

Department of Human Services

Unified Child and Youth Safety Implementation Plan Steering Team

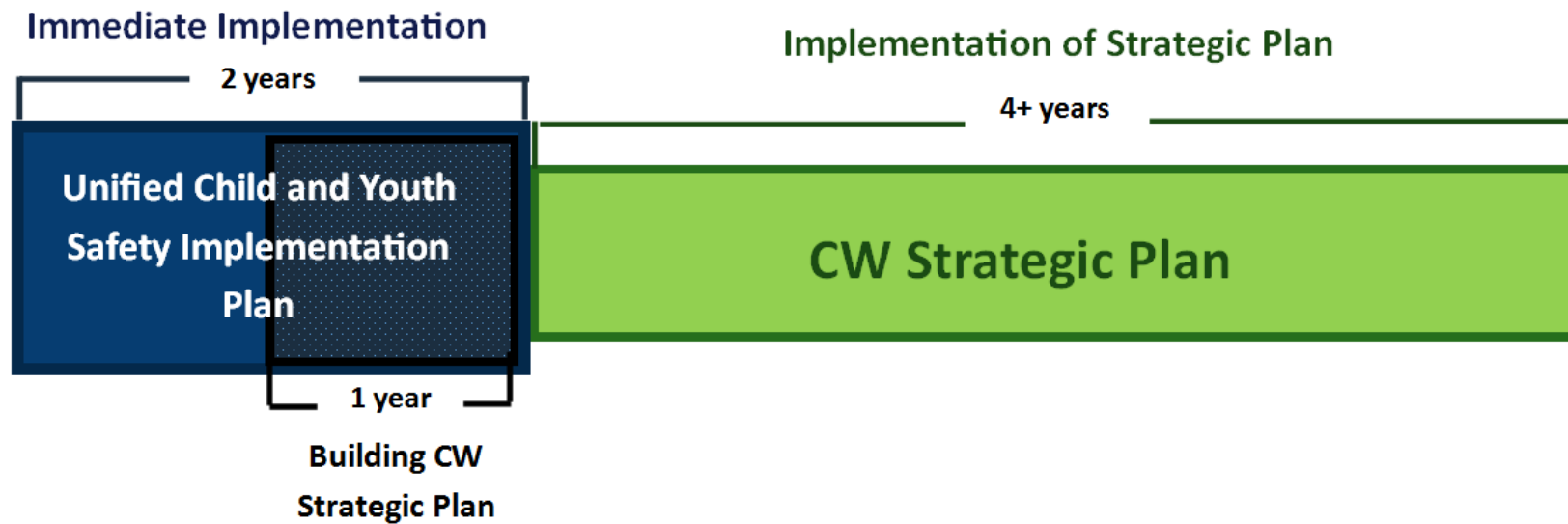
March 3, 2017



Goals for today's meeting

- Develop a common understanding and consensus regarding the Unified plan goals and objectives
 - Project charter
- Define urgency and then prioritize tasks to move plan implementation forward
 - Project plan
- Discuss prospective barriers and how the steering team can help us overcome them
 - Develop list

Child and Youth Safety Planning at DHS



Charter Review - Your Role

1. Ensure that five goals are achieved
2. Keep children, youth and families at the center of Unified plan work
3. Make decisions pertaining to the urgency and priority of work streams
4. Help us remove barriers in order to ensure children and youth safety
5. Be an ambassador for the Unified plan within organization

The Unified Youth Safety Implementation Plan for Oregon aims to achieve five strategic goals:

1. Build trust between DHS, certified families and licensed child caring agency providers, and youth receiving DHS services;
2. Ensure child and youth needs are considered when delivering services, especially substitute care placement decisions;
3. Ensure swift, safe and comprehensive response to reports of child abuse;
4. Cultivate a youth-centered, safety-first culture within DHS;
5. Retain, train, develop and recruit for certified families and licensed child caring agency providers that meet or exceed the applicable standards for substitute care providers.

Take 2 minutes and rank the top 7 reasons projects fail

- Poor or missing methodology and tools
- Poor project planning and direction
- Insufficient communication
- Lack of skilled team members in the areas of soft skills, ability to adapt, and experience
- Lack of change, risk, financial, and performance management
- Failure to align with constituents and stakeholders
- Ineffective involvement of executive management

Top 7 reasons projects fail

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3. Lack of change, risk, financial, and performance management
4. Failure to align with constituents and stakeholders
5. Ineffective involvement of executive management
6. Lack of skilled team members in the areas of soft skills, ability to adapt, and experience
7. Poor or missing methodology and tools

Take 2 minutes and rank the 5 project critical success factors

- Well-defined project plan and schedule
- Understanding of and consensus regarding the project goals by key stakeholders, project team, management team, and project manager
- The use of established project management practices
- Well-defined scope statement
- Involvement and buy-in from the stakeholders as evidenced by sign-off of project charter and scope statement documents

Top 5 reasons project succeed

1. Understanding of and consensus regarding the project goals by key stakeholders, project team, management team, and project manager
2. Well-defined scope statement
3. Involvement and buy-in from the stakeholders as evidenced by sign-off of project charter and scope statement documents
4. Well-defined project plan and schedule
5. The use of established project management practices

Goal 1: Trust

Pursuing the following objectives will build trust between DHS, certified families and licensed child caring agency providers, and youth receiving DHS services. Project work will begin immediately and will be complete by December 2018.

