

NH DIVISION FOR CHILDREN, YOUTH & FAMILIES
Advisory Board Meeting
March 18, 2019

Attendance: Mike Adamkowski, Tessa Dyer, Dolly McPhaul, Senator John Regan, Rep. Patrick Long, Rep. Skip Berrien, Monica Zulauf, Larry Shulman, Sandra McGonagle, Rep. Kim Rice and Rep. Lucy Weber, Joseph Ribsam, Rebecca Ross, Esq. and Melissa Wardner.

Audience: Michael Brewster

Mike Adamkowski, Chair welcomed Representative Weber to the Board and everyone went around and introduced themselves.

New Member Packet: The main objective of the meeting was to go over the new member packet that the Advisory Board sends out. Missy will make the changes mentioned and then send to Mike for review. It will then be sent out to the Board for review of the By-Laws. Missy will add the member list and the last Citizen's Review Panel Annual Review to the document before sending to all members. Discussion about Section 2: Authority & Responsibility, letter C....mentions interactions with the State Advisory Group (SAG). Mike indicated that there hasn't been that much interaction and Missy will get Mike the contact information for the SAG chair, David Ball.

Approval of Minutes: A motion was made by Sen. Regan to approve the February minutes as written; second by Tessa Dyer. Five (5) abstentions were Rep. Rice, Rep. Weber, Monica Zulauf, Sandra McGonagle and Larry Shulman. All others in favor of approval.

Workforce Capacity Report: Director Ribsam reviewed the report with the board:

- Mike was asking about the 60 day limit to open or close an assessment and where it comes from. Rep. Weber indicated that it is in statute and probably can't be changed, at least not very easily.
- Discussion about back logs and the fact that it's not necessarily a back log. Most of the time the safety assessment has been done and items have been addressed but the worker could be waiting to hear back from someone. It's also because there are higher caseloads.
- Open assessments had been on a decline but are now record highs (the last 6 months). Out of 129 Assessment workers there is a 15% vacancy rate, 110 positions are filled, 19 are in training or on leave. That leaves 91 staff to handle an average of 45 cases per worker.
- Family Services cases were going up and up but have now stabilized. Out of 102 positions there is an 8% vacancy rate, 92 positions are filled and 6 are in training. This averages 15 cases per worker.
- Juvenile Justice cases have been pretty stable for the last few years.

There was discussion about the overdue assessments and the contract with Waypoint to close the cases. The original contract ended in December. New contracts were started this month where the case aides are embedded in the district offices with the highest level of cases as opposed to being located at the State Office. The Concord DO has already had a case aide working in their office and it has shown a positive effect on the cases. The contract is for one year (possibly two).

The overdue cases are ones that are usually going to be closed unfounded or unfounded with reasonable concerns but the worker just hasn't had the time to close. The Division has asked for positions which we hope will help alleviate the workload for case workers by taking away some task for them: case aides, support staff, nurses and

Board Requests:

- Statewide average by office / state by state (rebecca) DO's
- % of assessments that are closed within the 60-day period
- % of cases that are opioid affected
- Wants someone from training to talk about the changes (trainings held every 3 months instead of 6 now; staff aren't conducting the trainings; how about supervisor training?)
Rebecca to ask Bureau Chief, Kim Crowe or designee to attend next month.
- Question about secondary trauma - how are staff handling it? What's being done? Rebecca mentioned the Safety Culture and the Safety Program Specialist, Kate LeBell.
Rebecca to ask Kate LeBell to attend next months meeting.
- Are there any Supervisor stats? Are they spending too much time away from office to complete/do training? CPE is helping with that issue.
- Want to review the Milner report to see what's been done – Larry to send out his synopsis of all 3 reports to all board members.
- Rep. Berrien mentioned 9 deaths in the last 6 months. **Rebecca will look into this.**
- Rep. Long would like to see the 5-year plan to review it. **Rebecca will check on this.**

Next meeting is April 15th from 2:00 – 4:00, LOB 104.

Adjourned at 3:31 pm

Respectfully submitted,



Melissa Wardner
Administrative Assistant II
DCYF