Tennessee Citizen Review Panels Annual Report & Recommendations

July 1, 2023-June 30, 2024

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Introduction

In 1996, Congress amended the Child Abuse Prevention and Treatment Act (CAPTA). In the amendment to CAPTA, Congress required that states, in order to receive funding for the Child Abuse and Neglect State Grants Program, establish Citizen Review Panels (CRPs).

In general, the CRPs are to examine the local and state child protective system. The child protective system is defined as not only the child protective services (CPS) agency, but also all other agencies within the system such as the courts, law enforcement, and other service providers.

Although there are guidelines for the panels in the statute, the functions of the CRPs are defined broadly. This allows the CRPs to address issues of the CPS system in their local communities and to examine state issues as well.

The panels are composed of community volunteers and includes individuals with expertise in the prevention and treatment of child abuse and neglect. The Act requires the CRPs to meet quarterly, maintain confidentiality, and to produce an annual public report on their activities including recommendations for improving the overall CPS system.

Involving CRPs is an effective tool for improving the CPS system through examining policies, procedures, and, where appropriate, specific cases handled by state and local CPS agencies.

Statutory Guidelines

Under the 1996 federal statute, each CRP is required to review the compliance of state and local CPS agencies in the discharge of their responsibilities with respect to the following:

- The state CAPTA Plan
- Coordination with Title IV-E foster care and adoption programs
- Review of child fatalities and near fatalities
- Other criteria the panel considers to be important

CAPTA Reauthorization of 2003 requires:

- CRPs to evaluate practices, as well as policy and procedure
- Develop means for public outreach and comment
- Child welfare agencies to respond to annual report in writing

CAPTA Reauthorization of 2010 provides:

- a study and report to Congress on the effectiveness of CRPs
- Opportunities to include adult former victims of child abuse and neglect

Purpose of This Report

This report describes the work and accomplishments of each of Tennessee's four CRPs during fiscal year 2024 (July 1, 2023, to June 30, 2024). Specifically including the following:

- An overview of Tennessee's Citizen Review Panels;
- Concerns and recommendations;
- A summary of the 2024 annual statewide CRP virtual meeting;
- A description of the four panels' activities, including current goals and outcomes for system improvements; and
- New goals and action steps to improve the child protection system.

For more information on the CRPs and CAPTA, please visit the Child Welfare Information Gateway at https://capacity.childwelfare.gov/states/topics/child-protection/citizen-review-panel-resources

Overview of Tennessee's Citizen Review Panels

The state's public child welfare agency, the Tennessee Department of Children's Services (TDCS), actively supports four CRPs. In turn, the CRPs actively support the department's ongoing work to keep Tennessee's children safe and promote their overall well-being and development.

There are four panels - Shelby County in West Tennessee, Montgomery County in middle Tennessee, a 20-county rural area in West Tennessee, and Hamilton County in southeast Tennessee. Each panel is diverse, both demographically and professionally, and each panel's activities reflect its community's interests, priorities, and needs. The panels meet a minimum of four times a year, as required by CAPTA, and work together at other meetings and on projects when necessary. The panels also convene for an annual statewide meeting each spring to discuss statewide initiatives, goals, and objectives.

The panels are composed of community volunteers representing juvenile courts, hospitals, law enforcement, schools and universities, local and state child-serving agencies, foster parents, and other key stakeholders. A total of 48 volunteers served on the four panels in FY 2024; all panel members are selected based on the specific guidelines included in the *Citizen Review Panels for the Child Protective System: Guidelines and Protocols*.

Upon being selected, CRP members are given a brief overview outlining the role of the panel and expectation of its members. Ongoing training and education of the panel occurs throughout the year during quarterly meetings.

To support the panels, TDCS appoints one staff person to serve as a statewide liaison for all four panels and appoints one regional staff person (four total) to serve as local liaisons for each panel. The CRP mandate is vast so having an agency liaison at CRP meetings who is knowledgeable about the CRPs work is helpful in creating and sustaining a supportive relationship. Both the local and statewide TDCS liaisons attend the panel meetings to share departmental updates and assist with case reviews, data collection, collaboration, and the development and maintenance of working partnerships. These liaisons respond to questions, provide data, and work closely with the panels to ensure each panel has the information needed to complete its mandates. In addition, staff members from the TDCS Office of Child Safety and the Child Programs Division of CPS Assessment and Independent Living also attend the panel meetings regularly.

Panels used the following ways to evaluate the CPS system on local and statewide levels:

- review data, policies, reports and evaluations of the CPS system;
- secure guest speakers;
- review case records;
- interview adults with lived experiences in foster care, foster parents, local child welfare staff and contracted providers;
- host special events related to child abuse prevention and foster parent advocacy.

In addition, the Panels raise awareness of the issues surrounding CPS and advocate for legislation that can have a positive impact on child welfare services in Tennessee.

Concerns and Recommendations

In FY 2024, the CRPs envisioned collaborating with TDCS to better serve children and families experiencing mental illness. CRPs also wanted to ensure that the online mandated reporter training is accessible to all reporters and that it not only help reporters better understand their reporting responsibilities, but also contain information to motivate reporters to see their role as part of a collective endeavor to protect children (see Appendix A). In addition, they envisioned collaborating with TDCS and community partners to support child abuse prevention opportunities for educators, parents, and students, as well as efforts that help foster parents navigate resources and services to help foster children and youth thrive.

Shelby County CRP

Shelby County Citizen's Review Panel undertook a comprehensive review of the **Mandated Reporter Training** currently available on the TN.gov website. Recognizing the fundamental role that this training plays in preparing individuals to respond appropriately to situations involving potential abuse or neglect, the panel examined the accessibility of the materials provided. It is the **CRP's recommendation that the Mandated Reporter Training undergo a reevaluation to address accessibility concerns**. Accessibility fosters inclusivity, allowing every individual to engage with this content in a manner that feels comfortable and user-friendly. This commitment to accessibility not only benefits readers with disabilities but also accommodates diverse learning styles across the board.