Business objectives:

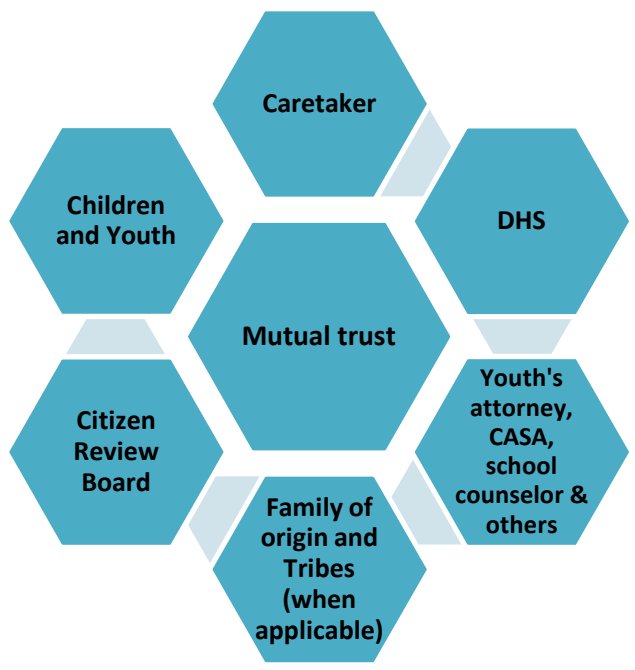
- Develop and implement a partnership engagement plan with certified families, youth, providers, Tribes and other key partners by December 2017
- Develop and implement a communication plan with children, youth, families, providers, Tribes and other key partners by December 2017
- Implement a comprehensive training and development plan and a recruitment and retention plan for DHS caseworkers and supervisors by December 2018

Develop and implement a partnership engagement plan with certified families, children, youth, providers, Tribes and other key partners by December 2017.

Current model:



Proposed model:

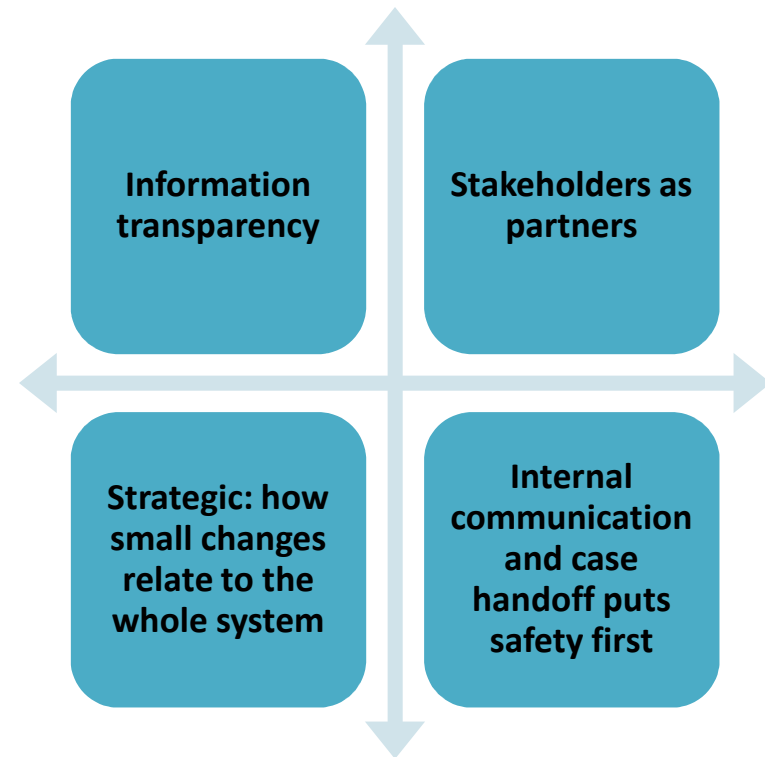


Develop and implement an internal and external communication plan for implementation plan changes by December 2017.

Current model:



Proposed model:

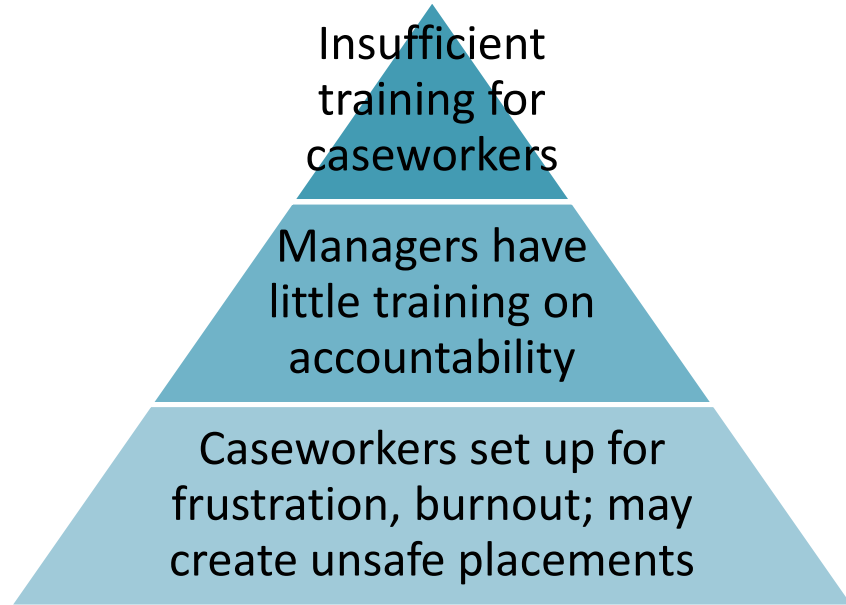


Implement a comprehensive training, development, recruitment and retention plan for DHS caseworkers and supervisors by December 2018.

