



**South Carolina
Citizen Review Panel
2018 Annual Report**

Compiled By:

South Carolina Children's Law Center



UNIVERSITY OF
SOUTH CAROLINA
School of Law



MISSION

Engaging citizens to improve outcomes for SC's children and families affected by child abuse and neglect.

VISION

That all of South Carolina's children and families are free from child abuse and neglect.

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COMMON CHILD WELL-BEING ABBREVIATIONS

The following abbreviations are common in child well-being policy and practices and may be used throughout this report.

CAN: Child Abuse and Neglect

CAPSS: Child and Adult Protective Services System

CAPTA: Child Abuse Prevention and Treatment Act

CBPS: Community Based Prevention Services

CCFS: The Center for Child and Family Studies

CFSR: Child and Family Services Review

COSW: The College of Social Work

CPA: Child Placing Agency

CPS: Child Protective Services

CRP: Citizen Review Panel

DSS: The South Carolina Department of Social Services

DV: Domestic Violence

ETV: Education for Foster Youth

GAL: Guardian ad Litem

GOALL: Go Out and Learn Life

IL: Independent Living Program

JRS: Job Retention Services

MOU: Memorandum of Understanding

OHAN: Out of Home Abuse and Neglect

PIP: Program Improvement Plan

SCCAMRS: South Carolina Children's Advocacy Medical Response System

SCCRP: South Carolina Citizen Review Panel

ABOUT THE PANEL

Citizen Review Panels (CRPs) are federally mandated mechanisms for citizen participation in child protection, through evaluation and public outreach. Each state is required to have at least one CRP. Volunteer panel members assess their state and local child protective services (CPS) agencies and collect public opinion on CPS policies and services. In South Carolina, there are three panels located in different geographic areas of the state. The Upstate Panel alternates meeting in Greenwood and Greenville counties; the Midlands Panel meets in Richland County; and the Lowcountry Panel meets in Charleston County. Panels review policies, procedures, and practices of the CPS system and make recommendations annually to the South Carolina Department of Social Services. These recommendations intend to help improve the CPS system and make a difference in the lives of children who are abused or neglected. Citizen Review Panels offer volunteers an effective way to share in the community's responsibility to protect the children of South Carolina.

LEGAL AUTHORITY

Pursuant to the Child Abuse Prevention and Treatment Act (CAPTA), each Citizen Review Panel is charged with evaluating the extent to which the State is fulfilling its child protection responsibilities in accordance with its CAPTA State plan by: (1) examining the policies, procedures and practices of State and local child protection agencies, and (2) reviewing specific cases, where appropriate. In addition, Panel may examine other criteria that it considers important to ensure the protection of children, including the extent to which the State and local CPS system is coordinated with the Title IV-E Foster Care and Adoption Assistance Programs of the Social Security Act. This provision also authorizes the Panels to review the child fatalities and near fatalities in the State.

In order to assess the impact of current procedures and practices upon children and families in the community and fulfill the above requirements, citizen review panels must provide for public outreach and comment. Finally, each Panel must prepare an annual report that summarizes the activities of the Panel and makes recommendations to improve the CPS system at the State and local levels, and submit it to the State and the public (section 106(c)(6) of CAPTA).

Source/Date: ACYF-CB-PI-99-09 (6/2/99); updated 3/22/06

Legal and Related References: CAPTA, Citizen Review Panels amended (42 U.S.C. S5106 a (c))

FUNCTIONS OF THE PANEL

The primary purpose of the Citizen Review Panels is to assist state and local child protection systems to be more responsive to community needs and opportunities in providing child protection services through evaluation, public outreach, and advocacy. The South Carolina Panel:

1. **Evaluates** the extent to which SC DSS is effectively discharging its child protection responsibilities.
2. **Conducts public outreach** and gathers public comment on current SC DSS procedures and practices involving child protection services.
3. **Advocates** for relevant actions that would help improve the child protection services system in South Carolina.

SOUTH CAROLINA CITIZEN REVIEW PANEL MEMBERSHIP

Membership on the panel is voluntary and expected to represent the diversity of the state. The panel includes members of varying socio-economic, racial, gender, and geographical backgrounds as well as representation from diverse fields related to child well-being.

