

CHILD WELFARE DIVISION

PROGRESS REPORT

October 2023

(September 2023 data)



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About

Executive Summary

This report provides data through September 2023.

Some highlights from September include:

Guiding Principle One

- Caller wait times at ORCAH remain under 5 minutes despite increased call volume as the school year starts.
- Statewide timeliness of completed case plans increased to 77 percent for July Q3 (2023). Data shows that 12 of 16 districts achieved the Child Welfare goal of 70%, with 8 districts reporting 80% or better on timeliness to complete case plans.

Guiding Principle Two

- The Equity, Training and Workforce Development team is designing a pilot for providing pre-service training to caseworker/SSS1s in a regional academy format.
- The number of new SSS1s continues to outpace separations.
- Caseworker caseload averages continue to meet Oregon's caseload ratio standards for all three categories of caseworkers.

Guiding Principle Three

- The Continuous Quality Improvement program is spotlighting the District 2 Gresham Office and their work on the lead measurement of Face-to-Face Contact with Parents

Thank you for reading the October Progress Report.

Guiding Principle 1:

Supporting Families and
Promoting Prevention



Continued efforts to ensure that the Child Welfare Division is trauma-responsive, family and community-centered, and focused on safety and prevention

Average wait times for all caller types remain under 5 minutes

What the measure is

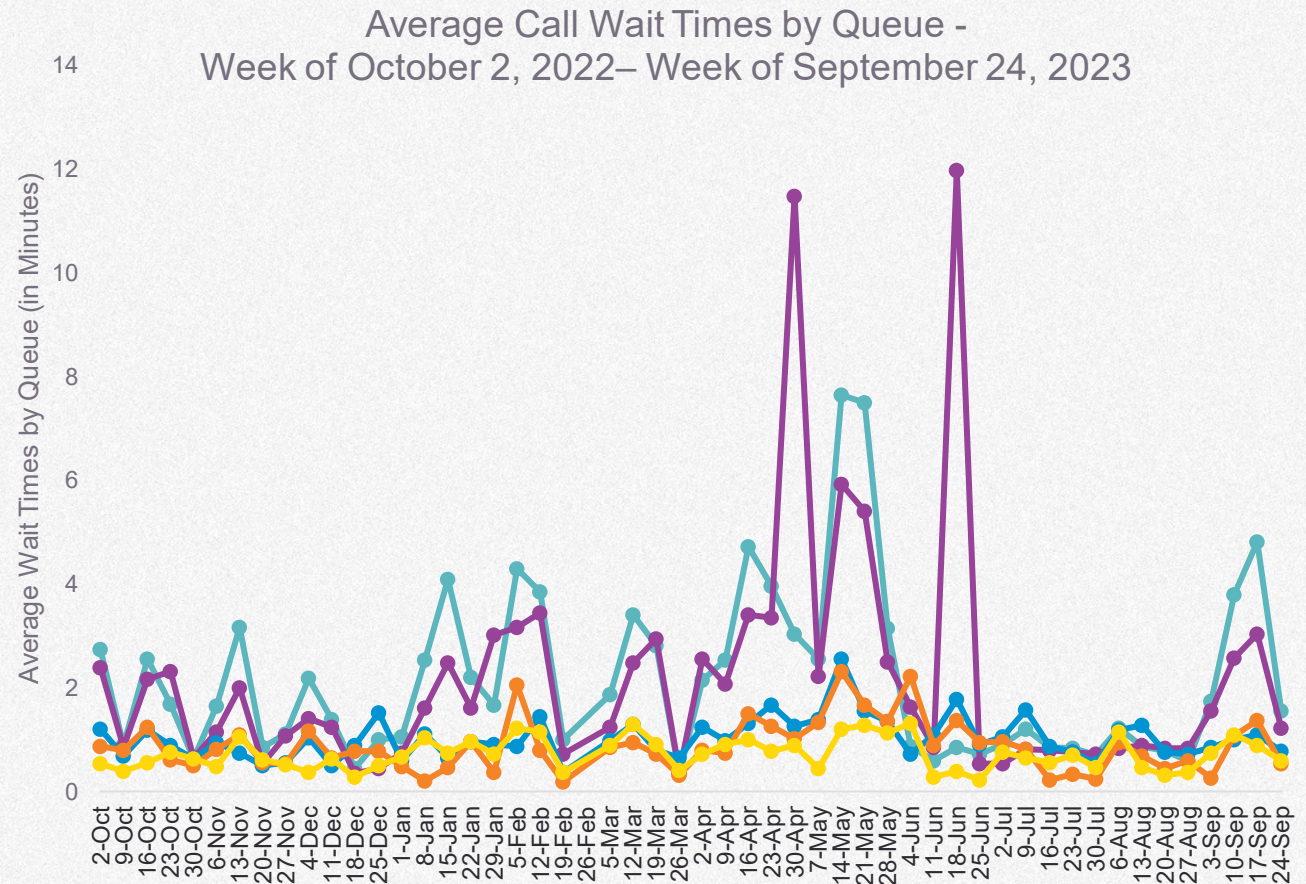
The chart reflects the average length of time calls wait in an Oregon Child Abuse Hotline (ORCAH) queue, presented by week and queue type.

Why it is important

Timely answering of calls facilitates effective triage and rapid identification of contacts that require a Child Protective Services (CPS) response to ensure child safety.

What we are doing

Call wait times had an uptick due to the seasonal increase in call volume associated with the start of the school year. Despite the increased call volume, average wait times have remained below the established goal of 5 minutes.



LEA – calls from a law enforcement official

MP – calls from a medical provider

MR – calls from a mandatory reporter

GP – calls from the general public

SP – calls from Spanish-speaking community members

26 percent of contacts result in CPS assignment

What is the measure

Total contacts received at ORCAH and the number of those contacts that are assigned for Child Protective Services (CPS) assessment.

“Contacts” are all calls and law enforcement cross-reports received, including those that do not constitute a report of abuse.