Proposed model:



Current model:



Goal 2: Child and Youth Safety

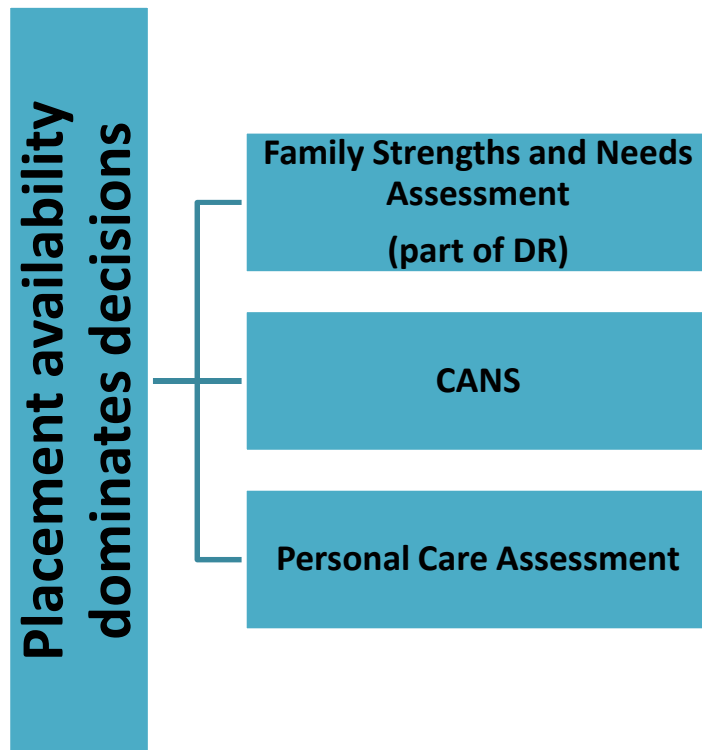
Pursuing the following objectives will ensure child and youth needs are considered when delivering services, especially substitute care placement decisions. All project work to achieve the business objectives will be complete by Summer 2018.

Business objectives:

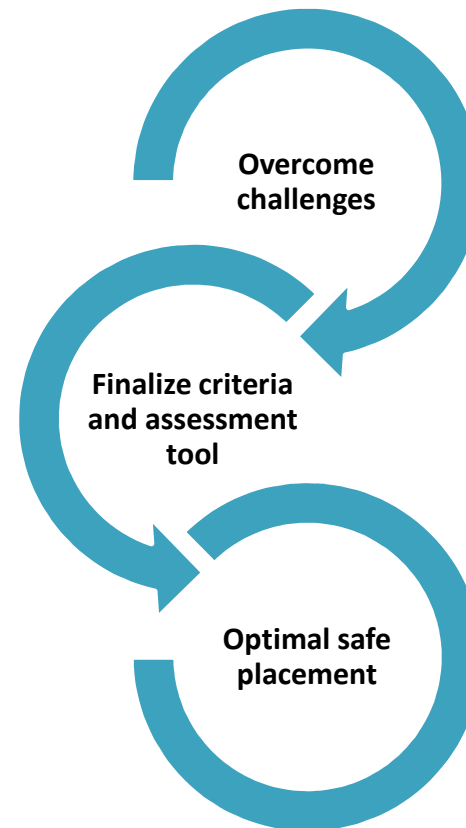
- Adopt criteria and implement an assessment tool to determine the appropriate level of care for youth to use before placement decisions by Summer 2018
- Develop and apply Oregon's continuum of care for providers and foster care families by Summer 2018

Adopt criteria and implement an assessment tool to determine the appropriate level of care for youth to use before placement decisions by Summer 2018.

Current model:



Proposed model:

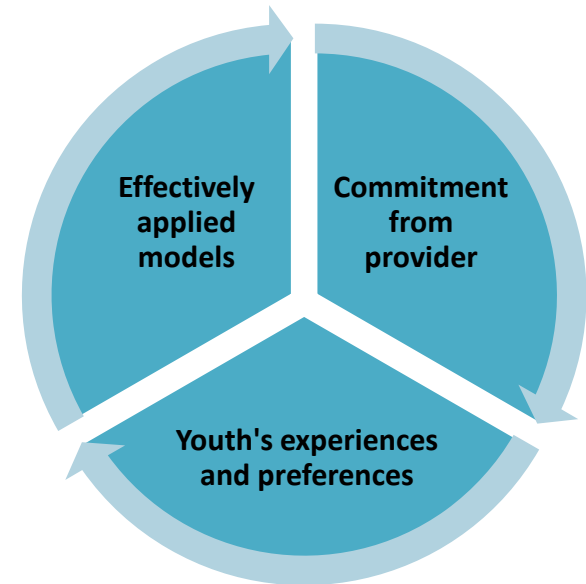


Develop and apply effectively Oregon's continuum of care for providers and foster care families by Summer 2018.

Current model:



Proposed model:



Goal 3: Response to Reports of Child Abuse

Pursuing the following objectives will ensure swift, safe and comprehensive response to reports of child abuse. Project work will finish by Summer 2018.

Business objectives:

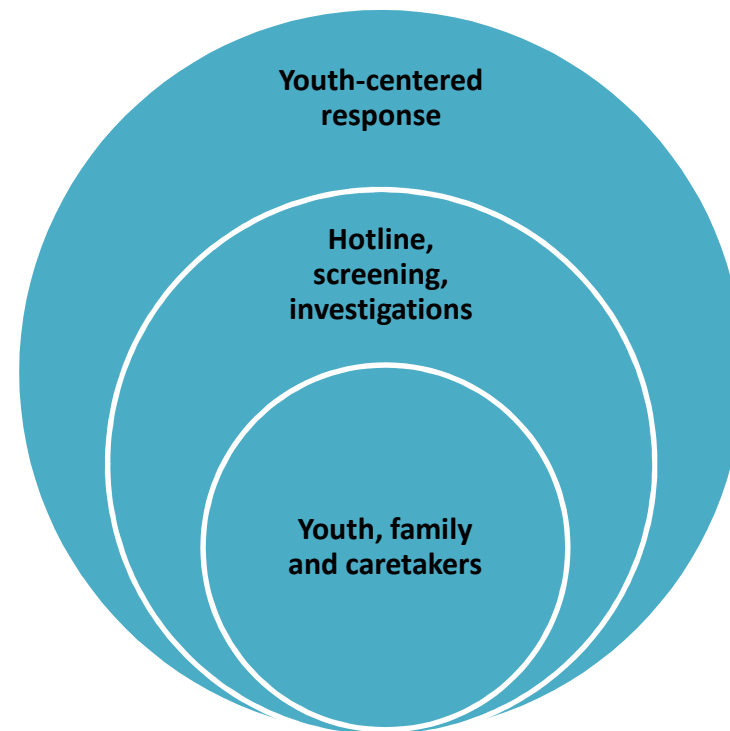
- Redesign the process of responding to allegations of abuse using a department-wide approach by Summer 2018
- Centralize hotline operations and create standard protocols for screening by Summer 2018

