

## **COLLIN CLEMENT (FATHER) INTERVIEW**

### **REVIEWER**

Thank you for taking the time to talk with me today and for letting me come to your home for this interview, Mr. Clement. I know you were given some information about this case review process, but just as a reminder, what we are doing is conducting a review of the services provided to children and families by the Department of Youth and Family Services (the Department). The goal of the review is to provide feedback to the Department about how it can make improvements in its system so that children and families have the best outcomes. I'm here to ask you about the kinds of services you received while your case was open, so April 1, 2011 through January 4, 2012, when your case was closed. I want to talk about what your experiences were as you worked with the agency. The information you share with me is confidential and will not be shared with your caseworker, so it will not have any impact on your case. I want to encourage you to be open and honest with me as I ask you questions because your feedback is a very important part of this review process. I understand that some of these questions or topics may be difficult to talk about, so please feel free to respond in whatever way you are most comfortable with, and, if you prefer not to answer a question, just let me know. I also wanted to mention that I will be taking notes during our interview. Before we begin, do you have any questions about the interview or the review process?

### **COLLIN CLEMENT**

Mr. Riggs explained this to me when he called and told me about the review, so I don't have any questions. He asked me about meeting with David as well. I told him that I did not mind that, but would prefer the interview to take place at our home. My son has been through so much, and things are finally back in order with our family.

### **REVIEWER**

Sure, I understand. Well, let's get started. Can you tell me why you believed the Department was involved with your family?

### **COLLIN CLEMENT**

Sure, the hospital called the Department to report that I injured my child. They called the police and everything. I'm a single father, and I work hard to support my son. Yeah, I used to yell and whack him from time to time when he wouldn't listen to me. That time, I just lost complete control of the situation and really hurt him. But I didn't mean to.

### **REVIEWER**

When the Department first contacted you, did it explain the reason for its involvement and why it decided to remove David from your custody?

### **COLLIN CLEMENT**

The worker said that I was reported for physical abuse and medical neglect. He also explained that the Department had the right to conduct an investigation to determine if David was in an unsafe household. Like I said before, I didn't mean to hurt my child. As for medical neglect, I thought that I did the right thing when I brought him to the Emergency Room to check out his arm. The worker told me that my story didn't add up with what the doctor told him. They took some x-rays and said that there was no way David's broken arm came from falling. The worker

and policer officer said that David could not go home with me to make sure that he would be “safe.”

**REVIEWER**

What did the worker tell you about risk and safety concerns they identified?

**COLLIN CLEMENT**

Well, David’s x-ray results did not quite match up with the story I told the doctor and worker. I felt like I was in a bad position whether I told the truth or not. I was so upset and did not have much more to share with the worker once he told me that David could not stay with me. Unfortunately, I did not have any help with David at home. He can be a handful. My wife and I are separated, and she did not play an active role in David’s life. David and I live with my mom, who is in her 50s and has several medical issues. She was not in a position to help out with David.

**REVIEWER**

Were services offered to your family to keep your child safe in your home?

**COLLIN CLEMENT**

I think the worker attempted to talk with me about services and what I had to, but I was still so mad at that point about everything that was happening. I guess it was mainly because I was scared and feeling guilty about what I’d done. I told the worker I didn’t want anything they had to offer at that point. He wanted to sit and talk and have me sign some form, but I refused that, too. I’m not proud of how I acted.

**REVIEWER**

In terms of safety, did you have any concerns about the safety of your son while he was in foster care?

**COLLIN CLEMENT**

Initially, my son was placed with my sister and brother-in-law. I was relieved that he was placed with family, and people who loved him. As I mentioned earlier, David can be difficult to manage, and my brother-in-law and sister could not handle him along with their twin toddlers. David was placed in a second foster care home with a nice couple named Mr. and Mrs. Thompson. David never told me about any concerns he had with the Thompsons.

**REVIEWER**

Thanks for that information; it helps me better understand your case. I’d like to move on to a different area and talk about the permanency goals for David when he was first removed from your care. Can you tell me what permanency goal was set for your child? Did David have more than one permanency goal established?

**COLLIN CLEMENT**

Yes, the goal was reunification. There was just one goal. The plan was always to have David return to me. I thought it was the most appropriate goal for my son. It was hard to be away from him. Mr. Riggs was very helpful in explaining the entire process to me during our case planning meetings. We met several times to make sure that we were all on the same page in terms of David coming home.

**REVIEWER**

Please tell me what the Department or the court did to try to ensure that David achieved the goal of reunification.

**COLLIN CLEMENT**

Mr. Riggs met with me and Jennifer to go over our foster care plan for David. This plan laid out everything we needed to work on to get David back as soon as possible. It was an official plan that we had to sign in court. It was very detailed with steps to move us through the system and get David out of care. We reviewed this plan with Mr. Riggs before each court hearing to make sure that things were on track. The plan was court ordered, so I did not mess around.

**REVIEWER**

Now, I would like to ask you some questions about your visits with David while he was in care. How often did you and David have visits?

**COLLIN CLEMENT**

We had weekly visits while David was in foster care. I took advantage of every opportunity to be with him. I would have loved more frequent visits when David first came into foster care, but with my work schedule and therapy, weekly visits were pretty much the best we could do. I think there were some weeks where I saw him more than once, but it was hard to make that happen regularly. But then, I also went to a great parent coaching program with David on a weekly basis. Those sessions let us spend some quality time together. Fortunately, the Department extended visitation to include overnights during the holidays. It was perfect timing because those overnights took place right before David returned home.

**REVIEWER**

Where did visits take place with your son?

**COLLIN CLEMENT**

Our visits occurred at the Department, my parent coaching sessions, baseball games, and even extended overnight visits at my mother's house. I felt that all my visits were time well spent with my son. We bonded on many levels, and it was great to hang out with David.

**REVIEWER**

Did you ever have supervised visits? If so, do you remember how and why?

**COLLIN CLEMENT**

Mr. Stout supervised a visit the day after David was taken from me. The CPS investigation was underway, and emotions were still pretty high. Overall, that particular visit went okay. I was happy to see my son. For the first month or so, we had supervised visits. I think I had to prove to the Department that I was not going to hurt my kid and show some remorse for what I did to him.

**REVIEWER**

Is there anything that would have made visits better for you and David?

**COLLIN CLEMENT**

No, I don't think so. I saw my son weekly, and I thanked Mr. Riggs for setting up those visits.

**REVIEWER**

What did the Department do to make sure that David stayed connected with friends and family?

**COLLIN CLEMENT**

David and my mother have a close relationship, and he maintained contact with her and got to see her while he was in care. David's mother is going through her own issues with depression, but David got to see her from time to time.

**REVIEWER**

I see that David is in elementary school. How were those connections maintained?

**COLLIN CLEMENT**

It was a good thing that David stayed at his school. He was happy that he could still go to Madison Elementary School with all his friends. While his house changed, his school and friends didn't.

**REVIEWER**

If your son is a member or eligible for membership in an Indian Tribe, then the Department has additional requirements to follow. Does your son have Native American heritage?

**COLLIN CLEMENT**

I do remember a time when the worker asked if David was Native American. No, we are not Native American.

**REVIEWER**

Earlier you mentioned that David was placed with paternal relatives. How did the Department identify your sister and brother-in-law as a possible placement?

**COLLIN CLEMENT**

Well, when the policer officer and worker decided to take David into custody, I was asked if there were any relatives that David could stay with. I even provided Jennifer's contact information to Mr. Stout. I think Mr. Stout had to run some quick background checks before David went to their house. I was glad that my sister agreed to take David instead his mother, because you never know what state of mind she may be in.