Here are two general resources discussing multimedia material accessibility:

- https://accessibility.uncg.edu/for-all/common-issues/#visual
- https://www.handtalk.me/en/blog/accessible-graphics-and-tables/

Here are several specific ways to enhance accessibility, along with resources for further information:

- Utilizing accessible fonts https://accessibility.uncg.edu/make-content-accessible/design-elements/
- Using simple, contrasting colors that are easy to see https://accessibility.uncg.edu/make-content-accessible/design-elements/
- Minimize the amount of text on each slide and keep the layout simple and consistent
- Utilize bullet points to organize your information and make single thoughts clear https://www.boia.org/blog/make-your-website-more-accessible-break-up-long-bullet-points
- Use static, simple graphics instead of moving graphics as they can be distracting from the important information https://www.smashingmagazine.com/2020/09/design-reduced-motion-sensitivities/

The theme of the Rural West CRP Foster Parent event held in September 2023 was called, "Love in Action!" Before and after the event, the panel interviewed five foster parents about their fostering and training experiences. Some of the stories shared were prime examples of

love in action. Each foster parent expressed gratitude for the opportunity to foster and are intentional in ensuring normalcy and the best interest of the children placed in their homes. The panel also learned that some foster parents in the region were unaware of the resources and services to help foster youth thrive – for example, Upward Bound, a program that serves high school students from low-income families and from families in which neither parent holds a bachelor's degree. In addition, foster parents talked about the need for more training on how to respond to foster children/youth trauma, their burnout, and grief.

To ensure new and seasoned foster parents are obtaining the support and training they need, the **panel recommend TDCS prioritize foster parents' voices by creating a Formstack to collect data from foster parents highlighting their experiences and needs as well as provide ongoing trainings that allow them to make connections and build their support network.**

Hamilton County CRP

Hamilton County CRP examined services for cases involving children with mental health issues. The findings:

- Appropriate and timely behavioral health services are challenging to access.
- Assessment and availability of services is limited.
- Appropriate and timely placements for children and youth with mental health services are needed.

These systemic challenges affect staff well-being and turnover. Prior to COVID-19, there were regional psychologists and Center of Excellence staff who came to county TDCS offices and could staff cases or take drop-in questions about youth with behavioral and mental health challenges. TDCS staff we spoke with said this model was helpful in identifying resources for case management staff. The **panel recommends instituting more face-to-face sessions, as well as some communication strategies that can increase TDCS case management and support staff awareness of the mental health clinician resources**.

2024 Citizen Review Panel Detailed Activities

Annual Statewide CRP Meeting

The annual statewide CRP meeting was held virtually on Thursday, May 30. The meeting was attended by 39 representatives from the state's four panels, including TDCS CRP liaisons. Additionally, Margie Quin, TDCS commissioner, and DeShawn Harris, TDCS Office of Child Safety (OCS) executive director, attended the meeting.

Following introductions, each panel reported on their meetings and activities for FY 2024. For example, one co-chair reported on the feedback the panel gathered from attendees at the Child Abuse Prevention *Safe and Supportive Families Expo* held in Memphis in April, and another co-chair shared feedback from attendees at the Foster Care Resource Event held in Milan in September. Both events were successful in that the desired outcomes were achieved.

Commissioner Quin was scheduled to deliver a presentation about the Department's new initiatives and provide updates on a variety of panel interests but had to part the meeting early to respond to an urgent work matter. In her absence, OCS Executive Director Harris spoke about his statewide role with the CRPs and his involvement with the Shelby County CRP. In addition, Daryl Chansuthus, UT SWORPS director, gave a brief overview of the partnership between UT SWORPS and TDCS involving the Family First Prevention Service Act (FFPSA). Chansuthus reported that UT SWORPS have 12 FFPSA consultants working closely with TDCS staff and their community partners across the state for the following services:

- Aid TDCS service professional staff and team leaders on the Family Advocacy Service Tool (FAST)
- Educate TDCS, court community providers, and stakeholders about FFPSA prevention networks
- Participate in child welfare community meetings, court collaborations, and make connections to learn about resources in the regions
- Work with UT SWORPS FFPSA Implementation Team to collect and analyze data on prevention effectiveness

Also, at the meeting, each panel agreed to look at chronic absenteeism/truancy in the coming year: the reasons students are missing schools; examine family level resources and literature on the best practices at the court and school levels; and review pre and post COVID-19 pandemic data.

FY 2024 Quarterly Meetings

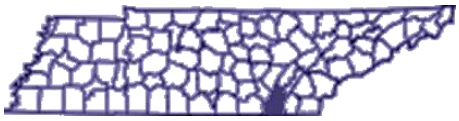
At their quarterly meeting, members shared information about upcoming events and discussed goals and their agency's child welfare initiatives and concerns. TDCS staff and the CRP coordinator provided updates about child welfare initiatives across the state, policy and procedural revisions, areas of concern, and progress. The panels also reviewed and discussed child welfare data as well as participated in Child Family and Service Reviews.

In addition, the panels also asked other community child-serving partners to attend the meetings to share information about their programs and services and to respond to the panel's questions about specific issues.

This fiscal year, the CRP coordinator shared and distributed information about the following to the volunteers:

- **CAPTA CRP Mandate.** To ensure that panels understand and adhere to the federal mandate, in July 2023, each of the four panels received training about the law governing CRPs and its requirement. The training also included Tennessee's CRPs a brief overview of past and present work focus.
- **Communities in Schools (CIS) of Tennessee.** This program works directly inside 42 schools across 14 counties to connect Tennessee kids to caring adults and community resources like food, healthcare, counseling, and remote learning tools so they can overcome personal challenges in their life or structural barriers in their community. https://www.cistn.org/ https://www.cismemphis.org/

Hamilton County Citizen Review Panel



The Hamilton County CRP was established in 2010 and meets in Chattanooga. Hamilton County is located in southeast Tennessee and is rapidly growing. According to a 2024 report by the Tennessee Commission on Children and Youth (TCCY), the current population of Chattanooga/Hamilton County is estimated to be 379,864. Of that number, 80,074 are children under 18. The same report showed the county's child poverty rate was 16.8%, a number that is slightly more than the national rate of 16.3% for the same year.

In addition, the county experienced 3,000 reports of child abuse and neglect to TDCS.

Goals for FY 2024

During FY 2024 the Hamilton County CRP focused on the following goals:

1. Evaluating services for cases involving children with mental health issues to identify gaps and areas for improvement; and
2. Pursuing focus groups with local Hamilton County hospitals to glean more medical facility perspective experiences with reporting child abuse and neglect to TDCS Child Abuse Hotline.

Meetings and Activities

The Hamilton County CRP met five times during FY 2024. The work the panel completed at these meetings is summarized below.

July 20, 2023 — Toni Lawal, CRP coordinator, presented information on the Children's Bureau Children's Justice Act grantee meeting held in Baltimore in May, noting the Administration for Children and Families' (ACF) concluded the meeting with a call to action for states to intentionally focus on advancing equity in all areas of their work and support for underserved communities.

The panel also **discussed local concerns regarding trainings for educators –** for example, what, if any, training is provided to educators on trauma-informed care and the importance of them learning how traumatic events affect children. Several panel members asserted that the more educators understand the reasons for certain behaviors and emotions, they will be better prepared to help children and their families cope.