Redesign the process of responding to allegations of abuse using a department-wide approach by Summer 2018.

Current model:

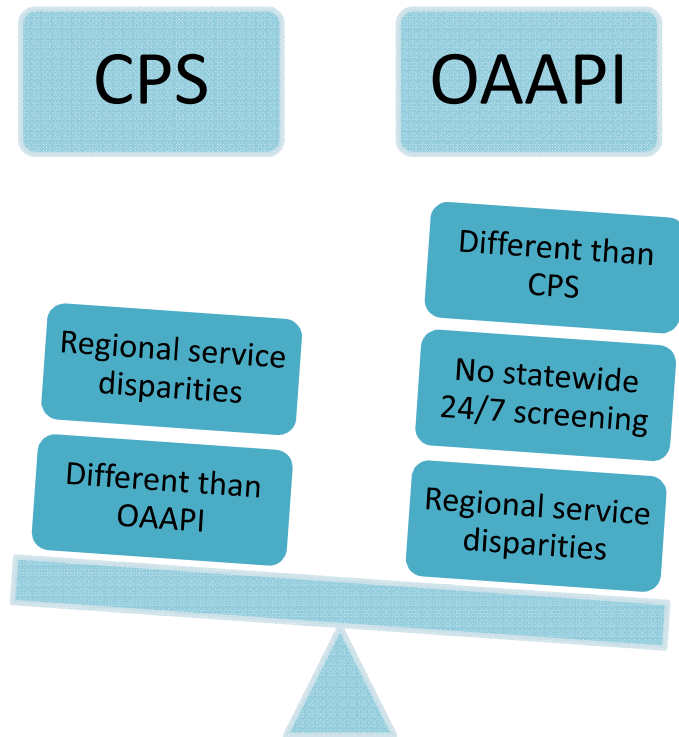


Proposed model:

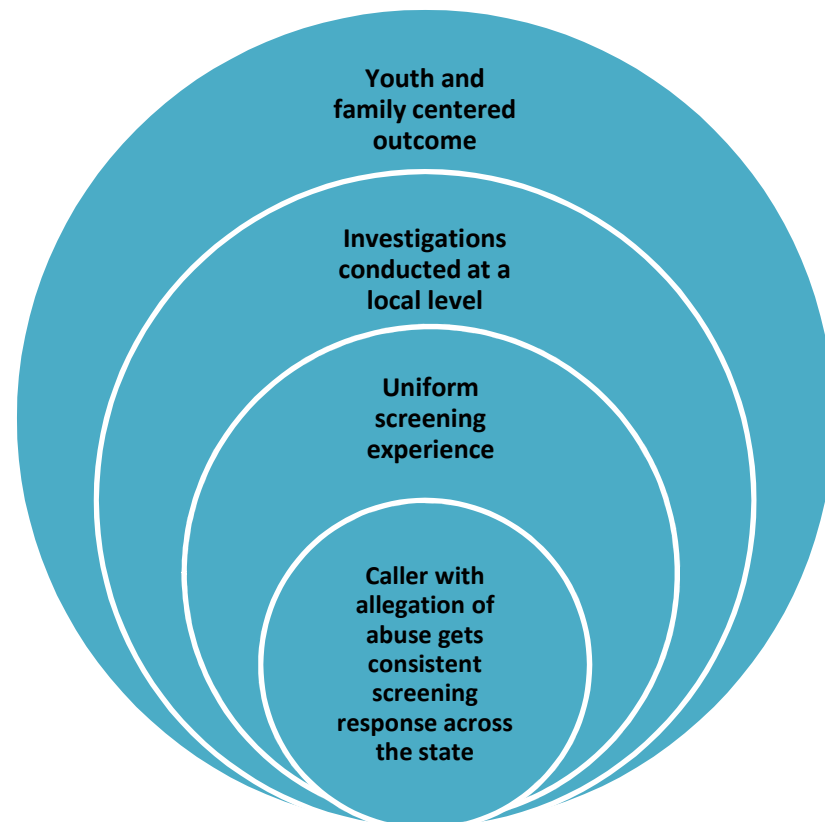


Centralize hotline operations and enhance standard protocols for screening by Summer 2018.

