

**New Jersey Task Force on Child Abuse and Neglect  
Staffing and Oversight Review Subcommittee (SORS)  
Cecilia Zalkind, Esq, Chair  
Rita Gulden, MSW, Vice-Chair  
Tuesday, September 10, 2013 - 10:00 a.m. – 12:00 p.m.  
20 West State Street, 2<sup>nd</sup> Floor Conference Room 220  
Trenton, NJ 08550**

**In Attendance**

Rita Gulden	CASA of New Jersey
Lauren Carlton	Department of Law & Public Safety
Elizabeth Bowman	DCF, Office of Performance Management and Accountability
Lori Morris	CASA of Mercer/Burlington County
Kara Wood	DCF, Child Protection and Permanency
Clarence Whittaker	Department of Children and Families
Amy Fischer	Administrative Office of the Courts
Patricia Myers	Legal Services of New Jersey
James Chester	Foster and Adoptive Family Services

**Staff**

Dawn M. Leff	DCF-NJTFCAN SORS
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**Introduction and Review of Minutes**

New committee and staff members were introduced to include Lori Morris from CASA of Mercer/Burlington County, Elizabeth Bowman, DCF Assistant Commissioner as well as Dawn Leff, SORS subcommittee staff.

Committee members were informed that the minutes from the July meeting are pending.

**New Business**

**Office of Performance Management and Accountability/PIP**

Elizabeth Bowman gave a presentation about the Office of Performance Management and Accountability (OPMA) with an overview of what the Office of PMA entails with a focus on the Qualitative Review (QR) process as well as a focus on the Performance Improvement Plan (PIP) process. This presentation included a hard copy power point slide presentation and was an interactive open discussion format.

An overview of OPMA and what is within this office was discussed. OPMA oversees a variety of areas which focus on safety, permanency, wellbeing and quality of services. This includes staffing for the Child Fatality Review Board, Domestic Violence Fatality Review Board; management of Office of Licensing; Institutional Abuse Investigation Unit; Office of Research Evaluation and Reporting (safe measures management quantitative data) as well as the Office of Quality (qualitative data). It was noted that within the Office of Quality is where the QR and PIP process is monitored. The QR process was described as a practice improvement approach that assesses 20

Child and Family Status and Practice Performance indicators. Cases are randomly selected but are not representative. Each case has a target child; however the family is reviewed holistically. Cases identified must meet certain criteria and cannot be excluded without the review of Office of Quality to allow for greater reliability. Families are asked to participate voluntarily and relevant key informants are identified and interviewed. The target child is seen and/or interviewed depending on age and development. Key informants are described as those who have a vested interest in the child's life and include system and community partners. Each county review includes 12 cases, 8 out of home cases and 4 in home service cases. Each calendar year 16 counties are reviewed with the exception of 2012 due to hurricane Sandy.

Quality reviewers are in teams of two and include DCF internal as well as external system partners which include federal monitor staff and plaintiffs. Reviewers in training (RIT) are paired with a lead reviewer for the week long process. Each pair reviews two cases and feedback is provided to the casework staff on their individual case and a county overview as well.

Discussion was held regarding how the indicators are scored on a scale of 1-6 with a range of 1-3 being unacceptable and 4-6 being acceptable ranges. There is also a status score of improvement, refinement or maintenance. Indicator categories can overlap and there was discussion how system partners can affect the scoring. An overview of the 2012 QR results was discussed and all QR results can be viewed on the DCF website <http://www.nj.gov/dcf/about/divisions/opma/>.

Beth also described the Program Improvement Plan process which is completed by each county. The Director of Quality provides feedback to the county and the Area and Local Office staff partner with identified community stakeholders to strategically plan to address practice and system challenges. Business managers are a part of the debriefing PIP to help identify either underutilized or gaps in services for the county. OPMA adopted for 2013 the S.M.A.R.T. (specific, measureable, attainable, realistic and timely) goal achievement model for assessing the integrity of the PIPs which are tracked. The QR process is a way to marry the quantitative data with quality data. Beth offered to be available to answer any on-going questions that may come up in the future.

#### **SORS priority focus for 2013-2014**

Discussion was held regarding the four priorities identified in the SORS 7<sup>th</sup> annual report which include:

- Qualitative assessment of case practice in securing positive outcomes for children and families
- Parent/child and sibling visitation and services, particularly those that support parent/child and sibling visitation
- Educational stability, particularly the quality and consequences of educational decisions
- Staff training and retention in regard to measured outcomes of the current training Curriculum

The first and last bullet items can be parleyed into an updated staff survey to be discussed at the next meeting in November. Questions regarding visitation and educational stability will be tabled for the next meeting to give absent SORS committee members who had additional questions the opportunity to discuss. Beth Bowman offered to reach out to Robert Ring for a list of training

classes offered by the Training Academy for the next meeting in order to review which courses would be relevant to those areas. Next meeting will also focus on mapping out the next steps and to strategize staff survey to gain better participation and representative sample. Dawn Leff will post the previous staff survey and results for committee members to review for next meeting.

### **Old Business**

*Visitation Questions – tabled for next meeting*

*Future presentation- not needed for next meeting but will revisit for 2014.*

*Future location of meetings- it was decided that the meetings will continue to be held in Trenton*

### **Next Meeting/Announcement –**

November 12, 2013 – Trenton, NJ