

**UNIFIED CHILD AND YOUTH SAFETY IMPLEMENTATION PLAN
STEERING TEAM MEETING
TUESDAY OCTOBER 2, 2018 1-4PM
DHS ROOM 137 B-D**

Meeting called to order at 1:04 PM.

WELCOME AND INTRODUCTIONS

Shannon Biteng introduced Jana Mclellan, the new Child Welfare Deputy Director.

Announced the work from the Unified Child and Youth Safety Implementation Plan will be transferring to Child Welfare Program.

STATUS OF PRIORITY PROJECTS

Marilyn Jones presented where we are with the projects and what is next. The 2016 Public Knowledge report played a part in the creation of the Unified Child and Youth Safety Implementation Plan. It talked about no leadership and trouble in the organization. Nothing in the report was surprising. We in Child Welfare now have an excellent team and are changing our narrative to be proactive not reactive. We are still working on making sure we are accountable to what we say we are going to do. We write a Governors report every month that includes the progress we are making. Marilyn thanked project managers from the Executive Projects Team for their commitment. Some of the project managers will be coming to Child Welfare and will help us find out where our root causes are and will work to help fix the root causes. Other project managers will stay with the Executive Projects Team and will shift their focus to other projects within the agency.

Child Welfare is looking at our concerns, recommendations and remaining work to bring a new sense of purpose. The vision heading forward is aligning project work to our program work. I have asked the Child Welfare team to work more closely as a team so that we work together instead of separately. The team is working very hard day and night and they want to be part of the team that changes how Child Welfare is looked at. We are hoping that December isn't the end of the steering committee. We want to continue to have our partners involved in the process.

Shannon Biteng spoke to the handouts provided.

- Child Welfare action plan describes our new vision, our mission and community engagement.
- Child Welfare reform timeline
- One pager that was shared with the legislature about our vision moving forward.

REVIEW TRANSITION TRACKER FOR CHILD WELFARE ACTION PLAN

Community engagement - Project health status is yellow. Thank you, Pamela Heisler, for your hard work on this project. The Field Services team has agreed to take on the remaining district tours, but this project will need a project manager.

Listening tour report - Project health status is red. This is a new project and we are behind schedule. Thank you, Joshua and Pamela, for your hard work on this so far. We are largely behind because of resources. Joshua created a report which includes themes from the district tour. We are working on aligning this report with the State assessment from Tim Sinatra. Once we align themes we will share the report.

Caregiver training redesign - Project health status is green. Rose Cokeley will be taking on the project within Child Welfare. One of the new things we are looking at is roll out of training, foster parent academy or university online and in the classroom. We are inconsistent across the state and it takes a lot of time for people from the rural areas to become trained. We are talking to our foster parents about what we need to do to make it easier for them to attend trainings, such as day care, evenings, etc. The biggest shift however is in the delivery.

Caregiver retention and support - Project health status is red. We are bringing technology in and making it more accessible and looking at how we get involved more at the ground level. We are mapping where all of these workgroups are and what they are doing so we know where we need to go.

Coordinated response to abuse – Project health status is green. We removed subtasks and have made them their own projects. We have also moved other subtasks that are more department wide projects and suggest that they be managed by Executive Projects Team.

Aligning policy, procedure and best practice – Project health is red. It is red because of meeting the December timeline for the procedure manual. The manual needs to be edited and we have over 60% done but publications will need to time to review and add the additional chapters once they are completed.

Centralized Screening - Project health is green. You will hear more about the project later in the meeting.

Certification and well-being staffing – Project health is green. The Program lead will change to the new Foster Care Program Manager. The remaining work for this project is implementation and training on recommendations.

Recruitment and Retention of Social Services 1 (SS1s) – Project health is green. We are on track. We have found that people are very excited to come to this line of work but often their idea of what it will be like is not realistic. Through this project there will be videos, starring our own staff, sharing the realistic outlook of this work. We are working with the Office of Continuous Improvement to map our onboarding process and looking at how can we connect with new staff in the application process. For retention, we are working on an exit survey so we can get a better understanding why staff might be leaving.