In 2017, regional panels recruited new members who completed a formalized application process and an orientation. Individuals who served on the panel in 2017 are:

LOW COUNTRY

1. **Donna Xenakis (Chair) - Now Hear This**
2. Felicia Greene - Former Human Services worker (DSS, NTF, SCYAP) in child welfare services, fostercare, and recruitment.
3. Tomeika Martin - Justice Works
4. Lushorn Smalls – Parent Recruiter, SAFY

MIDLANDS

1. **Kimberly Janha, (Co-Chair) - Legislative Coordinator, Richland Legislative Delegation, former foster parent, kinship caregiver**
2. Ralphielle Greene – +++
3. Stacy Johnson – Executive Director, Richland/Lexington DSN Board +++
4. Lee Patterson - Social Work Program Coordinator, Richland County Library
5. Kay Powers – Retired Educator +++
6. Nina Spinelli - Juvenile Arbitration Program Coordinator, 2nd Circuit
7. Chris Whitaker - Recruiter, Family Finder South Carolina Youth Advocate Program
8. Brooke Wymer - Social Worker & PhD student – University of South Carolina

UPSTATE

1. **Brooke Thompson (Co-Chair) – Lead Staff/Adoption Specialist Bethany Christian Services ---**
2. **Angela Pruitt (Co-Chair) - Executive Director, Abbeville County First Steps, Co - Chair**
3. Michael Gaskin – Executive Director, Greenwood County First Steps
4. Betsy Gray-Manning - Family Finder/Recruiter, SCYAP
5. Sabrina Miller – On Track Greenville School & Community Facilitator
6. Loretta Parker – Retired Educator
7. Shirley Parks – Retired Educator +++
8. Paulette Randall – Retired Educator +++
9. Carolyn O. Robinson - Retired Speech Pathologist
10. Rosella Quarles - Retired Vocational Rehabilitation Department