**REVIEWER**

What kinds of things were put in place to support and strengthen your relationship with David?

**COLLIN CLEMENT**

The worker kept me in the loop with most of David's major activities while he was in care. For example, David joined a baseball team over the summer, and I got a chance to attend a few games along with foster parents, Mr. and Mrs. Thompson. I felt very proud to see my son on a team and make great plays out on the field.

I also attended several parent coaching sessions with David. I learned a lot about myself and, more important, how to interact with my son and manage his behavior without physical discipline.

**REVIEWER**

Can you tell me more about your interactions with David's foster parents?

**COLLIN CLEMENT**

David was not with my brother-in-law and sister very long, but while he was there, I spoke to them a few times. Towards the end of David's stay at their house, I did not hear from them a lot. I think David was really getting on their nerves, and they could not handle his behavior.

Mr. and Mrs. Thompson were very nice to me. They kept me up to date with David's baseball schedule. We were in touch with each other all the time when I was allowed to take David on unsupervised visits.

**REVIEWER**

Let's talk more about David. Do you know if his needs were assessed, and what needs were identified?

**COLLIN CLEMENT**

The Department looked into David's behavioral issues, and he was diagnosed with ADHD. David went to therapy and was placed on medication to help him calm down and focus. I think they got it right because I knew that my son had a hard time paying attention to adults.

**REVIEWER**

How did therapy and medication improve David's behavior?

**COLLIN CLEMENT**

He's a different kid now and gets along better with everyone, including me. The therapy allowed him to talk to someone neutral. David is doing better in school; he sits and finishes his work as assigned. Overall, I have seen a big improvement in his behavior.

**REVIEWER**

Let's talk a little bit about you now. Did the worker ever ask you about your family background, questions about your history and childhood, to get to know you better?

**COLLIN CLEMENT**

Yes, the worker asked me about my background, and I told him that I grew up in a single-parent home and never wanted that for my kid. My wife and I have an estranged marriage, because Jennifer has dealt with episodes of depression since David was born. So, I have carried the weight of the world on my back since Day One. My mom is old and sick, so I also help her with bills and transportation to various medical appointments.

**REVIEWER**

OK. You have mentioned that you received parent coaching services. Can you tell me more about that and what you felt that service did for you?

**COLLIN CLEMENT**

The parent coaching service was awesome. David also joined me after he attended a few individual sessions his therapist. Coach Blea was the best. He worked with me on handling David's behavior and defusing toxic situations. Coach Blea would record our sessions to use as teachable moments. I was stressed to the max when we started that program, but later learned how to cope with those feelings. We successfully completed the program in December.

**REVIEWER**

Did the caseworker offer other services to help with your stress?

**COLLIN CLEMENT**

Mr. Riggs did. I was referred for short-term therapy to work on my issues. He also gave me information to connect my mom with Medicare services, Meals on Wheels, and the Senior Center. That was a big help and lifted a ton off my shoulders. It gave me a few extra minutes to get out of the house and exercise a bit at the park.

**REVIEWER**

I see that you attended a family team meeting, and a case plan was developed. Can you talk with me about what that was like?

**COLLIN CLEMENT**

Shortly after David was taken from me, the worker scheduled a meeting at his office. My family attended the meeting as well as my in-laws. It was nice to have that much support there for my son. The worker explained why David was removed, and we talked about what it would take for the court to return David to me. We also did the case plan during that meeting.

**REVIEWER**

During the family team meeting, did you get a chance to ask questions, give them additional information, or make suggestions?

**COLLIN CLEMENT**

It was a lot to take in, so I did not really ask a lot of questions. I was still upset about the entire situation, so I thought it was best to remain quiet and agree to what the worker suggested. Once the plan was developed, we met with the workers to make sure we were all on the same page in terms of progress. Those meetings happened a few days before a court hearing.

**REVIEWER**

Can you talk a little bit more about what you mean when you say you met with the workers to be sure you were all on the same page? What did you talk about with them?

**COLLIN CLEMENT**

All kinds of stuff, really. I mean, we talked about the services they wanted to offer me and David and how they'd be scheduled. You know, like my parent coaching classes. We talked about how often we'd visit and what kinds of things we'd during visits. Oh, and what kinds of things would need to happen before David came home. I'll be honest—I was still sort of mad about everything when all that was going on, but I liked that they actually gave me a chance to speak my mind and weigh in on what was being made part of the plan. It felt like they actually respected me, even though they'd just taken my son. If that makes sense.

**REVIEWER**

Thank you, it is really helpful for me to understand your point of view. I'd like to move to a different area and talk about your visits with your caseworker, Mr. Riggs. How often did Mr. Riggs visit with you?

**COLLIN CLEMENT**

It seems like Mr. Riggs came over a lot, but I also saw him at the Department during our supervised visits. We also had ongoing conversations about things I needed to work on to get David back home. He would review the plan to ensure that things were moving smoothly for me.

**REVIEWER**

During the time your case was open, how often did Mr. Riggs visit with David?

**COLLIN CLEMENT**

I know that Mr. Riggs spent a lot of time with David. David seemed to be pretty comfortable around him. Mr. Riggs took David to appointments and to and from the foster parents' home and visits.

**REVIEWER**

While David was in care, did you have any concerns about his education?

**COLLIN CLEMENT**

I wondered if David's behavior should have been addressed at school because his teachers often made comments about David's short attention span. I mentioned this to Mr. Riggs back in April 2011, and he requested that the school assess David, but I am not sure what happened since that conversation.

**REVIEWER**

Did the agency offer to help you with monitoring or supporting David in school?

**COLLIN CLEMENT**

No, not really. When David and I were together, I would ask about school, homework, and things like that.

**REVIEWER**

And I saw that there was mention of David needing some dental work. Can you tell me about a dental appointment David needed?

**COLLIN CLEMENT**

The school sent a note home that David need to have a dental exam, but I was so busy and forgot to schedule one for him.

**REVIEWER**

Do you know if he went to the dentist while in foster care?

**COLLIN CLEMENT**

No, I don't know that answer.

**REVIEWER**

Did you have any concerns about David's mental health while he was in foster care?

**COLLIN CLEMENT**

Yes, I was concerned about his behavioral issues. His behavior made it difficult for anyone to be around him. I believe David going to the Thompsons' home triggered an assessment. Recommendations suggested that David attend individual counselling sessions and take Ritalin to improve his concentration.

**REVIEWER**

I think that covers all the questions I had. Is there anything else you would like me to know about your experience?

**COLLIN CLEMENT**

I appreciated the help that Mr. Riggs and Coach Blea gave me and my son. The Department looked past my flaws and gave me a second chance

**REVIEWER**

I want to thank you, Mr. Clement, for your time, the information you've provided, and welcoming me into your home. Hearing from the families receiving the services is really important and helps the Department to improve the quality of services being provided to children and families here in Mock State.