In addition, the panel reviewed and discussed their work goals for the year.

November 2, 2023 — Panel members **heard a mental health presentation from Dr. Ciprian Boitor, TDCS director of psychology**. Dr. Boitor's presentation covered the role and responsibilities of the TDCS regional mental health clinicians, services offered, and the Department's collaboration with the Centers of Excellence for Children in State Custody.

January 12, 2024 — Dr. Bethany Womack, CRP member and UT Chattanooga faculty, and Toni Lawal, CRP coordinator, interviewed six medical social workers at Erlanger's Children's Hospital about their experiences with the TDCS Child Abuse Hotline.

February 1, 2024 —At this meeting, Dr. Bethany Womack and Toni Lawal reported on results of the focus group interview with the medical social workers at Erlanger's Children's Hospital.

Focus Group Results:

When asked about what they liked about the TDCS Child Abuse Hotline (CAH), the participants agreed that it is working very well. One participant stated that Tennessee's CAH is great compared to other states like Alabama, Georgia, and North Carolina.

When asked if they make referrals via the phone or web, they all stated they use the web the majority of the time. When probed further about their preference for the web, their responses included the following:

- "Faster, more accurate (especially when using specific but uncommon disease/treatment words that are challenging to spell and understand over the phone). "
- "Allows upload or copy/paste directly from doctor's/nurse notes so social workers don't have to interpret medical information (this is very important since often doctors and nurses ask the social workers to make the referral; SWs [Social Workers]will not make referrals for kids they have not seen or assessed themselves)."
- "Appreciate the screeners at the local level who assign the cases; they have good system for following up when needed."
- "Appreciate the email with tracking link, but you have to click through to get information about the case assignment and plans for follow up. Georgia's system emails back with the information directly in the email about assignment track and worker with worker's phone number. That would be nice for Tennessee too."

When asked about referrals requiring an immediate response, the participants reported they called the hotline number. The participants also reported they have a good relationship with the local TDCS supervisors and are able to contact them directly on their cell phones. One participant added she liked that someone is screening referrals in the local offices.

On concerns, the participants wished there was a Spanish form. One participant reported "the web form questions can be repetitive, but you have to put in a character in each box for the referral to be submitted. This is really annoying." Another participant said "telephone numbers given through the hotline system for case workers are not always correct, and sometimes the county directories are also not correct or easy to navigate. Cleaning up the phone numbers would help with follow up." (The hospital social workers know who to call know because they have TDCS supervisors' cell phone numbers.)

The participants overall experience with TDCS CAH was described as very good. The web form that allows for typewritten information seems really useful for medical social workers – it helps with speed and accuracy of reporting. The local screening also seems to be working well and having a local screening supervisor to follow up with and who can call back for ask questions is really useful for service to child and family.

Also, at the meeting, one of the CRP members shared her experiences as a **former TDCS CPS Assessment worker and foster parent**. She began by reporting she worked for the

Tennessee Valley Area region in Chattanooga for nine months and left approximately seven years ago due to lack of support from her supervisor and impossible work expectations.

Regarding her role as a respite and emergency foster parent, she explained why she chose to become a foster parent. She stated, "The experiences with my older brother who was adopted out of foster care influenced my decision to foster." She went on to state that when the opportunity came to foster, she chose respite care because she didn't have the capacity to do full-time fostering due to her full-time employment and being single. Unfortunately, the experiences with fostering did not go so well - she reported she was not prepared for the set of challenges she would experience caring for teens – most were runaways and in survival mode. When she asked TDCS if they could lower the age (0 to 12), the agency closed her case.

Following the discussions, Toni Lawal reported that the findings from the focus group were submitted to DeShawn Harris, TDCS OCS executive director. In addition, Lawal reported on the recent steps taken by the TDCS to improve the pre-service training for new hires – for example, the initial nine week course required for an individual to become a certified case manager has been increased to 24 weeks.

April 18, 2024 — The panel interviewed regional TDCS staff about their experiences with cases involving children's mental health issues. Comments on this issue included the following:

- *"It's very difficult to get residential services for children – workers are having to sit with kids because of mental health issues – sometimes as long as two to three months. Places like Isaiah 117 House are not good options for children requiring mental health services."*
- *"The DCS staff who have to sit with children mental health is impacted – they are not equipped to deal with children with serious mental health and behavioral issues. To make matters worse, contract agency service is no longer available - children can't attend school because they don't have a placement."*
- *"Tele-health was used during the pandemic [COVID-19] and continues to be used - it is not the solution for some situations like drug related cases and parenting services – they need in person services."*
- *"The Network Development Placement is not working out – the staff in this unit do not have the relationship with local service providers, TDCS staff, and foster parents to effectively place children."*
- *"Our mental health partners are short staffed resulting in children having to wait three to four weeks to get meds managed – kids are traumatized and re-traumatized – for example, there was a situation involving a six-year-old who was terrorizing the classroom and beat his teacher and was moved to a program for his behavior, and due to the child's behavior, the program was shut down. Also, the child was not in TDCS custody - no services was available for the violent child."*
- *"Some things [mental health] are chronic and going to be a life-long issue and we in this field need to accept it."*

- *"Services are being denied due to children's diagnosis such as RAD (Reactive Attachment Disorder) and other disruptive behaviors."*
- *"The system is broken and not equipped to deal with the level of mental health and substance abuse the Department is experiencing."*
- *"Families as a whole are not being treated – mental health and substance abuse go hand in hand."*

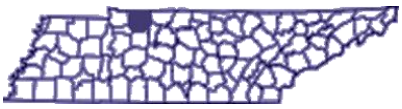
Additionally, Dr. Bethany Womack reported that the ACF is proposing to amend the Adoption and Foster Care Analysis and Reporting System (AFCARS) regulations that require title IV–E agencies to collect and report data on children who enter out-of-home care, their providers, and children who have a title IV–E adoption or guardianship assistance agreements to collect additional data related to Native Americans/ Indigenous children. Dr. Womack encouraged the panel to submit comments on or before the deadline of April 23, 2024.

Goals for FY 2025

The Hamilton County CRP agreed to focus on the following goal in the upcoming fiscal year:

1. Examine local chronic absenteeism and truancy program – look at family level resources, best practices of the court and school levels, and data from pre/post COVID-19 pandemic.

Montgomery County Citizen Review Panel



The Montgomery County CRP was established in 1999, and meets in Clarksville, one of the fastest growing cities in the state. Clarksville has a large military base - Fort Campbell, which lies mostly in Clarksville and borders Hopkinsville, Kentucky. According to a 2024 report by TCCY, the county's population is estimated to be 239,872. Of that number, 63,729 are children under 18. The same report showed that the county's child poverty rate was 14.5%, a number that is less than the national rate of 16.3% for the same year.