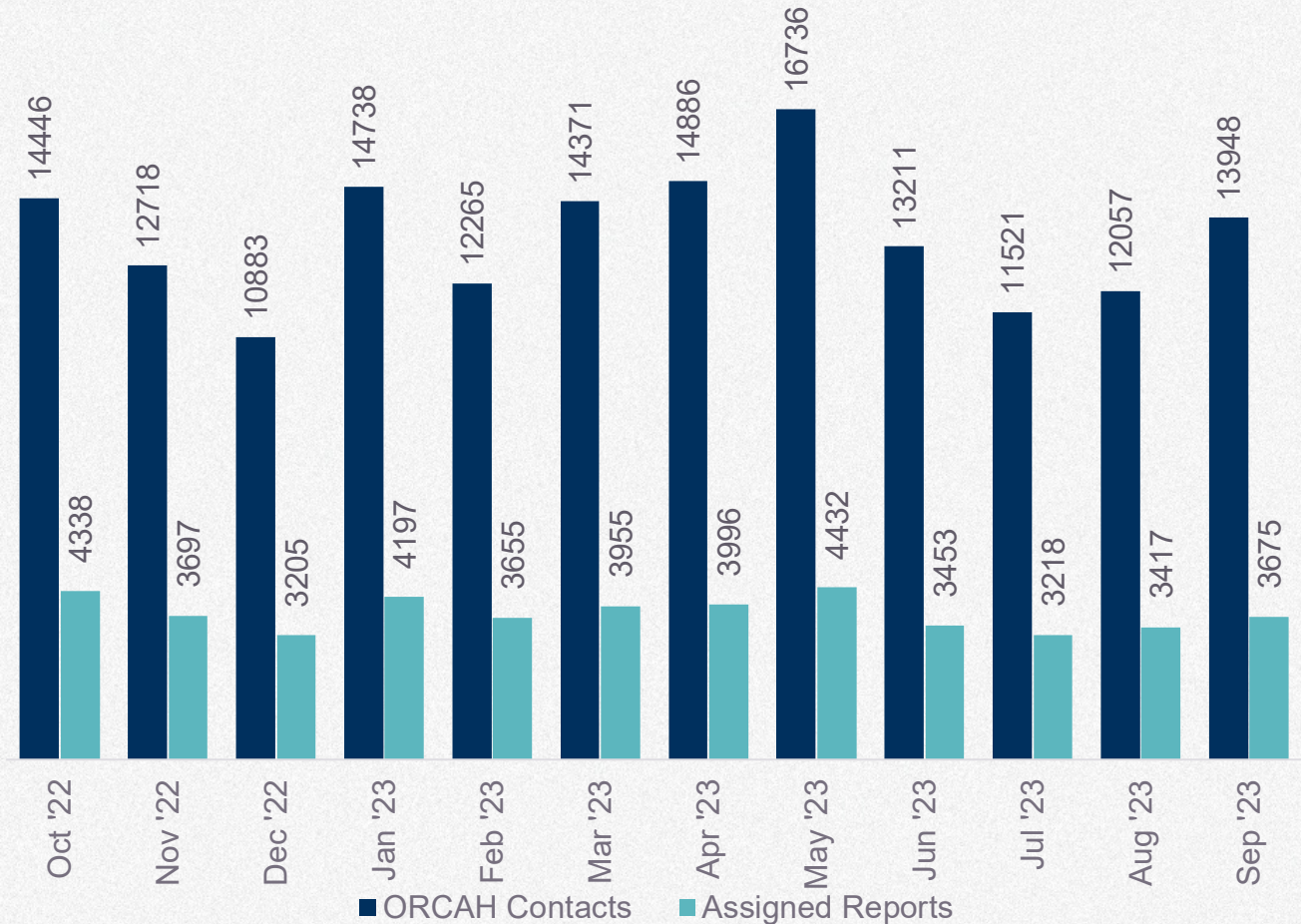
Why it is important

ORCAH receives a high number of contacts that are neither reports of child abuse nor require Child Welfare intervention. In September, 26 percent of contacts resulted in CPS assignment.

What we are doing

ORCAH’s screening workforce was prepared for the start of the school year and the resulting seasonal increase in contacts. Reports assigned to CPS remained steady. In the month of September, supervisors conducted clinical supervision, group supervision and coaching with screeners to support changes in screening practice and decision-making.

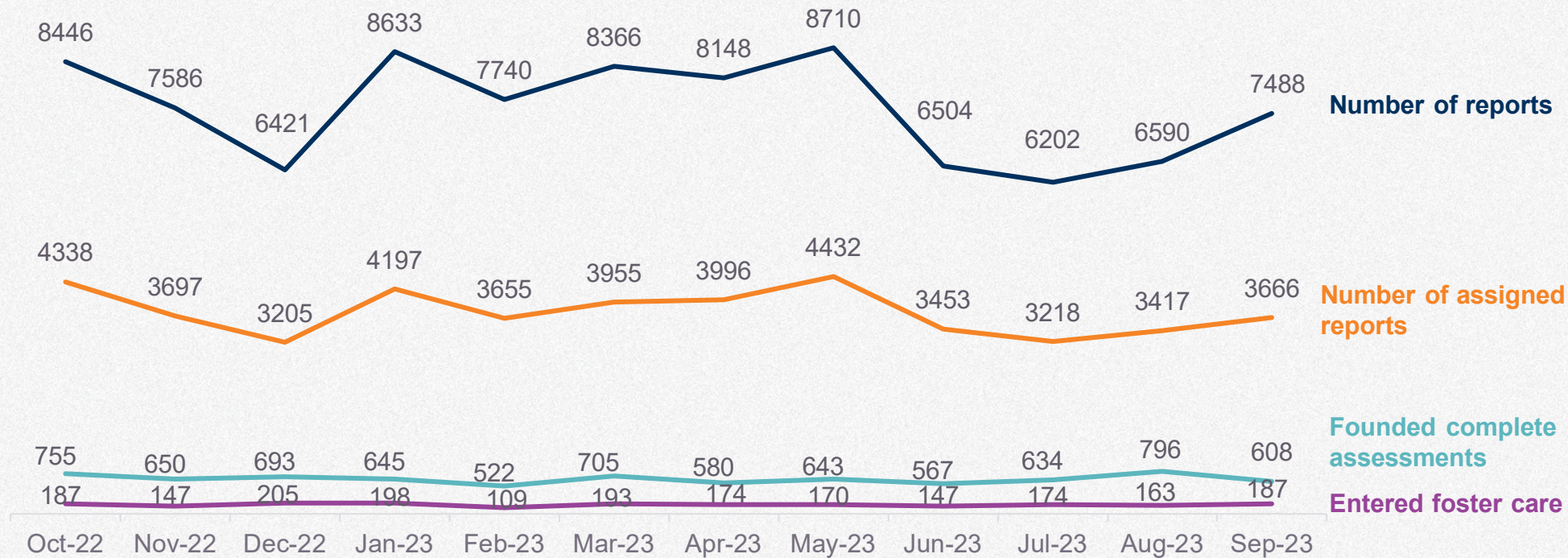
ORCAH Contacts* vs Assigned Reports



* September 2022-January 2023 data from prior reports has been updated to correct a data transcription error.

