



OREGON CHILD ABUSE HOTLINE QUARTERLY REPORT 2023 FIRST QUARTER

Oregon Child Abuse Hotline
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ORCAH Performance Goals and Key Performance Indicators

ORCAH's three foundational goals are safety, consistency, and customer service.

Safety refers to the extent to which ORCAH is contributing to the Child Welfare mission of ensuring child safety in a manner that promotes equitable service delivery.

Consistency refers to ORCAH's ability to provide consistent, equitable decision making that aligns with statute and policy, as well as call handling and documentation that is predictable.

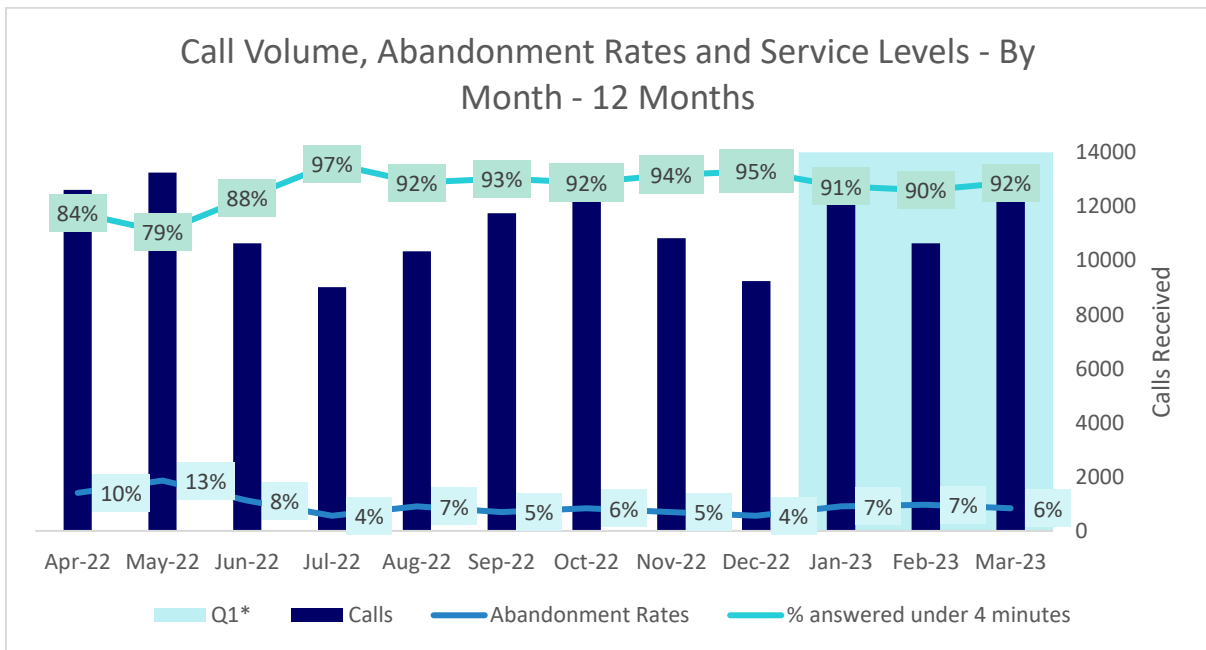
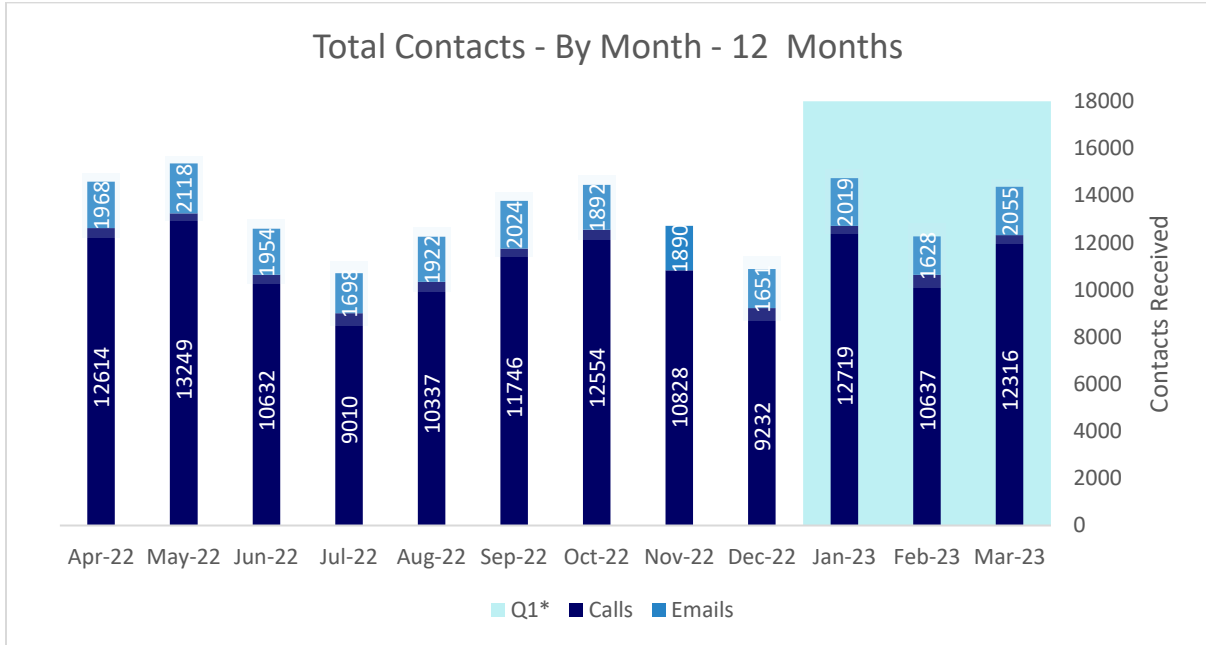
Customer service refers to meeting the needs of the children and families of Oregon by answering calls timely with an approach to the work that is trauma-informed and considers cultural context.