## **JENNIFER CLEMENT (MOTHER) INTERVIEW**

### **REVIEWER**

Thank you for taking the time to talk with me today and for letting me come to your home for this interview, Ms. Clement. I know you were given some information about this case review process, but, just as a reminder, what we are doing is conducting a review of the services provided to children and families by the Mock State Department of Youth and Family Services. The goal of the review is to provide feedback to the Department about how it can make improvements in its system so that children and families have the best outcomes. I'm here to ask you about the kinds of services you received while your case was open, so April 4, 2011 through January 4, 2012, when your case was closed. I want to talk about what your experiences were as you worked with the agency. The information you share with me is confidential and will not be shared with your caseworker, so it will not have any impact on your case. I want to encourage you to be open and honest with me as I ask you questions because your feedback is a very important part of this review process. I understand that some of these questions or topics may be difficult to talk about, so please feel free to respond in whatever way you are most comfortable with, and, if you prefer not to answer a question, just let me know. I also wanted to mention that I will be taking notes during our interview. Before we begin, do you have any questions about the interview or the review process?

### **JENNIFER CLEMENT**

Mr. Riggs explained this to me when he called and told me about the review, so, I don't have any questions.

### **REVIEWER**

Well, let's get started. Can you tell me why you believe the Department was involved with your family?

### **JENNIFER CLEMENT**

A CPS report was filed on Collin for breaking David's arm. I learned that Collin took David to the Emergency Room because his arm looked awful.

### **REVIEWER**

When the Department first contacted you, did it explain the reason for its involvement and why it decided to remove David from his father?

### **JENNIFER CLEMENT**

I spoke to the investigator several days after the incident, and he told me that David suffered a bad break that required surgery. The investigator explained that Collin's story was inconsistent with the doctor's examination and x-ray results. David was removed because there was no adult in the home to keep David safe.

### **REVIEWER**

What did the worker tell you about risk and safety concerns they identified?

### **JENNIFER CLEMENT**

He explained that David could not be left alone with his father because of the type of injury he got, and his father showed no remorse. Collin wouldn't take responsibility for his actions.

**REVIEWER**

Did you talk to the investigator from the Department when your son was in the ER? If so, can you tell me what you remember about the conversation you had?

**JENNIFER CLEMENT**

No, I didn't talk to the investigator until several days later. He said that he called my cell phone, but it rang, and the voicemail never picked up.

**REVIEWER**

Did the investigator ask you any questions about the situation?

**JENNIFER CLEMENT**

He wanted to know about if Collin and I were married, what were the living arrangements, and my involvement with raising David. He asked me when was the last time I saw David. He also asked me about child support.

**REVIEWER**

In terms of safety, did you have any concerns about the safety of your son while he was in foster care?

**JENNIFER CLEMENT**

No, I didn't have any concerns about David's safety. The investigator kept a good record of David's safety.

**REVIEWER**

Next, I'd like to move on to a different area and talk about the permanency goals for David when he first came into foster care. Can you tell me what permanency goal was set for your child?

**JENNIFER CLEMENT**

David's goal was reunification—and that was with his father. It was best for David to return to his father because I don't have my own a home and am not in the position to solely care for David.

**REVIEWER**

Please tell me what the Department or the court did to try to ensure that David achieved the goal of reunification.

**JENNIFER CLEMENT**

We had meetings to discuss our foster care plan for David. David's caseworker was very good in scheduling this meeting before court hearings so we're all aware of progress, what the judge would be looking at, and what the Department would be recommending.

**REVIEWER**

Now, I would like to ask you some questions about your visits with David while he was in care. How often did you and David have visits?

**JENNIFER CLEMENT**

I didn't see my son as often as I wanted to. I nearly missed all scheduled appointments due to problems with transportation, or sometime things just seemed to be so overwhelming—that was mainly because of my depression. Sometime it was just really hard for me to get it together to come see my son.

**REVIEWER**

Did the caseworker offer to assist you with this?

**JENNIFER CLEMENT**

Yes, Mr. Riggs offered me bus passes and offered to help because he really wanted me to visit my son. I suppose the best thing he did was get me into counseling so I could work on not being so depressed. See, I wanted to see my son, but had a difficult time making it to those visits.

**REVIEWER**

When you were able to make those visits with your son, where did they take place?

**JENNIFER CLEMENT**

We had a few at the Department.

**REVIEWER**

Did you ever have supervised visits? If so, do you remember how and why?

**JENNIFER CLEMENT**

Yes, all of my visits were supervised by Mr. Riggs. I'm not quite sure why they were supervised because I was not the reason why David was brought into foster care; I guess it was the rules.

**REVIEWER**

Is there anything that would have made visits better for you and David?

**JENNIFER CLEMENT**

No, I don't think so. I couldn't get myself together some days, to ride the bus and be happy for David.

**REVIEWER**

What did the Department do to make sure that David stayed connected with friends and family?

**JENNIFER CLEMENT**

My father and David stayed connected by phone and email. Mr. Riggs asked for contact information of family that was close to David. He told me that I could invite some of them to our visits once I kept up regular visits with David. Unfortunately, I fell through with my visits, and I didn't get a chance to invite family members to see David. As for David's friends, he maintained contact by way of school.

**REVIEWER**

If your son is a member or eligible for membership in an Indian Tribe, then the Department has additional requirements to follow. Does your son have Native American heritage?

**JENNIFER CLEMENT**

No, we're not Native American. I do remember the Department asking me the same question.

**REVIEWER**

Do you know if the Department identified potential relatives as a possible placement?

**JENNIFER CLEMENT**

The investigator searched for a few relatives. Collin ended up giving him his sister and brother-in-law's contact information, and they were approved as a placement for David. Shortly after David was placed with my in-laws, the investigator talked to my father about the possibility of being a placement, but Dad couldn't accept responsibility for taking care of David at the time. We gave my brother's information to the Department as well, but he is a fireman and spends very little time at home. He and David are close, so he would have loved to have been considered, but his job prevented him from being a placement.

**REVIEWER**

What kinds of things were put in place to support and strengthen your relationship with David?

**JENNIFER CLEMENT**

As I mentioned earlier, the Department set up visits with my son as soon as possible because I missed him terribly. I also attended individual counselling sessions to deal with my depression so I could be more attentive to my son. Overall, my therapist worked with me to improve my relationship with David.

**REVIEWER**

Can you tell me more about your interactions with David's foster parents?

**JENNIFER CLEMENT**

I didn't see his foster parents much. I saw them at court a few times, but I never had a chance to spend a lot of time with them. They were nice in the sense that I could call their cell phones to chat with David. They also let me have video calls with David. They would share brief updates about school and David's activities.

**REVIEWER**

Let's talk more about David. Do you know if his needs were assessed, and what needs were identified?

**JENNIFER CLEMENT**

Yes, I know that that David was assessed and diagnosed with ADHD. He's taking medication as well.

**REVIEWER**

How did therapy and medication improve David's behavior?

**JENNIFER CLEMENT**

Although I didn't spend much time with David while he was in care, his behavior definitely improved. He seemed to have more self-control of his actions and thoughts.

**REVIEWER**

Let's talk a little bit about you now. Did the worker ever ask you about your family background, questions about your history and childhood, to get to know you better?

**JENNIFER CLEMENT**

Yes, the worker and I talked about my past and current living situation with my parents and episodes of depression. I talked to him about previous tries with medication and counseling and how difficult it is to concentrate. We looked at my psych evaluation together. Staying on my meds has always been difficult for me.

**REVIEWER**

What recommendations did you all put in place?

**JENNIFER CLEMENT**

Well, the report recommended combination therapy: a new script, in-home monitoring, and ongoing counseling sessions. It's been a slow process, but I'm doing my best to follow those recommendations.

**REVIEWER**

I see that you attended a family team meeting, and a case plan was developed. Can you talk with me about what that was like?