Founded assessments and number of children entering care

Reports of Abuse, Founded Assessments, Children Entering Foster Care



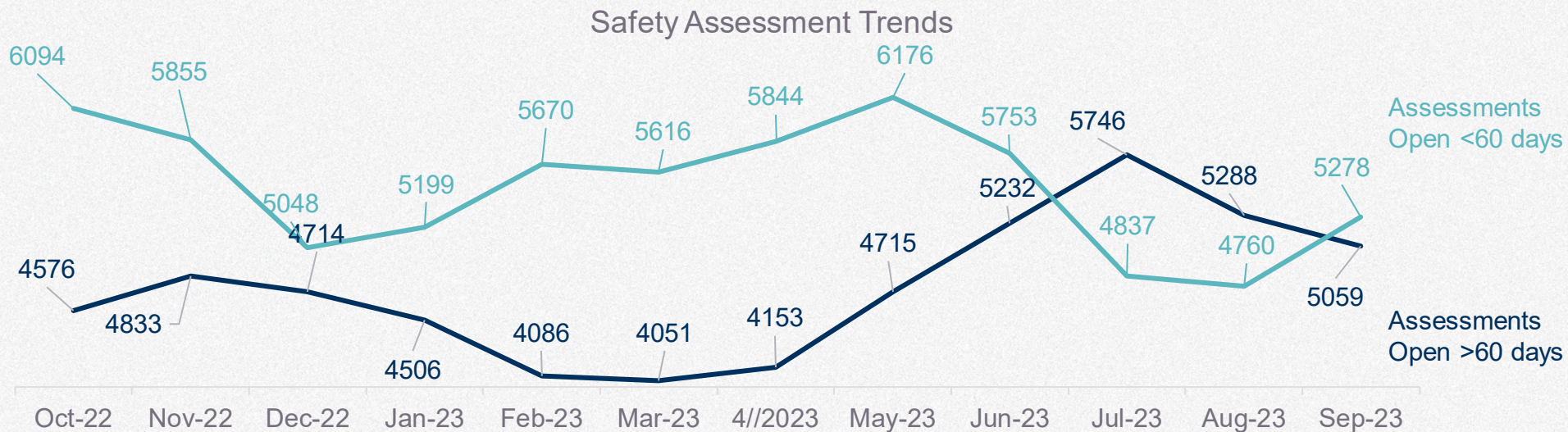
What is the measure

While thousands of contacts are received at ORCAH, a smaller “Number of reports” are documented as a report of abuse or a report describing conditions that pose a risk to a child, but do not constitute a report of abuse as defined by rule. The “Number of assigned reports” are reports of abuse assigned for CPS assessment. A small percentage of those assessments result in “Founded complete assessments,” and an even smaller percentage lead to children who “Entered foster care.”

Why it is important

Many times, concerns can be managed with resources and support provided by family, community and ODHS to allow children to remain in their homes and avoid removal.

Safety Assessments Open Greater Than 60 Days Decreases to 49 percent



What is the measure

In many cases after initial screening, Child Protective Services (CPS) determines that a formal child safety assessment is necessary. The graphic above shows the number of assessments open less than 60 days (teal) and the number of assessments open greater than 60 days (dark blue).

Why it is important

Timely assessments are critical in ensuring children's safety, minimizing stress on families, and making the best use of Child Welfare workers' time.

What we are doing

In the month of September, there was an increase in the number of reports received by ORCAH. This is to be expected with the start of a new school year. While there was an increase in the number of referrals the number of assessments open beyond 60 days decreased from August to the end of September.

Safety Program joined in the Safety Systems Mapping sessions facilitated by CFPRP regarding father and non-custodial engagement during Oregon's child welfare practice. Identifying practice improvement opportunities in this area is essential to developing strategies to assist the workforce in completing timely and accurate safety assessments. Additionally, Safety Program leadership began hosting office hours designed for CPS supervisors and Coaching and Training Specialists to discuss practice and share strategies.

73 percent of children and young adults at risk of Temporary Lodging are diverted to other services

What is the measure

The graphic displays the number of individual children and young adults who spent at least one night in Temporary Lodging (TL) last month. TL becomes necessary when an appropriate placement cannot be found. It typically refers to a child or young adult's overnight stay in a hotel with Child Welfare workers, while the team works to develop a solution for the placement need.

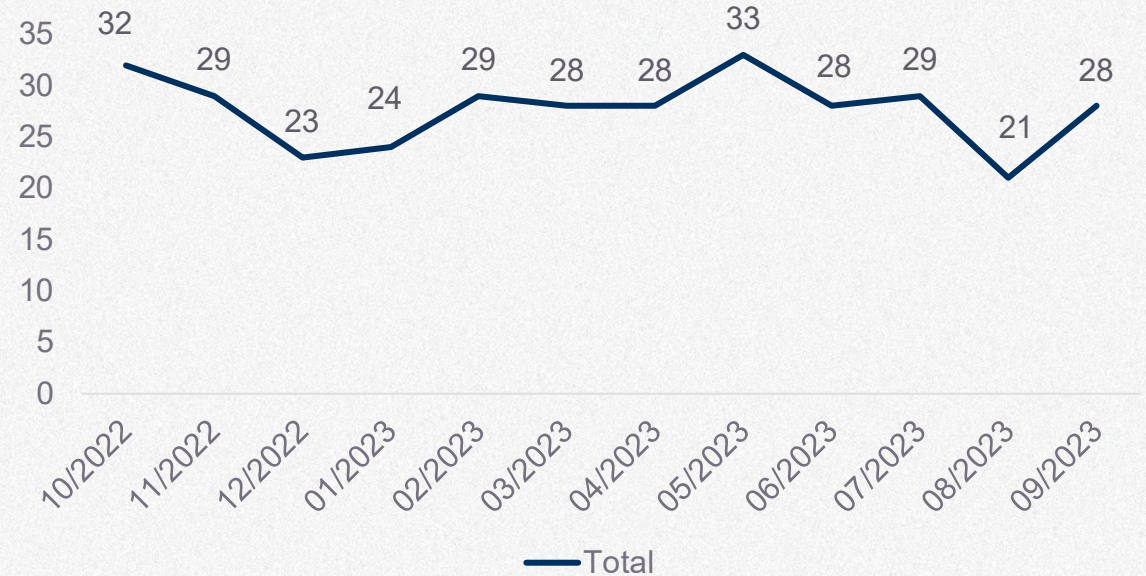
Why it is important

Child Welfare tracks the number of children in TL to track ongoing efforts to ensure it is only used as a last resort, as we are identifying appropriate placement options and supports.

What we are doing

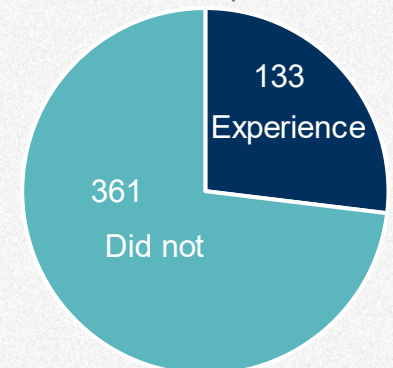
The Foster Plus request for proposal (RFP) has concluded with an evaluation committee held in September 2023. The awardee is Greater Oregon Behavioral Health, Inc (GOBHI); contract negotiations will begin shortly to support the continued recruitment and retention of proctor foster homes through this collaboration. As the awardee, GOBHI is expected to increase the rate of inquiries for potential Proctor Foster certified homes.

