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Office of the Child Advocate

Moira O'Neill  
Director

April 28, 2020

His Excellency, Governor Christopher T. Sununu  
and the Honorable Executive Council  
State House  
Concord NH 03301

**REQUESTED ACTION**

Pursuant to RSA 4:8 Gifts to the State, **retroactively** authorize the Director of the Office of the Child Advocate to accept a gift in an amount not to exceed \$24,000.00 from Casey Family Programs, Seattle Washington, to continue to provide the services of Collaborative Safety, LLC, 8161 Hwy 100 #206, Nashville, TN. These services include oversight, coaching, and feedback pertaining to the Systems Learning Review (SLR) model for conducting critical incident reviews.

**EXPLANATION**

This request is **retroactive** as communications and processing disruptions have occurred in the current crisis.

The Office requests authorization to **retroactively** accept a gift from Casey Family Programs, a national organization whose mission is to provide and improve and ultimately prevent the need for foster care. Casey Family Programs partners with child welfare systems, families, policymakers, courts and American Indian tribes to support practices and policies that safely reduce the need for foster care, increase the safety and success of children and strengthen the resilience of families.

This gift will support the NH Office of the Child Advocate to continue strengthening the System Learning Review (SLR) model for conducting critical incident reviews and provides oversight, coaching and feedback to staff and leadership in fidelity of the model. This process is a comprehensive, collaborative, multidisciplinary systemic analysis of critical incidents and other unexpected child outcomes. It facilitates identification and improvement of systemic issues that may e limiting the department's ability to provide more successful child outcomes. It situates the Office to effectively monitor incidents and identify system improvements in accordance with oversight duties pursuant to RSA 170-G:18.

The Office of the Child Advocate wishes for approval to retroactively accept this gift. Your favorable action on these items would be appreciated.

Respectfully submitted,

Moira O'Neill  
Director

MO/kk

Attachment: Collaborative Safety Scope of Work



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## **New Hampshire Office of the Child Advocate Scope of Work Proposal**

### **Contractor Information:**

Collaborative Safety, LLC

8161 Hwy 100 #206

Nashville, TN 37221

916-548-5041

[sm@collaborative-safety.com](mailto:sm@collaborative-safety.com)

### **Proposal**

Collaborative Safety, LLC proposes the following initial scope of service:

1. Provide two (2) On-site Consultation Days
  - a. Provide onsite support over two days to include but not be limited to; training on use of Human Factors Debriefing, presentation to the Oversight Commission on Children's Services, introductory training for new staff, and discussion of systemic review of restraint incidents.
  - b. Cost: \$24,000

**Total Cost: \$24,000.00 (inclusive of all fees and expenses)**



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## **Detailed Description of Work**

### Onsite Consultation

This specialized Onsite Consultation is to provide live technical support to the first Systems Learning Review. It also includes onsite technical assistance in furthering expertise in the SLR model as well as conducting a quality review and debrief following the first Systems Learning Review.



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## **Collaborative Safety Overview**

- Collaborative Safety draws from the same sciences that safety critical industries such as aviation and nuclear power use to improve systems and develop a culture of safety.
- Collaborative Safety is currently engaged with a number of state agencies in the U.S. supporting the development of enhanced review processes and promoting safety engagement and accountability.
- The review processes take an approach that departs from surface level understandings of how systems fail and seeks out the complex interplay of systemic factors.
- Collaborative Safety engages agency leadership, frontline staff, and other key stakeholders on safety science principles, supporting safety advancement and system change.
- Collaborative Safety uses an approach that moves away from a culture of blame and toward a culture of accountability. Years of research have shown that blame may decrease accountability, since it inhibits the ability of the organization to learn and improve.