**JENNIFER CLEMENT**

Sure, that particular meeting was hard. My father and brother attended that meeting with me. I received a lot of information during that meeting about David's situation, his arm, and what we had to do to get him back.

**REVIEWER**

During the family team meeting, did you get a chance to ask questions, give them additional information, or make suggestions?

**JENNIFER CLEMENT**

There were so many people at that meeting, but the worker kept checking in with me to see if I had any questions or concerns.

**REVIEWER**

Thank you, it is really helpful for me to understand your point of view. I'd like to move to a different area and talk about your visits with your caseworker, Mr. Riggs. How often did Mr. Riggs visit with you?

**JENNIFER CLEMENT**

Mr. Riggs met with me a few times, maybe three or four. He tried to meet with me a lot more than that, but there was always some reason or another I couldn't make it. It was just hard for me. Like I said, my depression sometimes makes everything seem so overwhelming. We played a lot of phone tag, I guess.

**REVIEWER**

During the time your case was open, how often did Mr. Riggs visit with David?

**JENNIFER CLEMENT**

Mr. Riggs met with David on a regular basis to check on his progress at the Thompsons', school, counseling, and other activities.

**REVIEWER**

While David was in care, did you have any concerns about his education?

**JENNIFER CLEMENT**

David had concentration issues like me, but I didn't raise any concerns with Mr. Riggs.

**REVIEWER**

Did the agency offer to help you with monitoring or supporting David in school?

**JENNIFER CLEMENT**

Well, I remember Mr. Riggs called me one time about coming to back-to-school night or something like that, but I couldn't go. I don't remember why.

**REVIEWER**

And I saw that there was mention of David needing some dental work. Can you tell me about a dental appointment David needed?

**JENNIFER CLEMENT**

I'm sorry; his father would be the better person to answer that question.

**REVIEWER**

Do you know if he went to the dentist while in foster care?

**JENNIFER CLEMENT**

No, I don't know.

**REVIEWER**

Did you have any concerns about David's mental health while he was in foster care?

**JENNIFER CLEMENT**

Yes, I had my concerns because I know mental health issues run in my family. But David seems to be doing well with therapy and his medication.

**REVIEWER**

I think that covers all the questions I had. Is there anything else you would like me to know about your experience?

**JENNIFER CLEMENT**

No, I don't have anything else to add.

## **REVIEWER**

I want to thank you, Ms. Clement, for your time, the information you've provided, and welcoming me into your home. Hearing from the families receiving the services is really important and helps the Department to improve the quality of services being provided to children and families here in Mock State.

**MARK WRIGHT (RELATIVE FOSTER CARE PARENT) INTERVIEW  
REVIEWER**

Thank you for taking the time to talk with me today. We are conducting a review of the services provided to children and families by the Department of Youth and Family Services (the Department). The goal of the review is to provide feedback to the Department about how it can make improvements in its system so that children and families have the best outcomes. I'm here to ask you about the kinds of services that you and your foster child received between April 1, 2011 – January 4, 2012 and what your experiences were like as you worked with the agency. The information you share with me is confidential and will not be shared with your caseworker, so it will not have any impact on the case. I want to encourage you to be open and honest with me as I ask you questions because your feedback is a very important part of this review process. Before we begin, do you have any questions about the interview or the review process?

**MARK WRIGHT**

No, I do not have any questions about the interview or review process. Thank you.

**REVIEWER**

Ok, great, let's get started. Mr. Wright, how did you and your wife get involved with David's case?

**MARK WRIGHT**

On, April 4, we received a call from Mr. Stout stating that the Department was looking for possible relatives to place David with instead of going to a foster home. Even though we are really busy, we did not want to see David tossed around from home to home and agreed to let Mr. Stout bring David to our home. We told him that we had no formal training as foster parents, but David was family, and we wanted to help as much as possible.

**REVIEWER**

Did Mr. Stout explain why David was being removed from his father?

**MARK WRIGHT**

Yes, he explained that there had been a CPS report filed, and David had sustained serious injuries that required him to be placed outside of his home. Mr. Stout said that David had a broken arm, which needed surgery and several follow-up medical appointments. Physical abuse and medical neglect allegations were made against David's father, who is also my brother-in-law. Mr. Stout told me that David's mother could not be reached, and Collin gave him our contact information hoping that David could be placed with us. My wife also gave Mr. Stout the name of David's maternal uncle as a possible resource.

**REVIEWER**

I see in the case file that a placement worker, Mr. Rogers, came out to visit prior to Mr. Stout bringing over David. Please tell me what the placement worker discussed with you.

**MARK WRIGHT**

Well, that was a fairly brief visit with the Mr. Rogers. He looked at our home, including the extra bedroom where David slept while he was here. He also met our twin 3-year-olds. He gave my wife and me reference forms to fill out and explained that we would have to complete a couple

of foster care parent classes and get updated physicals since ours were over a year old. At that point, we were considered provisional foster parents. He told us that Mr. Stout would follow up with us and provide additional details about those classes.

**REVIEWER**

Once David was placed with you, did you have any concerns about his safety?

**MARK WRIGHT**

No, we did not have any concerns about David's safety. Mr. Stout or Mr. Riggs supervised David's visits with his father. We always let the worker know when Collin wanted to attend one of David's medical appointments.

**REVIEWER**

How many appointments did David have during the time he was with you and your wife?

**MARK WRIGHT**

David had several back-to-back appointments during the 3-week period that he stayed with us. We had to adjust our schedules to get him to all of those appointments, including his surgery. It was very difficult because our twins also had asthma appointments that we could not miss. We found ourselves running all over town to get to those appointments.

It was a lot going on and to add David's appointments just became so overwhelming for us. We brought this to Mr. Stout's attention and asked for some help with transportation to medical appointments for David.

**REVIEWER**

Did the worker provide any support with transportation?

**MARK WRIGHT**

No, support was not immediately put in place for us. By the time support was in place, we struggled to adjust our calendars to take David to his appointments. Honestly, we were over our heads at the point. It caused a huge strain on our work schedules and routine for the twins.

**REVIEWER**

We saw in the case notes that David was prescribed pain medication right before he was placed with you. Did Mr. Stout talk with you about that at all and how to monitor its administration?

**MARK WRIGHT**

Yeah, he described what it was and what side effects to look out for and let us know how to handle giving it to David. He asked us about it when we talked. There weren't any problems, and it seemed to really help David with the pain.

**REVIEWER**

Did the worker provide information about foster parent classes?

**MARK WRIGHT**

No, Mr. Stout did not provide us with information about foster parent classes. Honestly, it would have been difficult for us to attend those classes because we had to do so much on our plate with David.

**REVIEWER**

Please explain what you mean by having so much on your plate with David.

**MARK WRIGHT**

Well we love our nephew; however, we did not realize that he would be such a handful to manage. David was very rambunctious around the twins. It felt like we had three toddlers in the house because we had to keep asking David to finish what we told him to do. David was rude and embarrassed me once during his appointment with the doctor, and that's when my wife and I decided that we could no longer keep David in our home. It was a tough decision, but I called his new caseworker, Mr. Riggs, and asked him to move David at his earliest convenience.

**REVIEWER**

What kinds of needs do you think David had while he was placed in your home and in what ways do you think the Department met those needs?

**MARK WRIGHT**

That is a tough question to answer because, on one hand, I know that David's medical needs were a priority, and the Department really focused on meeting those needs and ensuring he got the medical treatment he needed. However, on the other hand, I think the Department could have looked into David's behavioral issues.

**REVIEWER**

Did you speak with the worker about David's behavior? Can you tell us what the investigator shared with you and your wife?

