

CHILD WELFARE DIVISION

PROGRESS REPORT TO THE GOVERNOR

August 2024

(July 2024 data)



Table of Contents

<i>page</i> 3	<i>page</i> 4	<i>page</i> 16	<i>page</i> 21	<i>page</i> 25
<hr/> <i>Executive Summary</i> <hr/>	<hr/> <i>Guiding Principle One: Supporting Families and Promoting Prevention</i> <hr/>	<hr/> <i>Guiding Principle Two: Enhancing our Staff and Infrastructure</i> <hr/>	<hr/> <i>Guiding Principle Three: Utilizing Data with Continuous Quality Improvement Systems</i> <hr/>	<hr/> <i>About</i> <hr/>

Executive Summary

This report provides data through July 2024.

Some highlights from July include:

Guiding Principle One

- In July, the average wait time of all ORCAH caller types remained under 2 minutes, which remains well below the target of answering 95% of calls within 5 minutes.
- The percentage of statewide timeliness of completed case plans continue to stay close to the 70th percentile.
- In July, Child Welfare received 157 inquiries including 85 inquiries for general foster care, 49 for certified respite, 9 related to general adoption and 15 undecided/undetermined.

Guiding Principle Two

- All RAFT media content has been created with a Spanish voiceover with only a few exceptions. Other activities will be designed to accommodate for media files that could not be translated.
- Caseworker caseload averages continue to meet Oregon's caseload ratio standards for all three categories of caseworkers.

Guiding Principle Three

- District 4 (Lincoln) selected the lead measure of Risk and Safety Assessment and Management to work on during their first CQI Cycle.

Thank you for reading the August Progress Report.

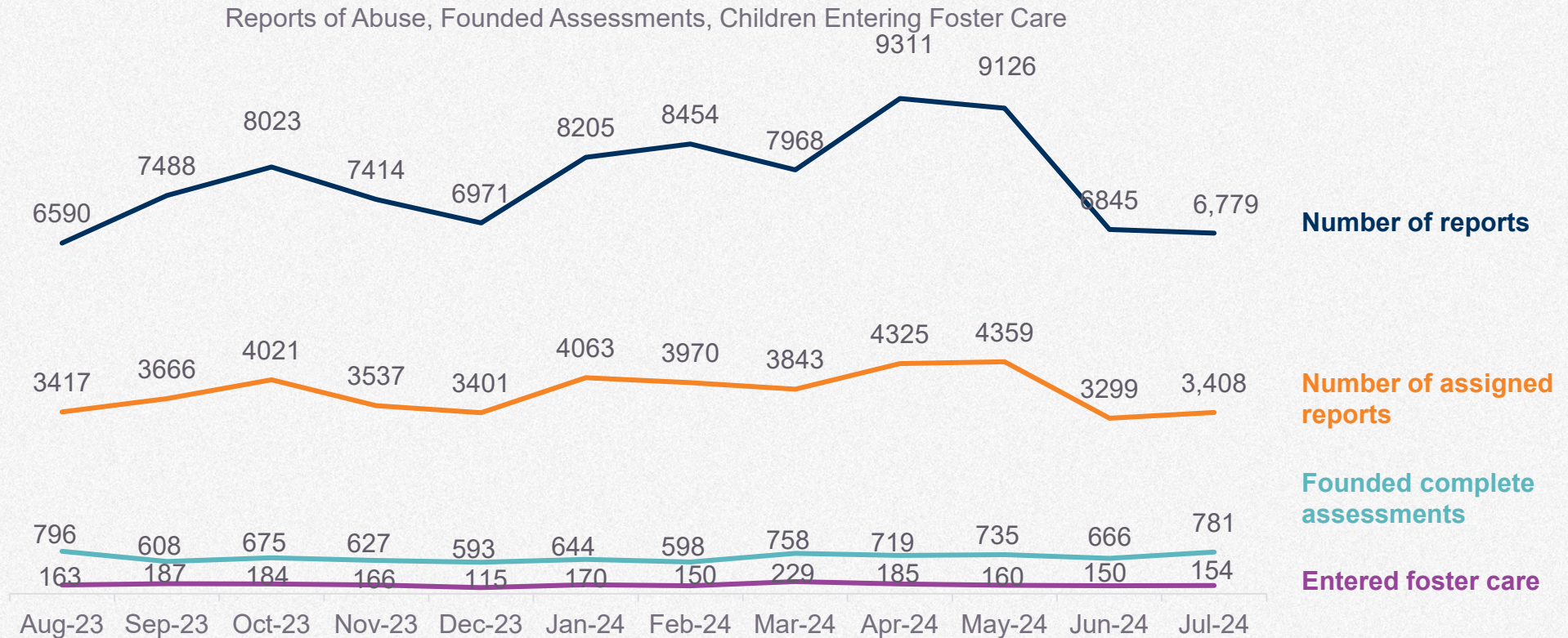
Guiding Principle 1:

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

Founded assessments and number of children entering 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.

Average wait times for all caller types was under 2 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.

