Child Welfare Monthly Report

Report Date: April 2019

The first table in this report is a monthly picture of the status of our Child Welfare SSS1 workforce. This section of the report shows a rolling 12-month trend in the current SSS1 Caseworker staffing.

SSS1 Caseworker Recruitment and Retention Efforts

MEASURES	2018										2019		12-MO AVG
	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN[3]	FEB	
Total # of New SSS1 Caseworkers[1]	38	36	35	44	45	47	30	37	25	28	59	30	37.8
Total # of SSS1 Caseworker Separations	18	18	18	20	25	21	29	16	12	21	14	7	18.3
Impact on Total Caseworkers	**20**	**18**	**17**	**24**	**20**	**26**	**1**	**21**	**13**	**7**	**45**	**23**	**19.5**
Total # of SSS1 Caseworker Promotions[2]	8	9	9	2	4	7	3	11	6	7	20	8	7.8

[1] *New SSS1 Caseworkers: Hired or promoted into SSS1 position from inside or outside of DHS*

[2] *Total # of SSS1 Caseworker Promotions: Promoted into a higher position within Child Welfare, a subset of Caseworker Separations.*

[3] *Human Resource data sourced from Workday system, starting January 2019.*

Hiring has slowed due to the change to WorkDay. Currently we are unable to draw accurate data but last month's data shows, 301 Vacancies, 8% of those are filled, 220 are in active hiring status which can be in recruitment/interviewing process/reference checks/pay equity/on-boarding, 73 positions are (true vacancies).

We've put an emphasis on the hiring process, asking the field to make hiring a priority. A few of the smaller districts are fully staffed at the current ratios, but most are not.

Position Authority, Workload Levels and the Caseworker Gap

	2018										2019	
MEASURES	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB
100% Caseworker need (WKLD MDL)	1,825.66		1,859.01						1,845.04			
Current Position Authority (funded Level)	1,509.62											

The Legislature approved 186 positions for Child Welfare which have been allocated to the Districts with an equity versus equality lens. The positions are being rolled out in waves. Twenty-five (25) Case Aide positions were released April 2018, all of whom have been hired. Twenty-five additional case aides were released and hired on or before July 2018. Seventy-five (75) Social Service Specialist 1(SSS1) positions were released in waves of Twenty-five (25) on July 1, 2018, October 1, 2018 and the last 25 will be released in January 1, 2019. Four Supervisor positions will be released in July 2018, 3 in October 2018 and 3 in January 2019. Twenty-three (23) Social Service Specialists (SSAs) who provide visitation supervision and twenty-five (25) Administrative Staff (OSII's) were all released in July 2018.

We recently hired a new Business Manager who will be a welcome and expert addition to our team. Our new employee has the requisite skills in position management, budget oversight, understanding of the workload model and field operations, as well as research and analytics that will make an immediate and necessary impact to our workload. She is the designer of our workload model, and today she up-dated our "staffing gap" document to adjust for the updated Spring 2019 Forecast. Every caseload input category went down, and the net impact is a shift in the current staffing level from 58% to 66% with the current Governors Budget.

This position will also monitor program performance and outcomes, evaluates findings and prepares comprehensive reports and recommendations for Executive Staff. She will be a member of, and an asset to the Executive Leadership Team that meets monthly to go other processes, projects and implementation of those processes and projects.

Foster System Capacity

Having more foster homes available will help assure a proper first-time placement for each child.

MEASURES	DESIRED DIRECTION OF CHANGE	12/2018	1/2019	2/2019	CHANGE FROM PRIOR MONTH	2/2018	CHANGE FROM PRIOR YEAR	12-MONTH TREND
# OF OPEN DHS-CERTIFIED FOSTER HOMES, BY TYPE:								
CHILD-SPECIFIC FOSTER CARE	▲	2,567	2,565	2,532	NOT IMPROVED	2,722	NOT IMPROVED	
GENERAL FOSTER CARE	▲	1,509	1,507	1,506	NOT IMPROVED	1,467	IMPROVED	
TOTAL FOSTER CARE	▲	**4,076**	**4,072**	**4,038**	NOT IMPROVED	**4,189**	NOT IMPROVED	

Child Welfare began a pilot program with three Community and Foster Parent Champions. This position has a business and customer service focus and will be developing strong community supports for our foster parents and be the conduit between foster families, Child Welfare certifiers, and Every Child. Currently we've hired one, in Coo's Curry, one, at East branch in Portland, and we are recruiting in Salem. We are excited to see what results we will reap at the six month and one-year marks.