Key performance indicators are measurable values that demonstrates how effectively an organization is meeting its performance goals. ORCAH's key performance measures are:

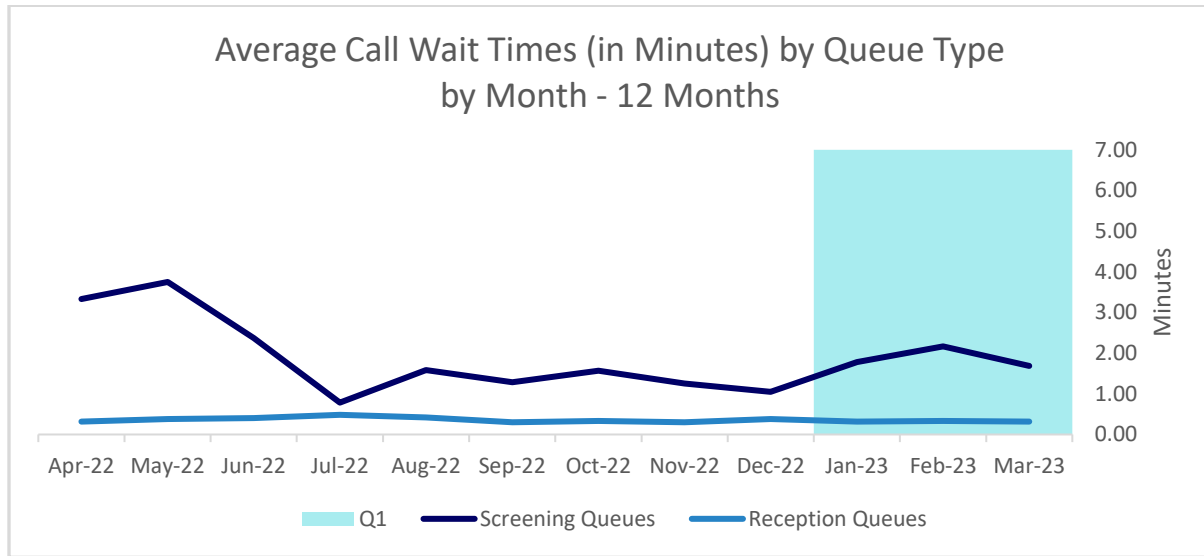
- Contact service level
- Timely referral to Child Protective Services (CPS) of assigned reports
- Timely approval of closed at screening (CAS) reports
- Accurate screening decisions
- Sufficient information gathering/documentation
- Consistent screening decisions
- Equity in screening practice and decisions

Contact Volume, Wait Times, Service Levels and Abandonment

Contact volume refers to the number of calls and cross reported law enforcement reports ORCAH receives. ORCAH has seven queues for incoming calls and police cross-reports; Law Enforcement calls (LEA), Medical Providers (MP), Mandatory Reporters (MR), General Public (GP), Spanish Language (SP), Reception (RQ) and Police Reports (PR). Abandonment rate refers to the number of calls that drop before answered by ORCAH and service levels refers to the percent of the time that ORCAH answers calls within 4 minutes.

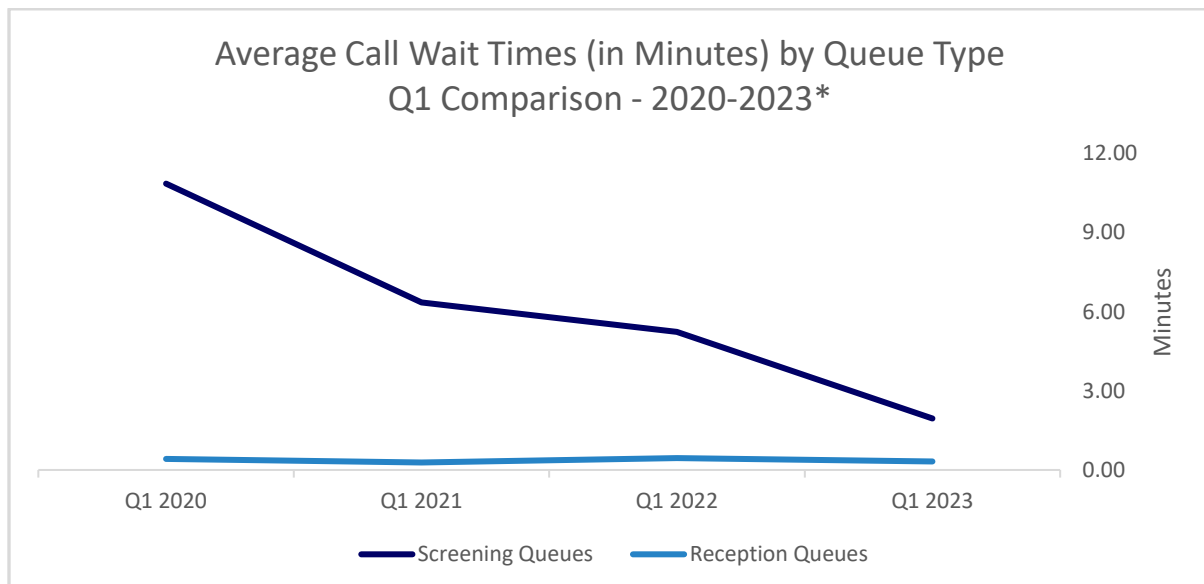


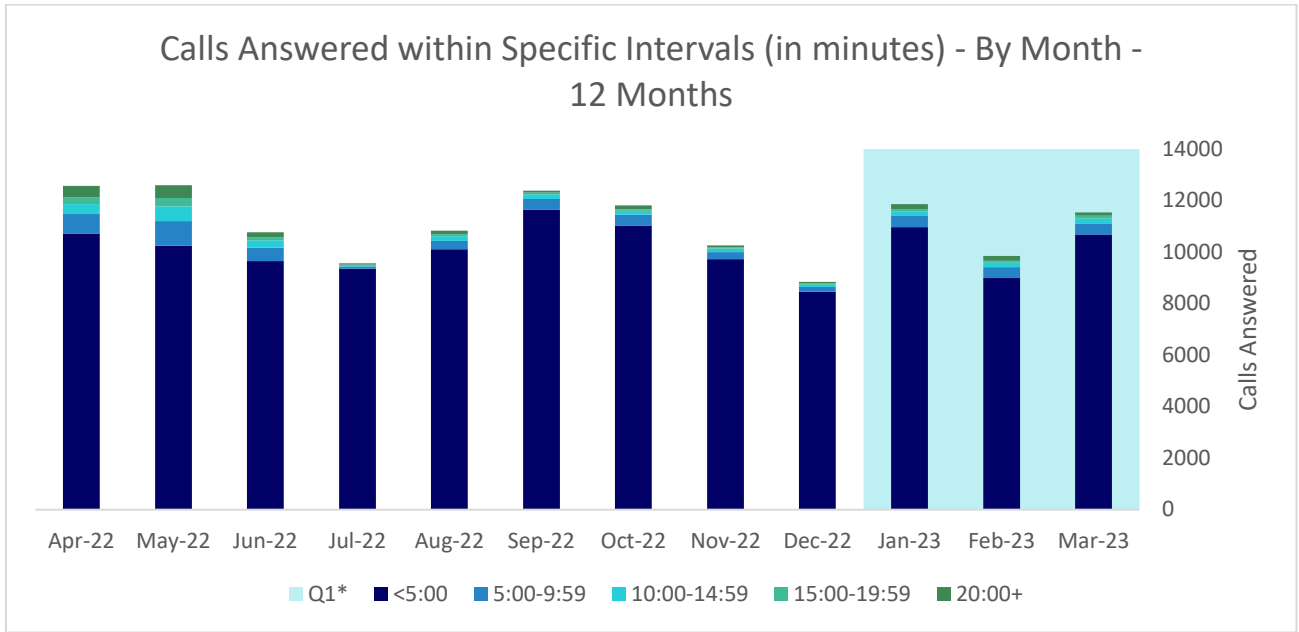
ORCAH contacts increase during Spring and Fall months and decrease during Summer and Winter school breaks. School employees are the most frequent reporter type, leading contact levels to ebb and flow in relation to the school calendar.