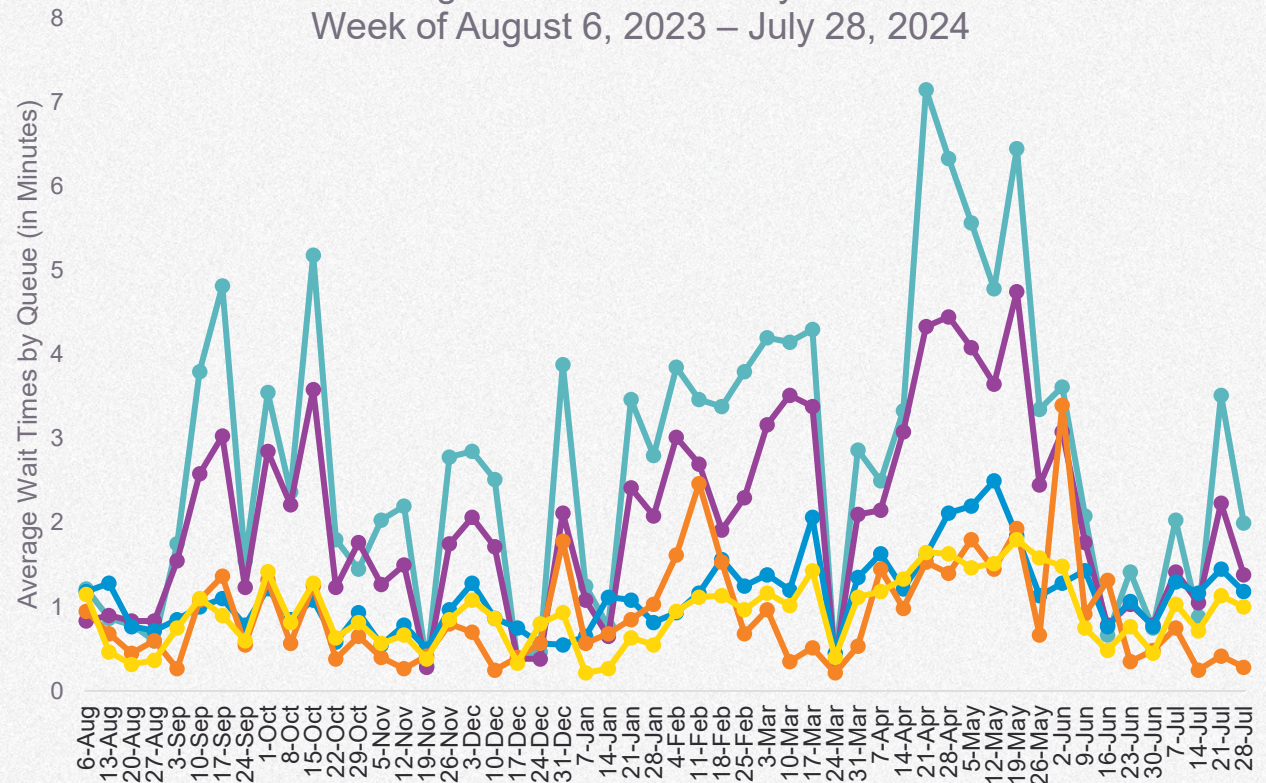
Why it is important

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*

ORCAH continues to leverage current operational strategies to maintain low wait times with a target of answering 95% of calls within 5 minutes.

Average Call Wait Times by Queue - Week of August 6, 2023 – July 28, 2024



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

*This information will only be updated if the data shows significant changes that require an adjustment in strategies.

28 percent of ORCAH 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.

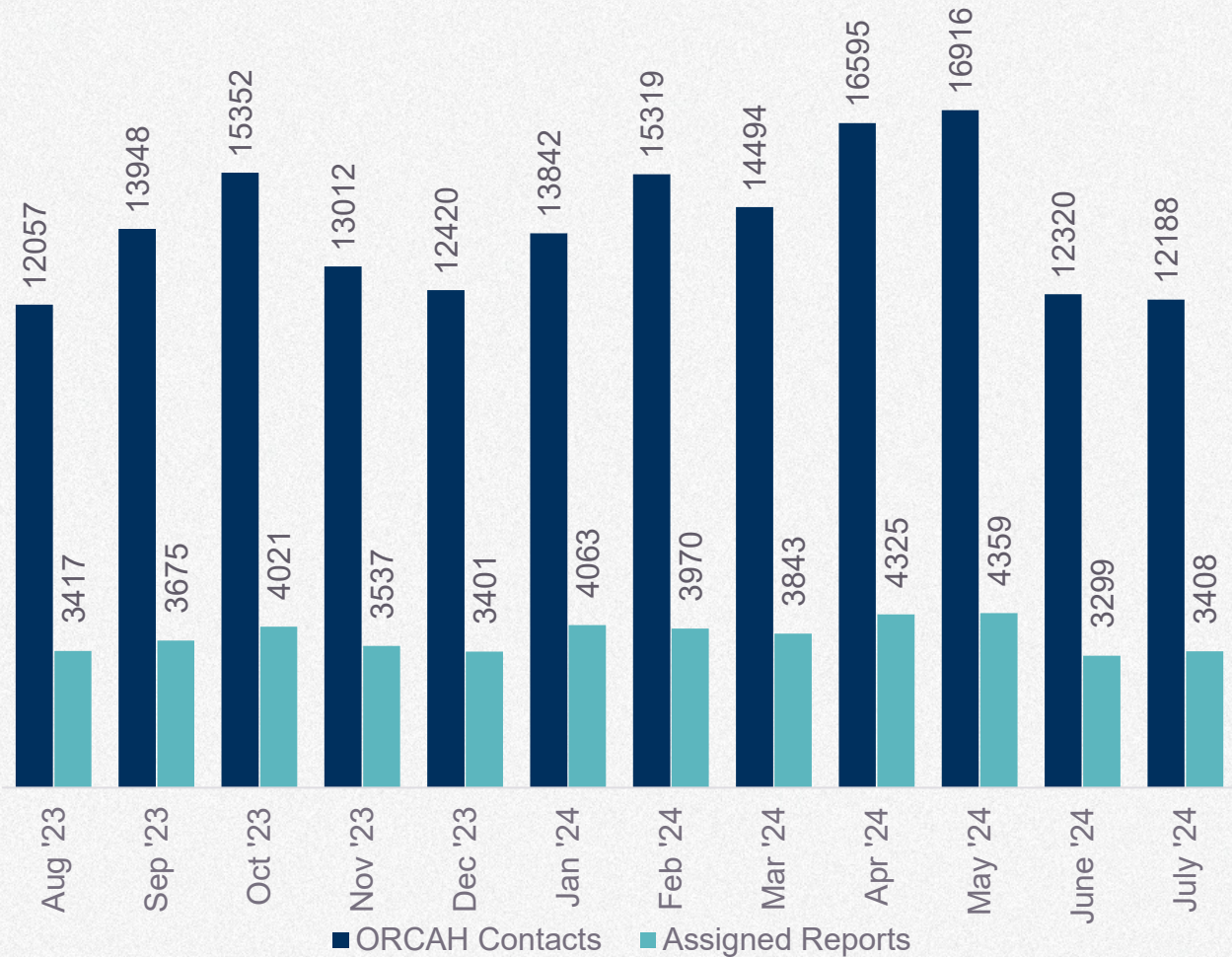
Why it is important

ORCAH receives a high number of contacts that are neither reports of child abuse nor require Child Welfare intervention. In July, 28 percent of contacts resulted in CPS assignment.