+++ Indicates the panel member joined in 2018

~~~ Indicates the panel member retired in 2018

## **STAFF SUPPORT**

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The S.C. Department of Social Services provided funding for staff support and administrative expenses. The South Carolina Citizen Review Panel is housed at the University of South Carolina's Children's Law Center. Kayla Mallett serves as Coordinator for the panel.



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## **ACKNOWLEDGEMENTS**

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Members of the South Carolina Citizen Review Panel would like to thank the following individuals and entities for their support of/participation in the panel's work during 2017:

### **Fall Retreat Planning Committee**

Kim Janha, Kay Powers, Christopher Whitaker

### **Organizations which Provided Meeting Space**

Abbeville and Greenwood County First Steps, Dorchester County First Steps, Richland County Public Library,

### **South Carolina Department of Social Services**

Taron Davis, Faith Lee, Sharleta Woodall

### **Speakers/Presenters**

Taron Davis (DSS), Mrs. Jackie Gadsden (Owner/CEO, There's Room, Inc.), Dr. Valerie Ekue (South Carolina Coalition Against Domestic Violence and Sexual Assault)

### **Researcher**

A. Brooke Hiltbold, MSW, JD (expected May 2020), University of South Carolina

Brooke Mosely, MSW, JD (expected May 2020), University of South Carolina

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## **INTRODUCTION**

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With the support of staff from the Children's Law Center, the SC Citizen Review Panel, maintained three panels in the Upstate, Midlands, and Lowcountry from May 2018 – April 2019. Each of the three panels is comprised of membership representing various child well-being-related disciplines and interests. New members were recruited for the panels during Spring 2018 and membership bodies engaged in the review of policies and practices throughout the Summer and Fall of 2018.

The topics selected by each panel during the 2018 panel year were a continuation of work from the previous year. The work being done in the Lowcountry around domestic violence was supported with research from interns from the Children's Law Center. The information attained led to domestic violence being an issue for statewide review by all three panels. The Midlands Panel continued its focus on kinship care families, including licensing and outreach. Finally, the Upstate Panel honed its efforts in on treatment plans, specifically the documentation of plans and the communication of the content of plans to families.

In addition to regularly scheduled panel meetings, members of the Executive Committee also met on a consistent basis with members of the Administration from SC DSS. Executive Chairwoman for the panel, Dr. Kimberly Janha, met with DSS Director Susan Alford regularly and other members of the panel joined Dr. Janha for regularly-scheduled meetings with Taron

Davis, Deputy State Director, Child Welfare Services Division. The Executive Committee also held meetings to discuss the panel's work and to create consistency across the three panels.

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## LETTER TO READERS

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Dear Reader:

The Child Abuse Prevention and Treatment Act (CAPTA), requires Citizen Review Panels (CRPs) to examine the policies, procedures, and practices of the child protective services system to determine the extent to which the agency is discharging its child protection obligations. In 2018, the three established panels of South Carolina rebooted and operated in collaboration with child welfare stakeholders to research and evaluate topics that has influence on the programs administered to our children and families.

A goal of the SC CRP, for 2018, was to build awareness around the work of the panels and to connect with other advocacy and child welfare service organizations to address concerns and promote well-structured service practices of the state's child-welfare agency. It was found that administration is vigorously planning and implementing service improvement measures. This conscious effort can be the vehicle that transforms our child-fare agency into the model service provider in the United States.

This annual report will present a summary of the works of our review panels and the areas of focus addressed by each. The panels sought measures on addressing domestic violence in relations to service children and families, kinship care resources and family involvement in case management. In the spirit of collaboration, the panels used the resources of the Children's Law Center, Department of Social Services Administration and other community service organizations to gain knowledge on the chosen topics to provide informed recommendations for improved services in these areas. Working with these entities proved to be advantageous in noting the challenges and strengths in the policies and practices of DSS.

It is the desire of the panel that the works of its members' aids in the continuous efforts to enhance the practices in service to our children and families in South Carolina. We are appreciating of the SC CRP members, our superlative coordinator, Kayla Mallett, SC CRP State Coordinator and the SC Children's Law Center administrators.

Sincerely,

Kim Janha

Kim Janha, Ph.D.

Executive Chair

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## 2017 RECOMMENDATIONS

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This section includes a condensed version of the 2017 recommendations. For complete recommendations with their foundations, please see each panel's report at the referenced pages.

1. The Lowcountry CRP recommends the South Carolina Department of Social Services develop a child centered, stand-alone policy on Domestic Violence.
2. The Lowcountry CRP recommends the South Carolina Department of Social Services secure Domestic Violence Training through the Safe and Together Institute.
3. The Lowcountry CRP recommends the South Carolina Department of Social Services take the default position of working in partnership with the non offending/victim.
4. The Lowcountry CRP recommends the South Carolina Department of Social Services, for court-involved DV cases, recommend that the offending parent be included in the court-ordered treatment plan.
