



Family Services  
Cabinet Council

# Family Services Cabinet Council

## Community Discussion



**2019**

## Vision

Empowered and hopeful families by way of a system of proactive, responsive and coordinated services.

## Mission

To build a safe, supportive, academically strong, job-rich community for the families of Delaware.

# Agenda

## **Overview of the Family Services Cabinet Council**

*Governor Carney*

### **The Trauma Agenda:**

#### **Implementing Executive Order 24**

*Secretaries Manning, Bunting and Walker*

### **The Service Improvement Agenda:**

#### **The Service Navigator Pilot & Dual Generation Center**

*Directors Ray Fitzgerald and Renee Beaman, DHSS*

*Secretary Bunting*

### **The Data Agenda:**

#### **Tooling our agencies to share and use data**

*CIO Collins and Secretary Walker*

### **Q&A and Public Feedback**



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# Family Services Cabinet Council

Trauma Agenda:

Implementing  
Executive Order 24

*Secretary Josette Manning*

*Delaware Department of Services for Children,  
Youth & Their Families*

*Secretary Kara Walker*

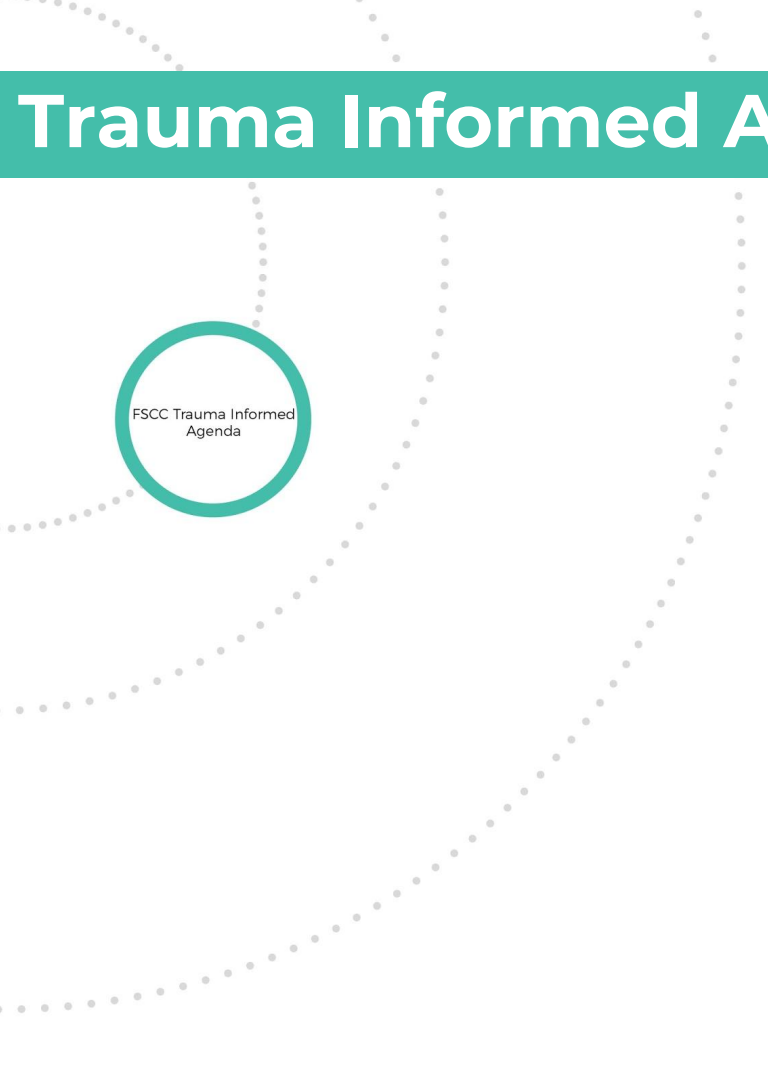
*Delaware Department of Health and Social  
Services*

*Secretary Susan Bunting*

*Delaware Department of Education*



# Trauma Informed Agenda



FSCC Trauma Informed  
Agenda

## Executive Order 24

- Compassionate  
Champion Award
- Trauma Awareness Month
- Agency Implementation



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# Compassionate Champion Awards

Head to **de.gov/fscc** to  
submit nominations by April 1st!