What we are doing*

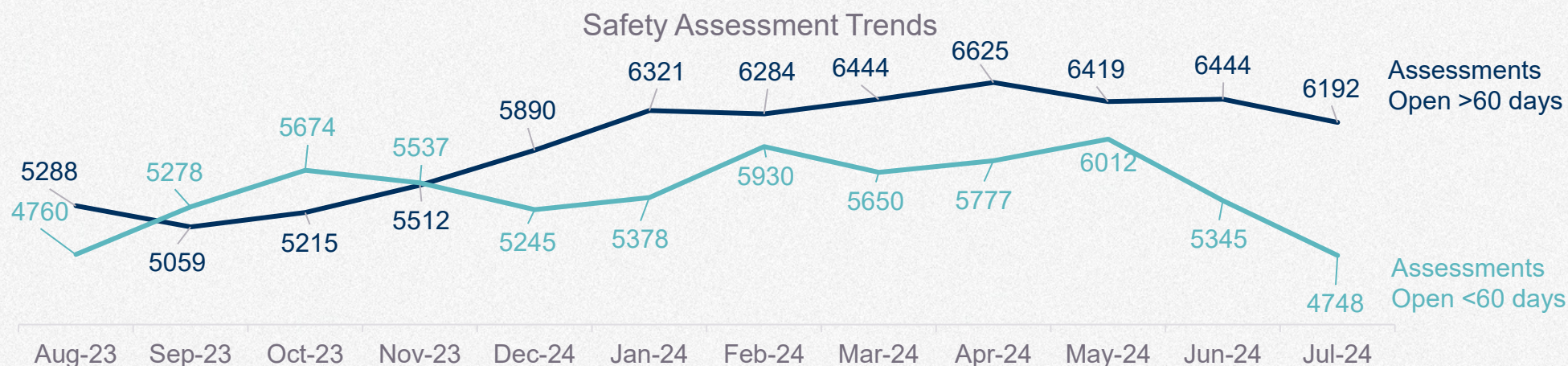
ORCAH continues to leverage current operational strategies to maintain low wait times with a target of answering 95% of calls within 5 minutes.

ORCAH Contacts vs Assigned Reports



*This narrative will only be updated if there is a divergence in the data away from the target that highlights our strategies to address the impacts.

Safety assessment trends



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

The Safety Program partnered with the Office of Reporting, Research, Analytics, and Implementation (ORRAI) for several months to improve the accuracy data to support local office efforts to prioritize assessment completion. In July, report CW SA-2025-S/Successful Initial Contact transitioned from ROM to OR-KIDS Power BI. This report now provides data regarding timeliness of initial contact and whether contact was made or attempted.

Additionally, the Safety Program hosted the Summer CPS Quarterly with a focus on strategies for timely completion of CPS assessments. The Safety Program developed and facilitated an activity to reinforce workforce familiarity with all of the CPS resources and tools available to assist with completing assessments.

In July, 77 percent of children/ young adults were diverted from temporary lodging

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.

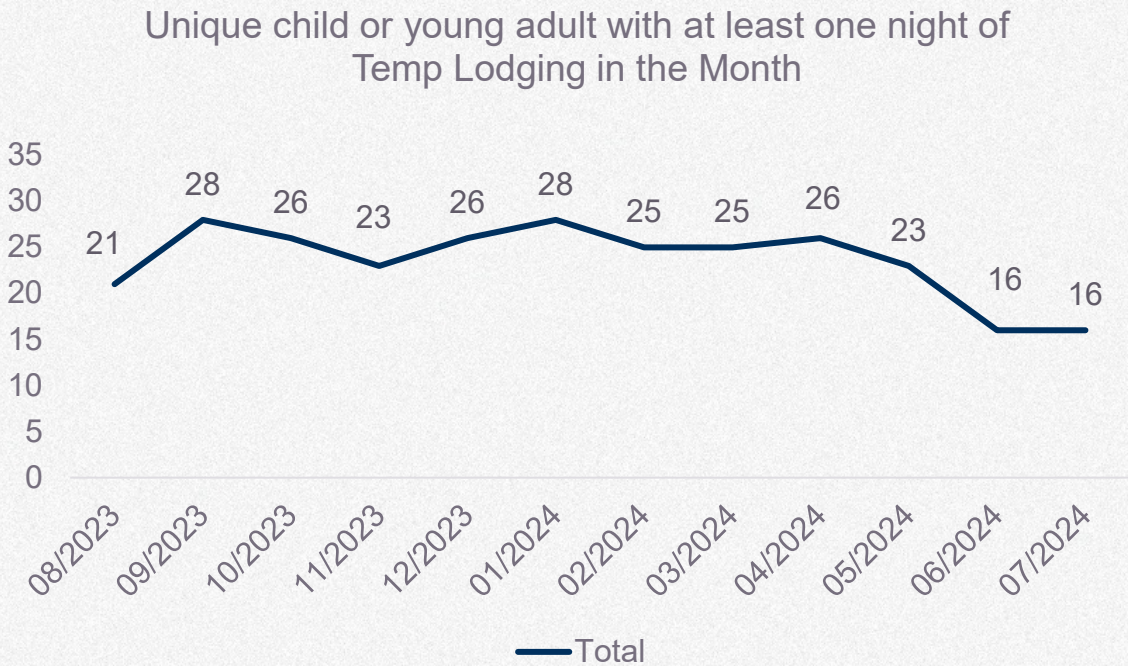
Why it is important

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.

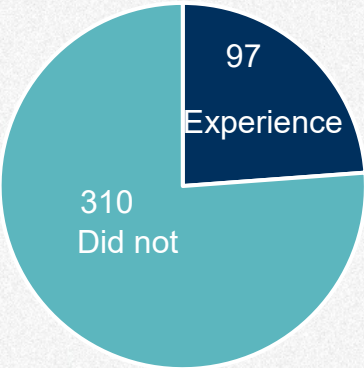
What we are doing

In February 2024, the request for application (RFA) to support children with extraordinary needs in skilled and individualized residential Child Caring Agency (CCA) settings officially launched. In August 2024, a provider agency applied. The CW Evidence of Readiness Committee met on 9/5/2024 to review and assess the agency’s application and determined that it was appropriate to have follow-up meetings with the applicant.

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. During July 2024, 77 percent of the 71 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 76 percent of children and young adults staffed did not experience TL.



