Child Welfare Monthly Report

Report Date: June 2019

The first table in this report is a monthly picture of the status of our Child Welfare Social Service Specialist 1 (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
	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN[3]	FEB	MAR	APR	
Total # of New SSS1 Caseworkers[1]	35	44	45	47	30	37	25	28	59	30	32	31	36.9
Total # of SSS1 Caseworker Separations	18	20	25	21	29	16	12	21	14	7	7	20	17.5
Impact on Total Caseworkers	**17**	**24**	**20**	**26**	**1**	**21**	**13**	**7**	**45**	**23**	**25**	**11**	**19.4**
Total # of SSS1 Caseworker Promotions[2]	9	2	4	7	3	11	6	7	20	8	10	10	8.1

[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.*

Retention and recruitment efforts are ongoing. There are efforts underway to develop better practice and processes with Workday, as well as onboarding of new staff across the state. Child Welfare staff are creating a C.A.R.E (Creating A Resilient Environment) team, which develops trained peer response teams for all our districts to help build staff resilience to help improve retention. These teams will be trained by the International Critical Incident Stress Foundation in self-care, assisting individuals in crisis and group crisis intervention.

Position Authority, Workload Levels and the Caseworker Gap

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

In March 2018, the Legislature approved 186 positions for Child Welfare which were allocated to the Districts with an equity versus equality lens. The positions were rolled out in waves. The first wave included 25 Case Aide positions 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 Social Service Specialist 1(SSS1) positions were released in waves of 25 on July 1, 2018 and October 1, 2018, and the last 25 were released in January 1, 2019. Four Supervisor positions were released July 2018, three in October 2018 and three in January 2019. Twenty-three Social Service Specialists (SSAs) who provide visitation supervision and 25 Administrative Staff (OS2) were all released in July 2018.

Foster System Capacity

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

MEASURES	DESIRED DIRECTION OF CHANGE	2/2019	3/2019	4/2019	CHANGE FROM PRIOR MONTH	4/2018	CHANGE FROM PRIOR YEAR	12-MONTH TREND
# OF OPEN DHS-CERTIFIED FOSTER HOMES, BY TYPE:								
CHILD-SPECIFIC FOSTER CARE	▲	2,532	2,513	2,508	NOT IMPROVED	2,728	NOT IMPROVED	
GENERAL FOSTER CARE	▲	1,506	1,519	1,542	IMPROVED	1,547	NOT IMPROVED	
TOTAL FOSTER CARE	▲	**4,038**	**4,032**	**4,050**	IMPROVED	**4,275**	NOT IMPROVED	

We are focusing on two primary foster parent retention and recruitment efforts:

Statewide Strategic Plan for Foster Parent Retention and Recruitment: The strategic plan is being finalized and as it concludes, we are moving forward with the creation of new foster parent training curriculum. The curriculum design will:

- Compliment both in-person and computer-based trainings
- Overhaul our foster parent application and assessment to make it in-depth
- Be engaging and less compliant-driven
- Refine our retention and recruitment to be value-driven and inclusive by using the Champion positions we are now piloting in Coos/Curry and Polk Counties. Champions serve as the conduit between foster parents, certifiers and the community.
- Have the continual connection between foster parents and their local branches

Local Child Welfare District retention and recruitment efforts: Districts are deploying a variety of strategies to retain and recruit foster parents. Examples include:

- Foster parent panels at all-staff meetings so foster parents are heard and supported
- Grief and loss support when children leave a foster parent's home
- Monthly foster parent support groups in both Spanish and English
- Staff calls to the foster parent the day after placement to see how the night went and if they need anything
- Foster Parent Night Out events
- Foster parent appreciation dinners
- Partnering with local Early Learning organizations
- Working closely with Every Child and Embrace
- Holding more trainings to increase the number of available foster homes

Child Abuse and Neglect

MEASURE	DESIRED DIRECTION OF CHANGE	Average of 11/18 to 2/19	Average of 12/18 to 3/19	Average of 1/19 to 4/19	CHANGE FROM PRIOR MONTH	Average of 1/18 to 4/18	CHANGE FROM PRIOR YEAR	4 MONTH ROLLING AVERAGE FOR LAST 12 MONTHS
CHILD ABUSE AND NEGLECT REPORTS:								
# OF REPORTS REFERRED FOR ASSESSMENT	▼	3,140	3,122	3,339	NOT IMPROVED	3,430	IMPROVED	

