Family Engagement and Citizen Review Panels

Joan Pennell, NC State University

Michael Becketts, Durham County Department of Social Services

Terri Reichert, NC Division of Social Services

Collaborations for Continuous Quality Improvement
CCPTs in North Carolina: Mandate

- CAPTA citizen review panel requirement
- State statute mandated CCPTs in all 100 counties
- Purpose: to improve child welfare practice and policy
CCPTs in North Carolina: Purpose

- Review cases of child maltreatment, including fatalities
- Encourage cross-system collaboration
- Recommend system improvement at state and local levels
CCPTs in North Carolina: Composition

- Local Team
  - Social Services
  - District Attorney
  - Law Enforcement
  - School
  - Community Action
  - Guardian ad Litem
  - Health
  - Additional members

- State Advisory Board
  - Mirror local level composition
  - Emphasis on system of care partners
  - Inclusion of family and youth partners
Continuous Quality Improvement

US Children’s Bureau, Child and Family Services Review
Continuous Quality Improvement

**Family Engagement**
- Involving families in planning and decision making over their affairs
- Builds supportive community and agency context

**Citizen Review**
- Involving community in recommending systemic changes
- Builds supportive community and state context
CFTs and CCPTs: Direct, Deliberative Participation

Virtuous circle – one positive event increases the good effect of the next event, etc.
The Way Forward

- Identify and understand the problem
- Monitor and assess the solution
- Implement the solution
- Adapt or develop the solution
- Develop the theory of change
- Support for Sustainable CQI
- Effective Communication and Collaboration for Improvement
- Data Analysis and Interpretation
- Data Collection

Issues
- Evaluating
- Perspectives
- Networking
- Implementing
- Legitimating
- Consensus
Child Welfare: Intersecting Virtuous Circles

Family Engagement
- Include family voice
- Strengthen connections
- Coordinate supports
- Reunify families/kin
- Make proportional

Citizen Review
- Include external voice
- Strengthen networks
- Coordinate services
- Prevent child fatalities
- Inform practice & policy
CCPT Statewide Survey

- End-of-year survey to assess trends
- Basis for systemic recommendations
- Reported at local and state level
- NC DSS response
- Included in federal report
2014 Survey of CCPTs

- Completed by 71 of 100 local CCPTs
- Included different state regions and county population sizes
- 80% reported reviewing cases in 2014
- Examined CFTs and system of-care strategies to improve service access
- Made recommendations to state Social Services
Virtuous Circle Strategies in North Carolina

- Surveys, focus groups, etc.
- Family/Youth workshops
- Child and family teams
- Multiple response
- CCPT case reviews
  - including CFT process and plan
- Family/Youth Partners
## Strategies for Involving Family/Youth Partners in CCPTs

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inclusion in a collaborative team</td>
<td>57</td>
</tr>
<tr>
<td>Ongoing professional development</td>
<td>34</td>
</tr>
<tr>
<td>Reimbursement for expenses (e.g., travel, meals)</td>
<td>20</td>
</tr>
<tr>
<td>Mentoring by other family/youth partners</td>
<td>19</td>
</tr>
<tr>
<td>Orientation to the work</td>
<td>18</td>
</tr>
<tr>
<td>Stipend for services provided</td>
<td>11</td>
</tr>
</tbody>
</table>
Disproportionality Foster Care: North Carolina

This graph was created 10/2015.
Data last updated 10/2015.
Disproportionality Foster Care: Durham County

This graph created 10OCT15
Data last updated 10SEP16
Durham County Vision

0 Durham County – History and aspirations
0 Durham County Social Services – Strategic priorities
Durham CCPT

- Citizen review and strategic priorities
- Local team to cover intentional child fatality or harm
- Process for reviewing cases
- Benefits of citizen review for Durham County
- Connection to child and family team meetings
- Needed county and state supports from Social Services and other agencies
- Vision for NC CCPT Advisory Board
Recommendation 1: CFTs

- Encourage common CFT practices in order to coordinate services
- Promote family-agency collaboration (e.g., co-training)
- Share CFT successes and strategies (e.g., statewide forums)
- Examine CFTs in case reviews (e.g., CFT participant lists)
Recommendation 2: CCPTs

- Strengthen capacity of local CCPTs
- Offer training and resources
- Coordinate peer mentoring
- Connect CCPTs and related SOC initiatives
- Ensure feedback between NC DSS and CCPTs
- Share CCPT recommendations with legislators
- Use recommendation to structure child welfare plan
Recommendation 3: Case Reviews

- Create and maintain a survey to track CCPT reviews of child protection cases
- Design and pilot survey
- Engage local CCPTs in assessing benefits and challenges
- Implement statewide survey
- Inform recommendations
2015 CCPT Survey

- Assessing composition of CCPTs and types of case reviews
- Determining support for the three recommendations
References


References


References


For More Information

Terri Reichert, MSW
N.C. Department of Health and Human Services
Child and Family Services Review Coordinator
Child Welfare Services Section - North Carolina Division of Social Services
Phone: 919-527-6406
Terri.reichert@dhhs.nc.gov

http://www2.ncdhhs.gov/dss/ccpt/