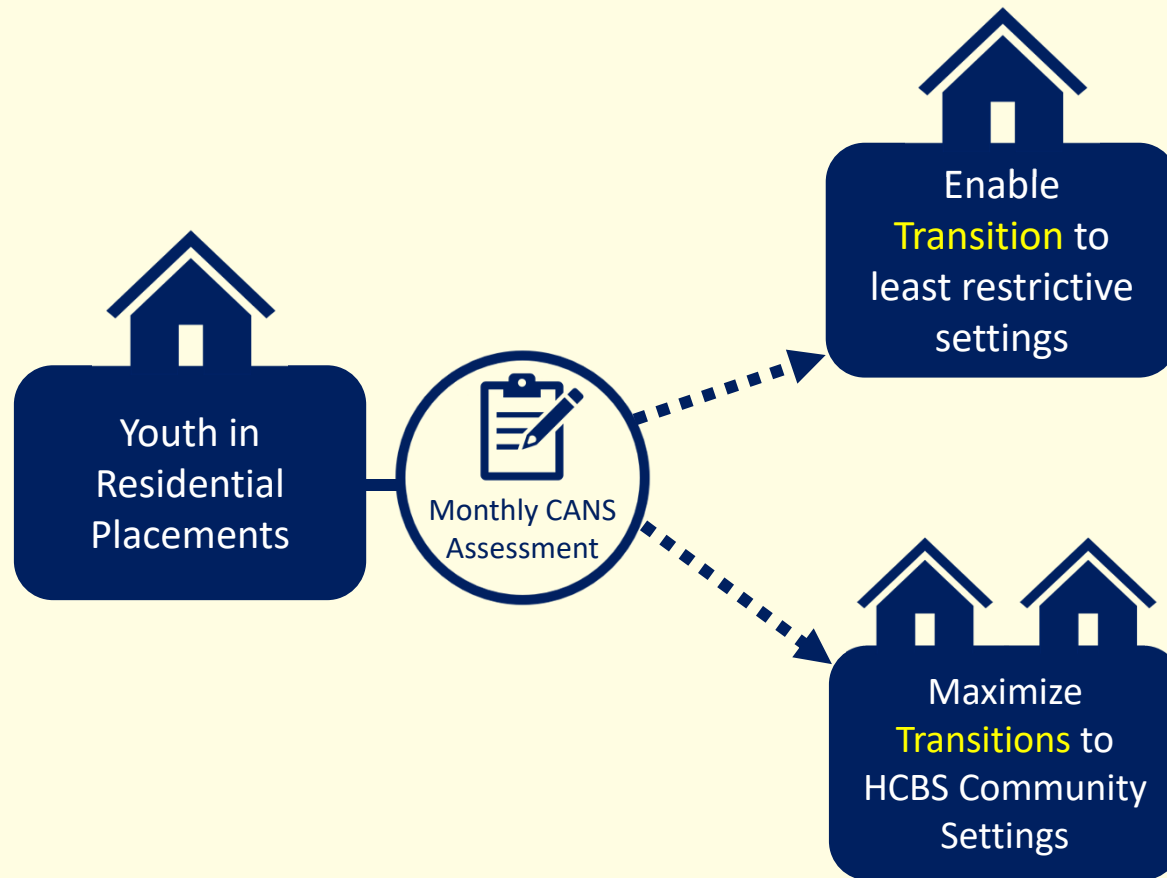
August 24, 2021



Planned Pathway



Shorten Lengths of Stay



West Virginia Children's In- Home and Community- Based Mental Health Services Evaluation



Today's Discussion

- **Evaluation initiative overview**
- **Provide updates:**
 - Youth surveys and case series studies
 - Caregiver surveys and interviews
 - Provider surveys and focus groups
 - Organization and Facility surveys and focus groups
 - System level focus groups

Evaluation Initiative Overview

- WV improving the continuum of care for children's mental health services throughout the State
- Expanding and improving in-home and community-based care services

Goal

- Enable WV children with serious emotional and behavioral disorders to remain in their home, community and schools

Evaluation Populations of Interest

- WV children residing in residential mental health treatment facilities (RMHTF) and children at-risk to be placed in RMHTF

