

Division of Milwaukee Child Protective Services

COVID-19 Response

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Wisconsin Department of Children and Families

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Wisconsin Department of Children and Families

Brief Overview of DMCPs Operations post COVID-19

- Tracking exposure numbers: DMCPs staff; partner agency staff; out of home care provider staff; parents/legal guardians, and children/youth
- Operational Overview:
 - Access
 - Initial Assessment
 - Ongoing Services
 - Court
- Questions





Overview of DMCPs Operations Post COVID-19

- Proud of the DMCPs Management team and DMCPs staff and how they have responded during this pandemic
- Grateful for the guidance and support of the DCF leadership
- Blessed to have great partners in this work: our ongoing services staff, foster parents, congregate care providers
- Confirms our DMCPs is strong and resilient



Overview of DMCPSP COVID-19 Response

- Remote work commenced on March 13, 2020
- DMCPSP building temporarily closed to the public: 03/17/2020
- Quarantine protocols put in place to track and report COVID-19 exposure and positive COVID-19 tests: 3/2020
- Established a DMCPSP designated point person to manage COVID-19 related staffing needs: 3/2020
- Commenced 3x's weekly meetings with DCF Leadership
- Commenced 3x's weekly meetings of all DMCPSP Managers





COVID-19 Response: Exposure Data

- Implemented COVID 19 exposure and positive test result reporting immediately in March, 2020
- One DMCPs staff person assigned to track and trace COVID-19 exposure and positive tests; maintain information confidentially.
 - Any DMCPs employee or contracted staff member
 - Any child served by DMCPs in-home or out-of-home care
 - Any agency/contracted staff member with direct contact with a child with exposure or positive test, or a household member of such a child





COVID-19 Response: Exposure Data*

- Data collection began March 12, 2020
- Data between March 12, 2020 and June 30, 2020
 - 3 children and youth tested positive
 - 4 DMCPS staff tested or presumed positive
 - 1 staff at our ongoing agencies tested positive
 - 6 staff at other contracted agencies tested positive
 - 8 out-of-home care providers tested positive

*All data was collected from the self-reporting of staff, providers, and contracted agencies





COVID-19 Response: Access

- Access staff continue to answer calls live at or above 95%
- Access supervisors continue to screen referrals within 24 hours at or above 97%
- Access staff has encountered periodic issues with the phone system and continues to work with IT to resolve issues quickly



COVID-19 Response: Access Data

Weekly	Pre-COVID-19 Average (7 weeks)	COVID-19 Average (7 weeks)	COVID-19 Average (16 weeks)
Screened in referrals	162	89	99
Total referrals	361	183	202
Screen in rate	44.8%	48.8%	48.7%



COVID-19 Response: Access Data

	DMCPS			STATEWIDE*		
Month	Screened in Referrals	Screened out Referrals	Total Referrals	Screened in Referrals	Screened out Referrals	Total Referrals
Jan	688	838	1526			
Feb	663	794	1457	2242	4926	7168
Mar	546	632	1178	1885	4026	5911
Apr	380	404	784	1336	2632	3968
May	460	477	937	1671	2885	4556
Jun				1691	3107	4798

* Statewide data from DSP Dashboards as of July 8, 2020





COVID-19 Response: Initial Assessment

- A smooth transition to remote work ensured staff had all needed equipment and there was no break in service provision
- Developed protocols around considerations for initial face to face contacts and completion of initial assessments during COVID-19 public health crisis
- Staff were provided with personal protective equipment
- Management increased communication with staff
 - Addressed staff fears and needs as they arose



COVID-19 Response: Initial Assessment

Screened In Referrals Annual Comparison

	April 2020	April 2019
Total referrals: Screened in	360	588
Response time: Emergency referrals	174	255
Response time: Within 5-day referrals	186	333



COVID-19 Response: Initial Assessment

Screened In Referrals Annual Comparison

	May 2020	May 2019
Total referrals: Screened in	419	720
Response time: Emergency referrals	177	309
Response time: Within 5-day referrals	242	411



COVID-19 Response: Initial Assessment

Screened In Referrals Annual Comparison

	June 2020	June 2019
Total referrals: Screened in	420	569
Response time: Emergency referrals	190	251
Response time: Within 5-day referrals	230	285



COVID-19 Response: Initial Assessment

- Overdue Assessments
 - Reduction in referrals has allowed staff to allocate time to complete timely assessments
 - Supervisors are allowing flexibility in staff schedules to complete assessments
 - Specific focus on daily tasks and documentation
 - Development of work plans
 - Regular updates and communication around overdue and approaching assessments

Overdue Assessments	2020	2019
April	95	332
May	50	405
June	15	410





COVID-19 Response: Ongoing Services

- Ongoing Case Management
 - Department of Children and Families created a dedicated COVID-19 webpage
 - Guidance was issued related to many areas of case practice
 - Highlights include:
 - Face-to-Face Virtual/In-person Caseworker Contacts
 - Supervised Virtual/In-person Family Interactions
 - Virtual Engagement
 - Placement and Licensing: including Congregate Care
 - Youth Aging Out of Care





COVID-19 Response: Ongoing Services

- Ongoing Case Management
 - Staff have resumed in-person visits
 - In-person visits are encouraged; virtual visits are able to occur when COVID-19 health concerns exist
 - Staff ask health screening questions prior to meeting with families
 - Staff are encouraged to wear personal protective equipment and follow other health guidelines when meeting with children, youth, and families
 - Family Interactions
 - Guidance was issued on how to minimize risk during in-person visits as visits resume
 - Out-of-home care providers were encouraged to assist in facilitating and engaging children and youth in virtual visits





COVID-19 Response: Placement Settings

- Congregate Care Settings
 - DMCPS provided some personal protective equipment and cleaning supplies to facilities
 - DCF allowed an one time request for an extraordinary payments to help with costs related to COVID-19



COVID-19 Response: Placement Settings

- Congregate Care Settings
 - Three group homes are designated as COVID-19 quarantine locations
 - Established April 3, 2020
 - Butterflies Home
 - Revive TLC I
 - Established May 15, 2020
 - Grateful Girls, Inc.

Quarantine Group Home Census			
Placements	April	May	June
Butterflies Home	1	2	4
Grateful Girls, Inc.	N/A	0	2
Revive TLC I	1	2	0
Total	2	4	6





COVID-19 Response: Placement Settings

- Foster and Kinship Homes
 - Youth placed in Level 1 homes and above received an additional one time payment of \$300 in April 2020
 - Ongoing communication with out-of-home providers regarding COVID19 updates and guidance
 - Agencies continued to be able to issue foster care licenses
 - Additional funding available through DCF for youth scheduled to age out-of-care between March and August 2020 to ensure youth has stable housing





COVID-19 Response: Court Operations

- Hearings started occurring via teleconferencing
 - The majority of hearings taking place on Zoom
- As of June 29, 2020, one court is operating for in-person hearings upon the approval of the Chief Judge
- Requirement to wear masks in the court house and court room
 - With the exception of assessing credibility of witnesses





COVID-19 Response: Additional Information

- Visit <https://dcf.wisconsin.gov/covid-19> for the latest updates and more detailed information related to Department of Children and Families' response to the COVID-19 outbreak
- Visit <https://www.wicourts.gov/index.jsp> for information and updates related to court orders issued by the Wisconsin Supreme Court and Court of Appeals related to COVID-19



Questions



Wisconsin Department of Children and Families