Screening queues include GP, LEA, MP, MR and SP (see previous page). Reception queues include RQ and a queue for connecting callers in a screening queue to the reception staff. Screening queue calls maintained an average wait time below the four-minute service level goal throughout the first quarter.

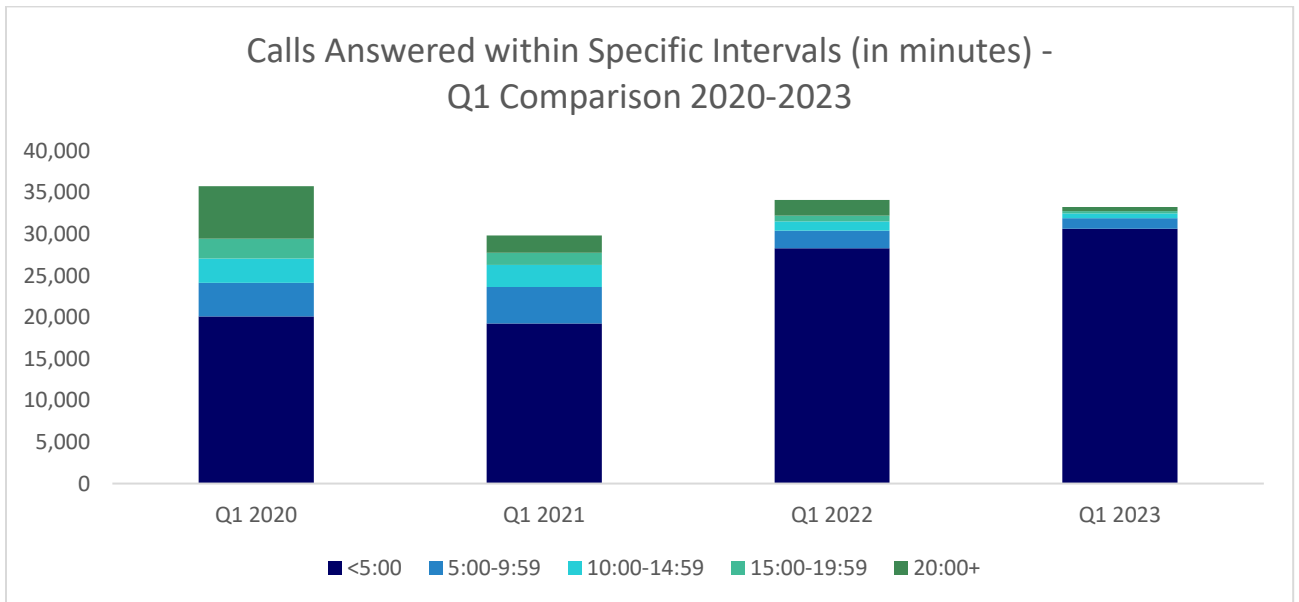
In late January 2022, ORCAH implemented a strategy for managing call volume that was aimed at reducing wait times. The impact of that strategy on wait times is more dramatic when comparing the quarterly data of the past four years. The average wait times remained low through the first quarter of 2023. Average wait times are now consistently below the four minute service level standard.





