



New Jersey Task Force on Child Abuse and Neglect

STAFFING AND OVERSIGHT REVIEW SUBCOMMITTEE

Marygrace Billek, Chairperson
Lisa Chapland, Vice Chairperson

May 9, 2023
10:00 A.M. – 12:30 P.M.

In Attendance:

Marygrace Billek
Lisa Chapland
Mary Coogan
Mary Hallahan
Scout Hartley
Gina Hernandez
Laura Jamet
Corinne LeBaron
Joshua Levy
Garnet Roberts-Batson
Katie Stoehr
Traci Telemaque
Robyn Veasey
Angie Waters

Mercer County DHS
Kinship Resource Parent
Advocates for Children of New Jersey
Foster and Adoptive Kinship Parent
ICF Incorporated
Prevent Child Abuse New Jersey
NJ Department of Children and Families
embrella
Fatherhood Engagement Committee
Fatherhood Engagement Committee
NJ Department of Children and Families
Office of the Law Guardian
Office of the Public Defender
CASA of New Jersey

Guests:

Robyn Acceturo
Lauren Carlton
Sonia David
Ali Jawetz
Martha Raimon

Former Foster Parent
CASA of NJ
Assembly Majority Office
Center for the Study of Social Policy
Center for the Study of Social Policy

Staff

Angela Phillips
Daniel Yale

NJ Department of Children and Families
NJ Department of Children and Families

"In compliance with Chapter 231 of the Public Laws of 1975, notice of this meeting was given by way of notice filed with the Secretary of State, the Trenton Times and the Newark Star Ledger and posted at the Department of State, 125 West State St., 1st Floor, Trenton, New Jersey."



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**Please note the meeting is being recorded for the transcription of minutes. Please be sure to state your name prior to making comments, motions and seconding votes.*

Welcome and Introductions

A brief welcome was provided by Marygrace Billek and the meeting was called to order. Each member and guest provided a brief introduction. Marygrace welcomed the new members that were appointed to the SORS by the New Jersey Task Force on Child Abuse and Neglect (NJTF CAN) on April 28, 2023. Marygrace provided members with a review of the work of the SORS since the January 2023 meeting.

Review March 14, 2023 Minutes

A motion to approve the March 14, 2023 minutes was made by Mary Hallahan. Angie Waters seconded the motion. The minutes were approved without edit. Mary Coogan and Robyn Veasey abstained from the vote.

Review Expectations and Requirements

Marygrace provided the members with an overview of the expectations of the SORS. Marygrace spoke about the document that was provided by DCF that detailed the data that is required to be reviewed by statute and where that data can be located. The expectation is that SORS will review this data with the assistance of a provider agency to determine when data indicates that there is an issue and when data indicates that all is going well.

Review Scope of Work (SOW) Document

Marygrace spoke about the SOW to bring in a partner to assist with the evaluation of data and preparation of an annual report. Marygrace explained that the curated RFQ was released mid-April to 5 providers. The SOW was emailed to members prior to this meeting and shared for review during the meeting. Marygrace discussed the details of the document discussing timeframes, expectations, and specific requirements for which the selected provider will be responsible. Marygrace discussed the importance of the provider having an understanding of the New Jersey child welfare system and child welfare systems in general.

Robyn stated that as the members begin to look at the data, they will gain a better understanding of what they should be looking for. Robyn also suggested looking at previous reports from the Federal Monitors to gain further information. Mary Coogan stated that part of the goal of having a consultant is, as people get familiar with the data, members will be able to ask questions. As the consultant has experience in child welfare, they will be able to answer questions and explain things that people might not understand. Katie informed the members that the metrics that are included in the monitor's reports are metrics that were negotiated into a legal agreement with the court during a particular period of time. These metrics



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or measures may or may not be appropriate today. That is a discussion to have with the consultant. What is the appropriate set of data to review going forward? Another issue to consider is that there are high levels views of data and then there are in-depth views. SORS needs to determine what is best for this group, what level is most productive. Once the consultant is on board, these are important discussions to have so that the members aren't bogged down in data but also aren't missing important trends because they are masked.

Volunteer Review Panel

Marygrace informed the members that once the proposals are received, SORS will convene a review committee. Anyone who has an interest in reviewing the proposals and then meeting to discuss, should send an email to Daniel or Marygrace. Lisa asked about the difference between the review committee and those that are actually voting on the proposals. Marygrace explained that the intention is to create a committee of SORS members to review and make recommendations to those that are able to vote. Angela explained that voting members for state procurement must be state employees. Non-state employees that are a part of the review committee can be technical advisors that can provide input to the process but cannot cast an actual vote. Marygrace reminded members that there will be a time commitment if they should decide to join the review committee.

DCF Continuous Quality Improvement Training

Amanda O'Reilly, Assistant Commissioner, DCF Analytics and Systems Improvement

Rozalyn Masi, Director, DCF Office of Quality

Katie explained that DCF has been doing a lot of work over the last several years to make some deep changes to DCF's continuous quality improvement practices for DCP. The impetus for that was, in part, due to the pandemic. During that time, some of the things that needed to be done in person weren't possible. During that pause, DCF was looking at data and determining areas where improvement was needed. There was a lot of discussion about taking a fresh look at the old tools that were being used. Those were very involved processes for a small number of cases that were not providing generalizable information about local office practice or enough of a fine grain about what was occurring regarding quality of practice. Without those inputs it was challenging to make appropriate plans to improve performance. DCF evaluated different types of CQI practices in different sectors (healthcare, human services, etc.) and selected a model for DCF. This method is a framework that is being used for all divisions of DCF, not just DCP. DCF has been working with this new model in DCP for quite some time.

Amanda provided a general definition of continuous quality improvement (CoQI) as the complete process of identifying, describing, and analyzing strengths and problems and then testing, implementing,



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learning from, and revising solutions. It relies on an organizational culture that is proactive and supports continuous learning.

The high-level goals that DCF is trying to accomplish are as follows:

- To ensure that DCF is implementing practices and programs that are very high quality.
- That DCF is able to achieve equitable outcomes for all constituents, families, and participants that are part of the programming.
- To ensure that DCF is able to engage the staff, leaders, providers, and constituents in a collaborative and systematic improvement process across all divisions and all work.
- To enhance the collaboration in a shared accountability process among all participants.
- Focus on creating a culture of continuous learning and improvement

Rozalyn explained that focusing on collaboration in DCF's CoQI framework relies on multiple levels of expertise to reach success. This includes using common CQI elements that are rooted in the literature and framework and is the core process. DCF is looking to accomplish a cohesive collaboration with internal and external stakeholders that will all play a critical role in the CoQI process. Rozalyn provided members with a description of the steps of the CoQI process. Rozalyn stated that the CoQI processes will provide a comprehensive picture of DCF's performance and the opportunity to deliver service excellence to the children and families that DCF serves.

At the conclusion of the presentation, Katie invited any member of SORS to be trained by DCF on the CoQI process. Amanda spoke about the time commitment required to be trained on this process. Marygrace discussed the importance of having SORS members being trained and be involved in this process. Members can email Daniel if they are interested. Marygrace, Robyn, Joshua, Mary Coogan, and Mary Hallahan volunteered during the meeting.

Announcements

No announcements.

Meeting Adjourned – Next meeting June 13, 2023.