**MARK WRIGHT**

Well, he did not say much about David's behavior to us. We knew Collin constantly yelled at David for misbehaving, but we had no idea that his behavior would be difficult to handle. It was made even more challenging given that we have our twins; the girls are toddlers.

**REVIEWER**

You mentioned earlier that you asked for assistance with transportation. Did the worker ever talk with you about other types of assistance and support you might have needed to keep David in your home?

**MARK WRIGHT**

No, not really. We did not want to see David separated from family, so we welcomed him into our home without hesitation and without really stopping to think about what it might take. Unfortunately, the agency waited too late to offer us assistance, and we could no longer keep him in our home. It was a difficult decision, but we had reached our limit.

**REVIEWER**

Mr. Wright, you've provided me with a lot of very useful information, so thank you for that. Is there anything else about the case that you think is important for me to know as I complete my review?

**MARK WRIGHT**

My wife and I wished that we were better prepared to care for David in our home and felt bad that we could no longer keep him. However, we were pleased that David and his father were reunited in January.

**REVIEWER**

Thank you for your time and involvement in this process.

## **DANIEL THOMPSON (FOSTER CARE PARENT) INTERVIEW**

### **REVIEWER**

Thank you for taking the time to talk with me today. We are conducting a review of the services provided to children and families by the Department of Youth and Family Services (the Department). The goal of the review is to provide feedback to the Department about how it can make improvements in its system so that children and families have the best outcomes. I'm here to ask you about the kinds of services you and your foster child received during April 1, 2011 – January 4, 2012 and what your experiences were like as you worked with the agency. The information you share with me is confidential and will not be shared with your caseworker, so it will not have any impact on the case. I want to encourage you to be open and honest with me as I ask you questions because your feedback is a very important part of this review process. Before we begin, do you have any questions about the interview or the review process?

### **DANIEL THOMPSON**

No, I do not have any questions about the interview or review process. Thank you.

### **REVIEWER**

Ok, great, let's get started. Mr. Thompson, please tell me how long David stayed with you and your wife.

### **DANIEL THOMPSON**

David was placed in our home on April 25, 2011, and stayed until January 4, 2012. He remained with us during 8 out of the 9 months he spent in foster care.

### **REVIEWER**

Did you ever have any concerns about David's safety during visits with his birth parents or other relatives?

### **DANIEL THOMPSON**

No, we did not have any concerns. David's visits with his father were supervised by Mr. Riggs and eventually unsupervised to include overnight visits. There were no safety concerns about visitation with his mother because they were at the Department.

### **REVIEWER**

During the period under review, did David have to be removed from your home?

### **DANIEL THOMPSON**

As I mentioned earlier, we were fortunate to have David in our home during the length of time he remained in care. Mr. Riggs gave us background information on David, so we knew that David had been with relatives prior to coming to our house.

### **REVIEWER**

Did the caseworker discuss David's permanency goal of reunification with you and your wife? If so, what was shared by the caseworker?

**DANIEL THOMPSON**

Mr. Riggs was clear about David's permanency goal of reunification. He explained that there were a number of things that David's father would need to work on to achieve that goal. We were highly supportive of him and had faith that David would be returned to his father one day.

**REVIEWER**

Please tell me what the Department did to ensure that David achieved his goal of reunification with his father?

**DANIEL THOMPSON**

Mr. Riggs and David's parents created case plans that were submitted to the court for review. Case plans were developed with both parents. Mr. Riggs met with David's parents to make sure progress was being made towards reunification or to see if adjustments were needed with the services they got. Mr. Riggs often checked in with us for updates on David, especially updates related to his behavior. He used our updates for his reports to the court. We believe that the Department worked hard to return David to his father in 9 months.

**REVIEWER**

Let's talk about David's visitation with his parents. What kinds of arrangements did the Department make for David and his parents?

**DANIEL THOMPSON**

Mr. Riggs shared David's visitation plan with us. We made sure that David was available for all visits. David met with his father weekly. Their visits started as supervised at the Department, and, before we knew it, David and his father had several unsupervised visits. David saw his mother less than his father. His mother missed lots of their scheduled visits. David missed his mother and said that he wanted to see her more. We learned that Mr. Riggs gave his mother bus passes to fix transportation issues, but she seemed to still have issues with making those visits with her son. We let David talk to his mother on our cell phone. He really liked using the video chat to talk with her.

**REVIEWER**

Can you tell me what efforts were made to continue David's connection to family and friends?

**DANIEL THOMPSON**

Sure, we live about 10 minutes from David's elementary school where he went before he came into care. Mr. Riggs introduced us to David's teacher and school counselor in the very beginning. David remained in his same class and kept his friends. We supported his friendships and did our best to help David stay in contact with his friends.

During the time that he was in our home, Mr. Riggs told us that he would set up visits with David's maternal uncle and paternal grandmother. David was very fond of both relatives. But I can only remember one visit that he scheduled during the early months that David was with us, and that was with his mom and uncle. In fact, I don't think there were any visits with his grandmother at all until right before David started having extended visits with his father.

**REVIEWER**

Aside from David's scheduled visits with his parents, did he participate in other activities with them?

**DANIEL THOMPSON**

Well, I can't say that David and his mother met outside of scheduled visits; however, he spent a considerable amount of time with his father during their parent coaching sessions. My wife and I thought that David gained so much out of those sessions with his father and truly bonded with him. Mr. Clement appeared less intense about parenting and learned better ways to cope with his son's behavior.

David joined a local baseball team this past summer, and his father attended several games. David said that he was happy that his father got a chance to see him play baseball.

**REVIEWER**

Now, let's talk about David's needs. What kind of assessments and services did he receive while at your home?

**DANIEL THOMPSON**

David was scheduled for a behavioral health assessment soon after he was placed in our home. Following his assessment, David was diagnosed with ADHD. Town Center Psychiatric Associates (TCPA) recommended counseling and prescribed medication, Quillivant XR, to help David focus and pay attention. Mr. Riggs shared David's assessment report with us. We attended a few sessions with David and reported information back to Mr. Riggs. We also administered his medication. We were asked to keep a journal noting David's behavior, appetite, mood, and sleep, but Mr. Riggs rarely asked us to share our journal entries with him. I think he was so busy checking in on other things that the journal fell through the crack because David responded well to the medication. We also informed David's teacher of his medication and asked her to let us know if she observed any differences.

**REVIEWER**

Did you and your wife have any specific needs related to your ability to care for David in your home?

**DANIEL THOMPSON**

Mr. Riggs was very responsive to our needs. We talked with him either by phone or in person on a regular basis. As I mentioned, David had lots of appointments—physical therapy, counseling, and visitation. Mr. Riggs recognized this early on and scheduled transportation support for us, which was a huge help in maintaining our daily routines.

We received lots of helpful behavioral management resources from David's counselor, which helped us handle issues as they came about.

**REVIEWER**

How often did the caseworker talk to David about his case plan, and what were those conversations like?

**DANIEL THOMPSON**

Mr. Riggs explained to David that the Department and his parents were working on getting him back home to his father. He would share updates, particularly his father's progress towards his goal of reunification. These conversations would occur at least once a month between Mr. Riggs and David.

**REVIEWER**

How often did Mr. Riggs visit David? Can you describe what kinds of visits they had?

**DANIEL THOMPSON**

Mr. Riggs visited David at least twice a month in our home, at the Department or at his school. If the visit was in our home, normally Mr. Riggs would visit with everyone together, then he would visit with David alone in his room. The visits appeared to be good for David, and he would often tell us that they talked about school, sports, visitation, and counseling.