In addition, the county experienced 2,296 reports of child abuse and neglect to TDCS.

Goals for FY 2024

During FY 2024, the Montgomery County CRP focused on the following goals:

1. Reviewing regional data collected on children with disabilities (Autism spectrum, ADD, deafness, cognitive and verbal communication) and the coordination with key stakeholders;
2. Reviewing regional foster care data; and
3. Interview TDCS and university staff about the Child Welfare Certification and Stipend Program.

Meetings and Activities

The Montgomery County CRP met four times during FY 2024. The work that the panel completed at these meetings is summarized below.

July 12, 2023 — Toni Lawal, CRP coordinator, presented information on the Children's Bureau Children's Justice Act grantee meeting held in Baltimore in May. Following the presentation, Karmen Davis, CPS team coordinator, reported that the region now has three Spanish speaking workers who provide the bridge to help Latino families navigate CPS. Davis also noted that having bi-cultural workers has reduced the need for relying on outside interpreters.

In addition, Krystal Pulley, CRP member and local health department nurse supervisor, reported on organizational procedural changes to vaccines as a result of the **new state law prohibiting a healthcare provider from providing a vaccination to a minor unless the healthcare provider first receives written informed consent from a parent or legal guardian of the minor**.

October 18, 2023 — Dr Natoshia Crenshaw, CRP member and social worker at Austin Peay State University (APSU), gave an overview of **APSU Child Welfare Certificate Program** and explained how the training is delivered to students. Unlike the Stipend Program, the Certificate Program offers students the "Child Welfare Case Management Certification" without the financial assistance while the student is in school. Students are not required to enter a contractual agreement to work for TDCS until after they graduate from the Certification Program. The two required child welfare courses are designed to:

1. Instill knowledge and commitment to the principles of practice in the Tennessee Public Child Welfare arena, and
2. develop students with the skills and treatment interventions related to social work with abused/neglected children and their families.

Also, at the meeting, Sara Brogdon, TDCS foster care team coordinator, delivered a presentation on Montgomery County custody data, collected in July 2023. Here are her findings:

- **Reason for Custody.** The majority was due to neglect followed by multiple custody reasons and child behavior problem.
- **Length of Time in Custody.** The majority was six to 12 months, followed by one to two years and two to three years.
- **Race of Children in Custody.** White American (52%); Black American (28%); Multiple Race (13%); Race Unknown (5%); Asian American (1%); and American Indian/Alaska Native (1%).
- **Age of Children in Custody.** The average age of children entering custody was eight (8).
- **Guardianship Status of Children in Custody.** TDCS Full Guardianship (14%); TDCS Partial Guardianship (1%); and None (85%).
- **Permanency Goals for Children in Custody.** Return to Parent (80%); Adoption (15%); Exit to Relative (2%); None Listed (2%); and Planned Permanent Living Arrangement (1%).

Following the presentation, a panel member asked if drug exposure was a reason for custody, Brogdon reported drug-exposed cases tend to fall in the category for neglect and multiple reasons.

January 19, 2024 — Angela Ryan, TDCS director of training, was scheduled to share findings about the Department's Child Welfare Certificate/Stipend Program partnership with APSU and other universities across the state. However, she canceled due to a meeting conflict.

At this meeting, the panel heard from a former APSU social work faculty and three people who completed either the Child Welfare Certificate or Stipend program at APSU.

- *"When I was involved in the Child Welfare Certification program as a faculty at APSU, the certification program was encouraged more rather than the stipend program – the latter required students to commit to work for TDCS for the period they received the stipend so if a student received a stipend for the full two years, the student was expected to work for TDCS for two years. The Child Welfare and Stipend program coursework and internship is the same – some students didn't always get the opportunity to intern at the TDCS Clarksville office due to the lack of an internship availability – some students interned in other Mid-Cumberland counties."*
- *"I received the stipend and found the education and TDCS internship experience to be very beneficial."*

- *"Child welfare needs to be a prerequisite for all students majoring in social work and other related majors like education, psychology, and sociology – I would not have had the social work skills I have if I had not had the TDCS experience – also, at my school, I see high turnover among employees representing agencies like Centerstone and Youth Village due in part these individuals have never experience a very stressful job like CPS work."*
- *"Having TDCS experience prepares one for handing crisis and gives one a multifaceted level view of what a child goes through. It [TDCS] is a tough job but a great learning experience – if you work for the agency at least two years, you are prepared to handle any social service job."*

May 29, 2024 — The panel had a robust conversation about local and statewide child welfare concerns. The following comments illustrate their concerns:

- *"The regional foster care program is not fully staffed."*
- *"Respite homes are not operating as well as they have in the past."*
- *"Safe House is not the ideal setting for children/youth – it's nothing but a revolving door that does not provide kids with caring, loving staff."*
- *"When truancy cases come to TDCS foster care program, the kids attend school but when they return home, the problem persist - they are chronically absent."*
- *"Truancy is a major issue across the state and the current solutions are not working." (Following the comment, a panel member suggested the volunteers look at the work Ohio is doing for addressing this issue.)*
- *"What we are hearing and seeing in schools contributing to truancy are homelessness and bullying which started with the pandemic [COVID-19]."*
- *"The Truancy Review Board in Clarksville (Juvenile Court) is a pre-court program. The children/youth never see a judge and is referred out for services. Judges have created a special truancy court in an effort to reduce the chances of juveniles entering state custody. Those who continue to miss school after attending the truancy review board have one last opportunity in the truancy court to improve their school attendance. Cases are often continued for sixty (60) days and reviewed to see if attendance has improved. If continued absences persist, then a trial is set and the juvenile is subject to state custody."*
- *"TDCS Pre-Service training program needs to revisited – despite being revamped a little over a year ago, too many new hires are leaving the Department at the end of the six months training program – perhaps reducing the classroom training hours and focusing more on OJT and providing incentives for staff who stay a year or two years should be explored."*
- *"Clarksville school counselors are having difficulty obtaining foster kids education passports and placement information. In one case, it took 30 days to obtain a child's records and when the school finally received it, they found out that the child had an IEP."*

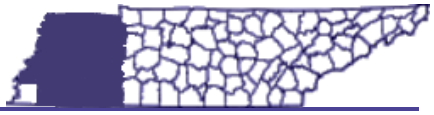
- *"TDCS is a catch all for children matters – students misbehaving at school, resources related to food and shelter."*
- *"Incidents/reports that show markings of poverty, bias, and scarcity can be confused with neglect – how can we go about minimizing needless reporting to the Child Abuse Hotline that don't contain serious safety concerns but rather are more likely related to poverty and resources especially those reports coming from schools?"*

Goals for FY 2025

The Montgomery County CRP agreed to focus on the following goals in the upcoming fiscal year:

1. Examine local chronic absenteeism and truancy program – look at family level resources, best practices of the court and school levels, and data from pre/post COVID-19 pandemic;
2. Review regional data collected on children with disabilities (Autism spectrum, attention deficit disorder, deafness, cognitive and verbal communication) and the coordination of services with TDCS key stakeholders (e.g., schools).