Unique child or young adult with at least one night of Temp Lodging in the Month



All children and young adults identified as being at risk of TL are staffed by a team of design and delivery staff who work to develop child-specific plans to prevent TL. Between July and September 2023, 76 percent of the 223 children and young adults who were at risk of TL did not experience an episode of TL. This is part of a longer-term trend over the last 12 months, in which 73 percent of children and young adults staffed do not experience TL.

October 2022-September 2023



Number of children in foster continues to decline

What is the measure

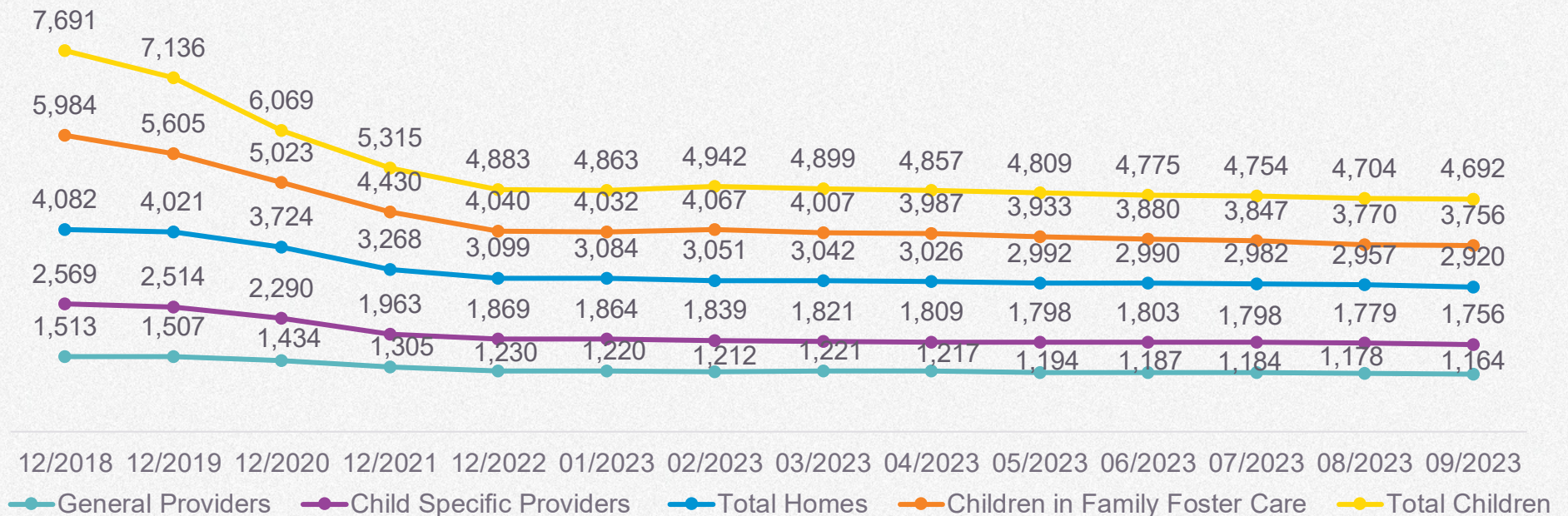
This graph shows the number and type of resource families in relation to the number of children in care.

The Total Children (yellow line) count does not match the Children in Family Foster Care (orange line) because some children are placed in other settings, such as those supporting individuals with developmental disabilities and those providing higher levels of care.

Total Homes (blue line) = Child Specific Providers (purple line) + General Providers (teal line)

Why it is important

These numbers help inform efforts to increase recruitment and retention of available resource families. The next section of this report describes the consistent, local and statewide, recruitment and retention efforts. These efforts strive to develop a qualified pool of resource families who reflect the diversity of children and young adults in foster care.



Efforts to recruit and retain resource (foster) families continue

Certified Respite Program

In September, Certified Resource Families continued to access respite services. 19 people completed the required training to become a certified respite provider, which now totals 204 individuals who have completed the training requirements since the launch of the program in January 2023. The training for the Certified Respite Program has moved to Workday Learn, streamlining the process for applicants to complete the required training. The Certified Respite Program continues to develop in-home respite services for families of origin and will be hosting a feedback/listening session in October with resource parents on how to best support them and families of origin as we develop the in-home respite process. The development of data reporting metrics within the OR-Kids system is still in development.

Champion statewide team activities in September

In Pendleton (District 12), ODHS certification staff participated in the Westward Ho! Parade as part of the Pendleton Roundup, an event held in this community for over 100 years. In Multnomah (District 2), ODHS staff came together for the El Grito Celebration. This celebration is one of the most important in Latinx culture and is described as “a community-centered event where traditions passed on from ancestors and

indigenous roots are highlighted and provide a platform for Latinx-specific resources and Latinx small businesses to provide products and food dishes of the Americas.” ODHS is invested in building trusting relationships within all Oregon communities.

The Fostering Pride event was held on September 26th in partnership with Unicorn Solutions and Basic Rights Oregon. ODHS invited two youth panelists and two resource parents to participate as panelists. Greater Oregon Behavioral Health, Inc (GOBHI) joined to discuss their therapeutic foster care programs. Morrison Child and Family Services joined to share their respite program. ODHS had staff available to share information on how to become a certified resource parent.

The Foster Points podcast continues to publish new episodes on topics valuable to resource families and staff. This month D5 Champion interviewed the Associate Professor in the Department of Counseling of Psychology and Human Services at the University of Oregon. The episode focuses on online safety and is a must-listen for anyone with young people in their lives. Listen at this [link](#).

The statewide goal of 70 percent timely case plans is met for the first time

What is the measure

The percentage of total case plans completed within the federally required timeframe.

Why it is important

It is a federal requirement that initial case plans should be completed within 60 days of a child's placement in foster care. Each case plan is the "road map" for families and Child Welfare, identifying the necessary steps toward family reunification and case closure.

