



**STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES**

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Cabinet Secretary

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**Linda M. Watts**  
Acting Commissioner

June 29, 2018

West Virginia Citizens Review Panel  
30 Abby Lane  
Morgantown, West Virginia 26508

To the Members of the Citizen's Review Panel:

Thank you for your commitment to ensuring that West Virginia families receive the best services Child Welfare has to offer. We realize you volunteer your time to complete this service. We have reviewed your recommendations and offer the following responses.

The Bureau for Children and Families will allow one or more members to participate on the Foster/Adoptive Parent Recruitment and Retention Workgroup. These workgroups are established in each Region. The Citizen's Review Panel may have a copy of the Recruitment and Retention Plan once it has been approved by the Children's Bureau.

The CRP may receive a copy of the quarterly updates of the tiered foster care program.

The Bureau of Children and Families continually monitors referrals at the intake process, to improve the consistency, accuracy, and speed of screen-in/screen-out decision making. We have been looking into the predictive data analytics but are in the very beginning stages of that. Our database is one issue as it doesn't share information with other, outside data sources, such as criminal records, etc. We are also looking into other states/counties who are using predictive analysis in screening.

Centralized Intake regularly surveys all caller groups (law enforcement, mandated reporters, the public) to incorporate the experience of its users into front-facing changes, updates, and improvements. We have been sending mandated reporters a link to an online survey for 2 years. The Bureau receives less than 25 responses each month and often that feedback is directed at the field level CPS practice and not the CI level. We do not have any mechanism to poll the public currently.

One or more members may participate on the Worker Retention Initiative.

The CRP is welcome to updates on Centralized Intake whenever needed.

The Bureau for Children and Families can provide a report annually on cases with no court involvement on;

- the number of non-court cases that are open,
- the proportion of all CPS cases that non-court cases represent,
- the differences along DHHR key performance indicators between cases involving the court and cases not involving the court, and
- Whether non-court cases involve family problems and deficiencies that differ substantially from court-involved cases.

The Bureau for Children and Families can provide general education to Panel members to facilitate a productive case review. The Panel has several BCF staff of various positions as members. These members should be able to answer most questions and can invite anyone from BCF needed to explain any unresolved issues.

A copy of the completed PIP will be provided to the Citizen Review Panel upon approval by the Children's Bureau.

A designee of the Bureau for Children and Families will update the CRP at regular intervals regarding the progress, accomplishments, and challenges of work groups that are created to address areas targeted for improvement in the PIP.

That the Bureau for Children and Families will support independent work of the Panel to the extent possible by providing access to reports, information, data, a selection of redacted cases, and the opportunity to participate from time to time in meetings, work groups, or other venues as appropriate.

The Bureau of Children and Families will provide access, to the extent possible, funding as needed for meeting support, attendance at the National Citizen Review Panel conference, or access to professional/consulting assistance that may come at a nominal cost.

The Bureau for Children and Families will have an appropriate designee provide an annual update to the Panel regarding pending and passed legislation, including its expected impact on the West Virginia's child welfare system.

Again, thank you for the work you do. If you have any questions or comments, you may consult any of the Bureau for Children and Families workers who are on the panel. If contacting assigned members does not produce results to your concerns, you may contact Carla Harper at 304-356-4571 or [Carla.J.Harper@wv.gov](mailto:Carla.J.Harper@wv.gov). She is the Program Manager assigned to provide support to the Citizen's Review Panel.

Sincerely,



Linda M. Watts  
Commissioner