



**WACF / CPA Meeting**  
**December 13<sup>th</sup>, 2016, 12 pm – 2 pm**  
**Kent DSHS Office, Tahoma Room**

<p><b>Present from CPA:</b>          Jeff Clare, Olive Crest; Karen Brady, Ryther; Susan Brook, LCSNW; Mahina Johnson, CCS; Sierra Moody, Bethany Christian Services; Michael Yu, Olive Crest; Joanne Stimson, CFSF; Dianna Zaorski, Amara; Jen Kamel, Amara; Kristen Zinsky, CCS; Kymm Dozal, Comprehensive Life Resources; Terry Pottmeyer, Friends of Youth; Carol Almero, Friends of Youth, Linda Thomas, CCS; Degale Cooper, Mockingbird Society; Shawn Sivly, Friends of Youth; Judy Reyes, Friends of Youth; Holly Bernard, Olive Crest</p>	<p><b>Present from CA/DSHS:</b>          Darcy Hancock, Administrator for DLR; Pam McKeown, DLR Deputy; David Del Villar Fox, Children’s Administration</p>
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Agenda Item	Discussion	Decisions
<p><b>1. What’s been working well and where have CPA’s seen improvements</b></p>	<p>Comments included:</p> <ul style="list-style-type: none"> <li>• Improvements in the turnaround of licensing (speed at which paperwork is being reviewed and signed) - Regions 2S, 3S, 3N.</li> <li>• Turnaround has improved in Region 2.</li> <li>• In Pierce County, the efficiency has been great.</li> <li>• Thurston County is an excellent example of efficiency and they are very supportive to private agencies. They practice the “spirit of partnership” daily. They call with issues and partner around difficult situations.</li> <li>• It was mentioned at another meeting that the Tumwater office “rocks.”</li> <li>• Darcy added that the caseload is the highest in Thurston County.</li> </ul>	
<p><b>2. Areas to continue to work on throughout all regions (Improving the Licensing Process)</b></p> <p><b>2a.)</b> The process of reviewing and approving CPA Home Studies can slow down the process when there is a wide variation between regions/licensors of what is expected and the detail of questioning. Some DLR licensors are</p>	<p>Darcy discussed this with the management team and they said that in some cases, their request for additional information comes back again without any additional information.</p> <p>When training new licensors, each section of the Unified Home Study Training Tool is covered. Potential questions to ask are identified and what kind of detail needed for each section is discussed. One of the exercises Darcy did recently when she trained around assessment, was small group work and they focused on a section and tried to find what the underlying issue was. Many found that exercise very useful. In the newest iteration of the Unified Home Study Training</p>	<p>Darcy will get the latest iteration of the Unified Home Study Training Tool to Jeff and will go over it at the next Regional Licensor meeting.</p>

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<p>returning home studies multiple times before approving them. Also, there is not consistent expectation in all regions and between licensors regarding the amount of pertinent detail required for a home study.</p>	<p>Tool, at the header of each section it asks, "What is the underlying issue?". This was added in August.</p> <p>Jeff asked the group if they knew what percentage of home studies are being returned? Answers included:</p> <ul style="list-style-type: none"> <li>• It varies from region to region. In two out of three regions, they may get clarification questions, but they don't get them back very often. In one of the three regions, they get them back most of the time.</li> <li>• In two years as a program manager, all of their home studies have come back.</li> <li>• It's region to region. In 3S approx. 20% come back, in 3N about 50% come back, in 2S almost 100% come back, and in 2N about 40% come back.</li> <li>• Not many at all are coming back.</li> </ul>	
<p><b>2b.)</b> There continues to be some inconsistent interpretation of certain licensing standards/expectations from DLR licensors region to region.</p>	<p>Darcy stated that there is a conference call prior to the PALS meeting with all the regional managers. If there are inconsistencies between interpretations of standard expectations by the regions, it should be taken to the Area Administrator.</p> <p>It was mentioned that it is common for there to be inconsistencies in what foster parents are being told as to when they should, or should not, call Intake if they take a child to Urgent Care during off hours.</p>	<p>Darcy will take this to the next Management Meeting.</p> <p>Darcy will take the information back so this WAC can be worked on.</p>
<p><b>2c.)</b> Some DLR licensors tend to focus on a prospective family's history scrutinizing the areas of concern without considering the strengths that the family possesses.</p>	<p>Darcy said that they would expect a balance and it is in the Unified Home Study Training Tool. Unfortunately, it is a very complex issue and it's hard to know the answer. There were many examples given and a lot of discussion on character. Many foster parents feel disrespected by the process of being investigated. It was suggested that the description in the subsection of WAC #1365 is not offensive, but that the word "character" in the title should be changed.</p>	<p>Darcy said they will work on the title of WAC #1365 and change the word "character".</p>
<p><b>3. Areas to continue to work on throughout all regions (Improving Retention)</b></p> <p><b>3a.)</b> There is no appeal process or due process for foster parents once DLR makes a finding for lack of character (even when there has been an unfounded CPS ruling). This lack of due process has implications for foster parents who face this possibility and impacts our retention of foster parents.</p>	<p>Darcy explained that there is no due process for a licensing lapse. The due process is around a negative action against the license or the person, either a denial or disqualification.</p> <p>It was mentioned that new licenses are being issued with reduced capacity. Darcy stated that this is not allowed. It should only happen at renewals and if it happens between licensing processes than the family has due process. If the agency doesn't agree with a change in capacity, it could potentially become a negative action against the family. Darcy suggested that if the regional licensor is not being reasonable to go up the chain of command to their supervisor or Area Admin.</p>	<p>Darcy recommended having a supervisor or Area Administrator review it. if a violation is determined and you don't agree with it. It would not be a formal due process. From the Dept.'s perspective, there's not a negative licensing action, they would say the family is out of compliance with a WAC and they would work through it with a Compliance Agreement.</p>

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<p><b>3b.)</b> Can we look at trends regarding the number of licensing allegations (not CPS) that actually result in harm to a child? Are we over-reacting and raising the bar above what can be reasonably expected by a family with children, particularly high end children?</p>	<p>There is no data collected on the number of allegations that result in harm to a child. It was also asked if there are ever any 3<sup>rd</sup> party or independent party reviews that have determined best practices and a balance between safety and retention. Darcy said there is not. She also stated that there has been a net gain every month of this year in the number of homes gained. Kinship care has increased and statewide homes have increased with the exception of BRS homes.</p>	
<p><b>3c.)</b> Rather than an orientation of “corrective action” when engaging around a licensing report, could there be more of a collaborative, “what can we improve here” or “where is the education and training piece” approach?</p>	<p>Darcy suggests preparing people ahead of time on what the process looks like including the investigation process and to be able to distinguish between a CA/N investigation and a licensing investigation. It should be explained to the families that the Compliance Agreement (not corrective action) is being done because we want the family to stay on and provide care and we want the family to be part of that process. It was suggested that the process of the Compliance Agreements could be more collaborative with the CPA’s and families.</p>	