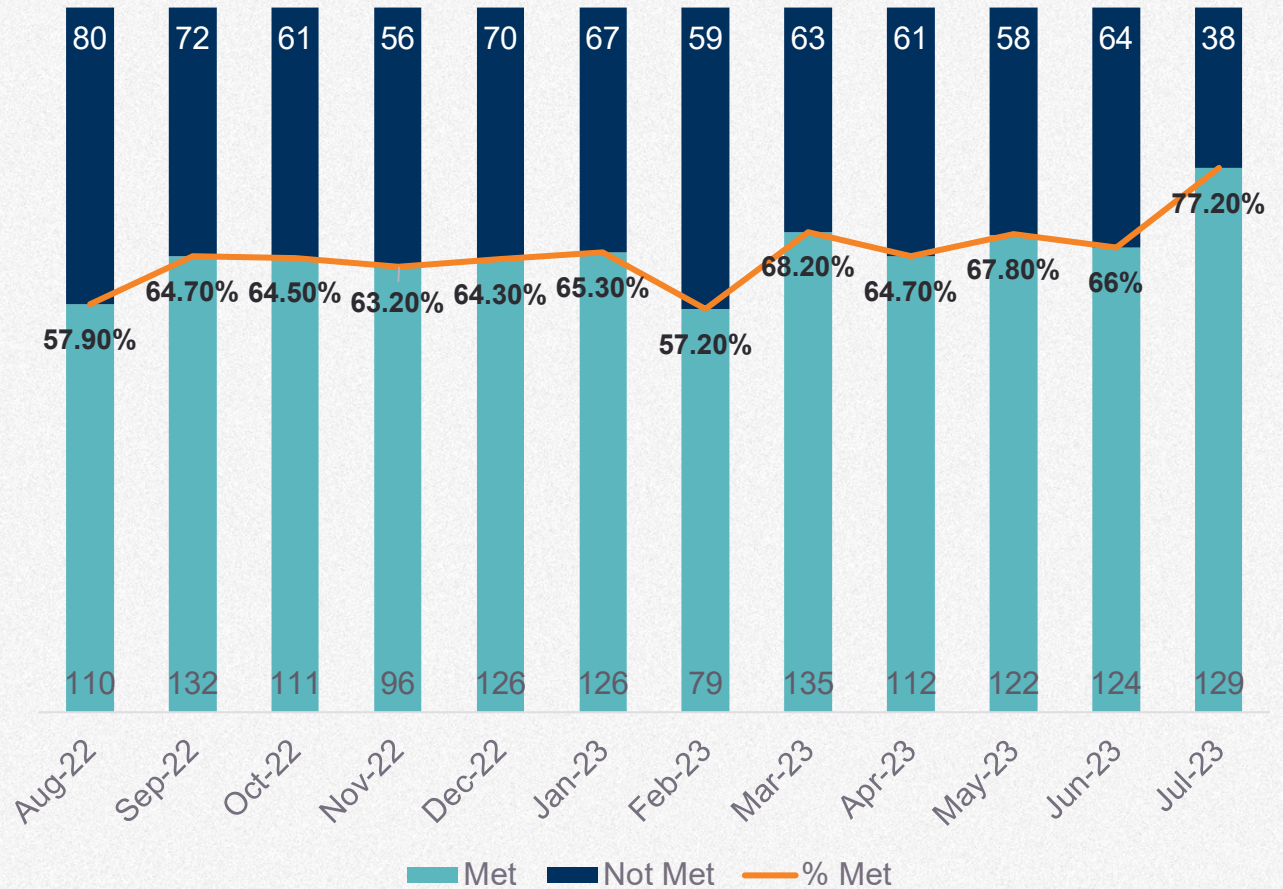
What we are doing

Permanency consultants continue to support local office program managers in developing and implementing strategies to improve case plan timeliness.

Timely statewide completion of the initial case plan increased significantly to 77 percent in July.

2023 Q3 data shows 12 districts met or exceeded Child Welfare's stated goal of 70 percent, with 8 of the 12 achieving 80 percent or better for timeliness to complete case plans.

Percent of Timely Case Plans Met or Not Met



Note: Timeliness of case plans is measured in accordance with policy allowing up to 60 days to complete a family's case plan. Data for children coming into care during August will be reflected in the November report. Data for children coming into care during September will be reflected in the December report.

Recurrence of maltreatment continues a downward trend

What is the measure

Recurrence of Maltreatment is defined as children who were victims of a substantiated or indicated report of maltreatment during a 12-month target period. The date the report was received determines if a child is counted in the 12-month target period and is used to determine whether maltreatment recurrence occurred within 12 months. This metric also includes reports of maltreatment occurring outside of their time in CW custody.

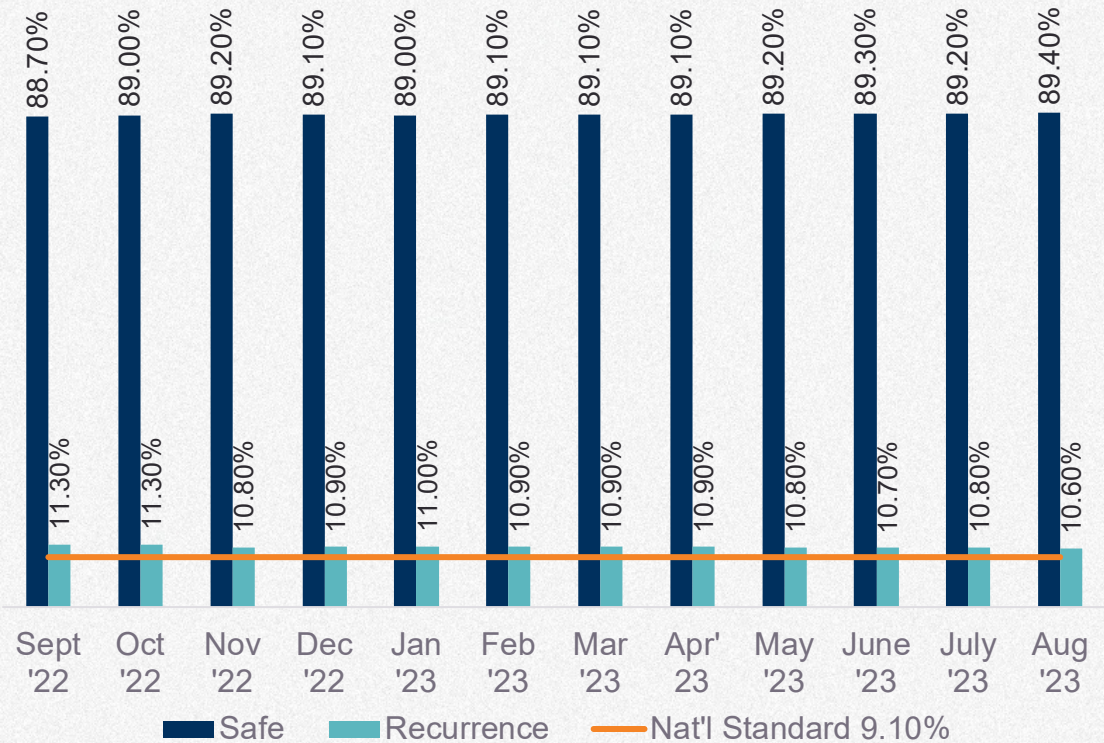
Why it is important

One of the primary purposes of Child Protective Services (CPS) interventions is to prevent future harm to children who have already experienced abuse or neglect.

What we are doing

As part of the CQI process, several Districts around the state have selected goals that address the sufficiency of information gathering during the CPS process to support the accurate identification of safety threats and the development of safety plans that ensure children and youth do not experience a recurrence of maltreatment. Safety and Permanency Program staff are engaging with those CQI sites to provide coaching and support.

Recurrence of Maltreatment



Maintaining safety in home

The Safety Program and Child Welfare Health and Wellness Services continue to promote the Nurse Home Visiting Program. The program continues to develop as more is learned about ways to most effectively engage families in this type of voluntary service.