# Trauma Awareness Month

## May 2019

Building a calendar of public events for the state: **Proclamation signing, conferences, and training opportunities.**



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# Department of Health and Social Services

## Trauma-Informed Training with our frontline staff:

- **3 Divisions:** State Service Centers, Social Services and Child Support Services
- **DHSS Trainers:** 25 staff trained by Wilmington University (54-hour trainings) in 2018
- **Staff Trained:** 980 staff from 3 divisions trained in trauma-informed approach in 2018



# Department of Education

## **Promoting Trauma-informed practices across our system:**

### **Capacity Building through Trauma Awareness training**

- Department of Education Staff
- K-12 Educators
- Early Learning Providers
- Community Centers and Youth-Serving Organizations

### **Compassionate Connections Partnership**

- Ongoing supports from DDOE and DSEA



# Department of Children, Youth & Their Families

## Transforming to a Trauma-Informed Agency:

- **Focus on Youth:** Adopted Trauma Screenings for Youth in Our Care
- **Leadership:** 110 Supervisors Trained in Trauma-Informed Care in 2018
- **Frontline Staff:** Annual Self-Care Month and increased training
- **Providers:** Surveys, Training & Contract Language





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# Family Services Cabinet Council

## Service Improvement Agenda:

## Service Navigation Pilot

*Renée Beaman*

*Director, DHSS Division of State Service Centers*

*Ray Fitzgerald*

*Director, DHSS Division of Social Services*

# Service Navigation Pilot Objectives

- Utilize existing State Service Centers to **improve the user experience of accessing state and federal programs and services**
- **Establish and sustain coordination between agencies** to benefit people who utilize these services
- Embed capacity for coordination by **establishing case management at service centers**



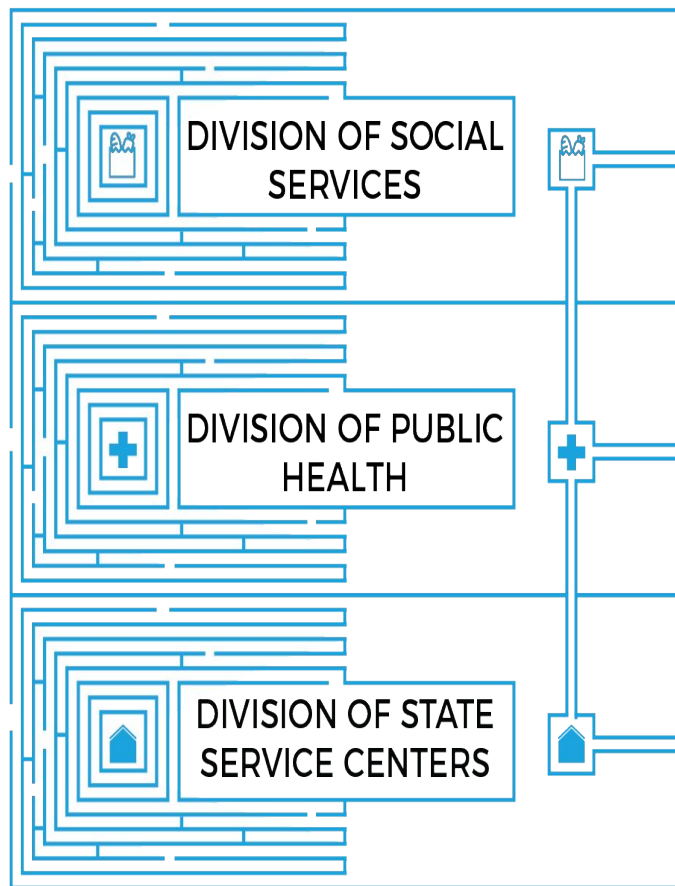
# Typical User

- Utilizes State Service Center as their **entry point for access**
- Are **high-need and face challenges requiring multi-agency coordination** to resolve
- Are **in crisis with some fundamental need(s) unmet**