Aug. 2023 – Jul. 2024



Respite care services are expanded to support reunification

What is the measure

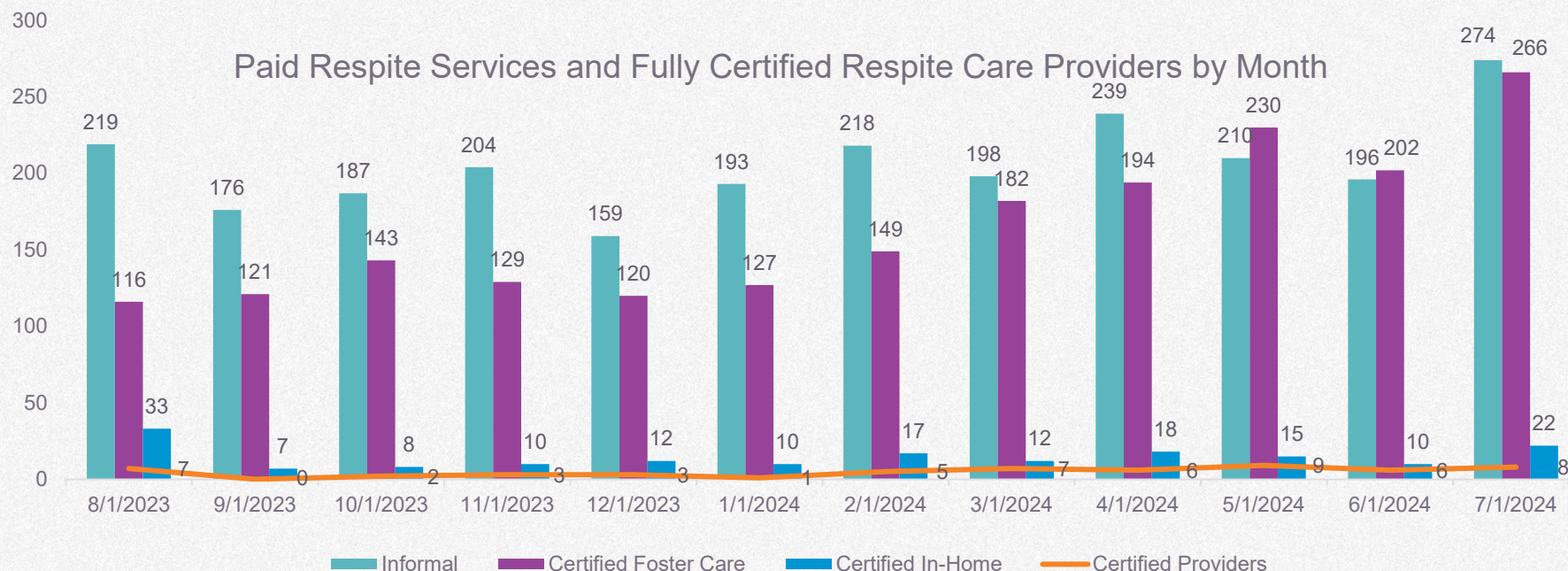
This chart shows the total number of respite services paid by month across all respite service types (informal, foster care, in-home). The number of fully certified respite care providers indicates providers who are certified within each month specifically to provide respite care services.

Why it is important

Respite care is the temporary relief of a primary caregiver's responsibilities by another adult. It can be a planned or crisis-support arrangement, providing caregivers and parents with opportunities to take breaks, rest and renew, and avoid becoming overwhelmed by their many responsibilities.

What we are doing

Individuals interested in becoming a certified respite care provider can call ODHS's recruitment partner, Every Child, at 1-800-331-0503. Information can also be found at Foster.Oregon.gov. To get started an individual applies and completes the Certified Respite Provider Training and knowledge check. The next steps to becoming fully certified include background checks, an interview and home visit, and an environment safety check.



The total number of children in foster care remains low

What is the measure

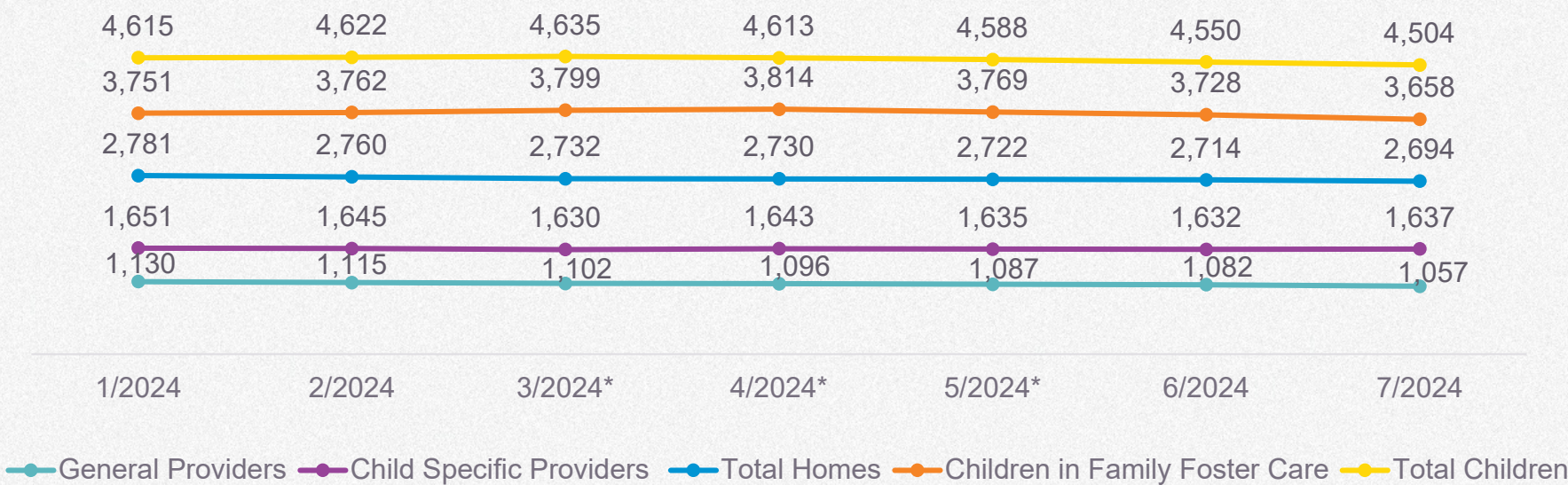
This graph shows the number and type of resource families in relation to the number of children in care.

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 and affirm the diversity of children and young adults in foster care.



Child Welfare Data Book, 2018-2022. ROM.CM01 Foster Care Counts, 1/2023-5/2023. Child Welfare Retention and Recruitment Dashboard, 6/2023 – current.

*"Total Homes" data reported for March 2024-May 2024 has been updated due to a data reporting change.

Efforts to recruit and retain resource (foster) families continue

Statewide Champion team initiatives

The champion team, in coordination with Unicorn Solutions and Basic Rights Oregon, held another 'Fostering Pride' virtual recruitment event. These events are focused on bringing together LGBTQIA2S+ individuals and families to learn more about fostering from those with lived experience. Many districts have put a focus on finding homes for children and young adults with diverse gender expressions and identities, as well as for families who identify as LGBTQIA2S+. Our partnership with Unicorn Solutions and Basic Rights Oregon has been vital to the holistic development of these goals.

Champions continue tracking and visualizing events through a Power-Bi dashboard. This new tool supports CW's ability to measure the effectiveness of events, resources invested, and event outcomes.

In July, the Champion team coordinated or participated in a total of 18 events – 13 recruitment, 4 retention, and 1 recruitment and retention. Events were supported by 83 volunteers or staff who connected with 189 individuals. Recruitment events mostly focused on recruitment of families with diverse racial and cultural backgrounds, those in rural communities, and for families to care for youth ages 13-18.

In July, Child Welfare received 157 inquiries including 85 inquiries for general foster care, 49 for certified respite, 9 related to general adoption and 15 undecided/undetermined.

