

CW 20/21 | Provider Advisory Committee Meeting Outcomes

Committee Meeting Dates:

7/11/18- First Session

7/24/18 - Third Session

7/17/18 - Second Session

7/31/18 - Fourth Session

Outcomes: This document is an overview of the proceedings. Please see the ACS website for full meeting minutes, agendas, and other documents that were distributed during these meetings.

| Agenda Topics | Summary |
|--|---|
| <p>KICK OFF: 7/11 Overview and Ground Rules</p> <p>Review Procurement Timeline/Rules</p> <p>Discussion of Goals and Values</p> <p>Presentation of Initial Findings for Prevention and Foster Care</p> | <ol style="list-style-type: none"> ACS presented a brief overview of the procurement process and the guidelines for the members of Committee. The Committee members agreed with the four core goals and values presented by ACS and suggested other goals and values including: increasing cross-system collaboration; increasing access to the child welfare continuum in every community; Integrating language access, equity, cultural competence, and attention to the emerging populations in all of this work; keeping a lens on provider agency organizational health and organizational capacity; exploring the concept of wellbeing to include critical indicators such as educational success and economic empowerment; and being mindful of the supports offered to children, youth and families during transitions, and planning for their success in their communities. The Prevention Division presented their initial findings, including the growth of the prevention services across NYC, engagement needs, and service availability and constraints within in funding and contracting. Members encouraged expanding community access; raised concerns about staff retention; and discussed the challenges in delivering evidence based programming The Division of Family Permanency Services (Foster Care) presented their initial findings, including the declining census, permanency outcomes, investing in family time, the need to grow family care (kin and foster) capacity, expand reunification services, and explore evidence based programming. Members discussed the strength of the ‘credible messenger’ model; looking at family supports and outcomes over the longer term; the challenge of staff retention; the impact of homelessness; improving technology and streamlining reporting. Committee members agreed to send further feedback on the initial findings, including other research resources and reflections in advance of the next meeting. |
| <p>SESSION 2: 7/17 Review Ground Rules, Expectations, Goals & Values</p> <p>Deeper Dive on the Prevention and Foster Care Initial Finding Themes:</p> <ul style="list-style-type: none"> • Cross-Systems Collaboration • Organizational Health & Capacity • Continuum of Services | <ol style="list-style-type: none"> Review of the ground rules, Committee expectations, and revised goals and values, based on Committee input. The first meeting’s discussion and subsequent feedback from the members was organized into the three areas below for deeper discussion. Cross-systems collaboration: Feedback included the benefits of connecting youth and families to community-based services post-discharge; new trial discharge services as a model; health homes as a potential benefit for some families; the importance of family choice; the strengths of the credible messenger model; the need for collaboration with DOE, DOHMH, DHS and other city agencies; the desirability of a single care coordinator model across programs & services; the strains of multiple data/reporting for different city/state systems; and the need to expand educational and trauma-informed services. Organizational health & capacity: Feedback included the challenge of staff retention, salaries, fringe, training and exploring career ladder options for foster care as had been discussed with Prevention; the need for improved tools and technologies; the desirability of streamlining documentation to increase time with clients; increasing access to data; and focusing on outcomes in the next procurement. Continuum of services: Feedback included expanding the concept of “wellbeing” to include economic and educational advancement; questions about the role of congregate care in the continuum; the needs of older youth for more specialized programming; exploring wraparound options to maintain stability while increasing/decreasing service supports; the need to expand the Prevention continuum to increase access in all communities; nominations of further evidence-based models; challenges of implementing EBMs; and the research support for family choice as producing better engagement and outcomes. |

SESSION 3: 7/24
Review Ground Rules, Expectations, Values & Goals

Prevention Focus on Organizational Health + Family Well-Being

Foster Care Focus on Permanency and Well-Being in Care

Introduction to Fiscal Parameters

Begin Planning Stakeholder Engagement

- a. Review of ground rules, Advisory Committee expectations, and goals and values.
- b. Introduction to the next phase of Prevention and Foster Care research for Committee feedback.
- c. Prevention focused first on organizational health and well-being, sharing an overview of the organizational health research the Prevention team had completed, including the input from the Model Budget process.
- d. Committee members noted the challenge of staff salaries and retention; upcoming changes in overtime rules; the benefits of the Model Budget process and enhancements but the worry for potential future misalignment between Prevention and Foster Care salaries. ACS noted the need for more research and data on the connection between salaries and retention and encouraged agencies to share that information.
- e. Prevention next discussed their continuing research on family wellbeing, including providing an overview of the research on prevention outcomes and soliciting feedback on what the outcomes for prevention in New York City should be.
- f. Committee members discussed potential prevention outcomes including: the need to help families accrue social capital; endorsed positive community connections as an outcome; the role of systemic bias and barriers for families in achieving outcomes; thinking about communities as not only geographic but also cultural, religious, language; and looking at youth outcomes like reductions in criminal justice involvement or increased community connections.
- g. The Foster Care presentation began with a focus on the trends on entries, exits and permanency rates, including reunification, adoption and KinGAP. Members were encouraged to review the Rapid Permanency Review report for findings on barriers to permanency, and the Youth Survey for feedback from more than 1100 youth in care.
- h. The Committee spoke about the challenges with Termination of Parental Rights proceedings in adoption cases; noted that not all older youth are receiving the proper programs to support their goals and personal wellbeing; emphasized the importance of ensuring young people are educated; debated the role of the DOE with child welfare; expressed a need for more data shared with providers; and asked about the professional foster parent model.
- i. The Introduction to Fiscal Parameters was presented by the ACS Division of Financial Services. The presenter gave an overview of Federal, State and local funding for both Prevention and Foster Care, and outlined key fiscal constraints and restrictions.
- j. Members noted that it would be helpful to make the contracts more flexible so that changes in programming or money can be made without a complex amendment process as new needs are identified. There was discussion about the unknowns with respect to Family First which may make this process of preparing for the next round of contracts more complicated.
- k. ACS introduced the upcoming Stakeholder Engagement process, outlining the stakeholders with whom ACS would engage and inviting Committee feedback about members' role in expanding engagement, identifying stakeholders, and helping to facilitate feedback.
- l. Members suggested the benefits of co-facilitated sessions with ACS, while a few suggested there were some contexts in which community providers, without ACS, might be the better way to go.
- m. ACS committed to sharing draft Stakeholder Engagement Templates at the next session.

SESSION 4: 7/31
Ground Rules, Expectations Goals/Values

Exploration of Fiscal Parameters

Co-Designing Stakeholder Sessions

- a. Overview of ground rules, expectations, goals and values.
- b. ACS Division of Financial Services presenters provided an in-depth overview of funding streams, fiscal constraints, funding streams, and reimbursement guidelines for both the Prevention and Foster Care programs. Members praised the presentation and encouraged ACS to share it widely.
- c. The Stakeholder co-design process began with members providing feedback on how best to engage families, youth, staff and provider leadership in Prevention and Foster Care.
- d. These suggestions were recorded, and then were compiled into the engagement guides. The finalized engagement guide will be shared with the Committee members to use in the engagement sessions.
- e. Committee members were encouraged to send ACS staff meetings for engagement sessions to be held over the next six weeks – through the month of August and in early September.
- f. Two more Committee sessions were planned for September – the first on the results of the stakeholder feedback and the second on fiscal models.