**REVIEWER**

Did you ever have any concerns about David's educational needs during the time he was in your care?

**DANIEL THOMPSON**

We were kept abreast of David's grades and progress reports. We developed a good rapport with his teacher and guidance school counselor. David had a history of having behavioral issues at school, but his grades did not suffer too badly. He was an average student. We were told that David's educational needs were assessed, but we do not know if services were offered and provided. David's teacher reported to us that she saw an improvement in David's ability to concentrate and complete assignments on time after he was prescribed Quillivant.

**REVIEWER**

Were there any concerns about David's physical or dental needs?

**DANIEL THOMPSON**

Mr. Riggs told us that David's physical health exam was current and provided us with a copy of his immunization record. However, the Department did not schedule routine dental exams for David while he was placed with us.

**REVIEWER**

Several times you during our interview, you mentioned that David was prescribed a medication called Quilliant XR. Do you know what kind of monitoring was set up to determine the effectiveness of this medication?

**DANIEL THOMPSON**

The Department did not develop a formal monitoring plan to review David's medication. My wife and I kept a journal of David's response to his medicine and shared that information with Mr. Riggs and staff at TCPA. My wife and I had ongoing conversations with Mr. Riggs about David's improved behavior while on the medication, and that was it. Since the original dosage appeared to work, TCPA prescribed a Quilliant XR patch. David stayed on the patch during his time in foster care.

**REVIEWER**

Well, Mr. Thompson, you've provided me with a lot of very useful information, so thank you for that. Is there anything else about the case that you think is important for me to know as I complete my review?

**DANIEL THOMPSON**

Please note that David is a resilient kid, and we thoroughly enjoyed having him in our home. We hope that we made a difference in his life. Thanks for the opportunity to interview me.

**REVIEWER**

Thank you for your time and involvement in this process. We hope the review findings will be useful for you as you consider how the Department can keep improving the quality of services being provided to children and families here in Mock State.

## **TIMOTHY RIGGS (CASEWORKER) INTERVIEW**

### **REVIEWER**

I'd like to confirm the key case participants and their roles and make sure I didn't miss any other people who may have been involved with the care of the children or others who were living in the family home during the period under review. Jennifer Clement is the mother. Collin Clement is the father. David Clement is the target child, and Maria and Daniel Thompson are the foster care parents. Is that all correct?

### **TIMOTHY RIGGS**

Yes, that is correct.

### **REVIEWER**

OK, great. Before I ask you some specific questions about the case, can you provide me with a quick summary of why the Department was involved with this family?

### **TIMOTHY RIGGS**

Sure, basically it came in as a physical abuse and medical neglect case—the father brought his son David into the emergency room with a broken arm with older swelling and bruising. Law enforcement was onsite. The father stated that on the previous day, cousins were visiting. David fell and broke his arm. Examination and x-rays revealed that David's arm was broken, but the break appeared inconsistent with a fall. An investigation was initiated. The father refused services to prevent a removal. Mr. Stout, the investigator, had attempted to locate David's mother, Jennifer Clement, but was unsuccessful. David was placed with relatives, the Wrights. The report was substantiated abuse and medical neglect. David was successfully reunited with his father in 9 months.

### **REVIEWER**

Thanks for that summary. As you know, I'm reviewing the case file as part of this review process, but would appreciate if you can provide additional details about some specific practice areas. I'd like to talk about risk and safety assessments during the period under review. So, it looks like the initial assessments of risk and safety were done by the investigator, Mr. Stout. Did you both discuss those findings when the case was transferred to you?

### **TIMOTHY RIGGS**

Yes, we had a case transfer meeting, and he explained that the specific safety concerns were physical abuse and medical neglect. David was deemed unsafe, so removal was a critical intervention. The initial risk assessment showed high risk.

### **REVIEWER**

Based on the case record documentation, it appears that the mother was the non-custodial parent and not at the hospital when the case was initiated. What efforts were made to locate contact the mother as a potential placement resource?

### **TIMOTHY RIGGS**

During an interview with the father, he gave Mr. Stout the mother's cell phone number, and he called her. There was no answer, and the voicemail did not pick up. After several attempts, Mr. Stout finally talked to Ms. Clement and informed her of the family team meeting.

**REVIEWER**

OK, going back to the safety assessment and risk assessment, it looks like both assessments were documented. An initial safety assessment was conducted by the investigator at the end of April, and a second assessment was conducted 2 months later. Can you talk about the process of conducting those assessments?

**TIMOTHY RIGGS**

We conducted all of the formal and informal safety and risk assessments that were required during the investigation; before court, so we could gather the information to develop and recommend case plans; and prior to closing the case. Our observations of David's interactions with his parents during visits were incorporated into our safety and risk assessments. We also relied on feedback from service providers, such as the parenting coach, to inform our assessments. We would also informally assess David's safety in the foster homes during visits with David at the home. I'd review the results of these assessments with my supervisor and discussed them with both parents.

**REVIEWER**

OK, let's move into talking about the father's needs and services that were provided to him. How did the agency assess his needs or talk to him about services or case planning?

**TIMOTHY RIGGS**

Well, I met with Mr. Clement to discuss what he needed in order to address issues that resulted in the abuse and neglect of David. He mentioned that being a single-parent and caring for an ill parent caused a lot stress in his life. So, we agreed to assist with caretaking services for Mr. Clement's mother. Those services really seemed to alleviate stress for Mr. Clement. We also arranged for a psychosocial assessment for Mr. Clement.

**REVIEWER**

What needs were identified through the psychosocial assessment and what services were provided to Mr. Clements as a result?

**TIMOTHY RIGGS**

The assessment recommended short-term therapy as a precursor to the structured parent coaching program. The parenting coach was really the key in helping Mr. Clement address safety concerns. The parenting coach helped Mr. Clement develop practical strategies to manage David's behavior and to gain more enjoyment in parenting. Both father and son worked together with their parenting coach. It was an awesome program for them, and they clearly enjoyed time spent with their coach. As a result of completing this program, Mr. Clement demonstrated improved parenting skills and addressed safety concerns that we identified at time of removal.

**REVIEWER**

How did you monitor Mr. Clement's progress in the parent coaching program, and how did you determine whether the service was effective in addressing the safety concerns?

**TIMOTHY RIGGS**

I maintained weekly contact with Mr. Clement to see how much progress he was making. I also checked in with his parenting coach and attended a few sessions with Mr. Clement and David to observe what skills they were putting in place during visitation. Mr. Clement enjoyed the program so much that he became a mentor to other parents with similar experiences as his.

**REVIEWER**

I noticed that documentation noted that the mother had a history of depression. Can you talk to me about how you assessed that with Ms. Clement? Did you have any conversations with her about her general background and history?

**TIMOTHY RIGGS**

Yes, I met with Ms. Clement at her father's house. Mr. and Ms. Clement are still married, but have been separated for many years. Shortly after David's birth, Ms. Clement experienced an episode of postpartum depression that went untreated. She has tried therapy and various medications in the past. Things will move forward for a while, then she stops taking her meds and falls back into depression. She wants to be more involved with her son, but said that it is very difficult to even smile on a sunny day. Ms. Clement completed a psych evaluation during the period under review. I went over the evaluation and recommendations with her. Ms. Clement agreed to participate in an in-home monitoring program to ensure that she takes her new script and attends ongoing counseling sessions.