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

The Child Welfare Director spent several days at the Oregon Child Abuse Reporting Hotline (ORCAH) the week of June 3rd to observe, support and connect with the staff. As we hire and train the last 14 screening staff, we have guest screeners from local offices helping ORCAH staff to shorten call wait times. We will transition Districts 5, 8, and 12 to 24/7/365 support on June 17. Once we can assure stability we will roll the

remaining eight districts to 24-hour support. The volume of calls continues to be high and the number of assessments in the field has doubled in some districts, increasing workload and stress for staff in local offices.

Re-Abuse

MEASURE	TARGET GOAL	DESIRED DIRECTION OF CHANGE	Q3 2018	Q4 2018	Q1 2019
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%	▼	11.5%	11.4%	11.3%

The 12-month target period for re-abuse includes Federal guidelines which can have initial assessments dating as far back as 18 months which means significant change is not likely to occur month-to-month, but the slow trend downward is encouraging. The Child Safety team also is focusing on the six-month recurrence measurement to get a better idea of more recent practice trends. Currently the statewide, six-month average is 5.8%.

Child Safety Consultants continue work to identify root causes of re-abuse and are spending June reviewing a significant number of cases where recurrence has occurred in Districts with sustained, high recurrence. Some consultants are planning recurrence summits with branch and district leadership plus community partners to discuss the root cause findings and develop strategies to improve this measurement.

Training for consultants and Mentoring, Assisting and Promoting Success (MAPS) staff continues with David Mandel's Safe and Together Model coming to Oregon in June. A group of Child Welfare supervisors will receive a three-day training designed to introduce the foundational Safe and Together Model CORE training concepts which provide a skills-oriented foundation for these concepts for domestic violence-informed supervisory practice. While the training is designed to increase knowledge, the goal is changing professional behavior. MAPS and Consultants will undergo a four- day CORE training in late June. The training consists of lecture, group exercises and other activities to provide participants with an improved understanding of perpetrator behavior patterns and their impact on child and family functioning; partnering with adult survivors of domestic violence and interventions with perpetrators.

Foster Care

MEASURES	DESIRED DIRECTION OF CHANGE	Average of 11/18 to 2/19	Average of 12/18 to 3/19	Average of 1/19 to 4/19	CHANGE FROM PRIOR MONTH	Average of 1/18 to 4/18	CHANGE FROM PRIOR YEAR	4 MONTH ROLLING AVERAGE FOR LAST 12 MONTHS
# OF FOSTER CARE ENTRANTS:	▼	271	285	287	NOT IMPROVED	317	IMPROVED	
# OF FOSTER CARE EXITS:	▲	287	298	291	NOT IMPROVED	327	NOT IMPROVED	
INCREASE EXITS TO ENTRIES RATIO[1]:	▲	1.13	1.05	1.02	NOT IMPROVED	1.03	NOT 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.

Child Welfare has lowered the total number of children in care by approximately 500, largely due to wrapping community services around families to better support them before they come into care or as they return home. Supporting Preventing and Reunification Funds (SPRF) funds have been instrumental in supporting those services both in reunification and in prevention.

Another service supporting child safety and health is our Nursing Initiative. When a child returns home, our nurses meet with the family at the family residence, discuss the needs of the child and share supports they can access in the community. The families that have connected with our nurses feel supported and valued.

General Updates

Serving Youth in Oregon

We have completed 13 of the 17 reviews of out-of-state programs where Oregon youth are served and completed interviews with all 76 youths in those programs. The review teams include experts in Safety, Treatment Services, Oregon Health Authority's (OHA) licensing unit and the DHS Children's Care Licensing Program. All aspects of out-of-state programs were assessed including licensing, medical care, therapeutic care, education, extracurricular activities, facilities/safety, nutrition, personnel records and staffing.

In addition, the OHA contracted with Comagine Health to conduct level of care and needs assessments on each youth placed in out-of-state programs. Licensed clinical social workers conducted the assessments. A Child and Adolescent Psychiatrist was available for a second opinion and consultation when needed. A total of 82 assessments were completed.