Child Welfare leadership is focused on community engagement efforts that enhance access to services that support families and prevent recurrence of maltreatment and Child Welfare involvement.

Family Preservation Approach

Families Are Stronger Together

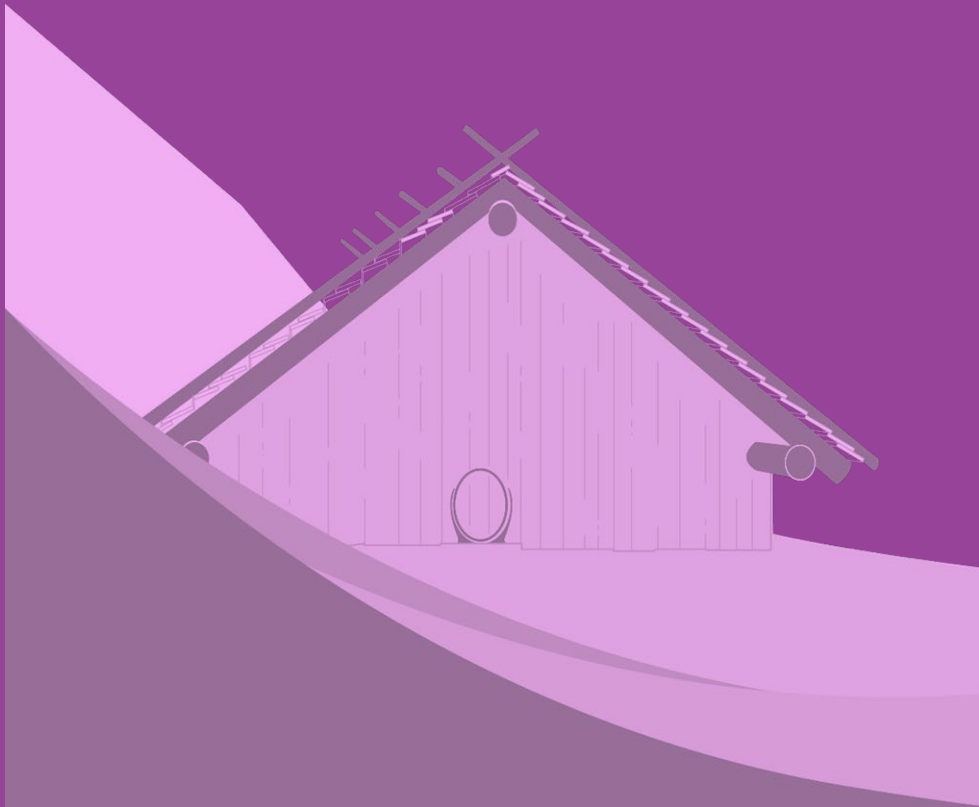
The Oregon Department of Human Services was selected through a competitive process, along with seven other states and two Tribes, to be part of the Families Are Stronger Together: TANF & Child Welfare Partnering for Prevention Learning Community (FAST-LC). The FAST-LC is a partnership between two agencies within the Administration for Children and Families (ACF); the Office of Family Assistance and the Children's Bureau. This partnership seeks to develop and expand TANF and Child Welfare partnerships focused on prevention and centered on family wellbeing. ODHS is excited about the opportunity to be part of this valuable learning community, which aligns closely with the principles of the Vision for Transformation.

ODHS looks forward to leveraging training, technical assistance, peer relationships, and learning to advance its goals and objectives:

- **Data-Informed Decision making:** Use data across programs to assess the impact of our efforts, ensuring that our strategies are effective in ensuring our desired outcome of preventing family involvement with child welfare and identifying opportunities to continue to strengthen collaborative responses.
- **Enhanced Collaboration:** Increase partnership with underserved and overrepresented communities, through communication, collaboration, and economic and concrete supports. We will also actively engage with other participating agencies, sharing our experiences and learning from the successes and challenges faced by our peers. Collaborative discussions will enable us to identify best practices and innovative strategies to better align the Self Sufficiency and Child Welfare Programs.
- **Strengthened infrastructure:** Improve infrastructure to support ODHS workers, particularly Self Sufficiency workers, to provide support to children and families in their homes and communities regardless of Child Welfare involvement.
- **Resource Sharing:** ODHS is dedicated to sharing resources, tools, and materials that have proven effective in supporting families and preventing child maltreatment. By participating in the FAST-LC initiative, ODHS aims to contribute to the collective knowledge base and assist other agencies in their efforts.

Guiding Principle 2:

Enhancing Our Staff and
Infrastructure



Significant metrics for a supported, skilled, and engaged workforce that reflects the communities we serve

Workforce Development

New Worker Training Academy Pilot: The Equity, Training, and Workforce Development team (ETWD) is developing a pre-service training pilot for Social Service Specialist 1 (SSS1) that would be provided through an academy model. Exploration sessions were conducted statewide to solicit feedback from staff and supervisors about the existing training system, needs, potential barriers, and where they would like to see future investment. A Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis is in progress comparing ODHS-CW SSS1 Curricula with seven other jurisdictions.

Training Methodology Course: The ETWD Operations Team is developing a training series for Child Welfare staff including foundational and advanced elements of Curriculum Development, Instructional Design, Training Evaluation, and Instructional Technology. The target audience for this course includes child welfare staff with training in their duties and responsibilities, including but not limited to: Coaching & Training Specialists, Training & Development Specialists, Program and Consultant/Coordinators. Module 1 of 6 is complete.

Coaching Model: Child Welfare (CW) and Self-Sufficiency (SSP), with support from Capacity Building Center for States, are working to establish a shared coaching model. The Atlantic Coast Child Welfare Implementation Center (ACCWIC) coaching model has been selected as the model to be used. Concurrent efforts to assess division

readiness for implementation, develop communication strategies, and adapt the ACCWIC model to meet the needs of ODHS SSP and CW are currently in progress.

Substance Use Disorder Training: The ETWD Workforce Team is partnering with the Safety Program to incorporate e-Learning courseware developed by the National Center on Substance Abuse and Child Welfare (NSACW) into the ODHS/CW Learning Management System.

OR-KIDS Training: ETWD is updating OR-KIDS reference guides and transitioning them from PDF format to 3–5 minute video micro-learnings. These videos are hosted on an externally facing website available to our internal staff and partners who utilize OR-KIDS. Critical tasks have been identified and are in development.

Child Welfare Workforce Appreciation Month: ETWD coordinated with Executive Leadership to provide workforce appreciation content and activities throughout the month of September. CW Staff were encouraged to take a moment, recognize their hard work and sacrifice, slow down and be intentional.

New hires and promotions continue to outpace separations

What the measure is

Child Welfare caseworkers hired or promoted into SSS1 classification compared to caseworker separations.

