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## DEPARTMENT OF CHILD SERVICES INTERIM STUDY COMMITTEE

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Ann Naughton, Attorney for the Committee  
Bill Brumbach, Fiscal Analyst for the Committee

Authority: P.L. 48-2012

Meeting Date: October 11, 2012  
Meeting Time: 1:00 P.M.  
Meeting Place: State House, 200 W. Washington St., House Chambers  
Meeting City: Indianapolis, Indiana  
Meeting Number: 4

### MEETING AGENDA

- (1) Call to Order
- (2) Attorney General Greg Zoeller
- (3) Best practices of agencies and programs that address children who are victims of abuse and neglect
  - (a) Dr. David Sanders, Executive Vice President of Systems Improvement at Casey Family Programs
  - (b) Dean Michael Patchner, Dean of the IU School of Social Work
  - (c) Susan Dreyfuss, President and CEO of the Alliance for Children and Families
  - (d) Paul Vincent, Child Welfare Policy and Practice Group
  - (e) Public Testimony regarding Best Practice Solutions\*
- (4) Hotline follow-up
- (5) Other business

\*Individuals who wish to submit comments regarding ongoing concerns about DCS or DCS operations can submit written testimony to one of the Co-Chairs. Those comments will be sent to all of the committee members. If one or both of the Co-Chairs wish to pass any of the written testimony on to DCS for further investigation, they will send it to the DCS Legislative Liaison.

\*If individuals from the public wish to contact DCS directly, they can utilize one of the following options:

October 5, 2012

-If an individual has a concern about how a current case is being handled, they should speak with the Family Case Manager handling the case. The phone number for each local office can be found on the DCS website:  
<http://www.in.gov/dcs/2372.htm>.

-If an individual wants DCS to look into a case or has general questions, they can contact DCS customer services at: [DCS.CustomerService@dcs.in.gov](mailto:DCS.CustomerService@dcs.in.gov).

-If an individual has concerns about the way DCS handled a case and would like an independent review of the case, they can contact the DCS Ombudsman at 317-234-7361 or [DCSOmbudsman@idoa.in.gov](mailto:DCSOmbudsman@idoa.in.gov).

Please note that depending on how many members of the public would like to testify, timing of remarks may be limited. However, the committee members strongly encourage and welcome all members of the public to submit their testimony in writing as well.

(The meeting will be broadcast over the Internet for those unable to attend. Please visit <http://www.in.gov/legislative/2441.htm> and select the video stream for the appropriate room from the drop down list to watch the Webcast.)