Every Child just hired a new Assistant Director of Customer Service who will help to ensure our customer service is top notch, and serves the needs of Oregonians in a comprehensive, personal, and innovated way. This position will pare nicely with our Community and Foster Parent Champion.

Child Abuse and Neglect

MEASURE	DESIRED DIRECTION OF CHANGE	Average of 9/18 to 12/18	Average of 10/18 to 1/19	Average of 11/18 to 2/19	CHANGE FROM PRIOR MONTH	Average of 11/17 to 2/18	CHANGE FROM PRIOR YEAR	4 MONTH ROLLING AVERAGE FOR LAST 12 MONTHS
CHILD ABUSE AND NEGLECT REPORTS:								
# OF REPORTS REFERRED FOR ASSESSMENT	▼	3,180	3,297	3,140	IMPROVED	3,140	NO CHANGE	

Each month's data point is a moving average of four months of data.

Analysis:

Of the 7505 contacts (calls or written reports) processed by ORCAH staff in March 2019, 3008 resulted in an assignment for assessment by Child Protective Services. Answered calls and additional workload activities (police and after-hours reports) were assigned to the field at a 40% rate. This is an increase from the 35% rate for February. Please note that not all calls or written reports received result in an ORCAH screening report being created. Some calls and police reports are documented in a case note and others result in no documentation (e.g. call from a community member requesting services and making no report of alleged abuse). The Calls Answered Resulting in Assigned Report data is different than data regarding the percentage of documented reports that were assigned compared with those that were given the status of Closed at Screening. There are currently pending reports from February that are likely to be Closed at Screening once reviewed by supervisors and therefore the calculation of percentage of documented reports that are assigned cannot yet be determined. ORCAH will continue to monitor data to be able to provide this calculation as well as data on how many calls do not result in any documentation (no report of alleged abuse).

March 2019 Data	03/01	03/04-03/08	03/11-03/15	03/19-03/22	03/25-03/29	Month Total
Calls Answered	333	1684	1786	1736	1286	6825
Police and After Hour Reports	39	155	107[1]	210	169	680
Total Contacts	**372**	**1839**	**1786**	**1946**	**1455**	**7505**
Reports Assigned	**115**	**756**	**718**	**760**	**659**	**3008**
% Calls Answered Resulting in Assignment	**31%**	**41%**	**38%**	**39%**	**45%**	**40%**

Status of Statewide Implementation:

The Oregon Child Abuse Hotline (ORCAH) is our centralized reporting system for child abuse and is serving the entire state of Oregon. There are four Districts who are 24/7 and our hope is that the remaining Districts (who will continue to operate during business hours) will be phased in over the coming weeks. Our goal in doing this is to ensure successful implementation by stabilizing our management of ORCAH workload to ensure adequate staffing of call volume and allowing for Districts to ready themselves in receiving Child Protective Services assignments 24/7. 70% of ORCAH staff are new to screening resulting in a workforce with varying levels of experience so currently our main priority is making sure we have enough trained screeners to answer calls received no matter the time of the day. Ensuring that no call is dropped, wait times decrease and reports are assigned to Child Protective Services in a timely manner is our focus. We are experiencing an unusually high level of calls in the last two weeks and are aware that callers are experiencing longer than usual wait times and we are working hard to bring that time down as soon as possible. We have enhanced phone technology that prioritizes calls and prompts the caller based on whether they are Law Enforcement, Mandatory Reporters or Spanish speaking. We also have a prompt for a callback option during peak call times.

