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.

STATUS OF PRIORITY PROJECTS
Shannon spoke to the Child Welfare Project and Implementation Plan tracking sheet.

Community engagement – Project health status has moved from yellow to green. We are on track to close the project this month.

Listening tour report – Project health status has moved from yellow to green. It has taken a very long time to get to this point, but we wanted to make sure this report was representative of all groups. District 1 and District 14 are the two districts that are left for Marilyn and Fariborz to visit together and that will happen as soon as session allows. The report will be published this month.

Supervisor training redesign – Project health status is yellow. This project has struggled since the inception. A lot of work has been done to reset the project. Milestones and timeframes have been assigned. All supervisors are going to attend this training instead of only new supervisors. The Executive Leadership team will lead clinical supervision.

Coordinated response to abuse – This project is broken into three tasks. Sensitive Issue review protocol health is yellow. Review of foster home certification exceptions health is yellow. Office of Child Welfare Program policy making procedure is closed as of January 2019.

Question: What is the paradigm that you are reviewing the SI reports? Kids first? Family first? Policy?
Answer: The reporting structure is to get the information to central office to be reviewed. Senate Bills from previous sessions play into the situation. We are working on a better process for foster parents and using trauma informed response. We need to follow protocol and use assessments as development tool for foster families. We are developing workgroups to look at how to improve.

Retention and recruitment of SSS1’s – This project is closed as of March 2019, but the work will be forever ongoing. Goals and milestones for this project have been met and is why it is now closed. See tracker for ongoing project breakdown. The engagement survey has been really informative where we need to support staff and where we can do better and strengthen. For the exit survey we are trying to currently decide where the survey should come from upon exit so that we can get down to the root cause in each office. Realistic Job Preview videos project is on target. OEMS is involved with this project. The film company will begin filming in April. More information to come about the project in a few minutes.

Caregiver training redesign – Project was closed February 2019. We will post more information about this project online.

Caregiver retention and support – Project closed February 2019. Greg will be presenting today. Respite care covers up to 72 hours a month per child and that doesn’t have to be paid for by the foster family. There are also other fund for child needs available.

Practice model fidelity – Project closed February 2019. The family report is part of this project. It includes court report, case plan and child specific case plan. Court is in favor as one document well. We are piloting it in Lane, Douglas and Klamath counties. This one uniform court report will be statewide later this year.

Question: Will this include the sibling to sibling information in the form? Answer: Child Welfare will follow up on this question to verify.

Aligning policy, procedure and best practice – Project closed January 2019. We will hear a little more about this later today.
Certification and well-being staffing’s – Project is now closed December 2018.

Centralized screening – This project closed December 2018.

**CHILD WELFARE PROCEDURE MANUAL**
Shannon briefly demonstrated how the new procedure manual works. New features include:

- Table of contents with links to each chapter and section
- Easily searchable. The control F function works on this manual as it did not on the previous version.
- More appealing format and is compliant with DHS publishing standards.
- Active links to forms and rule.
- Updated guidance and terminology.
- Less cumbersome to update.
- Glossary of common terms.

**CAREGIVER RETENTION & SUPPORT**
Greg Westbrooks, Foster Care and Youth Transitions Program Manager talked about caregiver retention and support recommendations.

I’m Amazed how hard and committed folks are across the state. Involvement with community partners has been wonderful and thankful for them being willing to walk along side of us.

Although this project work is closing, the workgroup is going to continue. They challenge us and keep us accountable and we appreciate it. Their recommendation was simple. It comes down to communication and training.

In communication, one of the first improvements is to make sure the foster parent association has the names and emails of the actual foster parents. Foster parent association also has a column in the newsletter to keep them involved and part of this important work. They requested if we have new policy, procedures implemented, that we get their feedback first so we can see all sides.
Training is such a huge part of the recruitment and retention. The question is how do we blend that training so it is online and in the classroom. We want to create a cohort that includes their in the training. The group talked about bringing the training committee and retention committee together while including the young voices to be a part of the training? The idea is to bring all into the room at the same time to get everyone’s perspective and build relationships.

Nathaniel mentioned how important it is to build the relationship between the youth and agency. Youth only think the agency is oppressing them and don’t understand the process. Understanding the process and knowing what is happening and their voice being heard is important. So many opportunities with Independent Living programs for the state to build the connections with the youth.

Greg requested how we can better hear their voice and look at the grant agreement. What they can do and how do we get their voice into every room? Not necessarily telling their story every time but what do they need to be successful?

Carolyn asked, when foster parents get an allegation against them it is incredibly stressful. It would be great if the certifiers were super clear about what they can and can’t talk about during the process. If foster parents could have a mentor or someone to sit with them in meetings when an allegation and investigation happens it would help. They miss things because of the stress.

Kris shared that at Oregon Youth Authority, we are looking at the same idea. Why couldn’t it be the other foster parents that are supporting each other. We are turning to that model.

REALISTIC JOB PREVIEW
Brooke Hall, project manager, presented on the realistic job preview project.

It is important to target employees in their first 12 months because we lose a good portion of our workers in that amount of time. We want to share a
realistic view of what the jobs entail. This reduces the misconceptions of what the job entails if they know it before interviewing.

Research shows that 15% choose not to apply and 36% of applicants decline the job offer after viewing these videos. This is positive information because it brings in more candidates that can cope with the stress and the agency is transparent from the beginning.

Shared a video clip from Hennipin Co. Minnesota.

One of the reasons we liked this video is that it is short. We will have five 5-8 minute videos for Oregon and we will highlight diversity within the agency. Currently moving forward for SSS1 positions as the initial focus. We will gather data once this project is implemented and then we will be able to possibly do these videos for other positions within the agency. The videos will be in job postings, website etc. Videos will launch May 31, 2019.

Jana suggested that these videos be used at HR fairs that are running on a TV in the background so potential workers can view.

We are gathering data about turnover and trying to figure out how do we track by less than a year and then more than a year. Our turnovers have gone down since the implementation of these projects in 2017.

**LEADERSHIP UPDATES**

Fariborz gave an update on the Co-chairs budget that was just released and included a large reeducation for Human Services. We will be looking at finding additional revenue. Although we are in a very positive economic environment, somehow, we need to reduce the size of the system. A recession will come sooner or later if we are not prepared it will be painful. We are working on creating a sustainable environment. We will give more information as it comes. Good news, the agency presentation went well. Two new co-chairs are were excited about DHS and the work we do.

Jana gave more updates from Child Welfare Program. Last month bills dropped and we are reviewing them and it is been keeping us busy.
Secretary of State audit was completed, and we submitted our response in February 2019. We are now waiting for their follow up questions in early April. Auditors will be attending a management meeting next week to view how we are including IT into our management discussions. We know we have more work to do and more ongoing stuff to report on. Just because we say something is closed that the works doesn’t stop there.

Shannon informed the group that March is national social worker month. We are calling it social work month because every chair effects the children and families in the state. Marilyn is working hard to make this month special for staff across the state.

**ACTION**
Child Welfare will ask the Office of Reporting, Research, Analytics, and Implementation (ORRAI) to attend the next steering team meeting to talk about data around foster parent turnover. Child Welfare notes that the state has moved to a new HR recruiting system and DHS is having some issues as it is rolling out. The data will be current as of the old system, but right now it is too soon to know how the new system will work and what kinds of reports we can get out of it.

Child Welfare will look into the sibling to sibling form being added to the new family report.

Child Welfare will send the link to Marilyn’s Governor’s reports to the Steering Team.