Local office initiatives

Districts continued focusing on recruitment of diverse populations to better match the characteristics of children experiencing foster care.

District 2 (Multnomah) staff took part in the Jim Pepper Native Arts Festival in North Portland. This festival celebrates the legacy of Kaw/Creek musician Jim Pepper and provides a platform for Native and Indigenous artists and musicians.

District 5 (Lane) took part in the Noche Cultural event where Spanish-speaking certification staff connected with the community and shared opportunities to become resource parents and respite providers.

Plans for the first annual resource family summer camp were being finalized by District 7. This summer camp is a huge collaborative effort with the local foster care coalition and various entities supporting it financially.

Timeliness to initial case plans

What is the measure

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

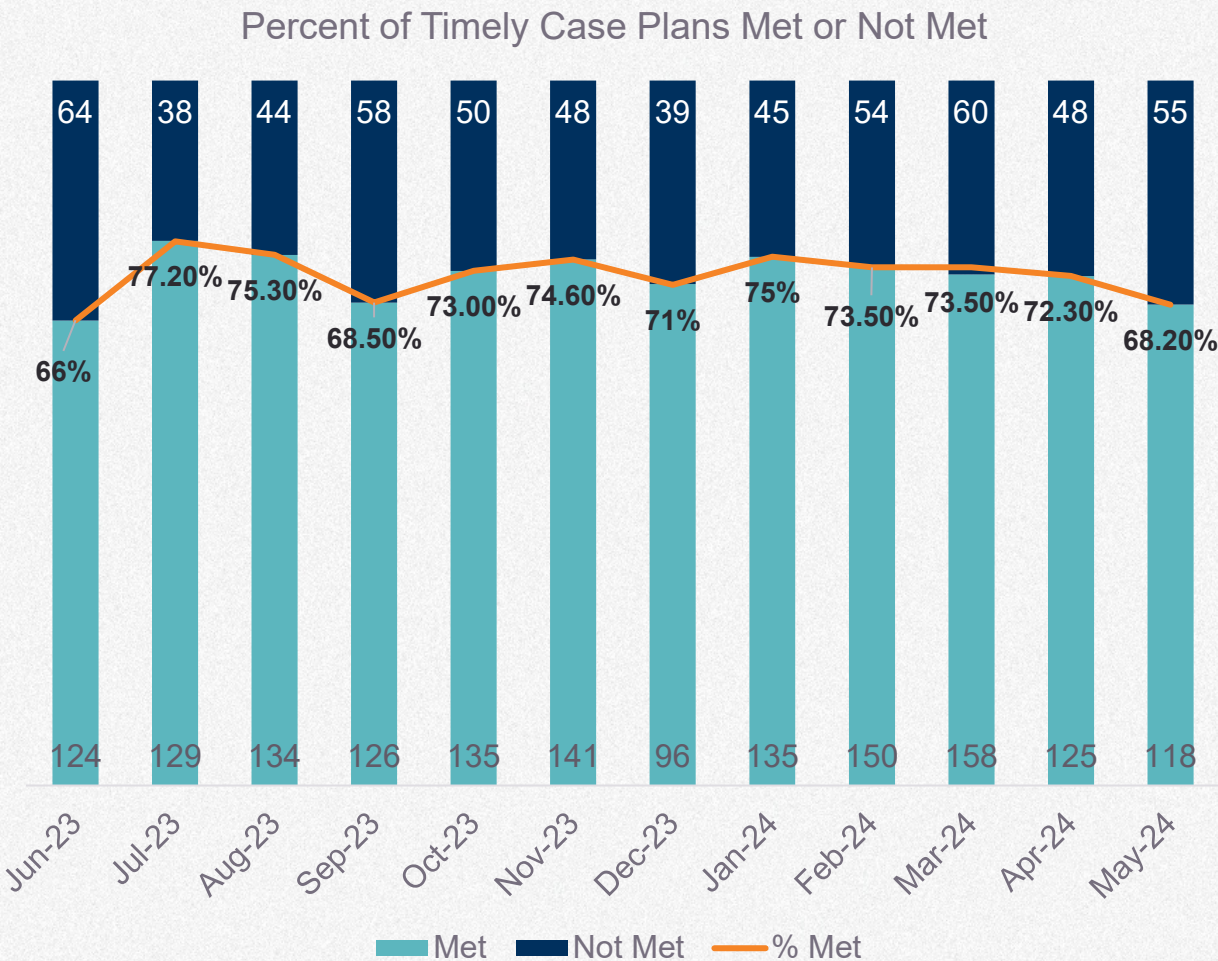
Why it is important

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

To further improve the timeliness of case plans, the permanency consultants review each monthly report to identify and prioritize local offices that are performing below the state average. They collaborate with the program managers and staff of these local offices to identify barriers and solutions as well as assist in implementing strategies to improve performance.

Data dashboards are available to supervisors and caseworkers to facilitate local discussion regarding timeliness. Permanency consultants reinforce the use of data by providing monthly reports.



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 June will be reflected in the September report. Data for children coming into care during July will be reflected in the October report.