5. The Lowcountry CRP recommends the South Carolina Department of Social Services only remove the children from the home when it's absolutely necessary.
6. The Lowcountry CRP recommends the South Carolina Department of Social Services offer support groups, counseling services and/or parent and child therapy to the children and the non offending/victim parent.
7. The Lowcountry CRP recommends the South Carolina Department of Social Services partner with Law Enforcement to remove non offending/victim parents from the Central Registry.
8. Midlands Panel recommends that DSS create a volunteer program to help bridge the relationship between DSS and the community.
9. The Midlands Panel recommends that DSS continues its efforts in training its staff and promoting a culture that provides the highest level of service to these kinship caregivers.
10. The Upstate Panel recommends that the agency ensures all families are given a copy of their treatment plans and are aware of what services are offered.
11. The Upstate Panel recommends that DSS ensures DSS staff members and supervisors are involved in the treatment planning process.

12. The Upstate Panel recommends that the agency ensures the quality assurance process will improve and the Upstate Citizens Review Panel will serve as a partner with the Department of Social Services.

The foundations for each of the recommendations presented are included in the proceeding reports from the Lowcountry Panel, the Midlands Panel, and the Upstate Panel. In 2017, the chairperson/persons of each panel assumed the responsibility of drafting and submitting information detailing the efforts, findings, and recommendations of that panel for the year.

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## PANEL CHAIR REPORTS

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### LOW COUNTRY CITIZEN REVIEW PANEL

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**Submitted by:**

Donna Xenakis, Lowcountry CRP Chair

#### DOMESTIC VIOLENCE

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The Lowcountry Citizen Review Panel began project work in 2016 to look at how Domestic Violence affects children and the non-offending/victim parents in South Carolina. We requested information from SCDSS to review their policies and standard operating procedures that case workers use when children are involved, and researched the policies and standard operating procedures that other states follow, including Minnesota, Massachusetts, Iowa, New Hampshire, Connecticut, and New Jersey. We have made significant progress in 2017 due to the assistance of Brooke Hiltbold, Intern at the South Carolina Children's Law Center.

Ms. Hiltbold's excellent research of states with progressive procedures and policies of Domestic Violence, specifically Oregon and North Carolina, pointed us in the right direction in order to make meaningful recommendations that we believe will change the way that Non Offending/Victim Parents, their children and Domestic Violence as a whole is viewed in South Carolina.

**Lowcountry Recommendation 1:** The Lowcountry CRP recommends the South Carolina Department of Social Services secure a child centered, stand-alone policy on Domestic Violence, with a focus to keep the children safe and together with the Non Offending/Victim Parent, with broad definitions on the type of Domestic Violence (physical, emotional, financial, et al) and the variety of adult relationships (mom & dad, mom or dad and paramour, LGBT relationships, et al) being sensitive to race, ethnicity, gender, age, sexual orientation, education, background, religion, physical and/or mental abilities or physical appearance.

**Lowcountry Recommendation 2:** The Lowcountry CRP recommends the South Carolina Department of Social Services secure Domestic Violence Training through the Safe and Together Institute, David Mandel, Founder and Executive Director, for all staff and incorporate principles and strategies learned into their policies and procedures.

**Lowcountry Recommendation 3:** Although each case is unique, the CRP believes, in general, that the best place for the child is with the non-offending parent and recommends that when possible children remain in custody of the non-offending parent.

**Lowcountry Recommendation 4:** The Lowcountry CRP recommends the South Carolina Department of Social Services helps ensure the offending parent is held accountable by recommending to the courts, when there is a court case involved, that the parent be included in the court-ordered treatment plan.

**Lowcountry Recommendation 5:** The LowCountry CRP recommends the South Carolina Department of Social Services only remove the children from the home when it's absolutely necessary, and that the children are not placed with the offending/perpetrator Parent's family.

**Lowcountry Recommendation 6:** Due to the many concerns of Adverse Childhood Experiences, The LowCountry CRP recommends the South Carolina Department of Social Services offer support groups, counseling services and/or parent & child therapy to the children and the Non Offending/Victim Parent.

**Lowcountry Recommendation 7:** The LowCountry CRP recommends the South Carolina Department of Social Services partner with Law Enforcement to remove Non Offending/Victim Parents from the Central Registry.

## **CHILD ABUSE AWARENESS & PREVENTION TRAINING**

The Lowcountry Citizen Review Panel remains concerned about child abuse & neglect and child fatalities in South Carolina. In order to be pro-active about this serious issue and to educate the public about child abuse & neglect and about the work of the South Carolina Citizen Review Panel, we offered a free Child Abuse Awareness and Prevention Training in 2018. It is our belief and hope that with more adults educated about this issue and how to respond when child abuse or neglect is disclosed or suspected, children will be safer. We plan to continue this work in 2019.

The South Carolina Citizen Review Panel sponsored a FREE comprehensive Child Abuse Awareness and Prevention Training in 2018 on Wednesday, April 18, 2018 at North Charleston City Hall in Council Chambers, 2500 City Hall Lane, North Charleston. Information about the volunteer work of the SC Citizens Review Panel was shared at this meeting, and Dr. Kay Phillips, Executive Director of Dorchester Children's Advocacy Center, shared information about Dorchester Children's Advocacy Center.