Rural West Region Citizen Review Panel



The Rural West CRP serves a 20-county region composed of Benton, Carroll, Chester, Crockett, Decatur, Dyer, Fayette, Gibson, Hardin, Hardeman, Haywood, Henderson, Henry, Lake, Lauderdale, Madison, McNairy, Obion, Tipton, and Weakley counties. All counties with the exception of Madison County continues to experience high rates of unemployment. The Ford Company has partnered with the State of Tennessee to bring 6,000 new jobs to the area to produce the electric Ford truck and EV batteries in 2025.

Snapshot of Rural West child population and poverty rates, and reports of child abuse and neglect.

County	Population	Child Population	Child Poverty rates	Reports of CA/N
Benton	16,103	3,248	29.1%	183
Carroll	28,860	6,253	22.1%	280
Chester	17,606	3,810	23.3%	200
Crockett	13,982	3,208	20.7%	108
Decatur	11,658	2,375	24.3%	101
Dyer	36,498	8,805	22.7%	409
Fayette	44,175	7,925	18.6%	208
Gibson	51,045	12,420	19.4%	556
Hardeman	25,567	5,023	27.3%	220
Hardin	27,229	5,470	26.2%	330
Haywood	17,328	3,843	31.4%	132
Henderson	28,070	6,289	19.9%	309
Henry	32,554	6,482	24.0%	286
Lake	6,347	985	38.9%	65
Lauderdale	24,610	5,441	29.3%	294
Madison	99,193	22,186	25.0%	1,323
McNairy	26,163	5,620	21.7%	311
Obion	30,411	6,664	22.6%	294
Tipton	62,015	14,531	16.9%	622
Weakley	33,084	6,214	21.4%	300

Goals for FY 2024

During FY 2024, the Rural West Region CRP focused on the following goals:

1. Evaluating the foster parent training to identify gaps and need for improvement in the training;
2. Collaborating with TDCS to host a Rural West Region Foster Parent Event to increase foster parents' knowledge of resources and services for foster children/youth.

Meetings and Activities

The Rural West Region CRP met six times during FY 2024. The work the panel completed at these meetings is summarized below.

July 18, 2023 — Toni Lawal, CRP coordinator, began the meeting by discussing the ACY Children's Bureau priority for advancing cultural equity in child welfare work, especially for underserved groups and communities.

In addition, the panel discussed goal 2 (see above) – the event date was decided at the panel's April 25, 2023, meeting. The three-member subcommittee responsible for the overall planning of the event updated the panel on the venue, promotion/marketing activities, and draft agenda.

August 9, 2023 — At this meeting, the subcommittee confirmed the speakers, sponsors, vendors, door prizes, and lunch menu for the upcoming foster parent event called *Love in Action*.

September 22, 2023 — Approximately 110 persons attended the all-day Rural West Foster Parent event – they included CRP members, foster parents, TDCS regional and state office staff and leadership, and community partners. Presenters included Margie Quin, TDCS commissioner; Courtney Matthews, TDCS director of independent living program; Matt Marshall, Rural West United Way CEO; and Melissa McGee, Tennessee Commission on Children and Youth Resilient TN director. Additionally, there was an educational panel presentation, which consisted of representatives from Dyersburg State Community College Upward Bound Program, Tennessee Early Childhood Training Alliance (TECTA) Program, University of Tennessee Skill Up Program, and Southwest Workforce Development Center. In addition, Pastor Tyler Watson, an adult with lived experiences in foster care made remarks.

October 16, 2023 — The panel debriefed the foster care event held on September 22.

What went well?

- The positive feedback from attendees regarding the presentations from the TDCS commissioner and Independent Living director.
- Increased foster parents' knowledge about resources and services for foster children and youth.
- The number of vendors that participated (over 25).
- Good location –plenty of parking spaces.
- The attendees were very complimentary of the food and the options.

What didn't go well?

- Low turnout from foster parents due to barriers such as child care.
- There were too many presenters resulting in some presenters having to reduce their presentations.

January 30, 2024 — Ronya Faulkner, TDCS director of training and professional development, presented on the state child welfare agency foster parent training program.

Following her presentation, Toni Lawal, CRP coordinator asked Faulkner what prompted TDCS to do away with the former foster training called PATH (Parents as Tender Healers). Faulkner stated, "The feedback from foster parents and the foster care training leadership staff wanted to ensure the new training was trauma informed" (noted that the former training [PATH] was not trauma-informed).

April 30, 2024 — Kaitlyn Mingle, United Way Director of Early Education Initiatives, shared her experiences on becoming a foster parent. Mingle reported that she and her husband were able to complete the foster parent training because of him being on medical leave from his job; otherwise, it would have been a challenge. Mingle added that they completed the training in December 2023, and in March 2024, they received a call to foster a newborn who entered foster care due to drug exposure.

Following Mingle's presentation, there was a Q&A session:

What went well with the training?

- Foster parents' assistance with the training
- Foster parents' voices
- The video of Madison was eye-opening
- The peer-to-peer training
- ACEs overview

What are some things that did not go so well?

- A few challenges with the Home Study –reported they have not seen it yet but was told she and her husband would get a copy
- No permanency plan meeting yet – the meeting is supposed to occur within 30 days
- Processes not thoroughly explained during TN Key training and the TN Key workbook is huge and overwhelming

Were there any missed opportunities?

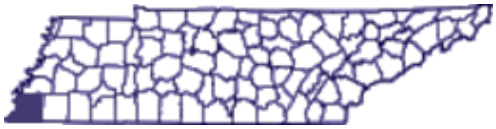
- More specific overview of the process and timeline
- Better prepare foster families for when a child leaves their home
- Explain the acronyms
- The training schedule does not adequately adapt for families who might work a 2nd or 3rd shift

Before concluding the discussion, TDCS staff responded to a few of her concerns - for example, the panel was informed that the foster baby's case manager is new to placement. Regarding the permanency plan, TDCS staff reported that there could be several reasons for the delay in getting this done – for example, the case manager being unable to locate both parents or is dealing with a difficult attorney.