Why it is important

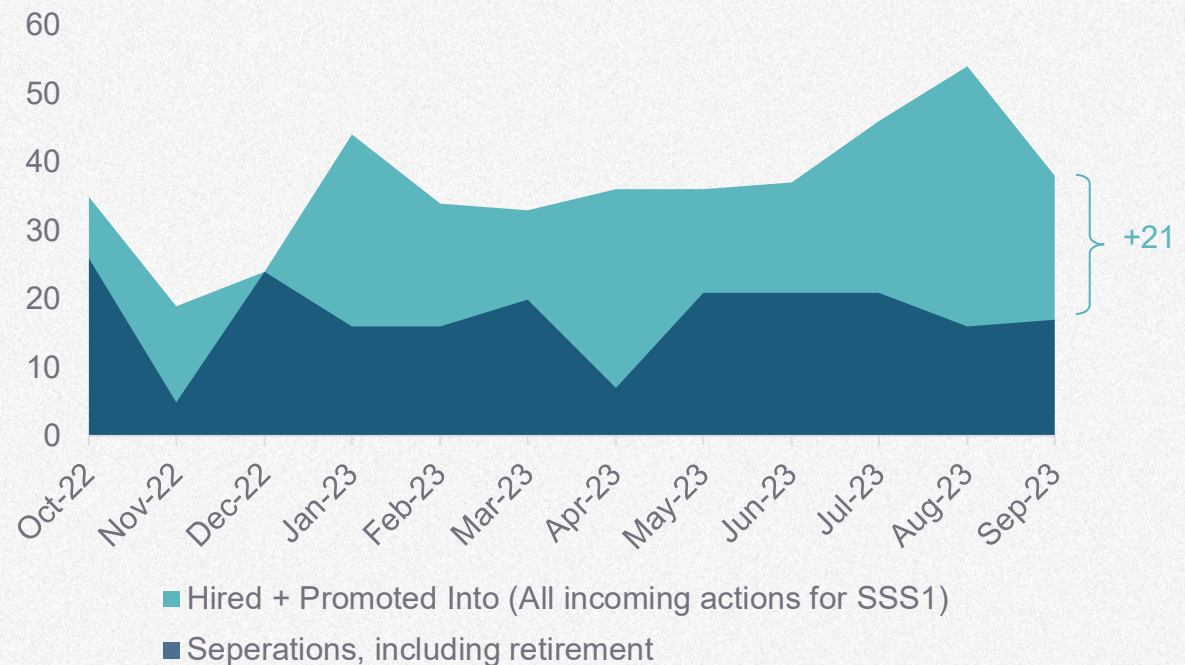
Child Welfare jurisdictions across the nation have historically faced staffing shortages. Like many industries, since COVID-19, Child Welfare is contending with workforce challenges across the board.

What we are doing

For all recruitments during the last 180 days, the average recruitment length from job posting to conditional offer was 62 days. ODHS continues focusing efforts on achieving the goal of an average of 45 days or less to fill.

The Human Resources team has been traveling around the state delivering in-person ODHS Recruitment Hiring Manager Trainings. In September they traveled to Hermiston and The Dalles to deliver this training in-person to CW Managers. The training is also offered virtually.

Hires & Promotions Into SSS1 Caseworker Classification vs Separations



Note: Data may change as the result of processes that have "completed" in Workday since the last data run.

Caseworker Caseload Averages continue to meet Oregon's established ratios

What the measure is

Child Welfare caseworkers (SSS1 classification) are assigned cases (e.g., CPS: number of new assessments in the last 30 days, Permanency: number of children and young adults, and Certification: number of homes) as part of their caseload. This data will capture the monthly averages for each of the three casework roles.

Why it is important

Ensuring manageable caseloads is one way to develop and support the workforce. This will result in a decrease in vacancies, an increase in retention rates, an increase in longer tenures, increased promotions, and higher workforce morale, which all positively impact the children and youth we serve.

What we are doing

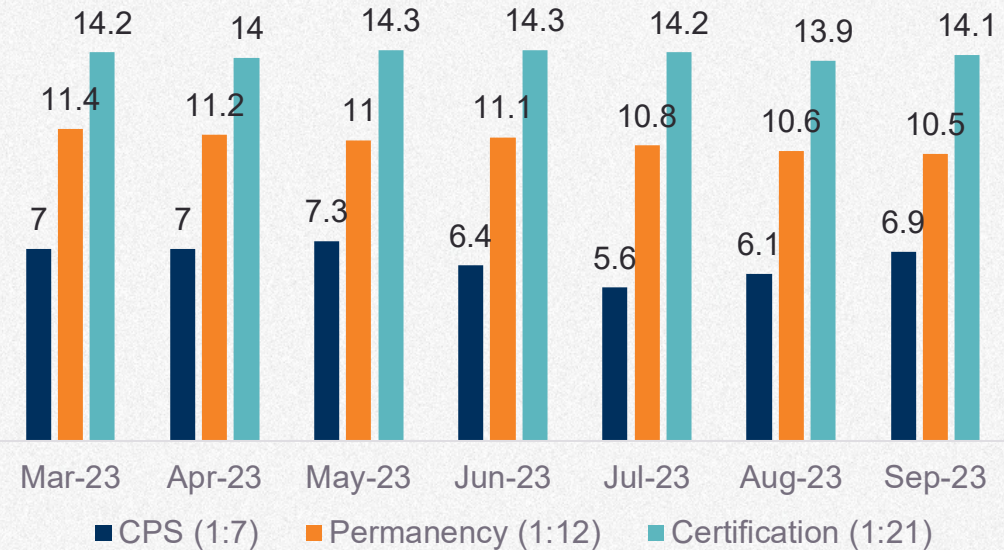
Each level of management is regularly using the dashboard. Frequent data validation checks are happening within Safety, Permanency, and Certification program staff.

Background

Caseloads play an important role in the legislative process and are used to inform legislatively granted position authority and budget. In implementing the Vision for Transformation, in 2022 Child Welfare established the state's goal for caseload ratio standards. To establish them, Child Welfare incorporated the CWLA Standards of Excellence, Council on Accreditation, timing studies done in Oregon in 2008 and 2017, and literature and research reviews. The average monthly caseloads for the specific caseworker roles are outlined below:

- CPS: 1 caseworker per 7 new assignments assigned in the last 30 days
- Permanency: 1 caseworker per 12 children and young adults served
- Certification: 1 caseworker per 21 certified resource homes

Caseload averages by month and caseworker type



Guiding Principle 3:

Utilizing Data with
Continuous Quality
Improvement Systems (CQI)



Enhancing the Structure of our
System by using Data with Continuous
Quality Improvement (CQI)

CQI Implementation Continues

What is the measure

District 2 (Multnomah) Gresham branch entered the CQI cycle in January 2023. The CQI Kickoff meeting was held in March 2023. The Gresham CQI site selected the lead measure of face-to-face contact with parents to work on during their CQI cycle. This chart captures the average number of parents within the quarter who had face-to-face contact with the caseworker every 30 days, as required by rule.