Recurrence of maltreatment

What is the measure

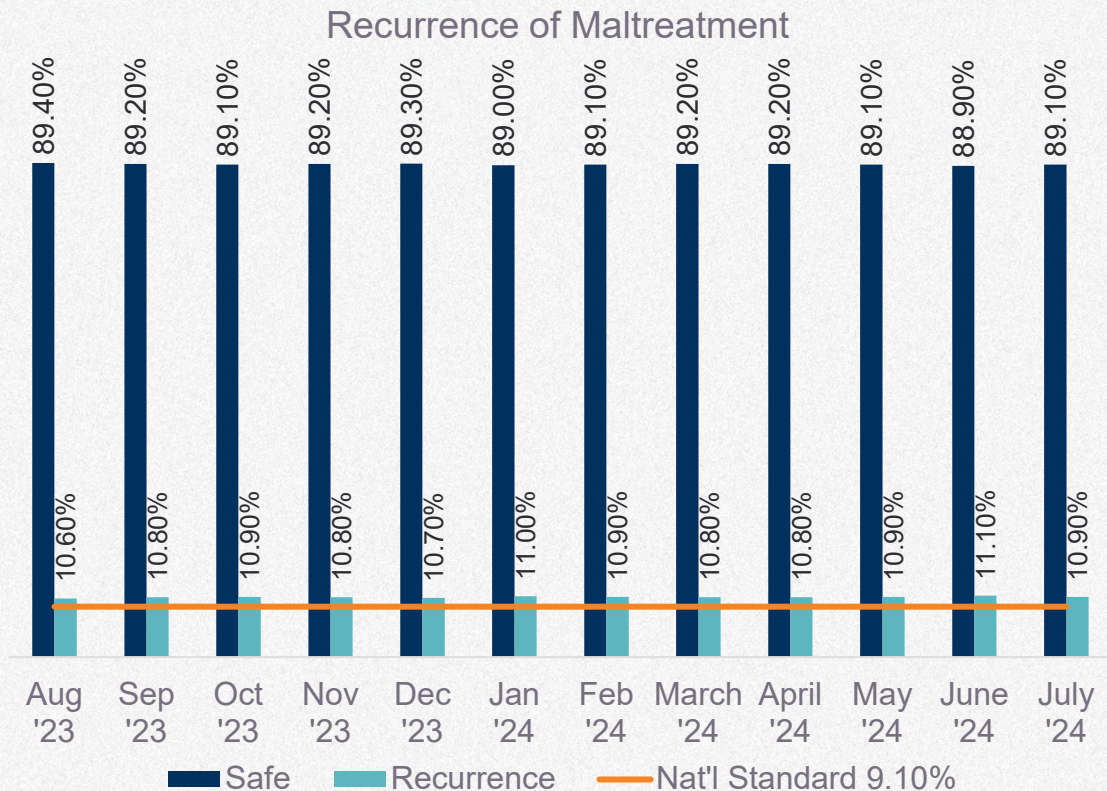
Recurrence of Maltreatment is defined as children who were victims of a substantiated or indicated report of maltreatment during a 12-month target period. The date the report was received determines if a child is counted in the 12-month target period and is used to determine whether maltreatment recurrence 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

The Safety Program began aligning CPS Fidelity Reviews with the CFSR case review schedule. Rather than two large statewide reviews twice yearly, CPS Fidelity Reviews will be done monthly alongside CFSRs district by district. This allows for smaller groups of reviewers and a more comprehensive review of practice in each district and aligns with the CQI implementation cycle. Districts receive an individualized report to be used in conjunction with CFSR results to inform CQI strategy planning.



Family First Updates

What is Family First

The Family First Prevention Services Act (FFPSA) is federal legislation that allows states to access federal funds that are traditionally used to pay for foster care to cover services and supports that have demonstrated evidence of safely serving children in families in their homes and communities without removing children from families and placing them in foster care.

Why it is important

FFPSA implementation gives Child Welfare additional tools to serve more families in home and prevent removal to foster care. Further, FFPSA enables Child Welfare to support other state agencies in service development, especially the behavioral health and early childhood systems. Specifically, FFPSA funding can be used to provide training, technical assistance, and other elements essential to implementing evidence-based practices. Continued and expanded FFPSA implementation can lead to fewer youth placed in foster care, more families served in home, and an enhanced child and family serving system.

Implementation of Current Plan:

Child Welfare continues to implement the current FFPSA plan. This includes:

- Finalizing two additional contracts for Family First services in September..
- Working through readiness assessments with three additional providers for Family First services
- Exploring federal fund claiming opportunities for Parent Child Interaction Therapy services currently available and funded through the Oregon Health Authority.
- Continued developing evaluation methodology for Family First Services

Developing FFPSA Plan Amendment

The Family First design team is currently developing an amendment to the FFPSA prevention plan. Primary goals include:

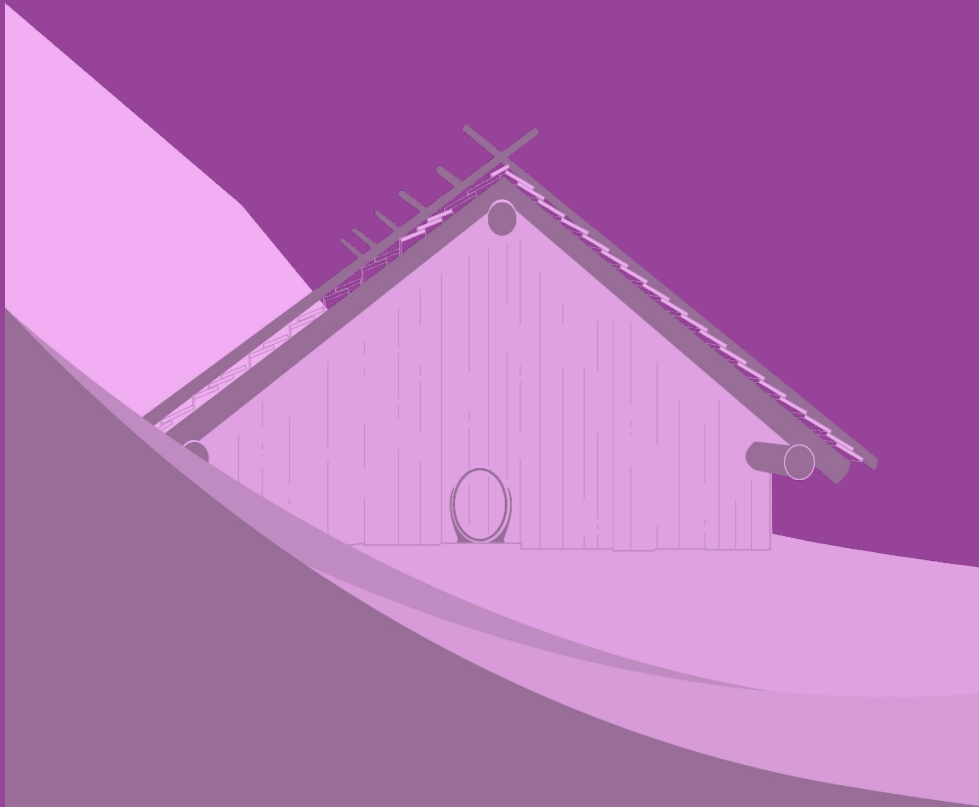
- Expanding the target population for FFPSA to serve families without an open Child Welfare case and
- Include more services in the plan to provide more comprehensive interventions to meet family needs
- Child Welfare anticipates the first draft of this amendment to be complete by then end of this calendar year.

Community Pathways Convening

- Child Welfare participated in a Convening in Washington DC focused on Community Pathways, upstream prevention strategies, through FFPSA with seven other states.
- Oregon's was represented by Child Welfare leadership and three community partners. The team presented on Oregon's FFPSA implementation and engaged in conversation with national experts on additional strategies.
- Lessons learned from the convening will continue to inform Child Welfare's FFPSA implementation and strategies for future plans.

Guiding Principle 2:

Enhancing Our Staff and
Infrastructure



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

Resource and Adoptive Family Training (RAFT)

Orientation Training

The Equity Training and Workforce Development (ETWD) team and the Foster Care Program have created a new and updated Orientation Training that is video-based and available on-demand in both English and Spanish. The project launched in July 2024. A child specific/relative version will be available in September 2024.