Current model:



Proposed model:



Goal 4: Safety Culture Within DHS

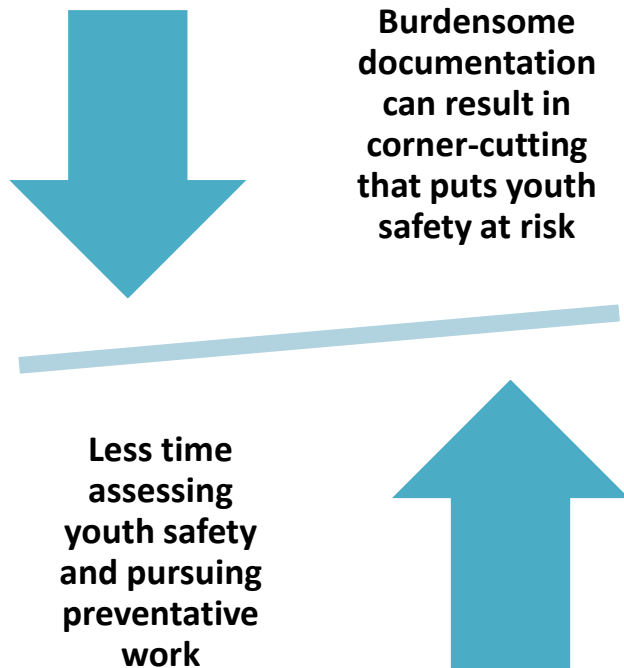
Pursuing the following objectives will cultivate a youth-centered, safety-first culture within the DHS. Project work will be complete no later than December 2018.

Business objectives:

- Streamline caseworker tasks and maximize time available to be spent on family engagement and youth centered relationships by December 2018
- Develop and apply a proactive and safety-oriented *case management practice* led by caseworkers in collaboration with children, youth, family, Tribes and community partners by Summer 2018
- Develop and implement an employee engagement plan to cultivate shared ownership and accountability for child safety among DHS staff by Spring 2018
- Develop and implement data-driven decision making processes for use across the child safety system by December 2018

Streamline caseworker tasks and maximize time available to be spent on family engagement and youth centered relationships by December 2018.

Current model:

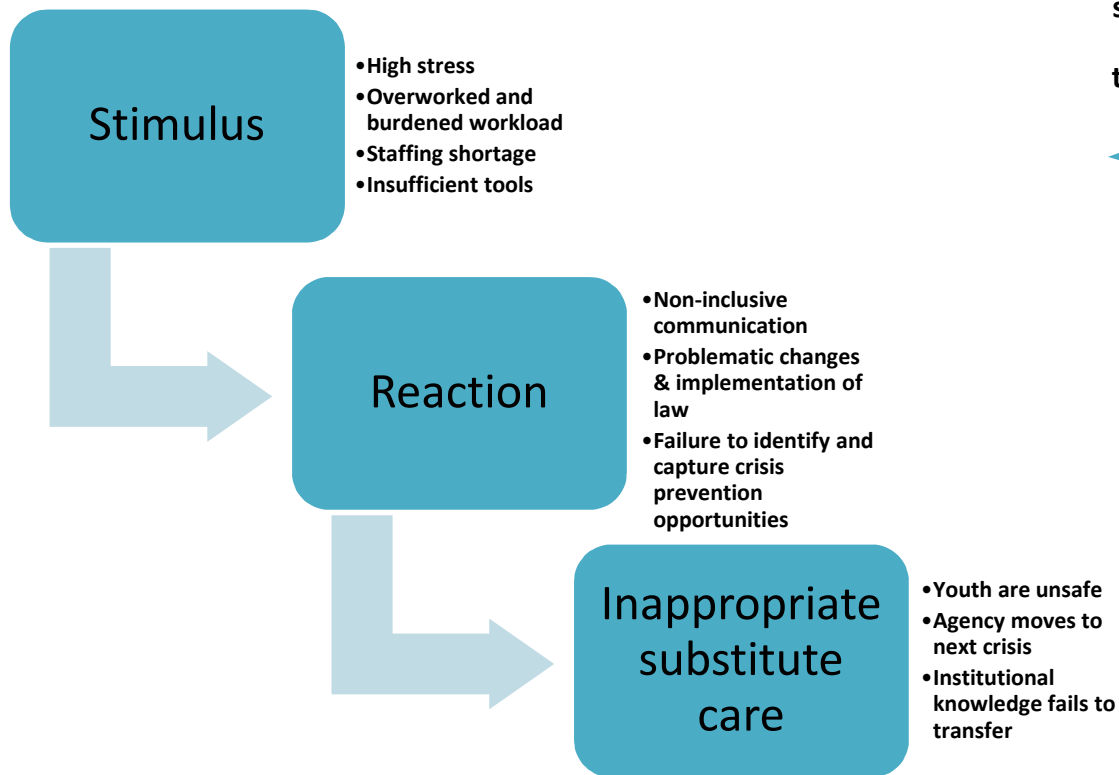


Proposed model:

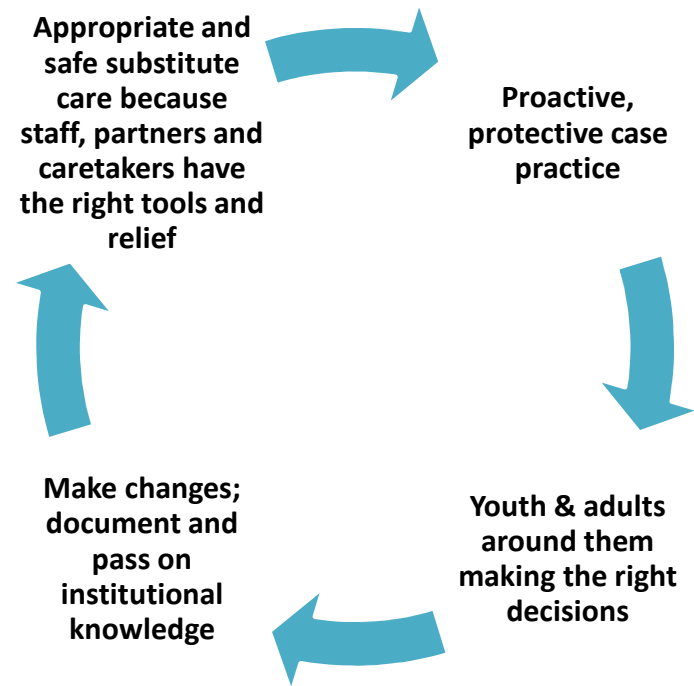
DHS caseworkers spend more time engaging children, youth and families and document processes around newly streamlined operations and policy.

