

State Advisory Council Notes

Monday, January 7th, 2019

Members in attendance: Elisabeth Cannata, Regina Moller, Sarah Lockery, Myke Halpin, Deb Kelleher, Suprena Shuler, Jennifer Nadeau

Also in Attendance: Susan R. Smith, Ken Mysogland and Ray Mancuso

Welcome & Introductions

Regina Moller

All in attendance introduced themselves.

Notes from December 3rd, 2018 meeting were approved.

DCF Ombudsman Presentation

Ken Mysogland

The Office of the Ombudsman handles and intervenes matters for the Commissioner's office. Ken Mysogland reports to Susan Smith. He has three senior management with a combined history of eighty years' experience that report to him. All emails from the Child Advocate, Ken is cc'd on.

A synopsis about the Office of the Ombudsman and select data was provided (see handout). Some of the data is as follows:

During Calendar Year (CY) 2017, the Department served 36,540 families, which includes 6,538 children who spent any amount of time in placement during that time period. Of the families served, 11,200 were new to the system. The Office received 1,271 inquires, which is 87 inquiries less than the number received during CY 2016. This decrease can be attributed to the Ombudsman's staff working to clarify the difference between when a caller is actually requesting assistance with a problem, which should be documented as an inquiry, versus asking for a phone number or other general piece of information pertaining to the Department.

Over 77% of the inquiries received in CY 2017, represented unique families as compared to 75% in CY 2016. Data analysis reveals that 167 families were responsible for 438 or 34% of the CY 2017 inquires. It should be noted that the Department received an inquiry from only approximately .03% of the families who came to our attention. The breakdown of the main reasons for the inquiries is as follows:

Reason for Call	Inquiries - 2017	Inquiries - 2016	Inquiries - 2015	Inquiries - 2014	Inquiries - 2013
Case Management	295	257	442	500	425
Investigation Concern	135	205	132	135	50
Abuse/Neglect	129	127	78	17	21
Placement	105	69	89	86	44
Visitations	59	62	50	42	31
Informational/General	58	167	23	12	70
Legal Questions/Issues	55	31	30	40	57
Request for DCF Services	50	21	24	28	7
Case Practice	35	43	95	46	63
Licensing Issue	34	78	14	13	4
Worker Complaint	32	64	88	63	77
Payment	29	36	29	25	19

Reunification	29	15	6	12	8
Problems Obtaining Resources	28	15	15	15	10
Request for Documentation	25	25	17	13	42
Administrative Hearing	24	13	21	10	11
Careline Concern	13	12	13	5	15
Voluntary Services	12	3	0	0	0
Adoption	10	18	15	12	11
Foster Care	10	11	17	17	28
Custody	10	11	8	14	11

Other SAC Business

- The SAC will extend an invitation to the new Commissioner Vanessa Dorantes to the March meeting. As a presentation of the DCF Racial Justice Report will be occurring at that meeting, the SAC thinks it will be opportune to discuss the Commissioner's vision for the work and how the SAC and its commitment to racial justice can intersect.
- The SAC would like to send a welcome and introduction letter to the new chairs of the Children's Committee. The SAC worked on the letter during the meeting, outlining the role of the SAC and extending an open invitation to the Children's Committee and other stakeholders to the monthly meetings
- As Commissioner Dorantes' press conference was occurring that same day, many SAC members stayed to watch it together
- The Strategic Plan and DCF Data items will be tabled for the February meeting

RAC Updates

Region 1 -No updates

Region 2 -Structuring the RAC

Region 3 - Planning Retreat

Region 4 -Goals is to incorporate Youth voice

Region 5 -Nothing to report. Meeting will be at end of January

Region 6

- Reviewing the By-laws Citizens Review
- Focus on opioid impact and the Increasing number of young children in care
- Cross representation instead of reinventing the wheel

Next meeting February 4th, 2109