Resource & Adoptive Family Training (RAFT)

All RAFT content was updated and provided to staff in March 2024. This includes updates to both English and Spanish PPT slide decks. RAFT content is updated annually, no later than March of the calendar year. All RAFT media content has been created with a Spanish voiceover with only a few exceptions. Other activities will be designed to accommodate for media files that could not be translated.

Monthly RAFT Coaching sessions are offered to local office RAFT Facilitators to review specific materials and activities. This coaching supports consistent implementation and fidelity to the training model.

Ongoing Training

ETWD has created 8 additional Computer Based Training options including:

- Being a Resource Parent: Caring for Children
- Introduction to Occupational Therapy and Foster Care
- Partnering with Birth Parents in Foster Care
- Practical Tips for Disciplining While Maintaining Attachment
- RAFT Overview
- Trauma Informed Parenting - Practical Applications of TBRI
- Understanding TBRI - Connected Parenting
- What is it Really Like to Raise a Child with FASD?

Training Registration

In September 2023, ODHS CW launched Workday Learning as the primary hub for registration and access to on-demand trainings for resource and adoptive parents. Families continue to utilize this format to register and track training. All information and guides (in English and Spanish) are found on our [Workday Learning](#) page.

Technology Resources

Updating OR-Kids modules

Health and Wellness Tool is scheduled to be deployed on September 17, 2024. This tool is new CCWIS module designed to support Wellbeing Unit contracted nursing staff in completing Personal Care Screenings both consistently and timely.

Prioritization and governance of technology resources

CW has an ISMC (Information Services Management Committee) that prioritizes and provides governance for technology projects including CCWIS, legislative, federal mandates and cross agency technology needs. The monthly meeting is a collaborative effort between OIS and CW business. Approvals are done through a polling process and the meeting is facilitated by the Business Relationship Manager assigned to CW.

Currently the top priorities approved at ISMC include:

- ILP portal - Initial Project Phase to support the creation of an ILP Vendor Portal to be used by Youth Transitions staff and partner vendors to document ILP Program engagement between vendors and youth.
- Person Management Module - First phase of a multi-phase replacement of the existing Legacy OR-Kids

Person Management Page, which stores comprehensive data related to case and provider participants.

- CPS Alerts - Enhancement to existing OR-Kids Desktop to provide casework staff ability to quickly identify work that is pending, past due, or urgent.
- Laserfiche - Migrating remaining OR-Kids File Cabinet to Laserfiche this will include database and online.
- NEICE - Connection of OR-Kids to the NEICE clearinghouse through APHSA to facilitate Inter-state placements (ICPC) more rapidly and efficiently.

Approvals are done through a polling process and the meeting is facilitated by the Business Relationship Manager assigned to CW.

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.

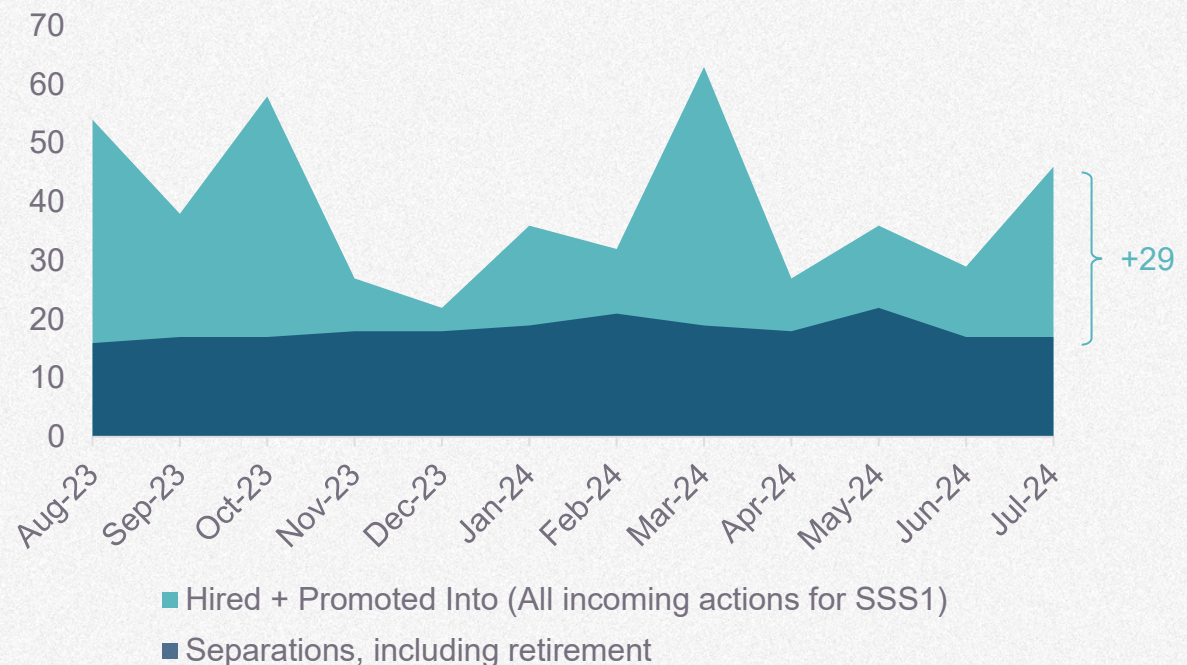
Why it is important

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 66 days. ODHS continues to focus efforts on achieving the goal of an average of 45 days or less to fill.