Why it is important

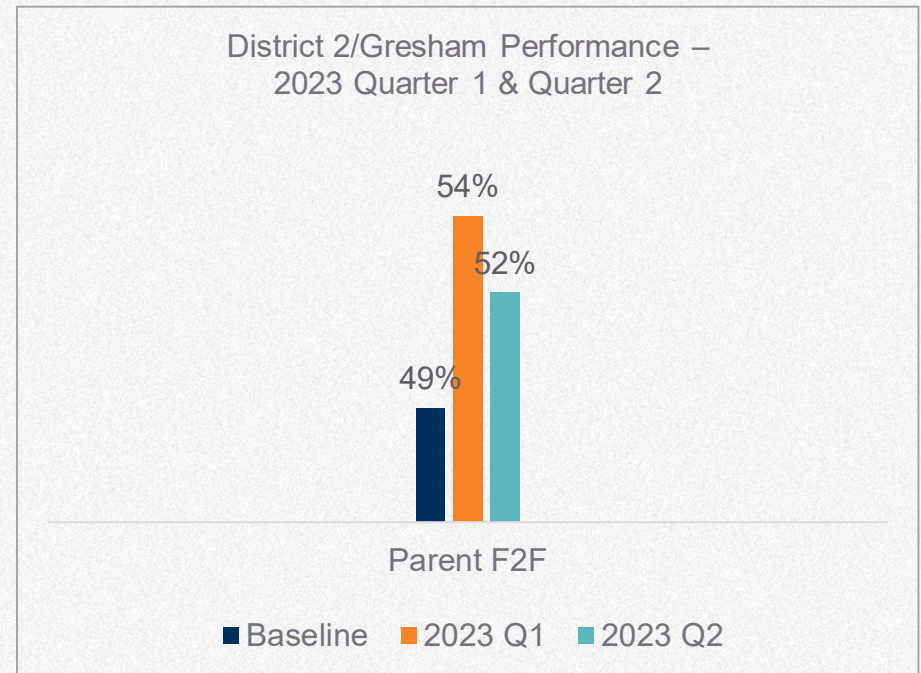
Face-to-face contact with parents is a critical component of Child Welfare. Effective engagement with parents assists caseworkers in all aspects of case planning including working to maintain children with their family and communities of origin, or if they are separated from their families, reunifying them as quickly as possible. Frequent and quality face-to-face contact with parents build relationships that enhance the services and supports that Child Welfare, and the community can provide families.

What we are doing

The CQI program continues to implement the data literacy program with the first Data Byte newsletter having a 51% open rate. In the month of September Data Byte newsletters

were sent for both learning tracks: foundational data concepts and information on the Child and Family Services Review (CFSR) process.

The CQI program continues to work on Learning Collaboratives to provide opportunities for staff and managers to come together both in person and in a hybrid setting to discuss lead measure practice improvement such as site work on face-to-face contact with parents. The goal is to have three Learning Collaboratives a year starting in early 2024.



System transformation through community partnerships

Why it is important

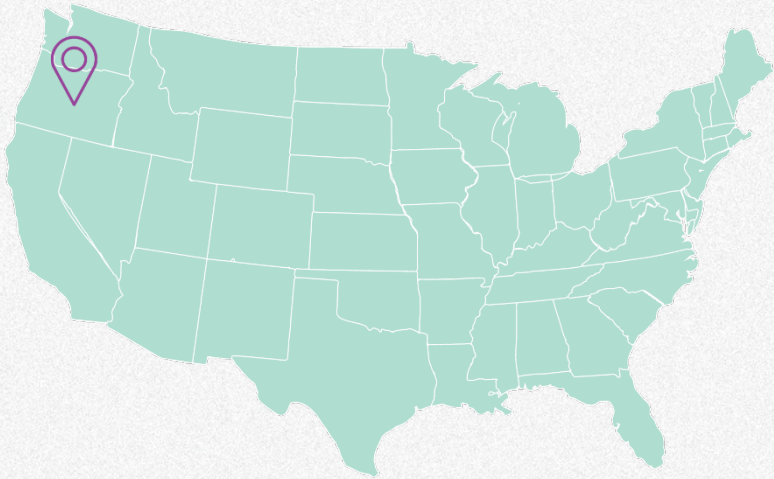
ODHS is transforming the child welfare system in collaboration with Tribes, community members, families and children with prior system experience, resource and birth parents, service providers, and policy makers. This values-based approach holds equity and a belief that children do best growing up in a family at the center of helping families achieve well-being and independence through opportunities that protect, empower, respect choice and preserve dignity.

What we are doing

- **National Day for Truth and Reconciliation**, also known as Orange Shirt Day, was observed on Friday, September 29 in ODHS offices and events across the state. This international movement recognizes Tribal children and families who were impacted by the Federal Indian Boarding School policies of the last century.
- **The 2023 Tribal-State ICWA Conference** was hosted in September by the Confederated Tribes of Grand Ronde. This year's conference theme, "Together We Strengthen Our People" signifies how collaboration, compassion, and community are essential in the care of Tribal children and families. It was one of the largest attended ICWA conferences to date.



Federal Performance Measure Dashboard



The [Oregon Department of Human Services \(ODHS\) Child Welfare Federal Performance Measures Dashboard](#) provides quarterly updates on an array of trends across the state for these Federal Performance measures:

- Maltreatment in foster care
- Recurrence of maltreatment
- Re-entry to foster care
- Permanency in 12 months
- Permanency in 12 to 23 months
- Permanency in 24+ months
- Placement stability

Definitions for the Federal measures are posted in the link above.

This dashboard, launched in December 2021, is designed from files produced by the University of Kansas Center for Research Results Oriented Management Application (ROM) using Oregon Child Welfare data.

The Federal Standards for each measure are updated every few years. These standards will be updated on our Federal Performance Measures dashboard to reflect the changes in 2023. For more information, please refer to the [Children and Family Services Review Technical Bulletin 13A](#).

The Office of Research, Reporting, Analytics, and Implementation will be updating the 2023 Q1 and Q2 dashboard data and National Standards per Child and Family Services Review Technical Bulletin 13A later this year.

The [U.S. Department of Health and Human Services prepares an annual report](#) of state performance in the seven categories listed above. The report includes findings of analysis conducted on performance across states over time.

About

The [Child Welfare Division Vision for Transformation](#) is the spirit of what we believe the child welfare system should be in Oregon.

Centered on three guiding principles, the [Vision for Transformation](#) is the roadmap and compass for the Oregon Child Welfare Division to transform itself and the greater child welfare system into one that supports and preserves families. These guiding principles are:

1. Supporting families and promoting prevention
2. Enhancing our staff and infrastructure
3. Enhancing the structure of our system by using data with continuous quality improvement

You can also read more in the most recent edition of the [CW Staff Connect](#).

For questions or feedback about this report, please contact:
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