# Problem

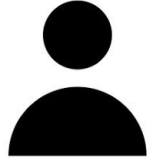
- Users can't navigate our services and we don't have existing capacity to help
- Many users have transportation barriers and can't access our services
- User crises are complex, multilayered, and require multiple agencies to solve the problem



# Solution

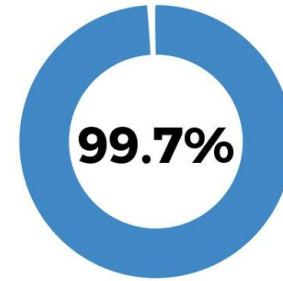
- Thoughtful, coordinated service co-location
- Well-trained and well-connected agency and division collaborators
- “Case management” capacity through role of Service Navigators

Clients referred to “Service Navigator (SN’s)” in Pilot since its inception in 2018



**175 clients**

Service Navigator Client Satisfaction (Q4 2018)



“Do you feel as if you received good service today?”

Average number of barriers experienced by those serviced by SN's

**4**

Average number of agencies/divisions involved in a client case

**5**



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# Family Services Cabinet Council

Service Improvement  
Agenda:

Dual Generation Center

*Secretary  
Susan Bunting*

*Delaware Department of Education*



# MOU and the Dual Generation Center

## Dual Generation Center at Stubbs Elementary School:

- **Services for EARLY LEARNERS:** opportunities for Christina preschoolers and kindergartners
- **Services for FAMILIES and ADULTS:** Access to benefits, job training, adult education, housing information and employment opportunities



# MOU and the Dual Generation Center

- **Christina Memorandum of Understanding**
  - Collaborative agreement among:
    - Christina Board of Education
    - Christina Education Association
    - Christina School District Superintendent
    - Department of Education
    - Office of the Governor
- **Purpose mirrors Family Service Cabinet Council:** Improve the educational, social, emotional and health outcomes of the children and families of Wilmington



# MOU and the Dual Generation Center

- **Supporting Christina's Reconfiguration**
  - Ensuring Bayard and Bancroft have the **resources they need to best meet student needs**
  - Teacher incentives, targeted professional development, wellness centers, smaller class size, and more learning time
- **State of Delaware's Investment**
  - **\$21 million** for capital upgrades, dual generation center, and operational costs to support students and educators

# MOU and the Dual Generation Center

- **Progress to date:**
  - Ongoing **capital improvement work**
  - Conducted **needs assessment**
  - Planning **professional learning** for administrative teams
  - Holding **community meetings to engage families and community members** in program planning
  - Supporting **educators**
  - **Christina Education Association MOU to collective bargaining agreement:** bonuses for educators, more learning time, creation of teacher leader teams to elevate teacher voice





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Data Agenda:

Tooling Agencies for  
Data Sharing

*Chief Information Officer*  
**James Collins**

*Department of Technology & Information*

*Secretary* **Kara Walker**  
*Delaware Department of Health & Social Services*

# Data Agenda

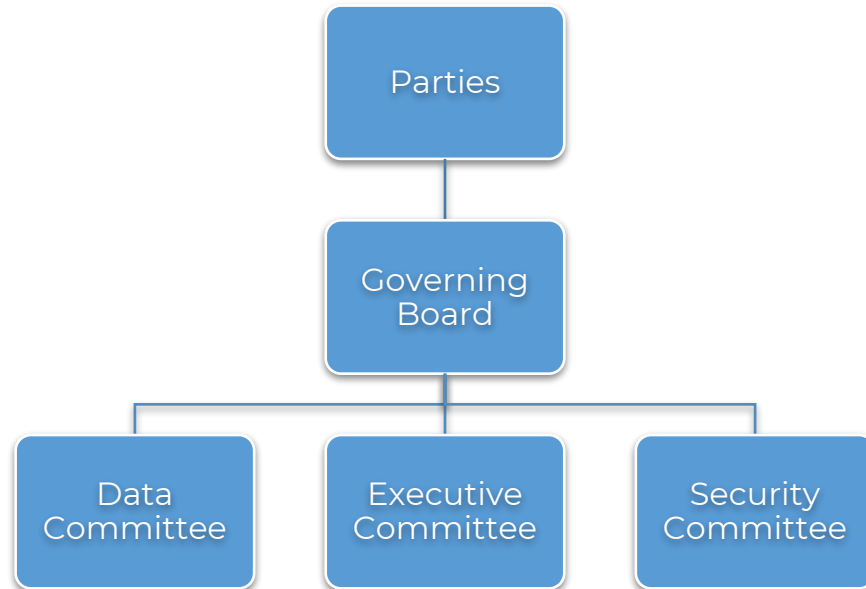
- Launching Delaware's Integrated Data System
- Building the FSCC Data Dashboard





# Launching Delaware's Integrated Data System

## DIDS Governance Structure

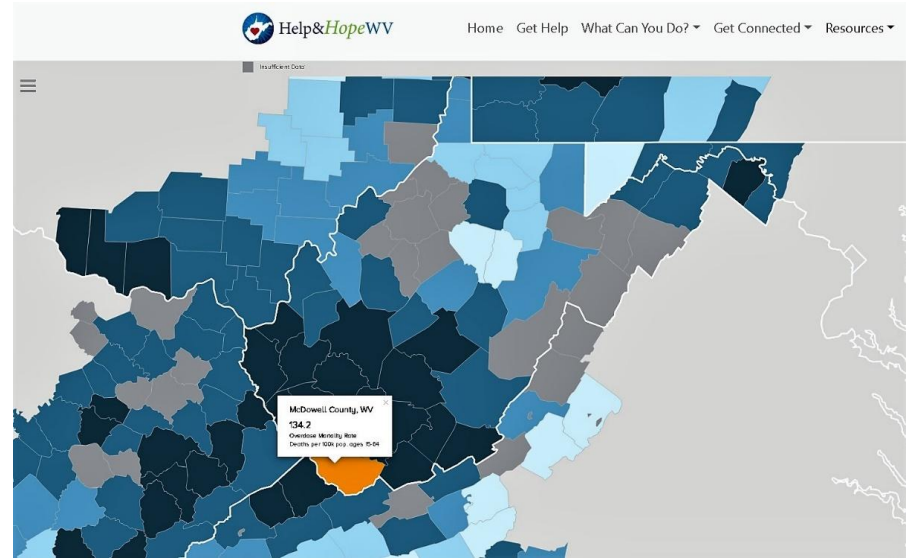


# Launching Delaware's Integrated Data System

## Scenario: Opioids

Strategic tracking of Overdose through Fatality Review provides system level gaps in care

- Medicaid data
- Corrections data
- Behavioral Health Treatment data
- Emergency Medicine data
- Prescription data
- Hospital data
- Death data
- Demographics



West Virginia Overdose Data

# Launching Delaware's Integrated Data System

## **DTI and supportive infrastructure for DIDS**

- We are engaging an expert through AISP to guide us in tool selection and getting access to the expertise for building out the integrated data system:
  - A contract is being finalized with a Data Scientist with expertise in ethical data sharing to provide guidance on the development of the DIDS
  - Architecture for the system
  - Staffing recommendations
  - Governor's recommended budget includes data analytics platform

