

**CITIZEN REVIEW PANEL  
ANNUAL REPORT  
FOR FFY 1999**

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**EAST HAWAII CITIZEN REVIEW PANEL  
ANNUAL REPORT FOR FEDERAL FISCAL YEAR 1999  
Submitted by East Hawaii Citizen Review Panel Members**

The East Hawaii Citizen Review Panel held its first meeting on July 14, 1999. Department of Human Services (DHS) Director Susan Chandler gave the members background information on citizen review panels and challenged the panel to come up with solutions to improve the child welfare system. An overview of the DHS-Child Welfare Services (CWS) was given by East Hawaii DHS-CWS, Section Administrator Peggy Hilton.

There were a total of five meetings during this reporting period. The initial focus of the meetings was to educate panel members on the various functions and issues of the child welfare system. The guest speakers included Child Welfare Services supervisors, a Deputy Attorney General (DAG), a private attorney, Judge Ben Gaddis, Family Court Judge, and Aileen Lum, Family Court Administrator for the island of Hawaii.

The issues identified thus far are as follows:

- a. recruitment and retention of social workers
- b. an antiquated civil service system
- c. access to mainland FBI information
- d. insufficient number of Deputy Attorney General's
- e. lack of funds for guardian ad litem
- f. caseload cap
- g. complex cases
- h. training needs
- i. worker competence
- j. lack of preventive measures
- k. unfunded mandates
- l. duplication of services

The future tasks for the panel are to select a chairperson, decide on a timeline and issues to work on.

**HAWAII CITIZEN REVIEW PANEL**  
**16 Members + 2 Members from West Hawaii as of September 1999**

Name	Representation	Organization/Affiliation
Martha Ali Yee		Sex Assault Support Services
Leroy Andrews substitute for Jet		St. Joseph Jr./Sr. High School
Jet Proctor	Nursing	St. Joseph Jr./Sr. High School
Kit Barthel	Psychologist	
<b><i>Jude Donald (West Hawaii)</i></b>	Community	n/a
Born Grimmel	Social Worker	Casey Family
Rep. Eric Hamakawa	Government	State Legislature
<b><i>Charles Heaukulani (West Hawaii)</i></b>	Legal	
Richard Henderson		Children's Advocacy Center
Marianne Okamura	Social Worker	Children's Advocacy Center
Cheryl Reis	Community	Friends of Children's Advocacy Center
Fred Holschuh	Medical	Hilo Medical Center: Emergency Physician
Sen. Lorraine Inouye	Government	State Legislature
Lee Lord	Non-profit Social Services	Child and Family Services
Gary Murai	Community	Legal Aid Society of Hawaii
David Sing (substitute for Sandra)	Community	Na Pua Noeau
Sandra Claveria	Community	Na Pua Noeau
Eileen Tredway		
Lt. Larry Weber	Law Enforcement	Police Department
Jan Yokoyama	n/a	Department of Health

\*Members from West Hawaii are not able to make the meetings. Currently, they are building membership in West Hawaii.

**KAUAI CITIZEN REVIEW PANEL (KCRP)**  
**ANNUAL REPORT FOR FEDERAL FISCAL YEAR 1999**  
**Submitted by Kauai Citizen Review Panel Members**

The Kauai Citizen Review Panel (KCRP) were recruited through the Child Welfare Advisory Council. The panel members are representatives of varying cultural and ethnic backgrounds, locales, professions, ages, and experiences with the child welfare system. The first meeting was held on July 13, 1999. The panel members were introduced and welcomed, DHS distributed materials, and Susan Chandler introduced the mission and the role of the KCRP. An ongoing schedule of every other week meetings was established.

Five meetings were held between July through September 1999. The main goal during that period was to increase membership and stabilize participation. Guest speakers educated the panel members on various issues such as CPS system, intake, risk assessment matrix, case management, voluntary supervision, voluntary foster care, and permanency planning. DHS staff provided information on the newly organized units, caseload standards, statistics and the panel began the initial identity of community concerns.

As of October 1, 1999, future expectations include clarifications as to the panel structure and format, further in-depth review of system and service delivery issues, and the development of a targeted list of problems and potential recommendations, which should be completed within the next year.

**KAUAI CITIZEN REVIEW PANEL  
7 Members as of September 1999**

Name	Representation	Organization/Affiliation
Donna Farley	Foster parents	n/a
Nancy Golden	Community	n/a
Joan Luzney	Psychotherapist	YWCA Sex Assault Treatment Program
Carol Manley	Legal	Child & Family Services Advisory Board, Kauai Children's Justice Committee Board, Kauai Foster Parent Training Committee, VGAL with Family Court, 5th Circuit
Meridith Petro Fernandez	Legal	
Nancy Phillion	Nursing	Multi-Disciplinary Team, Kauai Community College
Bill Swain	Government, Father	n/a

\*Kauai Citizen Review Panel is in the process of recruiting new members. The areas that they are targeting for representation include: Alu Like, QLCC, Physician, Clergy, Foster parent, Substance Abuse, DOE, Mokihana Project. They plan to have their new members in place by October 1, 1999.

**OAHU CITIZEN REVIEW PANEL (OCRIP)  
ANNUAL REPORT FOR FEDERAL FISCAL YEAR 1999  
Submitted by Oahu Citizen Review Panel Members**

**I. Establishment of Oahu Citizen Review Panel (OCRP)**

The Oahu Citizen Review Panel (OCRP) members were appointed in July 1999 by Susan Chandler, Department of Human Services Director, through a process designed and administered by the Oahu Child Welfare Advisory Council. The OCRP has 18 members representing a broad range of perspectives from those with very little knowledge of or experience with the CPS system to those who regularly work with the system. The panel includes foster parents, former CPS clients, service providers, business people, physicians, educators, religious leaders, military families, adoptive parents, attorneys, police, and members from the community at large. The distinguished members of the panel collectively represent cultural, geographical, and personal experiences that will enrich the dialogue and enhance the important work of the panel.