MEASURE	TARGET GOAL	DESIRED DIRECTION OF CHANGE	Q2 2018	Q3 2018	Q4 2018
RE-ABUSE: OF ALL CHILDREN WHO WERE VICTIMS OF A SUBSTANTIATED OR INDICATED REPORT OF MALTREATMENT DURING A 12-MONTH TARGET PERIOD, WHAT PERCENT WERE THE VICTIMS OF ANOTHER SUBSTANTIATED OR INDICATED MALTREATMENT ALLEGATION WITHIN 12 MONTHS OF THEIR INITIAL REPORT?	≤9.1%	▼	11.7%	11.5%	11.4%

Root cause analysis remains underway in 6 districts. Finalization of dates for core training on the Safe & Together model for domestic violence cases has occurred. Consultants, MAPS and Supervisors will attend the training in May and June. As mentioned prior, a select group of attendees will go through certification, so we can have sustainable in-house resources to provide this important training for our staff.

Foster Care:

MEASURES	DESIRED DIRECTION OF CHANGE	Average of 9/18 to 12/18	Average of 10/18 to 1/19	Average of 11/18 to 2/19	CHANGE FROM PRIOR MONTH	Average of 11/17 to 2/18	CHANGE FROM PRIOR YEAR	4 MONTH ROLLING AVERAGE FOR LAST 12 MONTHS
# OF FOSTER CARE ENTRANTS:	▼	260	272	271	IMPROVED	307	IMPROVED	
# OF FOSTER CARE EXITS:	▲	325	312	287	NOT IMPROVED	313	NOT IMPROVED	
INCREASE EXITS TO ENTRIES RATIO[1]:	▲	1.25	1.15	1.13	NOT IMPROVED	1.02	IMPROVED	

[1] *EXIT TO ENTRY RATIO : A ratio of 1 indicates the number of children entering care and the number of children exiting care matches. A ratio above 1 indicates exits exceed entries and is the desired outcome. A ratio below 1 indicates entries exceed exits and is not desired.*

: ***Each month's data point is a moving average of four months of data.***

The DHS Child Welfare Foster Family Retention and Recruitment Program;

The Statewide Strategic Foster Family Retention and Recruitment Plan is in DRAFT form. Child Welfare's Foster Care and Transitions Manager is currently working with ORRAI to finalize some needed data points before the DRAFT can be completed. In addition, they are also working with Oregon Youth Authority to develop an Advisory Group which will use the Affirming Placement Tool for our LGBTQQ Youth to ensure they receive an appropriate and affirming placement. This advisory group will help inform our practice and enhance our community resources.

Vision: To have the right home for every child whom comes into care and for each child to remain in on home until permanency or reunification is achieved.

Mission: Oregon will create and sustain a thriving Foster Family Retention Recruitment program that will actively retain, recruit, support and train foster families using a Diligent Recruitment Practice Model informed by data with a customer service approach, develop and sustain thriving Community Partnership, and strive for innovative best-practice.

Staff and Other News

Out of State Youth:

Attached is the Presentation to the Senate Human Services Committee; Serving Foster Youth with Specialized Needs. Also attached is the Serving Youth in Oregon Initial Action Steps.

We have two teams on the ground, visiting youth in four facilities. They are currently in Indianapolis, Oklahoma, and Arkansas, and have assessed the facilities and five of those youth. We are creating a parallel plan which will encompass a visit for each out of state child and assess their level of care needs and whether the facility is meeting those needs.

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Serve Youth in Oregon - Initial Actior

Leading the Charge:

On April 2, 3, and 4th over 100 child welfare program consultants, MAPS and branch champions were trained on QPR (Question, Persuade, Refer) Suicide Prevention Training. Three sessions were provided and were completely full! All attendees are now certified for 3 years to provide this evidence-based training to DHS staff and partners. QPR training will be provided for all supervisors at the upcoming Supervisor Conference in early summer.

A growing trend in Oregon began alarming DHS Child Welfare in 2017. The Child Welfare program has a specialized body called the Critical Incident Response Team (CIRT) which is called together to review cases when a child dies as a result of abuse. The CIRT began noticing increased numbers of children dying in Oregon by suicide. After further analysis, these concerns were supported by national data that indicated Oregon's rates of youth suicide are higher than the national average. In response, DHS' CIRT unit began efforts to provide suicide prevention and awareness training by reaching out to Oregon Health Authority who oversee Oregon's initiatives regarding youth suicide prevention and awareness. As a result, Oregon is now one of two states in the US whose Child Welfare program is spearheading efforts to be a part of the solution to this national crisis. Currently, Child Welfare is training 120 staff to become certified to provide Question, Persuade and Refer (QPR) training, which is suicide intervention method. Child Welfare efforts intends to incorporate suicide prevention and awareness training to all new staff and foster families.