Develop and apply a proactive and safety-oriented case practice led by caseworkers in collaboration with children, youth, families, Tribes and community partners by Summer 2018.

Current model:

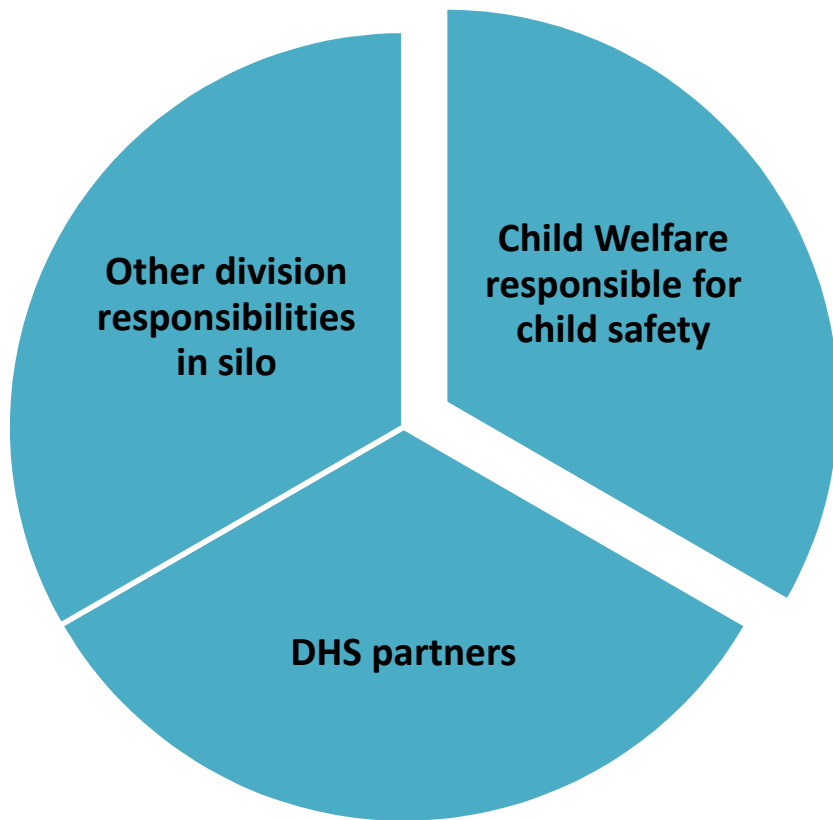


Proposed model:

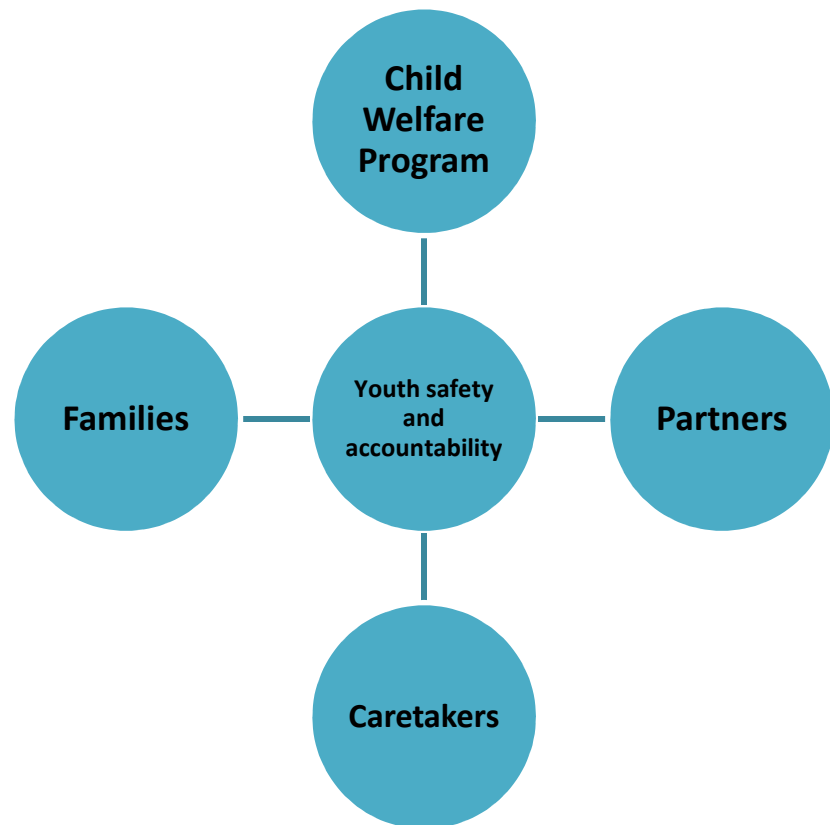


Develop and implement an employee engagement plan to cultivate shared ownership and accountability for child safety among DHS staff by Spring 2018.

Current model:

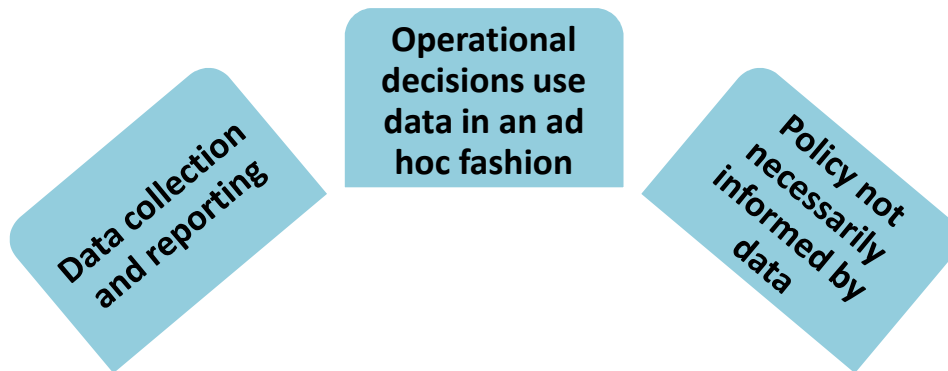


Proposed model:



Develop and implement data-driven decision making processes for use across the youth safety system by December 2018.