**REVIEWER**

What did the Department do to strengthen Ms. Clement's relationship with David while he was in care?

**TIMOTHY RIGGS**

The Department did a lot to improve Ms. Clement's relationship with her son. For example, I sat down with Ms. Clement and developed a visitation plan with her, but she missed all visits prior to June 1, 2011. I provided her with bus passes because she told me that transportation was an issue, and she still missed several scheduled visits. While Ms. Clements did not see David regularly, I encouraged her to talk to him by phone. The Thompsons allowed Ms. Clements to call their cell phones to talk to David. I also coordinated services with Town Center Psychiatric Associates (TCPA) for Ms. Clement. I explained that even though the Department will be focusing work to reunify David with his father, it is important to David, the Department, and the court that services be provided that will strengthen her ability to be a parent to David even though he does not live with her.

**REVIEWER**

What steps did you take to determine if David was of Native American Heritage?

**TIMOTHY RIGGS**

I asked David's father and mother when he first entered care. This question also was raised in court. In every instance, there was no evidence of Native American heritage for David.

**REVIEWER**

So now, let's talk about the Department's efforts to preserve connections with David's relatives. The case file indicates that David and his paternal grandmother had a close relationship. Please tell me what efforts were made to schedule visits between David and her or plans to talk regularly with his grandmother.

**TIMOTHY RIGGS**

David had a special bond with his grandmother and sporadically remained in contact with her by phone while he was in foster care. We were trying to balance his visitation with both parents and did not really schedule regular visits with his grandmother. However, David spent lots of time with his grandmother in December around the holidays because he had extended visits with his father.

A few relatives expressed an interest in visiting with David while he was in care. However, the agency could only focus on arranging visits with relatives that David had connections with prior to placement. David was close to his maternal uncle and wanted to see him on a regular basis, but we could only work in one visit with his uncle, along with his mother, in December.

**REVIEWER**

It appears that other relatives expressed an interest in maintaining contact with David. What efforts were made to preserve those connections?

**TIMOTHY RIGGS**

We had several maternal and paternal relatives attend the family team meeting in support of the family; however, visitation was not scheduled. David expressed an interest in seeing his family, but his medical appointments, counseling sessions, and visits with his father and mother took priority over other things.

**REVIEWER**

Alright, now I'd like to talk about how David's behavioral health needs were assessed and what kinds of services were provided.

**TIMOTHY RIGGS**

Sure, David was assessed and diagnosed with Attention Deficit Hyperactivity Disorder (ADHD). This diagnosis was consistent with his father's concern about managing David's behavior. Recommendations were made by TCPA to take a minimum dose medication regimen of Quillivant XR. David also attended individual counseling sessions before he joined his parent coaching program with his father.

**REVIEWER**

How was David's prescription monitored?

**TIMOTHY RIGGS**

David's behavioral report recommended close monitoring to establish whether the medication regimen were effective for him. David's foster parents were diligent in keeping a journal jotting down his behavior, appetite, mood, and sleep. We had a review appointment at TCPA on 5/17/2011. There were no issues with the medication, and TCPA prescribed a Quillivant XR patch for time-released dosage. We failed to put ongoing reviews at TCPA on the calendar; however, the foster parents maintained a journal and would have brought any concerns to me if David experienced any adverse reactions to the medication.

**REVIEWER**

Please tell me more about the ongoing reviews that did not get scheduled. What was their purpose?

**TIMOTHY RIGGS**

The ongoing review allows the Department to have a comprehensive review, evaluation, and consultation with physicians, treatment providers, parents, and caretakers with efforts to monitor and manage the child's psychotropic medication. These should have been scheduled, but were not while David was in foster care.

**REVIEWER**

What type of communication occurred between you and David's prescribing physician about monitoring his medication?

**TIMOTHY RIGGS**

David's foster parents, the Thompsons, were very helpful in sharing information discussed during his treatment sessions with the psychiatrist. I relied on their report and rarely followed up with his psychiatrist because his behavior improved so much as a result of the medication. In hindsight, I know that the lack of medication management was a huge oversight with this case.

**REVIEWER**

And what about the dental services for David? The school counselor noted that he needed a follow-up exam. Were those needs met?

**TIMOTHY RIGGS**

That appointment did not happen. David's dental appointment should have been made along with his physical and vision appointments.

**REVIEWER**

As for education needs, did David have an assessment completed? Were any educational services offered?

**TIMOTHY RIGGS**

David's educational needs were identified related to his ADHD diagnosis in that his inattentiveness, impulsivity, and hyperactivity all negatively affected his ability to be successful in school. The Department and the school both agreed that David needed an evaluation to determine whether he would benefit from an IEP, but there was no follow-up to schedule an evaluation because, soon after our conversation, David was diagnosed with ADHD, and services were provided. I think David's behavior improved once he started counseling and taking meds. So, unfortunately, the evaluation for an IEP got overlooked.

**REVIEWER**

How did you engage Mr. and Ms. Clement in case planning?

**TIMOTHY RIGGS**

Both parents attended the family team meeting and case planning meetings. The family team meeting provided an opportunity for Mr. and Ms. Clement to voice their concerns and provide input into the case plan. Ms. Clement brought her father and brother to the family team meeting for support. I remember that she was rather quiet during the meeting, but agreed on what was developed in the case plan. I had case planning meetings with both parents to review the case plan and update it as needed before our court hearings. I would also discuss the case plan with David prior to court hearings.

**REVIEWER**

Can you describe what engagement looked like for both Mr. and Ms. Clement during your meetings? What kinds of questions were they asked, and how did they contribute to the plan development?

**TIMOTHY RIGGS**

The case planning meetings were arranged based on the family's availability, typically a few days before a court hearing and after school so David could attend. Every time I met with both

parents, Mr. Clement was open to discussing family strengths and needs. Mr. Clement often shared his ongoing progress with the parent coaching program that he attended once a week with David.

Ms. Clement provided input about visitation with David. She expressed an interest in spending time with her son, but said that transportation was an issue. So I provided her with bus passes. She was asked if she had anything to add and was given an opportunity to talk about her family's strengths. She was pretty quiet and let Mr. Clement take the lead because the goal was to return David back to dad.

**REVIEWER**

Can you tell me how often you saw David and his parents and what the visits were like?

**TIMOTHY RIGGS**

I saw David at least once or twice a month. Often times, after his supervised visits with his father, I met with him alone to talk about his safety, case progress, school, counseling, the parent coaching program, and other substantive issues. Sometimes, I met David after school, took him out for ice cream, or sat and talked at the Thompson's home.

When David first came into care, I visited with Mr. Clement in the office on a weekly basis after his supervised visits with his son. I also met with Mr. Clement at his home to discuss his strengths, needs, service participation, overall progress, and David's progress. We also talked about eliminating some of the stressors in the home to help him and his mother.

I didn't visit nearly as often with Ms. Clement—definitely less than once a month. Ms. Clement was diagnosed with depression, so some days it was difficult for her to get out of bed to meet in the office. When we did meet, our discussion generally focused on her mental health needs because that was really affecting her ability to have a relationship with her son. Since David's goal was to reunify with his father, I really focused my efforts on scheduling visits with him.

**REVIEWER**

Alright, well you've provided me with a lot of very useful information, so thank you for that. Is there anything else about the case that you think is important for me to know as I complete my review?

**TIMOTHY RIGGS**

No, not really. Overall, I think we achieved permanency in a timely manner and had a decent outcome for this case. It was nice to see Mr. Clement and David's relationship strengthen over the past 9 months. Mr. Clement learned valuable skills to keep his son safely in his home.