Evaluation Framework

Assessment Levels



Complex Issue = Robust Mixed-Methods Approach

- Qualitative & quantitative data collection at each level

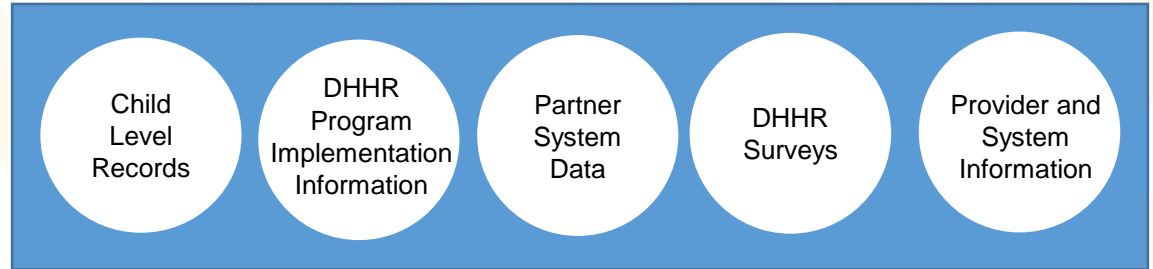
Child Welfare Evaluation Data Sources

Data Type

DHHR Data



Data Sources



Primary Data Collection

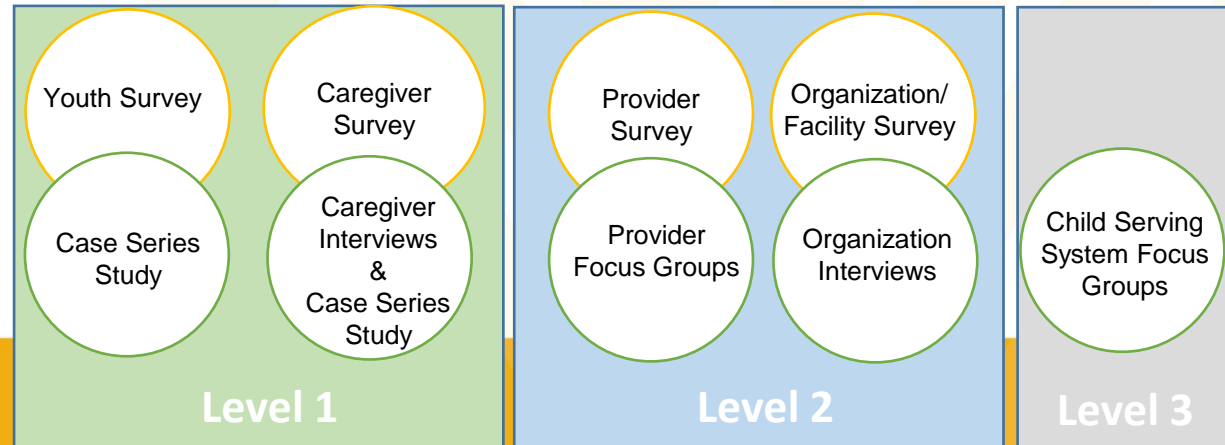
Quantitative



Qualitative



Residential Mental Health Treatment & At-Risk Population



YOUTH

Quantitative

Youth Surveys

- Annual census (RMHTF) & annual cross sectional (at-risk) surveys
 - RMHTF surveys September - November; at-risk surveys spring 2022
 - Recently completed two informative meetings for all RMHTF administrators treating WV children
 - Surveying all children in-person or via Zoom

Qualitative

Case Series Study

- 10 paired children & caregivers in residential & at-risk population, followed over time, every 6 months throughout duration of evaluation
 - Interviews conducted in-person or via Zoom

Youth Survey and Case Series Study Topics

- Knowledge and use of WV community and home-based mental health programs for children
- Interactions with law enforcement, schools and state agencies for support with mental health needs
- Awareness and use of community mental and behavioral health services
- Changes in interactions with friends, family and in school settings

CAREGIVERS

Quantitative

Caregiver Surveys

- Annual census (RMHTF) & annual cross sectional (at-risk) surveys
 - RMHTF surveys September - November; At-risk surveys spring 2022
 - Contacted by phone and email
 - Multiple follow-ups

Qualitative

Caregiver Interviews

- Regional sampling of caregivers for both residential & at-risk population
 - RMHTF interviews September - November; At-risk surveys spring 2022
 - Asked to participate via surveys

Caregiver Survey Topics

- Knowledge and use of WV community and home-based mental health programs for children
- Child's interactions with law enforcement, schools and state agencies for support with mental health needs
- Awareness and use of community mental and behavioral health services
- Changes in child functioning, interactions with friends, family and in school settings

PROVIDERS

Quantitative

Provider & Organization/Facility Surveys

- Annual census of all WV mental health providers, general practitioners, social workers, lawyers/GAL, judges and law enforcement, and mental health organizations and facilities
 - Currently in field
 - Most providers receiving surveys via email and mail with telephone follow-up to nonresponse
 - Judge surveys conducted as scheduled interview (11 complete)
 - Law enforcement surveys conducted during roll call
 - Provider organizations and MCOs assisting with outreach

Qualitative

Provider Focus Groups & Organization/Facility Interviews

- Regional sampling of providers and organizations/facilities
- Recruited via surveys

Provider and Organization/Facility Survey and Focus Group Topics

- Knowledge and use of WV community and home-based mental health programs for children
- Barriers and facilitators to use of community and home-based mental health programs for children
- Workforce needs

SYSTEM LEVEL

Quantitative

- Annual assessment of youth emergency department admissions
- Annual assessment of youth law enforcement encounters

Qualitative

System Focus Groups – fielding in September

- **System administrators sampled by county and region**
 - School Superintendents and Principals
 - Sheriffs
 - DHHR Program Administrators
 - Health Administrators
 - Juvenile Justice

System Focus Group Topics

- Knowledge and use of WV community and home-based mental health programs for children
- Barriers and facilitators to use of community and home-based mental health programs for children

Implementation Schedule

Semi-Annual

Case Series

- RMHTF starting September; At-risk starting spring 2022

Annual

Youth Survey

- RMHTF, Sept. 2021; At-risk spring 2022

Caregiver Survey

- RMHTF, Sept. 2021; At-risk, spring 2022

Provider Survey

- In field

Organization/
Facility Survey

- In field

Organization and Facility Focus Groups

- Sept. 2021

Years 1 & 3

Caregiver Interviews

- RMHTF starting September; At-risk starting spring 2022

System-Level Focus Groups

- September 2021

Provider Focus Groups

- September 2021

Questions?