Goals for FY 2025

The Rural West Region CRP agreed to focus on the following goal in the upcoming fiscal year:

1. Examine local chronic absenteeism and truancy program – look at family level resources, best practices of the court and school levels, and data from pre/post COVID-19 pandemic.



Shelby County Citizen Review Panel

The Shelby County CRP was established in 1999, and meets in Memphis, the county seat, located in the extreme southwestern area of the state with close proximity to Arkansas and Mississippi. According to a 2024 report by TCCY, Shelby County's population, is estimated to be 910,042. Of that number, 231,052 are children under 18. The same report showed the county's child poverty rate was 23.9%, a number that is much higher than the national rate of 16.3% for the same year.

In addition, the county experienced 9,623 reports of child abuse and neglect to TDCS.

Goals for FY 2024

During FY 2024, the Shelby County CRP focused on the following goals:

1. Evaluating the content of the state's online mandated reporter training to identify gaps and need for improvement in mandated reporter training.
2. Continuing to support the Safe and Supportive Families Expo event in April (National Child Abuse Awareness/Prevention Month) to connect children and families to programs and resources.

Meetings and Activities

The Shelby County Region CRP met five times during FY 2024. The work the panel completed at these meetings is summarized below.

July 17, 2023 — Toni Lawal, CRP coordinator, began the meeting by talking about the ACY Children's Bureau priority for advancing cultural equity for LGBTQ youth, children and parents with disabilities, children of color, transition age youth, parents with mental health issues, and immigrant children.

Also, at this meeting, the panel discussed next steps related to Goal 1 (see above). The discussion began with Sandra Allen, CRP member, reporting that the Joint Task Force on Children's Justice and Child Sexual Abuse (JTF) Outreach and Awareness Committee is also looking at the state's online mandated reporter training (Allen chairs the JTF Outreach and Awareness Committee).

Following the discussion, the panel agreed to review the online mandated reporting training at the next quarterly CRP meeting.

October 31, 2023 — Angela Johnson, TDCS deputy regional administrator, shared regional and state child welfare updates. They included, but were not limited to the following:

- **Custodial Cases**. 1117 children are in custody as of the week of 9/18/23. Child Programs had 1097 children in custody in August 2023; the numbers are the lowest for the region since 2021. Exits exceed entries – for example, since 1/1/23, there were 331 children in and 366 out and 224 returned to parents or exited with relatives – also, there were 53 adoptions.

- **Centralized Placement.** As of September 18, 2023, placement processes are now centralized under the Network Development Program area. The reasons for making the change are to obtain provider accountability, stability for children, and equity in accessing resources for all children.
- **Amazon Support.** The Department is exploring a partnership with the company to provide clothing allotments for foster children/youth. This will increase options for fashion conscious and hard to size children.
- **Foster Parents Incentives.** Incentives are being provided to foster parents who are willing to keep children longer and teens in their homes.
- **Prudent Parenting.** Foster parents who travel to bordering states and return in less than 23 hours with no overnight, no longer need an approved travel request.
- **City of Memphis Community Centers Partnership.** Four community centers are providing constructive activities and space for waiting youths who are out of school and or suspended for less than 10 days.

Also, at this meeting, the panel viewed the TDCS online mandated reporter training. Following the viewing, the panel had a lengthy discussion about the training strengths and areas for improvement. The panel's and JTF findings, concerns, and recommendations can be found in Appendix A.

January 23, 2024— Angela Johnson, TDCS deputy regional administrator, shared the following regional and statewide child welfare updates:

- **Custodial Cases Data:** 1101 children are in custody as of today 1/22/2024. Child Programs had 1088 children in custody in November 2023; the region had reached the lowest numbers since 2021. Exits continue to exceed entries – for example, since 1/1/23, there were 494 children in and 545 out and 383 returned to parents or exited with relatives – also, there were 92 adoptions and 67 teens active in Extension of Foster Care services.
- **Isaiah House 117** is on target to open in March 2024. Ava Conley has been hired as the location leader to continue to move the effort forward.
- **Transition Care.** Children are in transition one month or less.
- **Centralized Placement.** The region has maintained a placement liaison to partner with Centralized Placement. The region convenes a daily placement call to ensure all children in Shelby County are matched with a foster or relative placement, which has resulted in reduced use of the transitional apartments. The region has had no child in transition for more than one month.
- **Children's Bureau Visit.** Aysha Schomburg, associate commissioner in the Children's Bureau in the Administration on Children and Families, is scheduled to visit the region January 30 – 31. Schomburg will visit with evidenced based resources in the Shelby County region, Juvenile Court, and also engage with staff and other community partners in a listening session.
- **Child and Family Service Review (CFSR).** The region is preparing for the annual CFSR, which will be held the week of February 12. Toni Lawal, CRP coordinator, will be shadowing the CFSR process for Shelby County.

Also, at the meeting, Dr. Hill updated the panel on the 2024 Safe and Supportive Families Expo Planning Committee monthly meetings. She reported on a grant the school district received to support a national speaker for this year's event. This collaborative effort involves the school district, Shelby County CRP, and TDCS.

April 6, 2024 —The Third Annual Child Abuse Awareness *Safe and Supportive Expo* event, was held at Airways Middle School in Memphis. The focus was to **promote child safety** and connect families to agencies/programs that provide safe, stable, and nurturing relationships for children and their families. This year, the *Safe and Supportive Families Expo* welcomed a record-breaking number of more than 500 attendees, hosted nearly 80 vendors, volunteers (UT Knoxville faculty, staff, and graduate students), and three break-out sessions. The breakout sessions were as followed:

- **Breakout-Session 1**: **Title:** Social Media Safety: The What, The When, & The Why
  Description: Participants will understand the warning signs of social media, be informed of strategies to help with social media concerns, and acquire information on available resources.

- **Breakout-Session 2: Title:** The Dissection & Intervention of an 'Almost' School Shooter: How Recognizing Red Flags Can Prevent Tragedy
  Description: On September 28, 2016, middle school counselor, Molly Hudgens, would be faced with the most difficult day of her 18-year career when a 14-year-old student, armed with a semi-automatic handgun, additional ammunition, and a plan to harm people on campus, came to her in the counseling department of a rural school in Pleasant View, Tennessee. He claimed that he came to her because she was "the only person who could talk him out of it." Over the course of 90 minutes, Hudgens would convince the young man to relinquish the weapon with no shots fired and no lives lost. The incident would earn Hudgens the Congressional Medal of Honor's Citizens Honor for a single act of heroism.