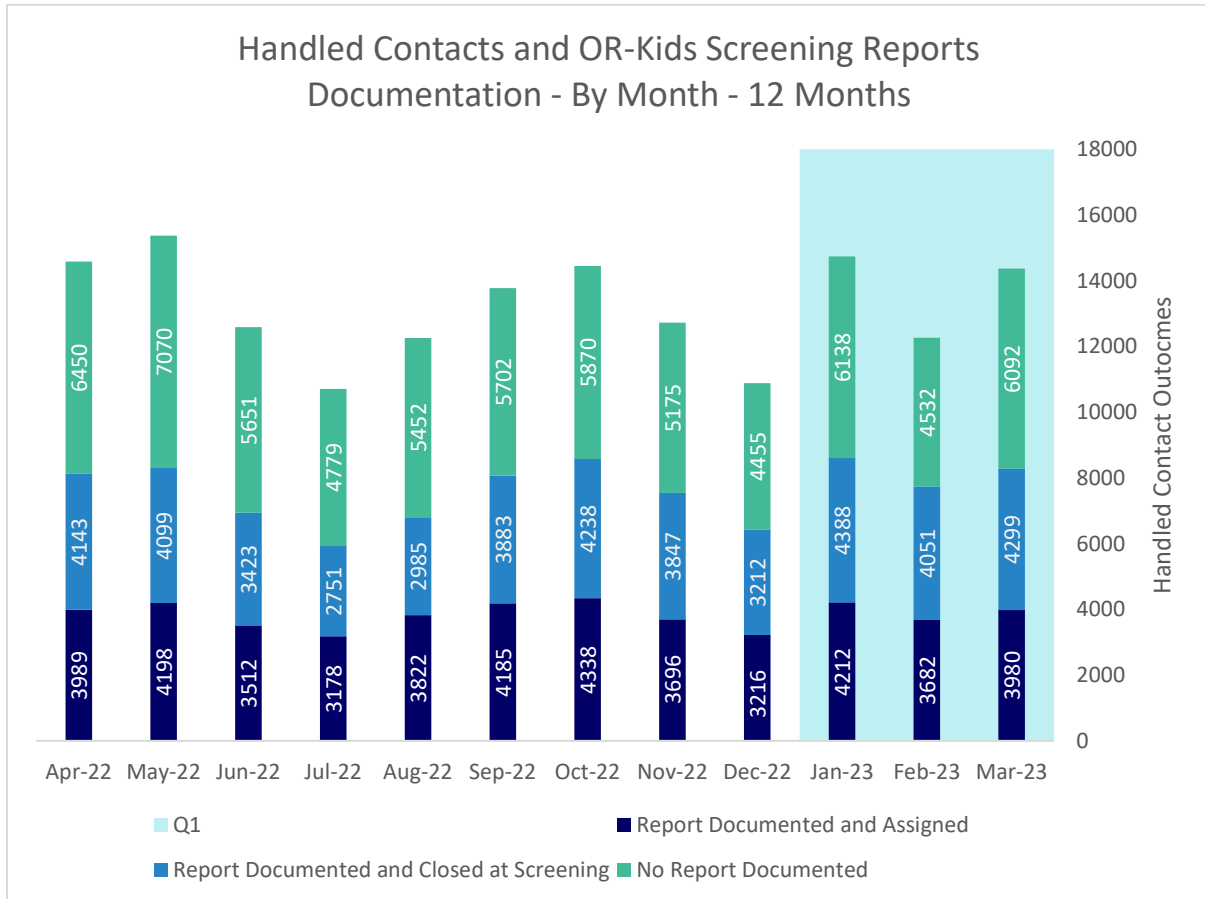
Calls answered intervals demonstrate the percentage of calls answered within five-minute intervals. Most calls continued to be answered in the first interval (under five minutes) in the first quarter of 2023. There was a slight increase in calls answered in the other intervals during the first quarter compared with the previous quarter.

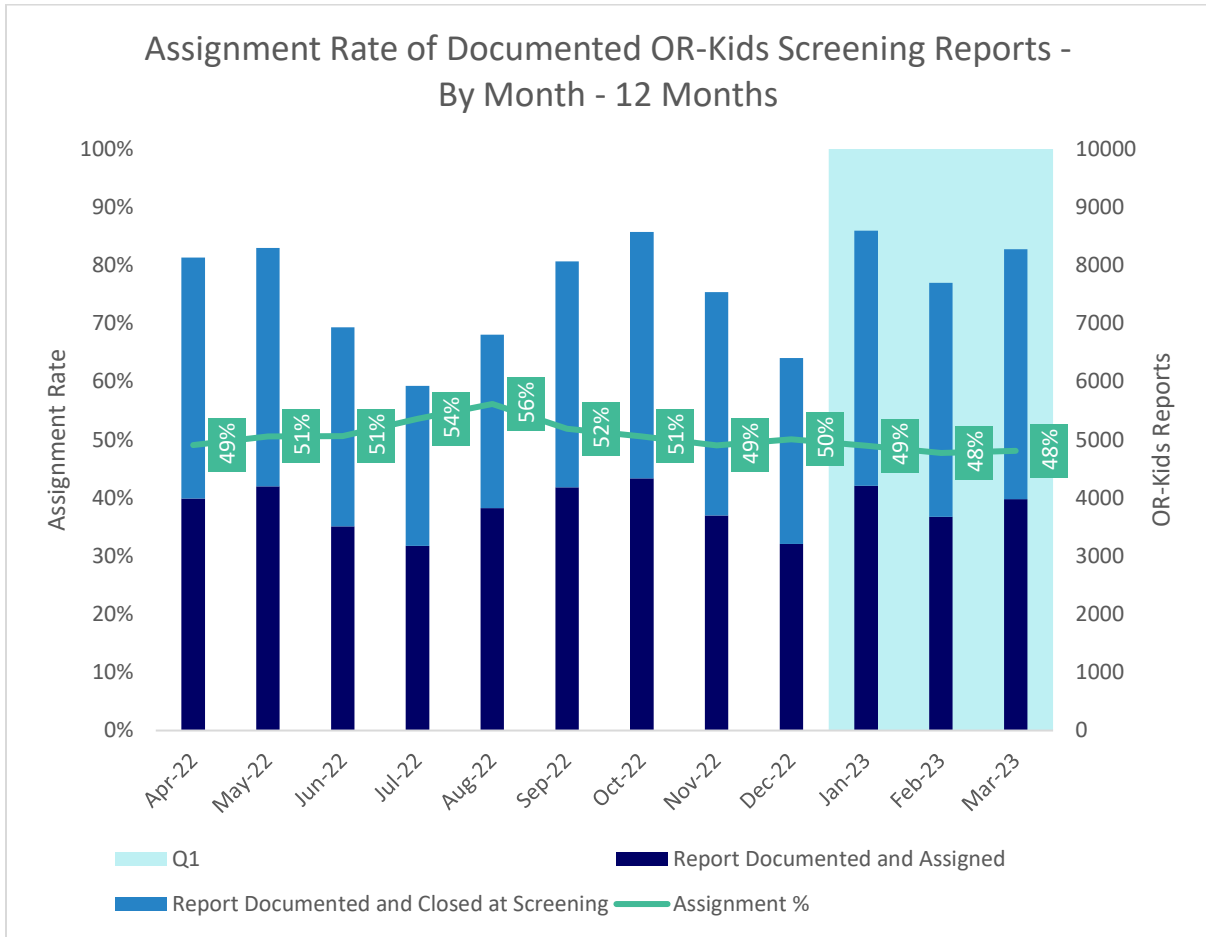
As with the average wait times, the percentage of calls answered in longer intervals fell dramatically in 2022 and continued into 2023, when comparing the first quarters of the past four years. This decrease in caller wait times is especially noteworthy given call volume simultaneously returning to pre-pandemic levels.



Contact Volume, Screening Reports and Assignment Rates

Contact volume exceeds actual number of Screening Reports due to the number of calls and police reports received that are not regarding a new allegation of abuse. When a contact includes information that is either a report of abuse or describes conditions, circumstances and/or behaviors that could place a child at risk (close at screening), screeners document the contact in a Screening Report. The rate of assignment refers to the percentage of Screening Reports that were deemed to meet criteria to assign.