The Child Abuse Awareness and Prevention Training is registered with SCDSS Child Care Training System for 2.0 Professional Development contact hours. This training is provided by Donna Xenakis, Chair of the Lowcountry CRP and CEO of Now Hear This.

Children cannot be expected to protect themselves from child abuse. It is the responsibility of adults to be trained in child abuse awareness and prevention. Children are safer when adults are educated in the signs of child abuse and neglect, and how to react to them.

In this comprehensive training, participants learned: the four types of child abuse, why child abuse occurs, who gets abused, and who the alleged perpetrators are, the impact of child abuse on the child, their family; and on society, what SC Law states about Child Abuse, what SC Law states about spanking children, the clues that children give us when they are being abused, the probable actions of the alleged perpetrator, according to SC Law, who "Mandatory Reporters" are, and their responsibilities about reporting, what to do if you suspect a child is being abused, how to handle a disclosure of child abuse, and what to document, what a "Minimal Facts Interview" is, why it is so important, and how to conduct one, what "Reason to Believe" is, when SC Law requires a report to be made and which agency to contact to make a report.

April 18, 2018 - North Charleston City Hall in Council Chambers

18 adults attended 15 rated the training as excellent, and 3 as very good

Attendees included: parents, volunteers from Girl Scouts of Eastern South Carolina and staff from Berkeley County DSS, Charleston County DSS, Dorchester County DSS, HALOS, Windwood Family Services, National Youth Advocate Program and MCC Charleston.

On a scale of 1 (very low) to 5 (excellent), 15 attendees rated the training as excellent, and 3 attendees rated the training as very good. Comments include:

“This was a great training on child abuse awareness & prevention. I learned a lot.” ~ Michael Richter, Jr.

“Ms. Donna Xenakis is an excellent and very informative trainer. I very much enjoyed her training program for child abuse awareness & prevention.” ~ Courtney Richter

“Before this training, I was not very informed of how child abuse affects so many people. After completing this training I have a better understanding of the affects of child abuse.” ~ Sabrenia Lemon, Volunteer, Girl Scouts of Eastern South Carolina “Presented in an order manner, very informative ad knowledgeable.” ~ Anonymous

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“Very informative, I really enjoyed the training.” ~ Anonymous



## MIDLANDS CITIZEN REVIEW PANEL

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**Submitted by:**

Kimberly Janha, SC CRP Executive Chairperson & Midlands CRP Co-Chair

### PUBLIC AWARENESS

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The Midlands panel continued its execution of activities that brought awareness of child welfare issues to the community. Our increased presence provided an avenue to promote CRP's initiatives and collaborative events. Working with other organizations on child welfare related events offered an opportunity to introduce the panel's works to a larger audience.

During the month of April, Child Abuse Awareness month, the panel held special recruitment events to invite members of the community to learn about the panel and its works. Additionally, Midlands members joined with the Sisters of Charity Foundation's Kinship Care Advisory Council in the planning and execution of the activities for Kinship Care Day at the Capitol. This event was designed to raise awareness of the selfless commitments of kinship caregivers and to advocate for legislative that can be beneficial to these families.

**Midlands Recommendation 1:** As recommended in previous reports, the Midlands Panel recommends that DSS develops a volunteer program, which can aid in increasing and maintaining a positive image in the community. Additionally, a volunteer program can engage the public in efforts to assist youth involved in the child welfare system. Extending the agency into the community, is an opportunity to gain the perspective from stakeholders that are not directly involved with the system.

### KINSHIP CARE

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In 2018, the panel agreed that the topic of Kinship Care was a continued focus of the DSS and community organizations and would be befitting of continuation of the panel. Members worked with community organizations to advance services and resources to kinship caregivers who participate in Kinship Circles. Kinship Circles increased by 50 percent in participant size and was proven to be a welcomed place of refuge for the caregivers. Panel members, with the coordination of the State Coordinator, invited staff from SC Legal Aid Services to present pertinent information on school suspension, discipline and bullying laws. The presenter offered to be a future resource for kinship caregivers.

In October, members of the Kinship Circles attended the Joint Legislative and Citizen Committee on Child Welfare's Public Hearing at the State House. Dr. Kim Janha spoke and submitted written information concerning resources for kinship care families, specifically fictive kin. Also, Ms. Pat Brown and Ms. Sandra Knightner (Kinship Circle participants) shared their stories.

The panel continued its partnership with the Richland County Library System and was pleased to begin a partnership with Gunter's Chapel Baptist Church in hosting Kinship Circles. Members of the circles and their children were gifted by community donors; including legislators, clergy, educators, realtors and other individuals, finances and materials for school supplies,

Thanksgiving dinners and Christmas. The services to kinship caregivers has become a heightened issue. The members have expressed the excitement around improved practices developed by the DSS to improve services to kinship caregivers and their families.

Dr. Kim Janha continues to represent the CRP as a member of the Sister of Charity Foundation's Kinship Care Advisory Council. This collaborative group comprised of child welfare advocates maintain their stance as loud voices for increased awareness and support for resources to those who serve as kinship caregivers. The Foundation, in collaboration with Palmetto Association for Children and Families and HALOs of Charleston, hosted Kinship Summits in Columbia, Greenville and Charleston. Dr. Janha served as a panelist.