- **Breakout Session 3: Title:** Child Safety Panel
  Facilitators: Toni Lawal (CRP coordinator) and Shandrian Guinn (CRP Co-chair)
  Description: Parents and community partners will hear from a panel of child protection experts regarding prevention/intervention programs their organization provides and/or is implementing to keep students safe and support their overall well-being as well as partnerships with key stakeholders to address child safety. The panel will also share effective strategies to reduce risk factors and strengthen protective factors.
  Panelists: DeShawn Harris, TDCS Executive Director**;** Colonel Alyssa Macon-Moore, Memphis Police Department Community Engagement; Dr. Bernard Williams Juvenile Court Chief Probation Officer; and Maxine Craig, MSCS Student Safety and Security Manager

April 15, 2024 — Shandrian Guinn, CRP member and Le Bonheur Children's Hospital program manager, updated the panel on two Youth Homeless Demonstration Project, the Navigation and Host Homes grants. Each grant serves youth ages 18 - 24, who are at imminent risk of being homeless or actually homeless. The Navigation program proffers comprehensive services including access to emergency shelters, transitional housing and permanent supportive housing. Participants receive a social and environmental needs assessments and are linked to services such as career development, continuing education, employment resources, life skills training and mental health services.

The Host Homes grants recruits host providers from the community and match them with a youth in need of temporary sheltering in a warm and supportive home setting (including kinship settings). Both the host provider and youth home visitor receive case management and tangible support depending on the specific needs. A plan is developed and put in place to find and transition the youth to long-term housing. Both grants were originally for two years but have already be extended for an additional year. Each program provides youth with the tools and support needed to achieve stability and self-sufficiency. In addition, every eligible youth is assigned a Youth Navigator, who is responsible for helping them identify resource options such as TANF (Temporary Assistance to Needy Families) benefits, TennCare coverage and assistance with securing important documentation while building a housing plan.

Goals for FY 2025

The Shelby County CRP agreed to focus on the following goals in the upcoming fiscal year:

1. Examine local chronic absenteeism and truancy program – look at family level resources, best practices of the court and school levels, and data from pre/post COVID-19 pandemic.
2. Continue to support Memphis Shelby County Schools Safe and Supportive Families Expo in April (National Child Abuse Awareness/Prevention Month).

22nd National CRP Conference

Yuricka Rice, Montgomery County CRP co-chair and Toni Lawal, UT SWORPS CRP coordinator, represented Tennessee at the 2024 National CRP Conference in San Diego, California, on May 20-22.

This annual conference attracted participants from many disciplines, sectors, and parts of the country who all share a passion for improving outcomes for children and families involved with the child protection system. The conference also serves as an opportunity for the CRP community to reconnect with colleagues across the country and engage in important discussions about what is working well and not so well in their respective states.

The conference featured learning opportunities from multiple keynote speakers including Dr. Robert Sege, nationally known for HOPE (Healthy Outcomes from Positive Experiences), a framework grounded in public health and early childhood development for helping communities and systems of care ensure more positive experiences for children and more support for their families. Workshop session presentations focused on collaborations between the state child welfare agency and CRP volunteers and practices for building community-level systems of support for parents and families through preventive services.

Citizen Review Panel Members

Hamilton County CRP Members

Co-chairs:
Lori Harris Hammond; *Partnership for Families, Children and Adults, Rapids Rehousing case manager*

Dr. Bethany Womack; *University of Tennessee, Chattanooga, Department of Social Work assistant professor*

Members:
Bowers, Donna; *Hamilton County Juvenile Court supervisor*

Cook, Denise; *Hamilton County Juvenile Court director*

Davis, Jennifer; *Chambliss Center for Children* associate director of residential services

Dettmer, Kimberly; *Hamilton County Schools District student support officer and foster parent*

Elligan, Linda; *Hamilton County Child Advocacy Center clinical director*

Jennings, Cathy; *Hamilton County Schools District coordinated school health coordinator*

Player-Montgomery, Marissa; *TCCY regional coordinator*

Smith, Jeanetta; *Partnership for Adults, Children and Families*

Local TDCS CRP liaisons: DeAnnaBrooks and Sande Farrington

Montgomery County CRP Members

Co-chairs:
Yurick Rice; *Clarksville Montgomery County Schools social worker*

Sandra Smith-Williams; *Clarksville Montgomery County Schools teacher*

Members:

Baxter, Arlinda*; Clarksville Montgomery County School secondary student intervention specialist*

Beswick, Barbara; *Catholic Charities*

Crenshaw, Dr. Notashia; *Austin Peay State University, Department of Social Work assistant professor*

Heacock, Kimberly; *Youth Villages'*

Marcum-Embry, Russette; *TCCY regional coordinator*

Pulley, Krystal; *Montgomery County Health Department registered nurse supervisor*

Roberts, Stephanie; *Youth Villages' regional supervisor*

Robertson, Larry; *foster parent and pastor*

Terrell, Kathy; *Oak Plain Academy foster care director*

Thigpen, Danette; *Montgomery County Juvenile Court youth service court officer*

Webster, Dr. Deana; *Catholic Charities*

Local TDCS CRP liasions: Karmen Davis Anne Marie Maluenda-David, and Sara Brogdon

Rural West CRP Members

Co-chairs:
Dana Cobb; *Northwest TCCY regional administrator*

Jerri Moore; *Southwest TCCY regional coordinator*

Members:
Abel, Debbie; *University of Tennessee at*

Martin Child & Family Grants program manager

Bechtol, Amy; *Tennessee Department of Mental Health and Substance Abuse faith-based coordinator*

Brock Susan; *foster parent*

Fields, Lou; *foster parent*

Grandberry, Sherrika; *Youth Villages' Thrive and Lifeset supervisor*

Humphreys, Rakaya; *Northwest Head Start executive director*

Morales, Melanie; *Milan Special Schools' mental health coordinator*

Simmons, Tracy; *Carl Perkins Exchange center director*

Southall, Jean; *foster parent*

Waterfield, Sharon; *University of Tennessee at Martin Child & Family Grants program director*

Woods, La'Tanya; *Madison County Juvenile Court, community liaison*

Local TDCS CRP liasions: Michelle Cash, Christy Epsey, Mendy Harmon, Erica Sheffield, Kimberley Smith, and Patty Taylor-Kelley

Shelby County CRP Members

Co-chairs:
Shandrian Guinn; *Le Bonheur Children's Hospital community outreach program manager*

Dr. Rhonda Hill; *Shelby County Schools (SCS) Counseling Service manager*

Members:
Allen, Sandra; *Porter Leath Early Success Coalition senior advisor*

Blancett, Michael; Juvenile Court manager

Galyean, Angie; *Hope House victim services coordinator*

Hargrave, Dr. Angela; *Memphis-SCS Student Equity Enrollment & Discipline director*