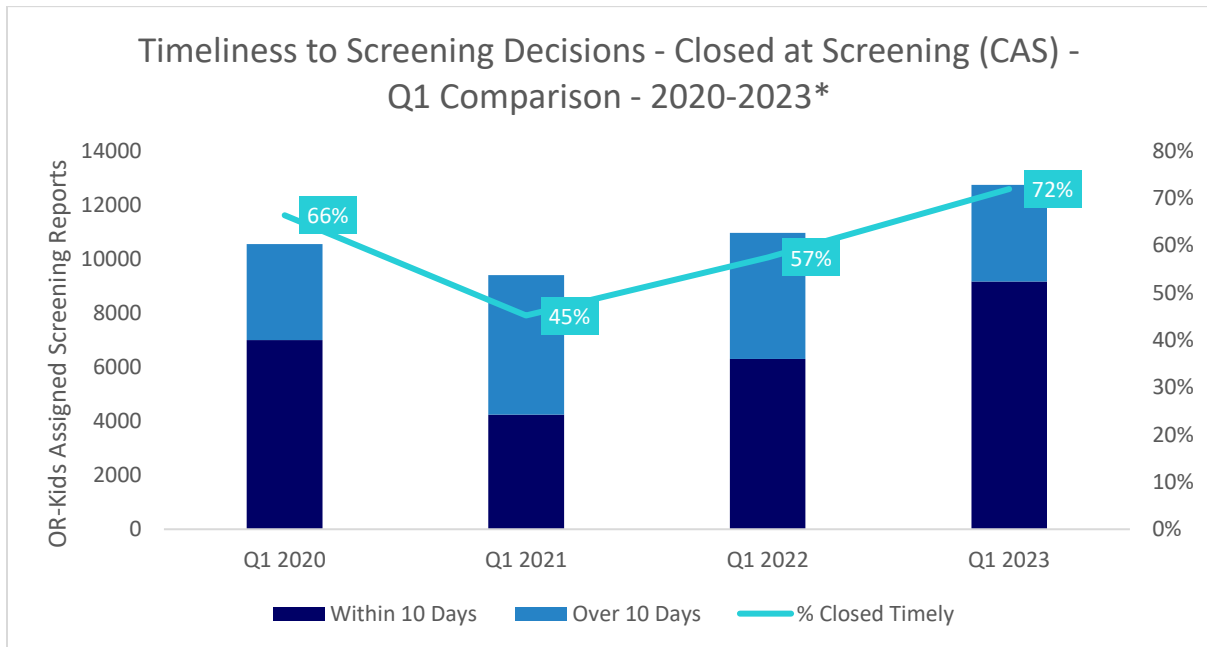
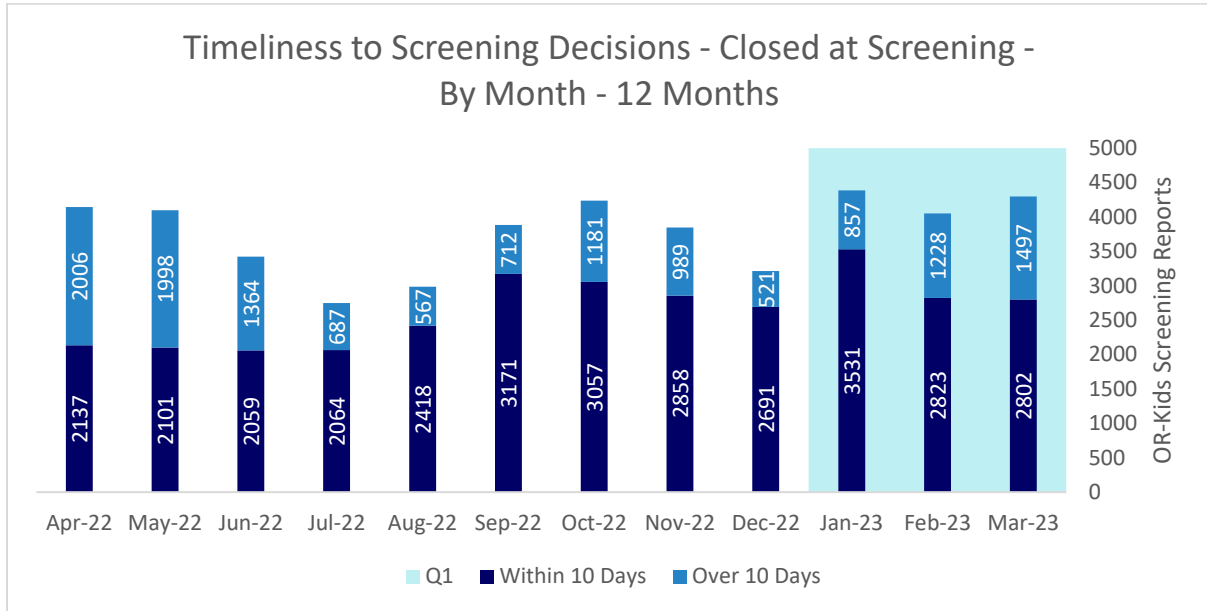


The trend of assignment rates is inversely related to the increase in contact volume, with slightly higher assignment rates during the summer months and December (times that school is not in session). This trend was consistent throughout the first four years ORCAH was fully centralized. This trend appears to have shifted during quarter 1 of 2023.

