

**UNIFIED CHILD AND YOUTH SAFETY IMPLEMENTATION PLAN
STEERING TEAM MEETING
TUESDAY, DECEMBER 18, 2018 1-4PM
DHS ROOM 137 A-D**

Meeting called to order at 1:31 PM.

WELCOME AND INTRODUCTIONS

Shannon Biteng ask the steering team to start the meeting off with a round of introductions and then talked about what the team would accomplish in this meeting.

CHILD WELFARE LEADERSHIP UPDATES

Marilyn Jones gave program updates.

Both retention and recruitment is going up.

The Office or Reporting, Research, Analytics and Implementation team is conducting a workload study so we have an idea on how much time our workers have to spend with our children and families with their current workload. Right now, Child Protective Services (CPS) gets about 1 hour 20 minutes with a family in a month. Our staff should have around 1 caseworker for 11 children on their caseload. We are currently 1 caseworker for 30 children on their caseload. Given the current model we are at 1,500 caseworkers when we should be at 1,800 to do the work. At every level, staff is working double time to get the work done. Office support is supposed to be 1 supervisor for 3 staff and we are at 1 supervisor for 7 staff.

Our Oregon Child Welfare Executive Leadership Team was created in March of this year. As a group, the team evaluated program needs and started to focus on three things: nursing assessments, overdue assessments and Family First.

Since July 2018, DHS field nurses have been conducting nursing assessments for children and families with in-home cases and children who enter trial reunification. The home visits identify immediate health needs the child may have, provide the family with support and health related information and connect them to community resources to help ensure a

successful reunification. Nurses provide education and support to parents and make referrals to community resources.

Because our overdue assessments were climbing, we needed to create a team to help not only clear the overdues, but to help coach and mentor workers to keep the work moving forward. This team of consultants spent two weeks in Lane County and completed 1,400+ overdue assessments. Lane is now down to 327 overdues and this is the first time they have been down below a 1,000 overdue assessments in years. Linn county had 1,100+ overdues and are now down to 200. Because of this effort, it allows for practice and engagement to change.

The third project the Executive Leadership team took on is Family First legislation. Family First provides services to families who are at risk of entering the child welfare system. The idea is to prevent children from entering foster care by allowing federal reimbursement for mental health services, substance use treatment, and in-home parenting skill training. It also seeks to improve the well-being of children already in foster by incentivizing states to reduce placement of children in congregate care.

STATUS OF PRIORITY PROJECTS

Shannon spoke to the handout on the status of the priority projects.

Community engagement – Project health status is yellow. We will receive an update on this project from the project team later today.

Listening tour report – Project health status is yellow. This project was previously listed under the community engagement project, but we pulled it out to help put a spotlight on its importance. Marilyn and Fariborz are committed to meeting with staff from across the state and now they only have two districts left to visit. The DHS Director's office is helping draft the listening session report and it will be available in Spring of 2019.

Question: Were bio families invited to the listening sessions?

Answer: Yes, they were invited to the community forum listening sessions.

Caregiver training redesign – Project health status is green and is on track.

Caregiver retention and support – Project health status is yellow. We will receive an update on this project later today.

Certification and well-being staffing's – Project is now closed. Child Welfare leadership thanked the team for the workgroup's recommendations. The recommendations will be incorporated in the coordinated response to abuse project moving forward.

Retention and recruitment of SSS1's – Project health status is green. This project is on track. Work team mapped the on boarding process and identified a number of gaps. This team is working to create realistic job preview videos. These videos will showcase current staff sharing what a day looks like in the field. These videos will be on our website so that those looking to come to work have a better understanding of the dynamics of the job. Human Resources will also be using this as a requirement for new employees to watch before they apply. We often lose people the second they go to training because they find out what the work is really about. These realistic job videos are an effort to try and reduce this from happening.

Practice model fidelity – Project health status is yellow. A new pilot is starting in District 5, 6 and 11 for the new court report. This court report is now one document and it will include everything so that staff do not have to fill out multiple forms. This will allow staff to be more engaged with the family and reduce redundant paperwork.

Supervisor training redesign – Project health status is red. This project has a new project manager. The project manager is looking to reset this project. Child Welfare Executive Leadership has committed to Clinical Supervision and developing a final definition for clinical supervision. This will be the foundation for this project. Connecticut, Tennessee and California curriculum have been identified by Casey to help develop this supervisor training redesign.

Coordinated response to abuse – Project health status is red. We reassessed this project as there are a lot of cross agency projects. We are working with the Director's Office to help take on projects that we have identified as cross program projects. Out of the coordinated response to abuse project, we have identified three projects that are Child Welfare specific and should take the lead on. Those are policy making procedure, update Sensitive Issues Review Protocol and review foster home certification exceptions.