Current model:



Proposed model:



Goal 5: Certified Families and Licensed Child Caring Agency Providers

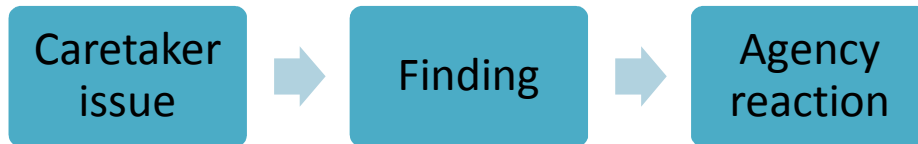
Pursuing the following objectives will retain, train, develop and recruit certified families and licensed child caring agency providers that meet or exceed the applicable standards substitute care providers. Project work will be complete by December 2018.

Business objectives:

- Develop and implement a youth-focused, compliance philosophy with substitute care providers and families of origin by Spring 2018
- Develop and implement a substitute care retention, training, development and recruitment plan that applies a foster care family lifecycle model in coordination with community partners by Summer 2018
- Develop and implement data-driven placement plan for substitute care by December 2018
- Improve certification and licensing processes for providers and foster care families without sacrificing accountability by Summer 2018

Develop and implement a youth-focused, compliance philosophy with substitute care providers and families of origin by Spring 2018.

Current model:

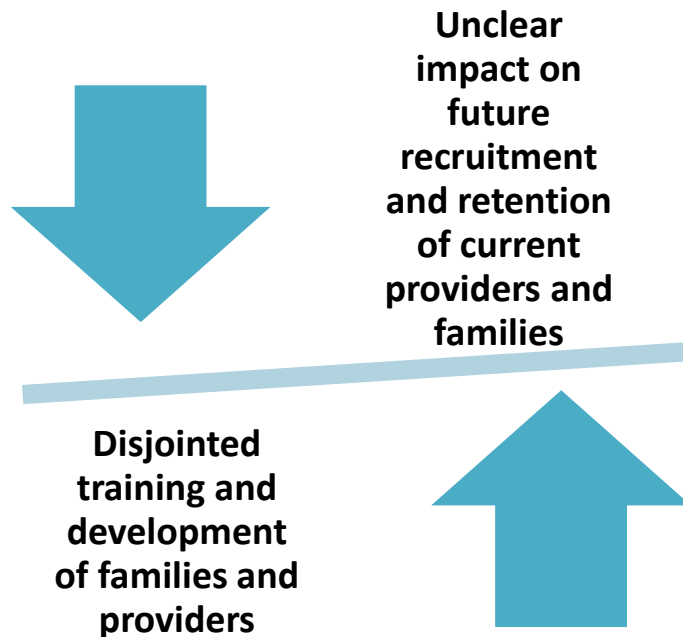


Proposed model:

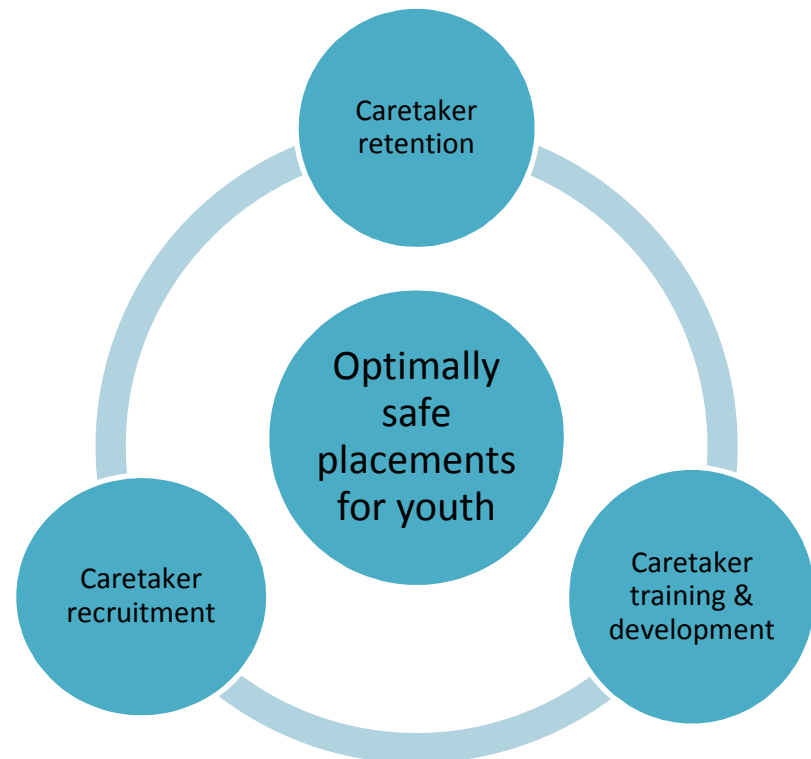


Develop and implement a substitute care retention, training, development and recruitment plan that applies a foster care family lifecycle model in coordination with community partners by Summer 2018.