Timeliness to Screening Decisions

Closed at Screening

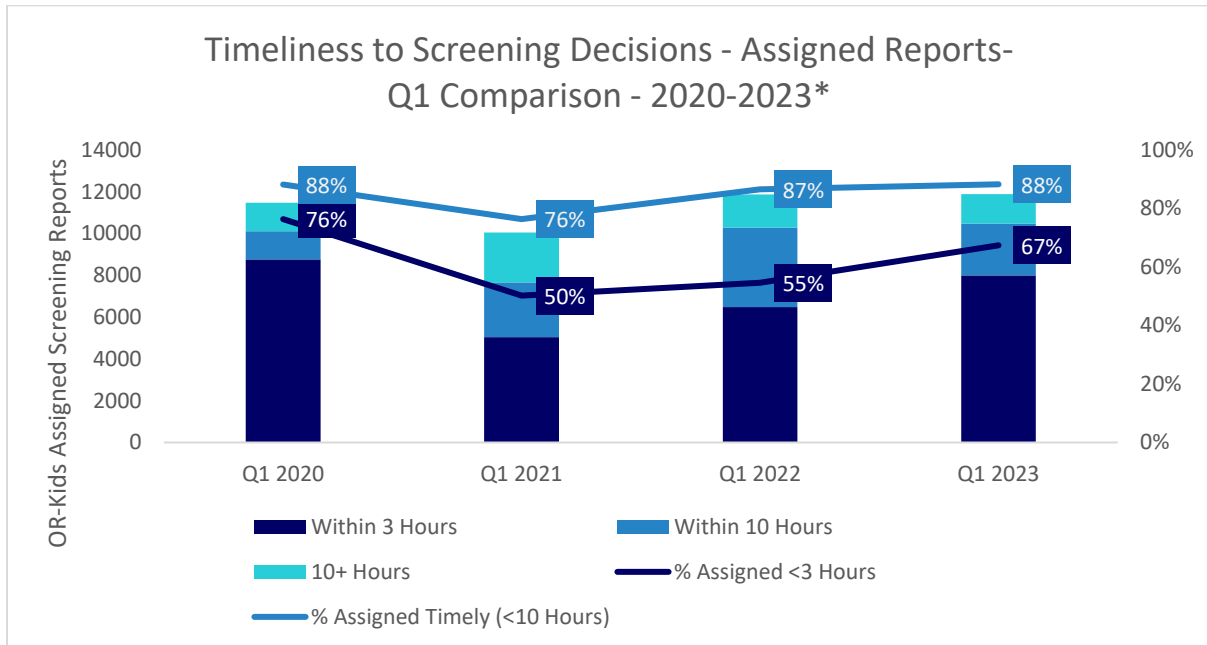
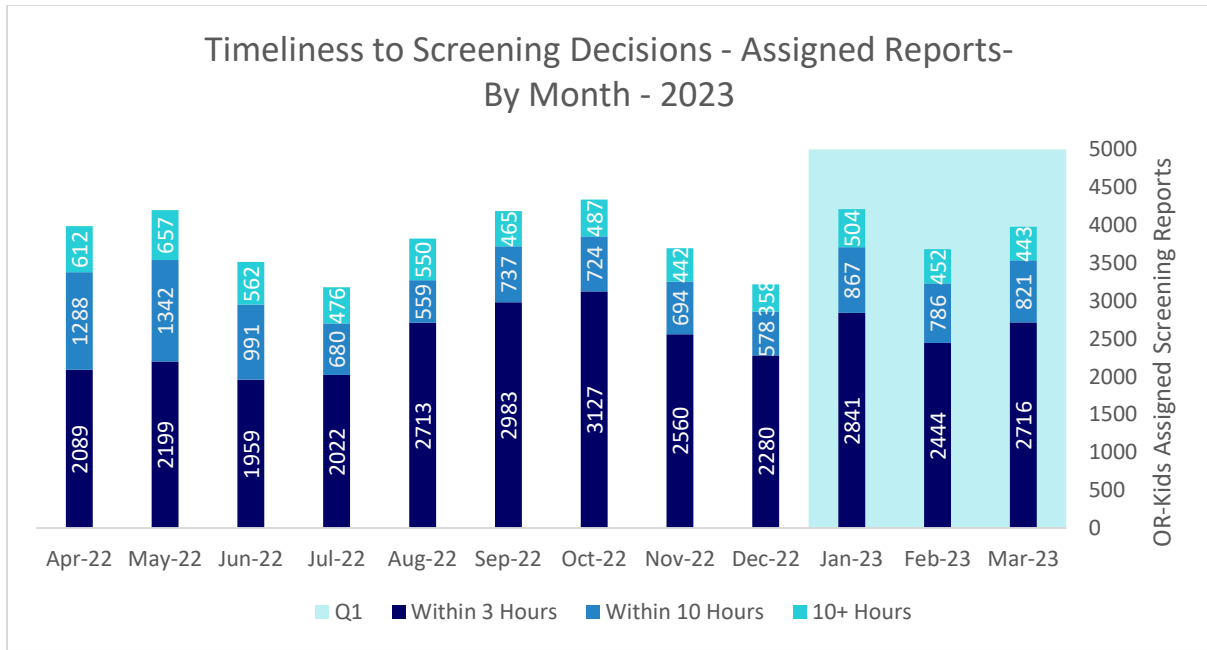
Rule requires that Closed at Screening reports be completed and approved by a supervisor within 10 days of the receipt of the information. However, completing these reports once the decision is made to close is prioritized after answering the calls and assigning to CPS.



The percentage of reports closed within 10 days increased by 6% over the next best first quarter (2020) even while screeners documented, and screening supervisors reviewed, more reports compared to the first quarter of the previous three years.

Assigned for CPS Assessment

Screeners are required to make screening decisions within 10 hours unless granted an extension and to assign reports with a 24-hour response time “immediately”. Though “immediately” is not defined, ORCAH’s goal has remained aligned with the pre-centralization goal of assigning them within 3 hours of the receipt of the report. These graphs represent all assigned reports, regardless of response time.