Johnson, Julie; *Collierville Schools' district social worker*

Taylor, Psasha; *TCCY regional coordinator*

Local TDCS CRP liaisons: LaTasha Sloan, Angela Johnson, and Kevin Simpson

Statewide CRP Coordinator

Lawal, Toni; *University of Tennessee College of Social Work Office of Research and Public Service*

Appendix A:

JTF Outreach and Awareness Committee and Shelby County Citizen Review Panel Members Recommendations

The volunteers **recommend** that TDCS consider the following for the Online Mandated Reporter Training Content for the General Public:

- **Welcome:** A 60 second video by TDCS OCS director Rebecca Bevans that emphasizes the importance of the training, the nature of the problem and something about how what they will learn will help to keep Tennessee children safe.
- **Why Report**
- **Common Misconceptions about Reporting**
- **What Can Happen to Children When I (or You) Don't Report**
- **Who Must Report**
- **Recognizing Signs and Symptoms**
- **Reporting Process**
- **What Happens After I (or You) Report**
- **Test Your Knowledge**
- **Resources to Support Children and Families**

Also, on the same page, we **recommend** you include the following information:

- **Online Training for common reporters** (schools, child care providers, law enforcement) with case examples and scenarios and perhaps FAQ for each of the audiences – the state of Mississippi has this on their website: **What if I am not sure if this is neglect or if a family needs community services?** Please help us understand what you know about the family's situation and your concerns during the reporting process. Let us know what leads you to believe the parent or caregiver may be neglectful and whether you are searching for resources to help the parents meet the needs of their children.
- **Individual or Group Requests for In Person or Online Training:** You may contact a trainer in your area who is available to provide in person or online training about child abuse prevention at no cost anywhere in the state. The list could include TDCS regional staff and CAC staff.
- **Other Training, Education, and Outreach Offerings:** Child Sexual Abuse Prevention, Internet Safety for Parents and the Community, Children and Youth Summer Camp Training, Sextortion and Technology Facilitated Child Sexual Exploitation, T for T (youth organization volunteers), etc.
- **Educational Video Resources:** Include some of TDCS short videos created by the Department as well as with community partners like the Governor's Office of Faith Initiatives, TBI, etc.

Summary of Online Mandated Reporter Training Feedback:

- Vision, mission and unsure if vision and mission information is necessary for the purpose of the presentation. Then it transitions into "educating yourself and others about abuse and neglect" – it would be helpful to list the allegations of harm information the presenter is sharing. Also, domestic violence needs to be added to the list.

- Do a short introductory video welcoming people to the training that also explains the importance of the training (the more you know, the more you can help and provide support to families).
- Re-format to begin presentation with information about options for reporting explaining multi-tier approach (progress from resource linkage to MRS then CPS investigation). Create options where they can move quickly to any investigative tier from this point forward.
- How does TN define caregiver is mentioned on the screen that states "Recognizing Signs and Symptoms of Child Abuse and Neglect" - lots of information about the signs and symptoms for this report and too much is cover on the screens - also, we think it would be helpful to have a document for people to download about signs and symptoms at the end of the presentation. Also, some of the images need improvement.
- The numbers data reflect 2019 – need to be updated or removed.
- Does not give enough time for persons to read the information about signs and symptoms of abuse and neglect.
- Needs a disclaimer about the signs and symptoms noting that it is not an inclusive list.
- Sexual exploitation slide with the graphic of a person running is confusing.
- Child on floor with stuffed animal too long and again too advance for the general public.
- Examples of what teachers, therapists, neighbors, etc. are fine with the exception of the image for the neighbor with the binoculars.
- Mention resource linkage before explaining it later in the presentation. Also, mentions CACs but not everyone will know what that means either.
- MRS [Multiple Response System] needs to be spelled out and better explained.
- Strengthen information about MRS Resource Linkage – describe how this works and perhaps include a topic such as "learn about resource and services to help families."
- "Assessing risks" slide needs improvement – the general public will not understand this.
- Darkness to Light needs to be on the slide and not just mentioned – some people like to take pics of a slide to follow up on something they might be interested in knowing more about.
- Also, need to explain what track assignment means – the general public will not understand this.
- Needs to list the 3 response priorities.
- "Why are some reports not assigned" slide – too much information on the slide – needs to be separated –this was a concern with other slides as well.

- Explain what happens when families are screened out especially for common reporters - Link to slide/video with information on community resources that assist families with tangible items/service and free programs that can help families seeking information and help with infants, children and youth.
- Why are some reports not assigned – great for schools, law enforcement, and hospitals to know?
- Include links to TDCS partners' websites.
- Add slide specific for educators regarding children with disabilities and one related to maltreatment and poverty and implicit bias when reporting child abuse and neglect – give them tools to understand their own bias around raising children – focus on supporting families. Also, school administrators have sounded the alarm about struggles to manage and effectively serve special needs children who have parents that either have cognitive limitations and/or lack parenting skills to positively influence behaviors. They need a community resource list to support those parents.
- Training modules should be created for
    - General public
    - Daycares/Schools
    - Social service providers
- The information about being a mandated reporter and protection for who reports should be at the very front of the training.
- The red font doesn't show up well on presentations.
- There should be no moving graphics as they are distracting.
- The general public presentation would do well to use cartoons.
- Slides should have bullet points for each line of specific information.
- There needs to be a reorganization of all information presented.
- Quizzes should be available to be completed by all daycare, school, and social service agencies.
- If training is going to be done via YouTube video, it would be helpful to have bookmark on the play bar so that you can go to specific sections as needed.
- Create linkage/dropdown to definitions/descriptive for terms such as TDCS, MRS, OCS (Office of Child Safety).
- Create linkages within pages with common community resources and contact information for local emergency services agencies.
- Embed links to hotline.
- Embed information in all sections of presentation about the importance of "Positive Childhood Experiences" and relate it to the work of TDCS and responsibility of everyone in the community.
- Include a slide about common misconceptions about child abuse and neglect.

- Include a slide about why the general public (parents, neighbors, etc.) are less likely to talk about it and report abuse for fear of retaliation or just don't want to get involved and note something that babies and toddlers are too young to speak up for themselves and need caring and concerned teens/adults to speak up for them.
- Create specific pages for "family, neighbors and friends", "teachers and child care providers", "healthcare professionals/physicians", "churches and community organizations and service", "adolescents, teens and youths", "Hispanic/Latino", "native American", other languages.

References

1. Administration for Children and Families. (2022). The Child Abuse Prevention and Treatment Act, pgs. 31- 32 https://www.acf.hhs.gov/sites/default/files/documents/cb/capta.pdf
2. Tennessee Commission on Children and Youth. (2024). County Profiles of Child Well-Being in Tennessee. https://www.tn.gov/tccy/data-and-research/county-profiles.html