- ✓ 69 youth or 83% were determined to be placed in the appropriate level of care
- ✓ 5 case files were determined to require additional information to make a recommendation
- ✓ 6 individuals were determined to require a higher level of care
- ✓ 2 youth qualified for a lower level of care

DHS's 60-day initial action steps for serving youth in Oregon were successful and the work is complete. Comprehensive planning for capacity building is a top priority. Capacity building efforts are underway to ensure youth can be served in Oregon in close partnership with OHA, in alignment with the A&M project portfolio and priorities, and with research conducted by DHS's Office of Research Reporting Analytics and Implementation (ORRAI).

Training

Training is vital to our practice and a critical component to our success. The legislature invested in our ability to train our staff and supervisors. May training highlights include:

Supervisor Conferences

- Total attendance – **208** Supervisors (81 in May and a 127 in June)

Regional Training Days

- Total Attendance – **414** SSS1's trained.
- Since last report they have been in Medford and Lincoln City. Training in Portland is scheduled for June.

District and Program Manager Training

- Clinical Supervision Skills: The Next Level with Dr. Amy Stober
- Building a Health Organization and Developing Cohesive Teams with John Rodriguez

Safe & Together Training

- National Domestic Violence Model which we will utilize in our practice model
- 30 supervisors were trained
- 84 consultants, coordinators and MAPS will be trained in the next two weeks

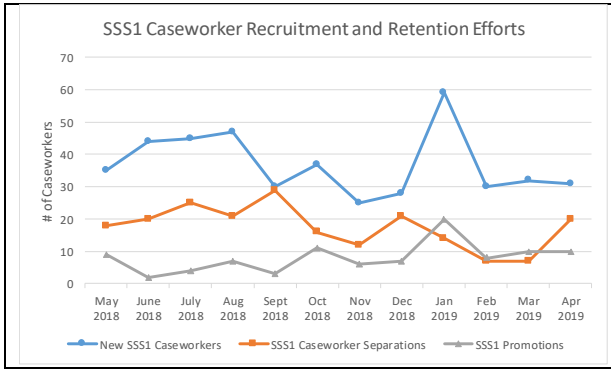
Paperwork Reduction for Permanency Caseworkers

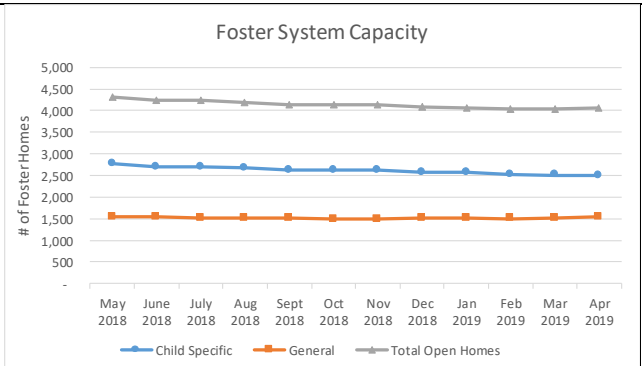
An area of focus for the Child Permanency program has been finding ways to reduce the amount of paperwork Permanency caseworkers have to complete to increase their time spent with children and families that they serve. A long-standing concern from local office staff has been the duplication among three forms: The Case Plan, the child-specific Permanency Plan created and updated in OR-Kids, and the court report for each court hearing created and updated outside of OR-Kids. A work group of central office staff, field staff and many stakeholders created a Family Report to consolidate the three forms. The new report is in family-friendly language and highlights family engagement.

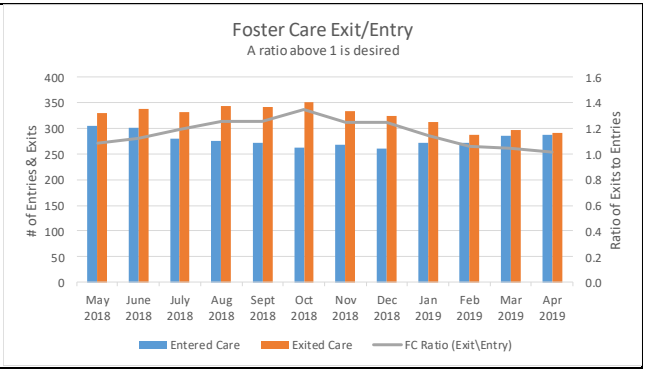
The Family Report pilot has been running in three districts for nearly four months. Staff are offering feedback on the functionality of the report and have appreciated seeing that feedback being incorporated in real-time in the document. Staff have stated they are seeing a workload reduction beginning with this report. Judges, attorneys and community partners are very excited and pleased with the Family Report. They are saying it is comprehensive, clear and supports increased family engagement. The statewide rollout of the Family Report is on schedule. The OR-Kids team will host a walk-through of the first sections of the report in OR-Kids to showcase the new design and increased functionality.