Practice Model Fidelity – Project health is red. This project will need to be mapped and connected to Human Resources. We want to make sure the project includes training, implementation and planning for staff.

Supervisor Training Redesign – Project health is red. This project is shifting to a new course. Field Services will be assigned a new co-lead. Thank you to Casey Family who helped with recommendations for curriculum.

DISCUSSION OF STEERING TEAM'S ROLE AND ENGAGEMENT

Jana Mclellan lead the discussion.

I started with Child Welfare 33 working days ago. I came from Stabilization and Crisis Unit, a Developmental Disabilities program, running group residential homes up from PDX-Eugene. Background is not in child welfare but in program development, program implantation and business processes.

We would like everyone to tell us what worked well and what didn't work with the steering team so that we can either continue what work or change so that we can do this right.

WHAT DID WE DO WELL?

- Lisa - Including former foster youth on the steering committee.
- Ben - Process credited coordinated inertia and exposing everyone to all areas of the discussion
- Derenda - Project managers were great and lots of good communication regarding the project you were attached too.
- Megan - Nice shift from past practice to one of open engagement.

WHAT WOULD YOU DO DIFFERENTLY?

- Megan - If there are decisions to be made it would nice to have a dialog around a report out and possible other suggestions.
- Gene - Whole tone and tenor of the process was congenial and makes him optimistic for the future for professional engagement moving forward.
- Hon. Patrick Henry - Project Managers have been very capable and the committee members have been keeping people accountable. I think the transparency has been great and the admittance of struggles and where things have fallen off or need more resources is refreshing. Echo the report out and accountability to the committee.
- Lisa - It would be nice to hear about all the projects at some point within a quarter.
- Ben - Politics and priorities have shifted with the politics. It would be great to provide talking points to the proxies within the state to start talking about and using our influence to spread. "Bragging Rights" What have we done in the past year?
- Foster Parents would like to have something that is tangible and they can see the progress.
- Variety of voices at the table was very helpful and why something is important to others. It was great that the same people have been at the table the entire time. The idea of being "sworn in" worked well.

Shannon Biteng-

We are extending the invitation to keep people involved and help us stay accountable to where these projects are going. We need you to come joinus per Marilyn.

ACTION: We will be sending a survey out by the 12th of the month around steering team engagement.

OREGON CHILD ABUSE HOTLINE (ORCAH)

Alain Datcher & Kristen Khamnohack presented a status update on the hotline.

Eager and happy to state that the projects are in a much better place than it was in June. Want to stress this has been an investment of Marilyn, Shannon, Kristen and now Jana to see that this project is successful.

What has improved the status of the project's health? A few things: Participatory leadership - Needing decisions from leadership was challenging, but we now have the ability to make those key decisions with Kristen onboard.

Adequate resourcing - There were significant resource deficiencies around people. We have done a slew of hiring. Facility itself has infrastructure needs such as a backup generator to operate 24/7. Funding and resource for voice over internet phones and what happens when the internet is down is still on the docket.

Implementation timeline – A third of the state is centralized but we have a skeleton crew. We are confident that we will be able to hit our April timeline.

Communication and engagement - We welcomed the direct feedback. We have taken lots of steps over the 90 days and have develop 40+ steps of how we can engage. Need to have more human capital to do that work. We have been engaging with the ones that have been centralized and then with the ones that will brought on board. We are in a stabilization period to get staffing up. We are planning 60 days out for the December districts.

Need to figure out where the ORCAH falls into the prevention aspects. We do think that we can figure out with our data analytics and drill down and identify trends in communities regarding where the issues lie. We can be a data hub for districts and help with prevention.

Screening staff will be trained first and then community/stakeholder training after or in conjunction. Trying to do some strategic planning for rolling this out.

Sen. Gelser's office extended thanks and congratulations to everyone that has worked so hard on this effort.

NEXT STEPS

A survey will be go out to steering team by October 12. Please give all your constructive thoughts.

| Next Meeting is December 18, 2018 at Human Services Building
Adjourned at 3:30 PM.