Child Welfare is a part of the larger Department of Human Services which encompasses a vast array of organizations. DHS's Director of Shared Services, Donald Erickson, and the CIRT coordinator Molly Miller and Aimee Dickson, and the Zero Suicide Prevention Coordinator for OHA have all partnered to spread awareness to the community.

New Safety quarterly Report:

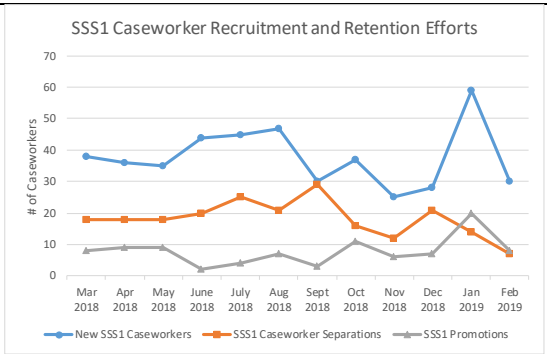
As we build our team we find efficiencies and collaboration a must. Both Permanency and Safety have created a quarterly report for each District, making sure we are always data informed. This new process helps each district keep child welfares desired goals and outcomes in the forefront. It also allows us to watch for practice trends that we can correct or highlight as we move forward with process improvements as an agency.

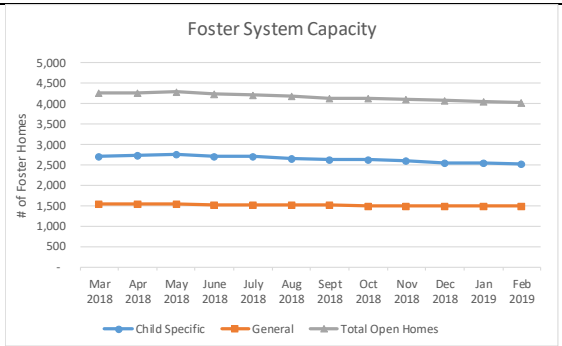
Overdues:

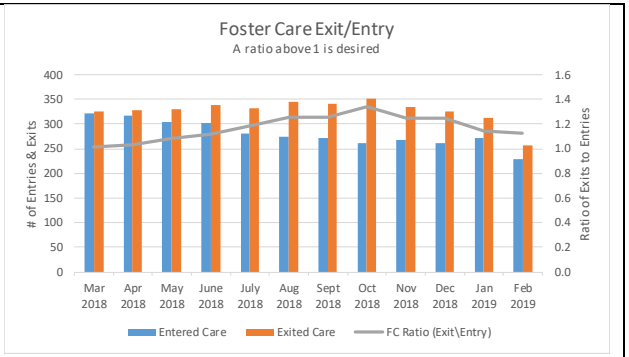
As of 4/13/19 we have **4507** This is great news as it means our branches are staying on top of their assessments. Special acknowledgement to D10 and D1 who have done a phenomenal job inching towards single digits! We continue to have two CPS Program Coordinator's assisting in D8 (Jackson, Josephine) and D3 (Marion). Child Safety will continue to provide limited assistance as resources allow. Sustainability plans are continuing to be developed throughout the state. The Child Safety team is tracking the overdues in each district on a weekly basis and providing root cause analysis data on a quarterly basis.