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 Hold Steady to Standards

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

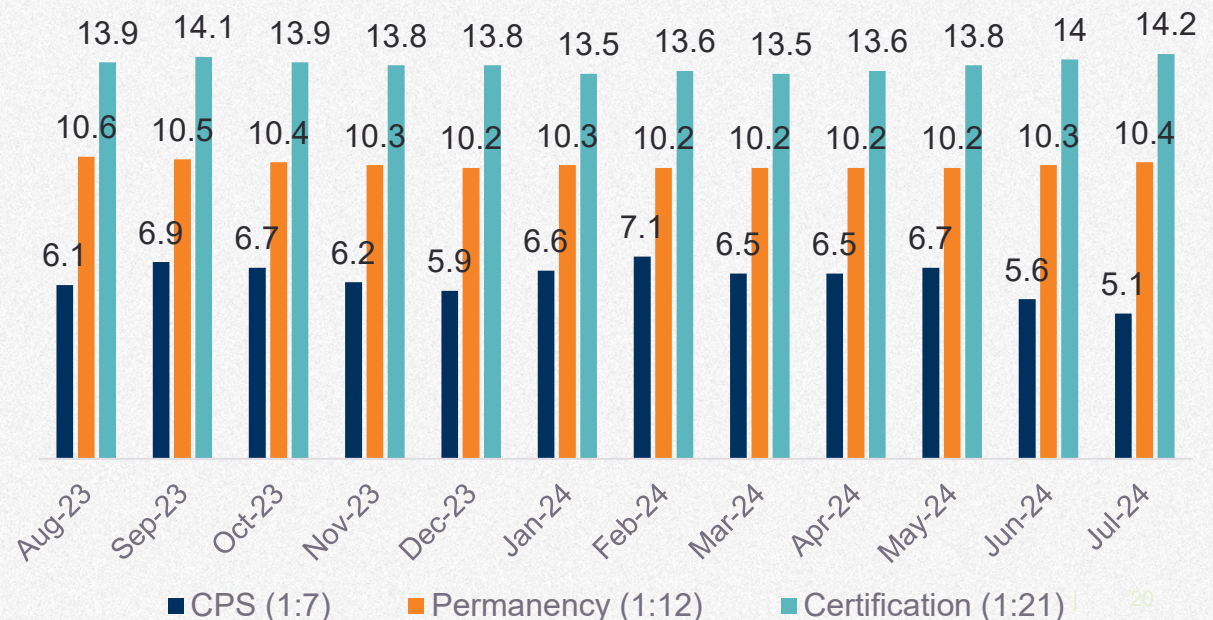
Each level of management is regularly using the dashboard. Frequent data validation checks are happening within Safety, Permanency, and Certification program staff.

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)

Continuous Quality Improvement Continues in District 4

What is the measure

The data included in this section provides the percentage of approved and not approved ongoing safety plans by month.

What are we doing

District 4 Lincoln County hosted a CQI Kickoff Meeting and implemented their action plan in October 2023. Through review of qualitative and quantitative data, the team selected the lead measure of Risk and Safety Assessment and Management. This measures whether the agency made concerted efforts to assess and address the risk and safety concerns relating to the child(ren) in their own homes or while in substitute care.

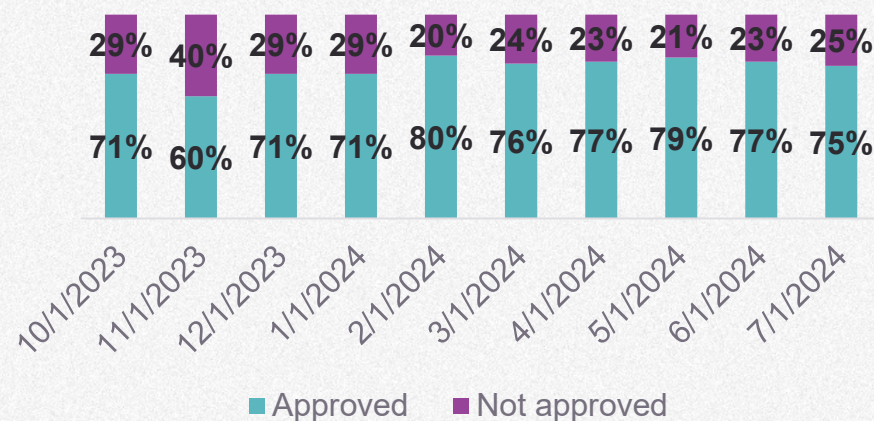
While there isn't an equivalent quantitative data report that coincides with this lead measure, timeliness and sufficiency of the Ongoing Safety Plans is a strong indicator. District leadership and the CQI analyst monitor the data monthly.

It is important to note that it is nearly impossible for a county to achieve 100% approval of Ongoing Safety Plans, as the data is reported on a "point in time" report. Lincoln County met this measure 20% of the time for the period August 1, 2022- August 1, 2023, prior to implementing their CQI action plan.

Why it is important

When children can return home with a safety plan in place, and when CPS caseworkers are assessing concerns in-home, a clear and reliable safety plan is needed. These safety plans include frequent monitoring by the community and ODHS, and not relying on children or parents to maintain safety. The plan is updated whenever the family situation changes. To close cases, caseworkers are evaluating the risk and safety in the home environment, ensuring the behaviors in the home are predictable and stable. This measurement looks at safety plans as well as the agency's efforts to assess safety throughout the life of the case. This includes how frequently caseworkers are meeting with the child, the location of those contacts, and what was discussed.

Lincoln County: Percentage of approved ongoing safety plans by month



System transformation through meaningful 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 adoptive parents, service providers, and policymakers. 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.

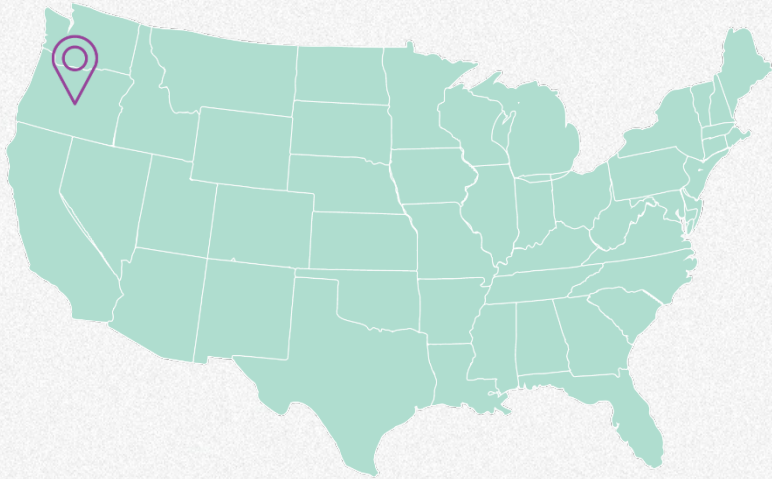
What we are doing

In July, Leadership from each of the ODHS divisions met with leadership from each of the Nine Federally Recognized Tribes of Oregon at the **Oregon Tribal and ODHS Directors Convening**. This event was in person and was hosted by the Confederated Tribes of the Umatilla Indian Reservation at the Yellowhawk Tribal Health Center. Discussions were facilitated by ODHS directors and staff and included general updates and strategic planning.

Some of the many topics included:

- ODHS budget and legislative concepts
- Tribal Navigator Program Updates
- American Rescue Plan Act (ARPA) Funding
- Tribal Consultation for SNAP state plan amendments, family assessments, family coach alignment, and Family Support & Connections
- Diversity, Equity, Inclusion and Belonging (DEIB) Plan
- ORICWA implementation, Doris Duke Foundation Grant, Child Welfare and Office of Tribal Affairs training collaborative

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 updated the 2024 Q1 and Q2 dashboard data.

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

For questions or feedback about this report, please contact:

ChildWelfareDirector@dhsosha.state.or.us