The OCRP was formally convened on July 8, 1999. The Director welcomed and thanked the panel members and introduced the DHS staff that would work together with the panel. The Director emphasized that the OCRP would have the complete support of DHS and that DHS welcomes the recommendations and feedback of the panel. Other DHS staff members provided an overview of the federal legislation that established the Citizen Review Panels and distributed materials regarding the Citizen Review Panel Process. The DHS staff reiterated that the OCRP is an independent body and that following the initial meeting, the panel would operate autonomously.

Between July to September 1999, the group has met 11 times for 2 hours each for a collective total of 396 hours focused primarily on developing an understanding of the system and establishing a strong working foundation.

**II. OCRP Protocols, Procedures, and Workplan**

The panel members agreed to meet weekly to establish procedures and initiate a series of trainings to provide all members with an overview of the system. The panel created a committee to develop a set of meeting management procedures and decision-making protocols. Foremost, the committee recommended that the mission of the panel would be to examine the entire child welfare system and its impact on CPS and not focus exclusively on CPS. The panel felt that there are systemic issues, which must be addressed in order to better address CPS issues.

Next, the committee recommended a set of meeting ground rules that would be used for each meeting and a consensus-based decision-making protocol. The committee suggested and the group agreed that establishing a decision-making protocol early in the process would ensure that as the group moved into the more intense discussion of critical issues the decision-making protocol would be well established and allow the group to move forward. The committee suggested that the panel have facilitators from the group to conduct the meetings. The committee also recommended that each member of the panel sign a commitment statement

acknowledging their willingness to commit the time needed to complete the tasks outlined in the federal legislation.

Finally, the committee distributed a workplan outlining the initial tasks of the group. The workplan was divided into two phases covering the first six months, July to December 1999.

The first phase was a series of training sessions based on the system components outlined in the *Citizen Review Panels for the Child Protective Services System: Guidelines and Protocols*. The second phase was an information gathering effort. The panel would divide into work teams focusing on a specific aspect of the system. The work teams would utilize the *Citizen Review Panels for the Child Protective Services System: Workbook* as the tool to gather information. The four work teams areas are: 1. Intake and Screening; 2. Investigation, Assessment, Case Disposition, Decision Whether Child Remains in Home; 3. Case Service Planning, Implementation & Monitoring, Case Closure/Discharge; 4. Case Review-General and Fatality. The work teams would also provide an opportunity for the panel members to work together and get to know each other. The formal meeting process and the ongoing trainings have made it difficult for the group to get to know each other on a more informal, personal bases, something the panel recognizes as equally important for the overall success of the panel.

### **III. OCRP Training and Information Gathering**

The primary focus of the group during the past three months has been to gain a deeper insight and understanding into the very complex child welfare system. The trainings were organized to be consistent with the Workbook sections and to address any area the panel felt needed particular attention. The trainings have focused on the following areas:

- Decision-making protocols for groups
- General overview of DHS, SSD, CWS
- CPS laws (ASFA of 1997, HRS Act 153, HRS Act 157, HRS Act 350, HRS Act 587
- CPS Intake process
- Role of Police
- Role of Family Court
- CPS Investigation
- CPS Removing a Child from Home
- Parental Rights Terminated
- Permanency Planning
- Concurrent Planning
- Substance Abuse and Medical Issues
- Overview of a “day in the life of a CPS worker”
- Crisis Intervention
- Emergency Placement
- Ohana Conferencing
- Death of a Child, Child Death Review
- Role of GAL
- Role of Defense Attorney

#### **IV.** Next Steps

The panel will continue trainings and begin the Work Team effort. The panel will be looking at any legislation that may impact the system and comment if appropriate.

**OAHU CITIZEN REVIEW PANEL  
19 Members as of September 1999**

Name	Representation	Organization/Affiliation
Kate Alexander	Community	
Holly Bento	Family Advocate Family Mentor	Parents United Plus Honolulu Chapter
Kathleen Bryan	Business	Hawaii Children's Trust Fund
Kathy Bryant	Conflict resolution, Community	Dispute Prevention & Resolution, Inc.
Dr. Yi Chuan Ching	Medical	Retired Pediatrician- 30 yrs @ Kaiser Permanente, Clinical Professor Peds, JABSOM
Cindy Hoddick	Church	Holy Nativity School
Christine Hulihee	Foster parent, Adoptive parent, Foster child's advocate, Trainer for PRIDE	Hanai I Ka'uhane O Na Keiki (Foster! Adoptive Child and Family Nonprofit Corporation)
Dr. Klebert Jones	Medical	UII Dept of Psychiatry & HI Council of Child and Adolescent Psychiatry
Nanci Kreidman	Domestic violence	Domestic Violence Clearinghouse and Legal Hotline
Michelle Lesperance	Nursing, Adoptive parent	Kaiser Permanente
Jo McKinney	Non-profit social service	Child and Family Services
Irene Nakamoto	Educator	Ewa Elementary School
Michael Nakamura	Law enforcement, Educator	Retired Police Chief, H.C.C.
Laurie Tochiki	Law, Court	
Christine Trecker	Child Advocate (VGAL), Social Work	Friends of the Children's Advocacy Center (FCAC)
Karen White	Community, CAC Volunteer	T. Hughes, Ex-Family Court, Ex-Family Peace Center Bd, Ex-Habilitat Bd
Rhonda Wood	Adoptive parent, Foster program, Military families	n/a
Mervina Cash-Kaeo	Legal	Legal Aid Society of Hawaii
Evelyn Souza	Community	