Current model:



Proposed model:

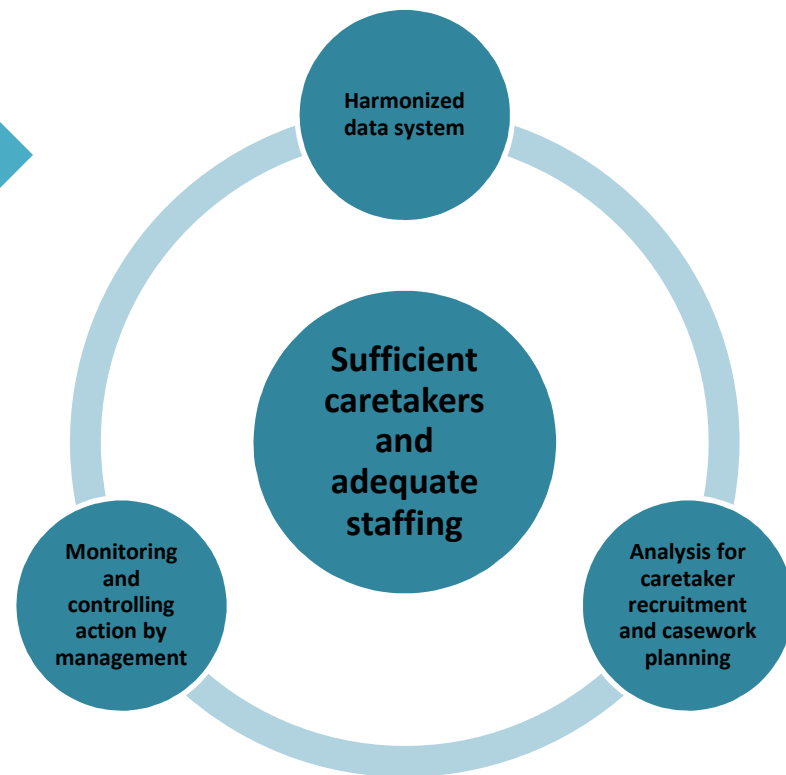


Develop and implement data-driven placement plan for substitute care by December 2018.

Current model:

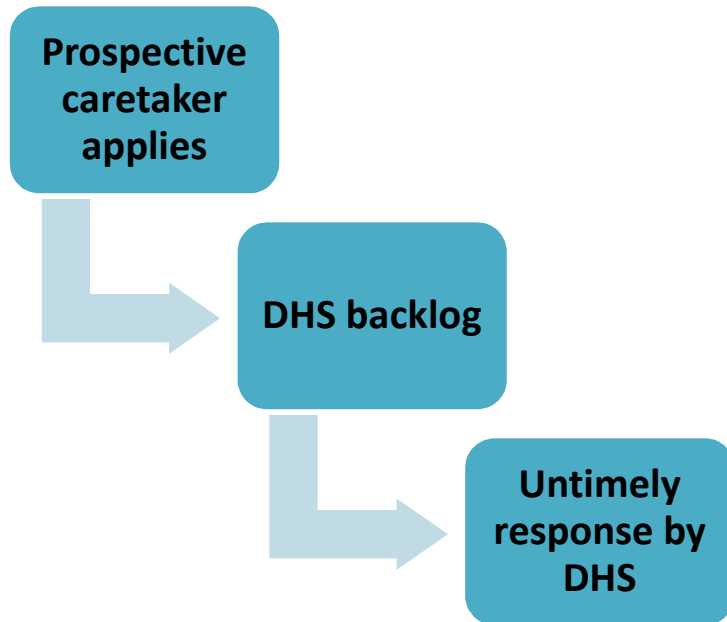


Proposed model:

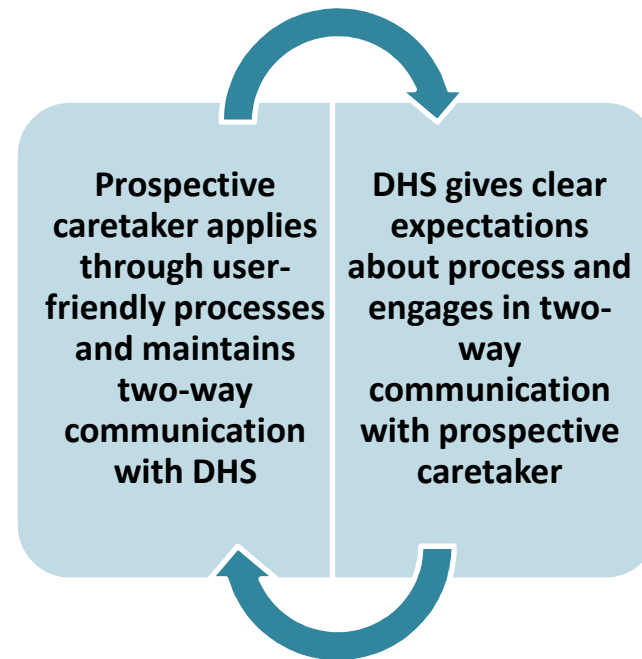


Improve certification and licensing processes for providers and foster care families without sacrificing accountability by Summer 2018.

Current model:



Proposed model:



Work stream review

Stats to Date

- **211 info for August- January 2017**

Type of Caller	Number of Calls
Foster Parent	96
Guardian/Other	23
Potential Foster Parent	15
Professional	5
Foster Child	2
Biological Parent	1

Stats to Date (continued)

- Unified Child Safety Website**

Page	Page Views	Unique Page Views	Entrances
Landing Page	1,411	929	799
Unified Plan Page	520	335	38
Family of Origin & Foster Parent Resources	202	118	8
Contacts	139	96	33
Provider & Partner Resources	91	54	1
Children & Youth Resources	73	40	3
Legislation & Policy Page	49	32	3
Reports Page	20	6	0
News & Communications	44	12	0

Department of Human Services

Keeping youth and families in the center

***For more Unified Child and Youth Safety
Implementation Plan information:***

<http://www.oregon.gov/DHS/ABOUTDHS/Child-Safety-Plan/Pages/index.aspx>

Future vanity URL: oregonchildsafetyplan.org