Aligning policy, procedure and best practice – Project health status is green. The procedure manual will be completed and used by the field in January 2019. The communication plan is being finalized and will be implemented in the next few weeks.

Centralized screening – This project is closed as of today. At the end of this month 10 of 16 districts will be transferred over to the centralized hotline. The hotline will be fully operational in April 2019! This project is considered closed as the hotline is on its way to full implementation and the steering committee workgroups are no longer needed.

ENHANCE COMMUNITY ENGAGEMENT

Overview of proposal (see presentation)

The purpose of this project is to enhance state and district level community engagement to work towards building trust and increasing responsiveness and collaboration between DHS child welfare, bio families, foster and adoptive families, relative caregivers, children, youth, Tribes, service providers, community partners and historically marginalized populations.

Speaking from their WHY.

- Trauma Informed
- Creating space for Leadership
- Collaborating with flexibility
- Communication with accountability
- Preparation & planning
- Continuous improvement and culture of learning
- Equity and inclusion

Macro: Positives - Working in collaboration with the 9 Tribes of Oregon to create a rule.

Challenges - Certification process is a little different in the tri county area. Hard to give them a realistic example of what that might look like from county to county.

Micro: Positive - Grandmother was given allowance to take care of her grandchildren even though she was in a one-bedroom place. Allowing them to keep culture and connection.

Challenge - Invite some to the table but not others.

Communication with accountability, transparency and follow through.

Community listening forums were great but we don't know if you heard anything since there has been no report. Solution, share what Child Welfare has done when you hear from the community. Youth forums were great as it created a safe space for youth to have a voice. We ask that honest and clear reasons why things are not happening.

Preparation and Planning - Proposal is about valuing peoples time and expertise.

Continuous Improvement and Culture of Learning - really using the feedback and making sure we respond and letting them know what is happening. Give an idea of what you can and can't do. Caseworker redesign asked for feedback and meticulously tracked. There was then a column that explained how it was used/not used. Small details add to the culture of learning.

Equity and Inclusion - What are some of the forces within you that are keeping you from doing the work? These are three areas that stop us. You are the first one. The second allows for them to feel justified. Third is society as a whole. We can find validation in the news and social media. How do we push our growing edge? It's the spot between comfortable and uncomfortable. We need to have a place for community to come to a safe space.

Enhance Community Engagement Workgroup - Melissa Sampson Grier, Joshua Griggs, Stephanie Simmons, Pamela, Christine Kamps, Brooke Gray, Bobby Martin, Lisa McMahon and Jessica Lloyd Rogers.

CAREGIVER RETENTION & SUPPORT

Project work updates presented by Caregiver Retention and Support workgroup.

The team shared that the objective of this project was to help DHS Child Welfare with its internal strategy and practices to enhance support of Oregon foster parents and to increase foster parent retention. The group—a collective of foster parents, community organizations, leaders of color,

and DHS staff—identified core areas of need in the effort to retain foster families and relative caregivers.

The Caregiver Support and Retention proposal for improvement was recently delivered to Foster Care Program Manager.

The workgroup talked about the trends in the number of foster homes over time.

In February 2018, this steering committee workgroup requested funding from the Emergency Board for the following retention & support needs:

- Respite Care financial assistance for foster parents & relative caregivers
- Foster parent peer mentoring programs
- Flexible funding for Emergency Placements - to support relative care providers during emergency certification

The results:

Emergency Board granted \$120,000 for System of Care expenses, and \$300,000 for respite care reimbursements for foster and relative caregivers to be issued at a rate of \$55 per day, up to 3 days per month.

- Support group advised implementation of Child Care Reimbursement & communication strategy
- Requested & received policy change - no deadline to apply for reimbursement starting May 1, 2018, to give time for information to be communicated
- Development of Vision for Conditions & Prioritization
- Extension of KEEP pilot program

Below is what the workgroup shared around what foster parents need to feel supported:

- 1 - Clear and consistent communication
- 2 - Tangible Support of basic needs
- 3 - Responsiveness from team members
- 4 - Respected as a team member
- 5 - To be heard / feel listened to
- 6 - Trust - to feel trusted & feel able to trust
- 7 - Shared information - to be equally informed
- 8 - Teaching and training
- 9 - Celebrate successes

Jessica Lloyd Rogers announced that on January 8, from 6-8PM the Foster Care Summit with the governor will be taking place.

ACTION

Shannon shared that a Doodle Poll will go out in the next week to identify upcoming Steering Team meeting dates for 2019.

Shannon shared with the Steering Team the need for more foster youth voice presence at the meetings. We ask that the steering team work group members to help co-present to the full steering team to show their involvement. DHS would like to hear from your voice how this work is impacting you.

Marilyn Jones requested that when we, DHS, reach out to the steering team that you be open and honest. We have a lot of work to do and we need your help. We can't move forward if you don't tell us what you are thinking.