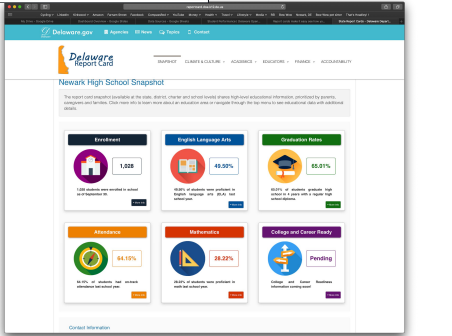
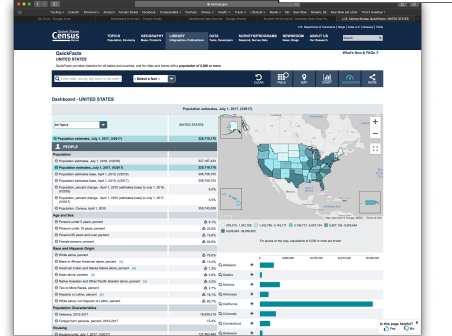
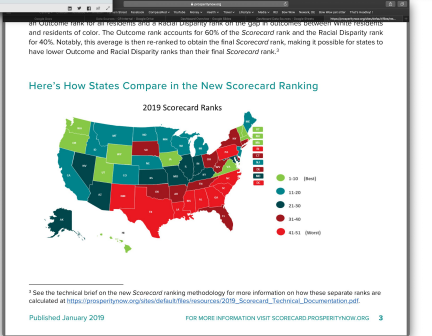
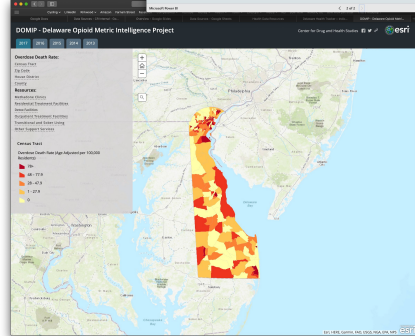
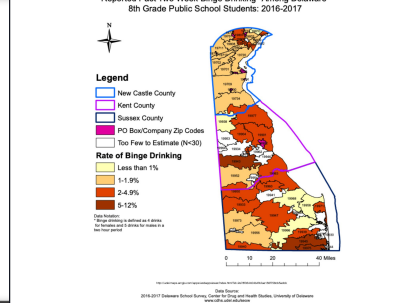
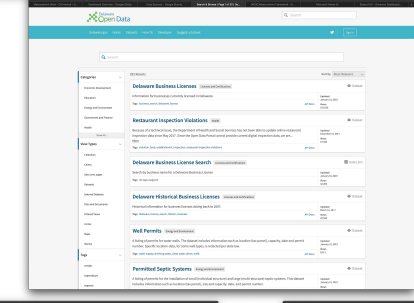
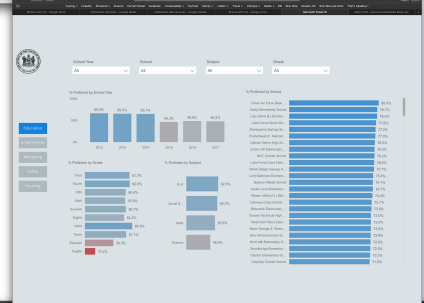
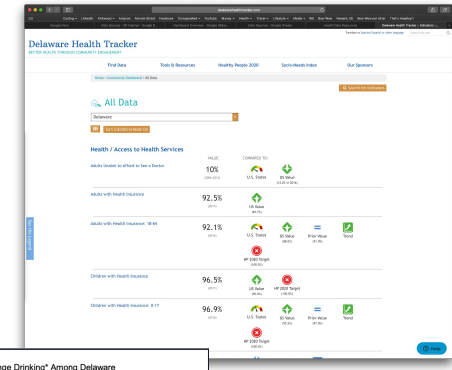
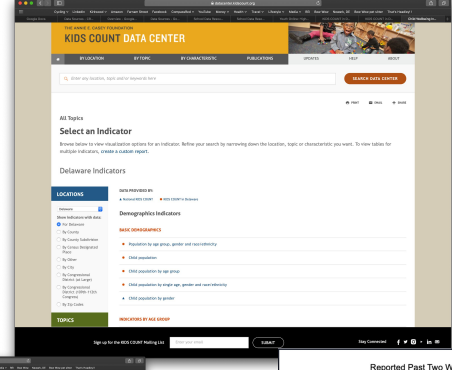
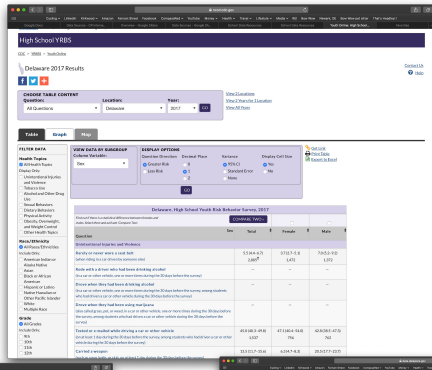
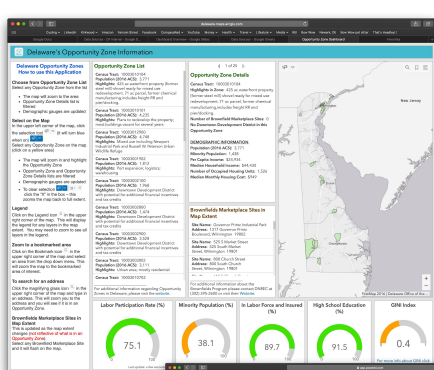