**Midlands Recommendation 2:** Kinship Caregivers and the heightened awareness of their contributions to the care of children who are in contact with the Department of Social Services requires an increased effort in the promotion of intentional services to these families. The Midlands Panel recommends that DSS continues its efforts in training its staff and promoting a culture that provides the highest level of service to these families. It is also recommended that outreach is done beyond the awareness of caregivers, but to the larger community to educate on best practices in servicing kinship caregivers and the children in their care.

## UPSTATE CITIZEN REVIEW PANEL

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**Submitted by:**

Angela Pruitt, Upstate CRP Co-chair

### TREATMENT PLANS

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In 2018, the Upstate Citizen Review Panel focused on reviewing treatment plans with the Department of Social Services to ensure quality assurance for families and children. The Upstate Citizens Review Panel, operating under the belief that all families should receive a copy of their treatment plans, has put together a tool to review the treatment planning process to ensure the following goals are met:

1. Families are involved in the treatment planning and family engagement process.
2. Families are given a copy of the treatment plans to meet their goals.
3. DSS Case Workers and Supervisors have been a part of the treatment planning process to ensure the family is successful.

The Upstate Citizens Review Panel has requested to review treatment plans in several different counties in the Upstate which include Abbeville, Greenwood, Laurens, Greenville, and Spartanburg counties. Each Panel member of the Citizen Review Panel plans to review up to 12 foster care and family preservation treatment plans in each county. The review will start with Greenwood County's Department of Social Services.

**Upstate Recommendation 1:** Upon the results of the treatment plan review, to ensure that families receive a copy of their treatment plans and are aware of what services are offered, so they will have the opportunity to be successful.

**Upstate Recommendation 2:** Upon the results of the treatment plan review, to ensure all DSS staff members and supervisors are involved in the treatment planning process.

**Upstate Recommendation 3:** Upon the results of the review, to ensure the quality assurance process will improve and the Upstate Citizens Review Panel will serve as a partner with the Department of Social Services.

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## **NATIONAL CRP CONFERENCE**

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The National CRP Annual Conference was held on Mackinac Island, Michigan in 2018. Kim Janha, Betsy Manning, and Christopher Whitaker were selected to represent the SCCRP at the conference. Kayla Mallett also attended and represented the panel.

The 2018 Conference themed, “Mapping the Road Ahead” was hosted by the Michigan Panel on Child Fatalities. Participants attended workshops designed to equip panel members with information and tools to improve panel effectiveness as well as information related to child well-being and trauma-informed best practices.

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## **SCCRP 2019 FALL RETREAT**

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The 2019 South Carolina Citizen Review Panel Fall Retreat was held October 18, 2018 at Ashland United Methodist Church in Columbia, SC. The theme for the retreat was “Mindful, Motivated, and Moving!”

A focal point of this year’s fall retreat was the update to panel bylaws. Members of the bylaws subcommittee presented suggested changes to the group of participants at the retreat and explained the rationale behind each suggestion. Following the presentation, members formed small groups to review the suggested changes before reporting back to the larger group. The feedback was used to create the final revision to the SCCRPs Bylaws which were sent to panel chairs for approval.

Mrs. Jackie Gadsden served as the speaker for the fall retreat, encouraging panel members to serve passionately in their roles on the panel and in their different capacities in the community. Gadsden shared anecdotal stories from her life and work as a social worker and provided panel members with valuable perspective to consider when reviewing policies and practices of DSS.

Taron Davis, Deputy Director of Child Protective Services, also attended the fall retreat and provided the assembled body an update from the agency, including the agency’s progress on work around the Michelle H. lawsuit and kinship care services.

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## **THE YEAR AHEAD**

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The panel’s work in 2019 will include statewide efforts to review the agency’s policies and practices as they relate to serving families with domestic violence-involved cases. The panel will additionally work toward the following goals:

### **IMPLEMENTING AN ANNUAL TIMELINE**

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In 2018, the panels began looking at ways to streamlining their work and creating more congruency across the three regions. During the 2019 panel year, the panels will implement best practices from the previous year while continuously working to improve accessibility, accountability, and engagement for the panel.

### **RECRUITING NEW MEMBERS**

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Each of the regional panels will assess its current membership to determine the diversity of representation, especially professional disciplines. After reviewing the current membership, panels will recruit, onboard, and train new members with the support of CLC staff.

### **IMPROVED DATA COLLECTION**

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In order to make sound recommendations to DSS, the panel will create methods of documenting and tracking data acquired formally or informally that lends itself to the review of a policy’s effectiveness. Data improvement includes increasing the amount of qualitative and

quantitative data obtained; as well as, implementing standardized means of reporting and recording the data.

THANK YOU.



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