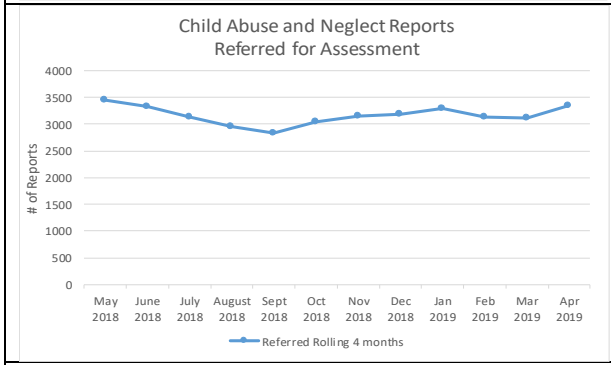
Community Partnerships

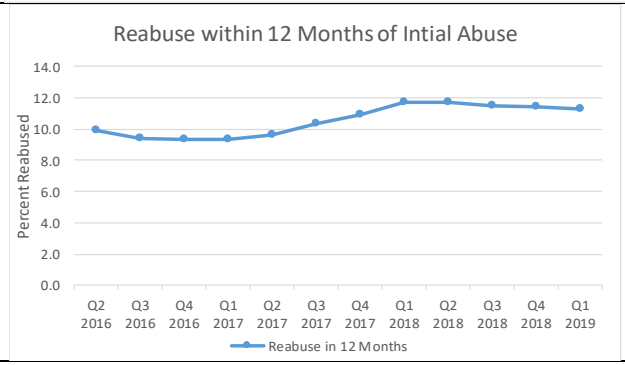
Improving the Child Welfare system takes all of us working together. Allie Roth, founder of With Love, and Jillana Goble, founder of Embrace Oregon, were featured in a KGW segment, discussing Oregon's foster care crisis and what improvements need to be made: https://www.kgw.com/video/entertainment/television/programs/straight-talk/straight-talk-oregons-foster-care-crisis-part-1/283-65517ff1-38f1-4324-842f-e7121d65de33

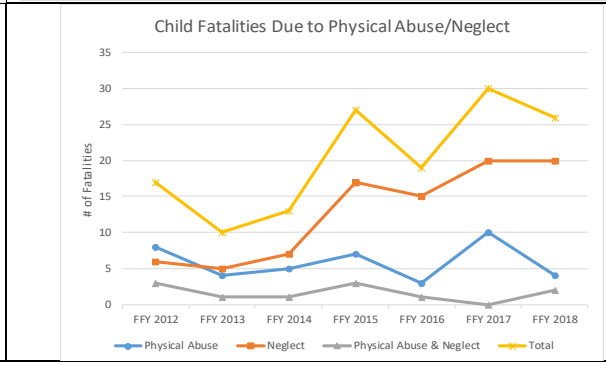


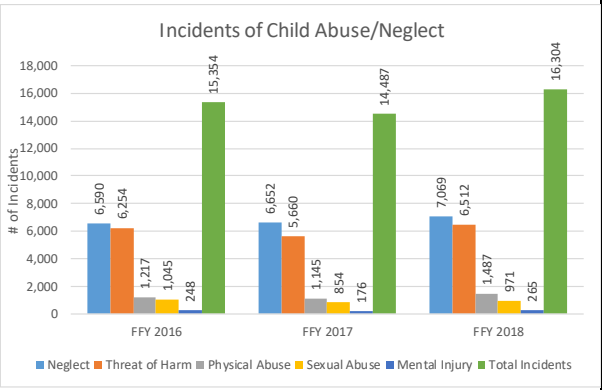












Reasons Children Enter Foster Care FFY 2017 to FFY 2018

(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**		