# Coming soon: FSCC Data Dashboard

We are working to design a user-friendly data dashboard from public sources:

- Geography-based data
- Population statistics
- Trends
- Readily accessible data sources
- Maintain the integrity of the original data





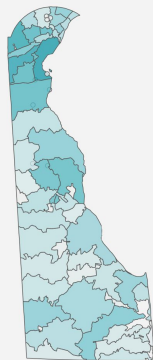
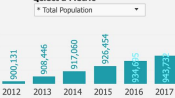
Select a Year

2017

Filter by Zip Code

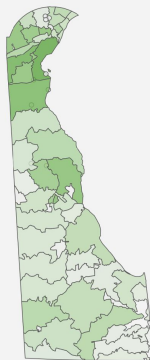
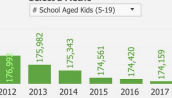
(All)

## Total Population



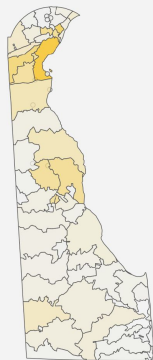
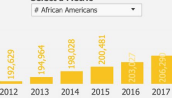
15 61,152

## # School Aged Kids



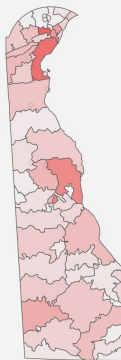
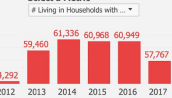
0 11,813

## # African Americans



0 25,505

## # Hhlds with SSL



0 5,3

High Student Performance and Low Youth Risk Behavior

High Student Performance and High Youth Risk Behavior

Zip Code: 19977

Population Size:  
25,686

Values:

Student  
Youth Risk

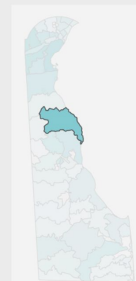
Low Student Performance and Low Youth Risk Behavior

Low Student Performance and High Youth Risk Behavior

Scale

Student  
Performance

Youth Risk Behavior



# QUESTIONS

Give us your feedback and help Delaware improve our services.

Visit [www.de.gov/fsccl](http://www.de.gov/fsccl)  
for more information and to submit ideas.



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# THANK YOU

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