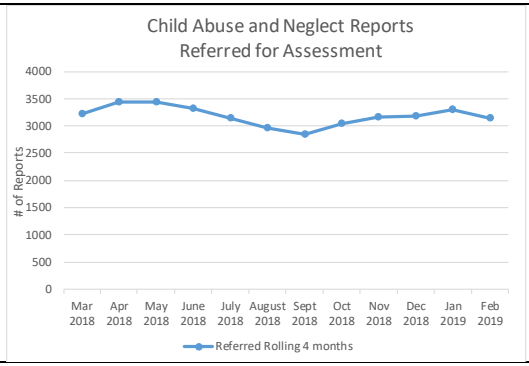
Safe Families Conference:

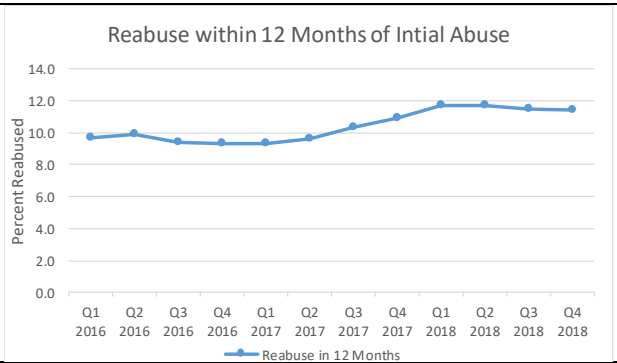
Safe Families Collaborative Conference was extremely well attended by Child Welfare leaders, MAPS and Consultants on April 12th, in Salem, OR. DHS Director Fariborz Pakseresht participated as an opening speaker and as a panelist in a round table discussion to speak about his vision for building community partnerships and resilience. The Child Safety program is working closely with Dr. David Anderson, founder of Safe Families and local Oregon chapter members to develop training for child protective services staff in the upcoming months.

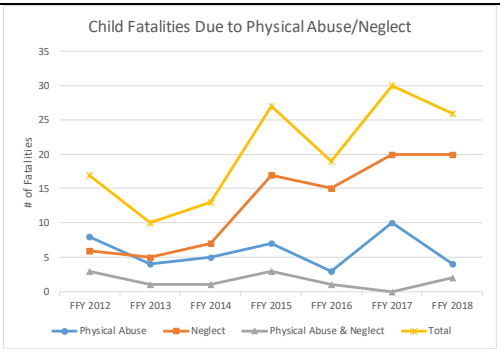


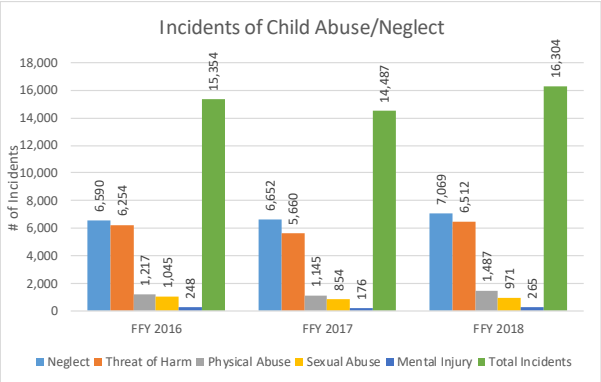












Reasons Children Enter Foster Care FFY 2017 to FFY 2018

(includes all types of foster care)

	FFY 2017		FFY 2018		
Removal Reason	**Number**	**% of Entrants**	**Number**	**% of Entrants**	**Change in % from Prior Year**
Neglect Abuse	2,856	70.3%	2,373	66.3%	-
Parent Drug Abuse	2,113	52.0%	1,671	46.7%	-
Inadequate Housing	698	17.2%	706	19.7%	+
Domestic Violence	622	15.3%	671	18.7%	+
Inability To Cope	566	13.9%	512	14.3%	+
Physical Abuse	557	13.7%	571	16.0%	+
Parent Alcohol Abuse	535	13.2%	422	11.8%	-
Incarceration Of Parent	413	10.2%	331	9.2%	-
Child Behavior	282	6.9%	262	7.3%	+
Sex Abuse	210	5.2%	195	5.4%	+
Abandonment	125	3.1%	156	4.4%	+
Child Drug Abuse	62	1.5%	55	1.5%	=
Death Of Parent	42	1.0%	19	0.5%	-
Child Alcohol Abuse	23	0.6%	28	0.8%	+
Relinquishment	13	0.3%	13	0.4%	+
Child Disability	-	0.0%	-	0.0%	n/a
Total Foster Care Entrants	**4,065**		**3,579**		