**REVIEWER**

Well, thanks again for your time and involvement in this process. We hope the review findings will be useful for you as you consider how the Department can keep improving the quality of services being provided to children and families here in Mock State.

## **DAVID CLEMENT (CHILD) INTERVIEW**

### **REVIEWER**

Thank you for talking with me today. We are here to make sure that children who are involved with the child welfare agency, like you, get the best services they can, so I'm here to ask you about the kinds of services you received during the past year and what it was like as you worked with your caseworker, Mr. Riggs. I'm not going to share what you tell me with your caseworker. I want to encourage you to be open and honest with me as I ask you questions because this information will be used to help the agency about how it can improve its services to families like yours. I understand that some of these questions or topics may be difficult to talk about, so please feel free to answer in whatever way you are most comfortable, and if you prefer not to answer a question, just let me know. Do you have any questions about this process?

### **DAVID CLEMENT**

My dad told me about this meeting today, but I was wondering: are you going to tell my dad what I tell you today?

### **REVIEWER**

No, I won't share our conversation with your dad. I will share what we talk about with people that I work with. We plan to use your information to help the Department create better services for children and families like you and your dad. Do you have any other questions before we get started?

### **DAVID CLEMENT**

No.

### **REVIEWER**

OK, let's begin. Can you tell me why the Department was involved with your family?

### **DAVID CLEMENT**

I was taken away from Dad because he broke my arm and waited a couple of days before taking me to the hospital. My arm hurt a whole lot. At first, my dad told everyone at the hospital that I fell, but later he told the truth about what happened to my arm. My dad was angry at me for not listening to him and twisted my arm. On the way to the hospital, he told me to tell the doctor that I was playing with my cousins and fell. I was put in foster care for a long time, but went back to my dad right after the holidays.

### **REVIEWER**

Let's talk about what happened when you came into foster care. Whom did you live with while you were in foster care?

### **DAVID CLEMENT**

The social worker took me to my aunt and uncle's house, and I lived with them for a little bit. I didn't stay there very long.

**REVIEWER**

Can you tell me more about why you only stayed with them for a little bit?

**DAVID CLEMENT**

They told me that they were happy to have me with them, but I had lots of appointments, and it was hard for them to keep up with me. My aunt complained that the twins had lots of appointments too. My uncle called my social worker to pick me up and take me to another home because they could no longer keep me. I was sad to leave their home.

**REVIEWER**

Did you talk to the social worker about your feelings?

**DAVID CLEMENT**

Not a whole lot. I did not feel like doing much talking. But I remember that my worker told me that he would see if I could still visit my aunt and uncle and the twins. That made me feel better.

**REVIEWER**

Where did you go after you left your aunt and uncle's home?

**DAVID CLEMENT**

The social worker took me to Mr. and Mrs. Thompson's, and I stayed there until the judge said I could go home. I was nervous when I first arrived to their house, but the Thompsons ended up being super nice foster parents. I was an only child there, and I am pretty used to that. I always wanted to play baseball, and Mr. Thompson signed me up on a team. I had so much fun.

**REVIEWER**

David, you mentioned that you were returned to your father after the holidays. Do you know what happened so you could go back home?

**DAVID CLEMENT**

Yes, my dad had things to work on before I could go back home. We did this cool parent coach program together. My mom did some counseling too, but the plan for me was always to go back to live with my dad. My caseworker, Mr. Riggs, talked to me about my plan and how things were going for my parents. I even talked to the judge and my lawyer about what I wanted to happen with my plan.

**REVIEWER**

Let's talk about your visits with your mom and dad while you were in foster care. What were they like?

**DAVID CLEMENT**

I saw both of my parents while I was in foster care. I saw my mom a few times at the Department, but not as much as I wished for. I met my dad at the Department all the time. We got together with our parent coach. My dad also came to my baseball games. I loved our time together and couldn't wait to see him again. One of the best visits is when I got to stay overnight with my dad and grandma.

**REVIEWER**

Did you have an opportunity to visit with relatives, like your grandma?

**DAVID CLEMENT**

I didn't get a chance to visit with my cousins, uncles, aunts. I did visit my grandma, but not as much I wanted to while I was away. I missed my grandma a whole lot. I told Mr. Riggs that I missed my family, so he tried to set up a few visits, but things didn't work out. My Uncle Sam wanted to visit with me, but I'm not sure why that never happened.

**REVIEWER**

Now, let's talk about what kinds of services Mr. Riggs got for you. Do you remember activities that you did?

**DAVID CLEMENT**

Yes, I had to go to counseling. My foster parents went with me my first time. During my counseling visits, we talked about my behavior and my feelings about my family. I also went with my dad, and we got to work on our relationship. We had meetings with our parent coach.

**REVIEWER**

Can you tell me a little more about the counseling you had before the parent coach program?

**DAVID CLEMENT**

Yes, my counselor did this thing they called an assessment on me and put me on some medicine because I am little hyper. After that, I had some sessions to talk about how things were going at home and school. One thing we talked about was having only my dad as a parent and some worries I had about how sick my grandma was.

**REVIEWER**

Can you tell me, how was school for you?

**DAVID CLEMENT**

School was okay. I was worried that I would have to attend a different school, but I got to stay in the same one. I got in trouble a lot for not sitting still or paying attention in class. But my grades got better when I started taking medicine to help me to pay attention to my schoolwork.

**REVIEWER**

You mentioned that you took some medicine. Can you tell me its name?

**DAVID CLEMENT**

No, I don't remember what it's called. Mr. or Mrs. Thompson always gave it to me, but later I wore a patch and still do.

**REVIEWER**

David, we are nearly done. I just have a few more questions for you. Can you tell me how often you saw your caseworker, Mr. Riggs?

**DAVID CLEMENT**

Mr. Riggs visited me a lot. He came to my school a few times to see me. He also came over to Mr. and Mrs. Thompson's home to see me.

**REVIEWER**

What did you and Mr. Riggs talk about during those visits?

**DAVID CLEMENT**

We talked about how I was doing in school. He always wanted to know if I was keeping up my grades. And he always asked me how I felt about things. He also talked to me about what would happen at court and what my attorney might talk to me about. He also asked me if I had anything I wanted to say that should be put in the court plans and if I liked my GAL.

**REVIEWER**

Did you talk about anything else?

**DAVID CLEMENT**

Yes, we also talked about if I was safe around the Thompsons and when I was around dad.

**REVIEWER**

Did you feel like you were safe when you stayed with the Thompsons and when you were with your dad?

**DAVID CLEMENT**

Yes, I always felt safe with the Thompsons. I never felt scared around them. I also felt safe around my dad. The worker watched a few of our visits to make sure my dad treated me OK, and when we started our coaching classes, I knew that my dad wanted to learn better ways to be a parent. Those coaching classes were cool because it brought us closer. I could tell that he was a different person.

**REVIEWER**

How do you know he was a different person?

**DAVID CLEMENT**

We got along better. My dad smiled more and told me that he loved whenever we talked on the phone or saw each other. My dad used to yell at me all the time and that stopped. I just liked being around him more

**REVIEWER**

Thanks, David, for sharing lots of information with me during this interview. Is there anything else about what happened that you think is important for me to know?

**DAVID CLEMENT**

No, not really, I'm just really glad to be home now.

**REVIEWER**

That is very important for me to note. Thanks for your time and have a great day.