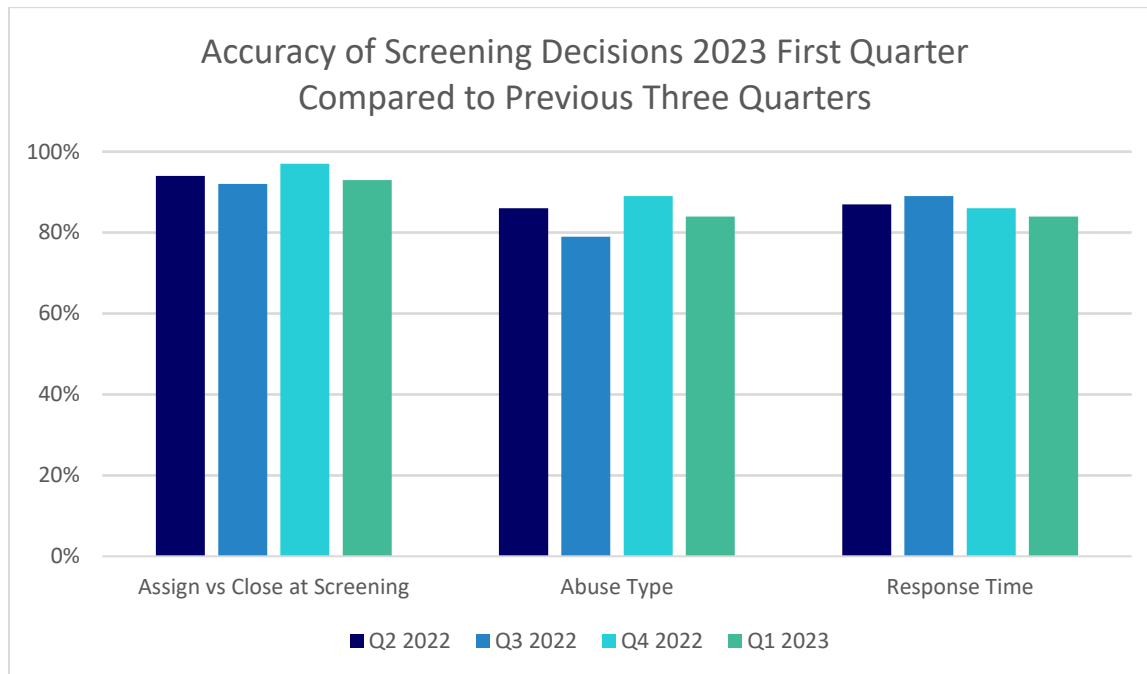
Quality Assurance Reviews

ORCAH CQI Program conducts quality assurance reviews of both screening reports and calls which provides data regarding ORCAH’s performance in accuracy of screening decisions, sufficient information gathering and documentation, and equity in screening practice.

In the first Quarter of 2023, **317** reports and **349** calls were reviewed.

Accuracy

Quality assurance reviews of screening reports provides information regarding accuracy of screening decisions. The review measures include the extent to which ORCAH is making the three primary screening decisions according to rule and procedure: Whether to assign or close a report, what type of abuse is being reported and assigned, and what is the response time for Child Protective Services to make initial contact.



Sufficiency

Quality assurance reviews of screening reports provides information regarding Sufficient Information collection and history review. Screeners collect information across two domains: Extent of the alleged abuse and Circumstances surrounding the alleged abuse. Each of these domains includes multiple types of information that need to be gathered and documented to be considered sufficient. This graph represents the totality of the extent to which they all have been sufficiently documented.

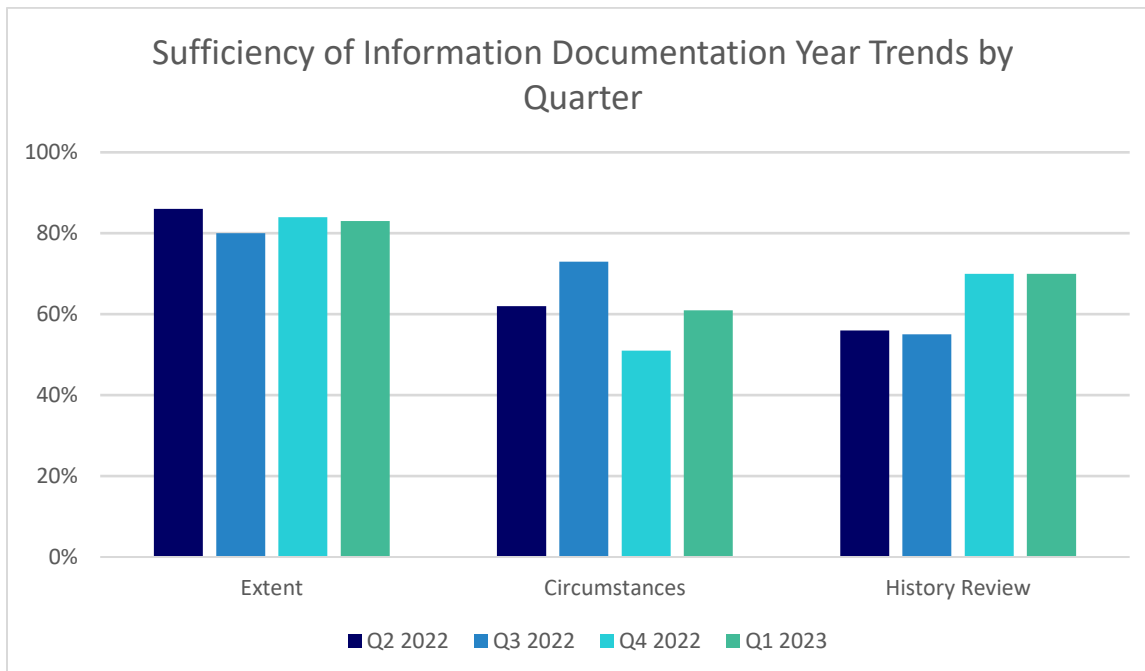
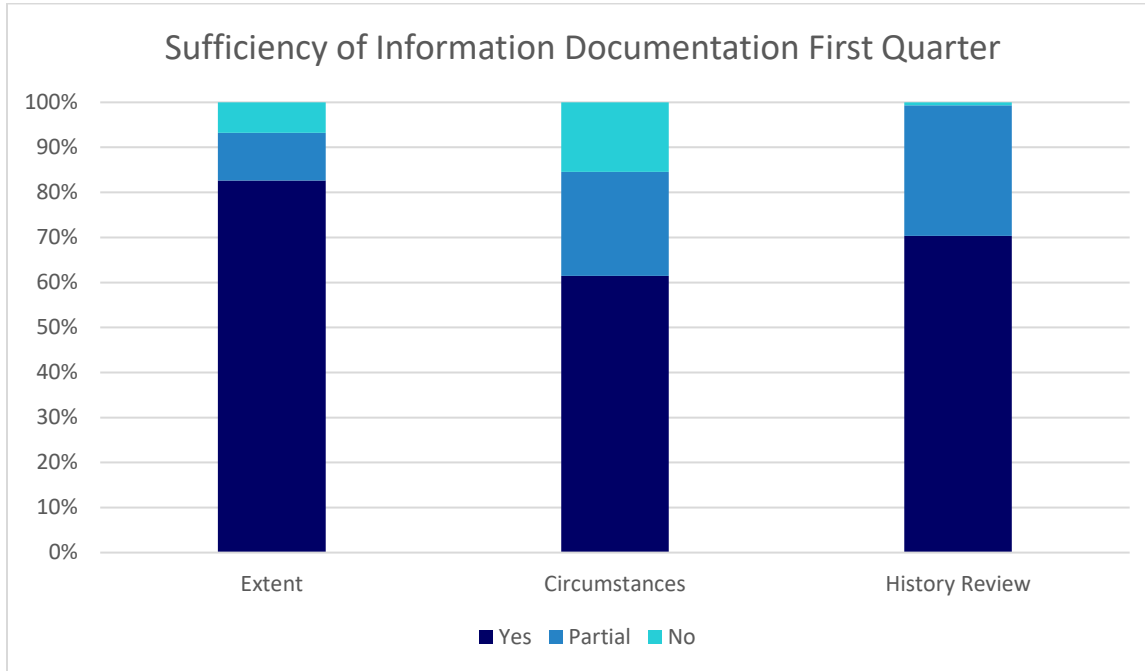
Extent of alleged abuse includes:

- The alleged victims and alleged perpetrators
- The abuse allegation being reported
- Where the alleged abuse occurred
- When the alleged abuse occurred
- The impact to the child/ren

Circumstances surrounding the alleged abuse includes:

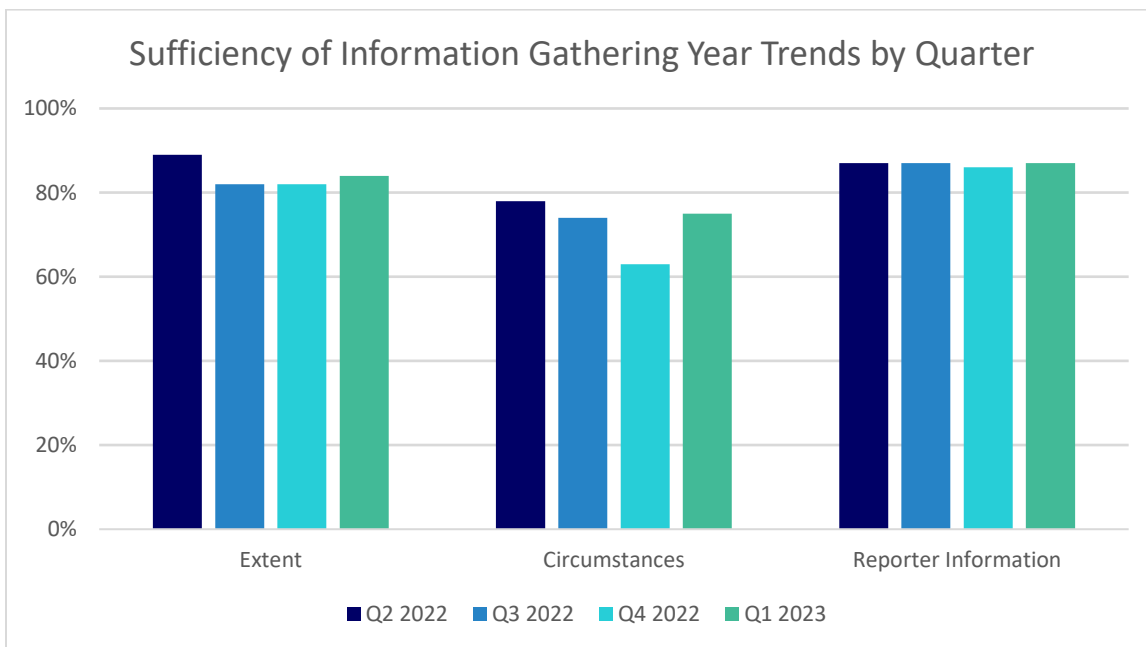
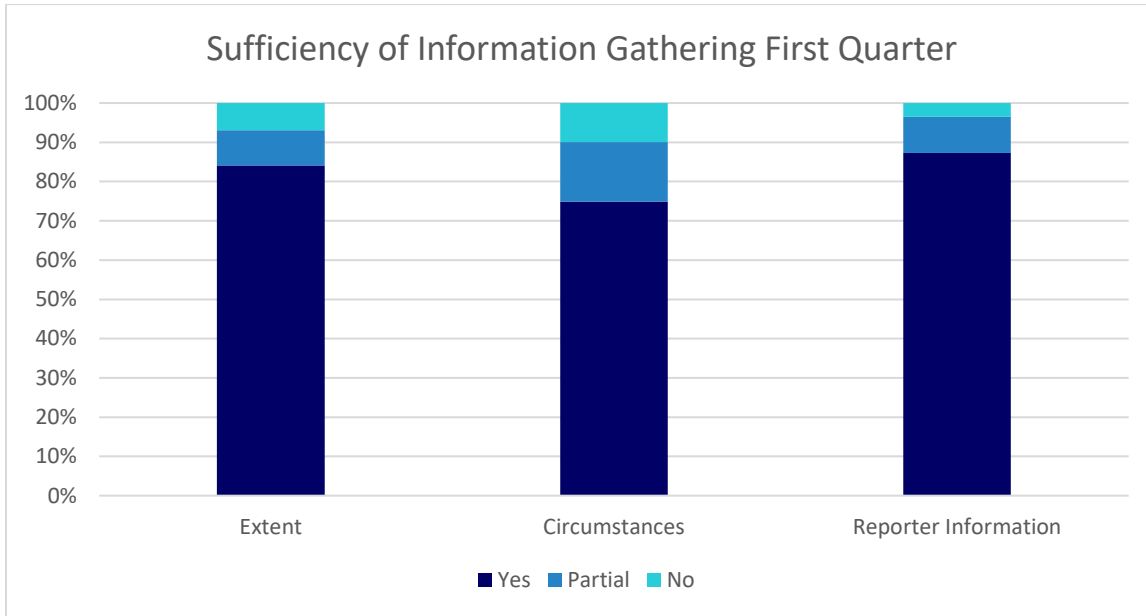
- Any information associated with what is being reported
- Progress, patterns, and duration of the events
- Parent/caregiver behavior associated with the alleged abuse
- Any known/anticipated response of parent/caregiver to the alleged abuse
- Reporter’s indication of probable explanation for the alleged abuse
- Vulnerability of the children

Screeners review relevant child welfare history to determine if the report has been made/assessed already and to apply information learned regarding patterns of behavior to screening decisions. A yes is given when the information gathered is fully sufficient, a partial when some of the information is gathered but not all needed information is, and a no when there is no information at all.



While the previous graph provided data regarding the breakdown of yes, partial, no responses, this one only captures the yes responses and includes the entire year.

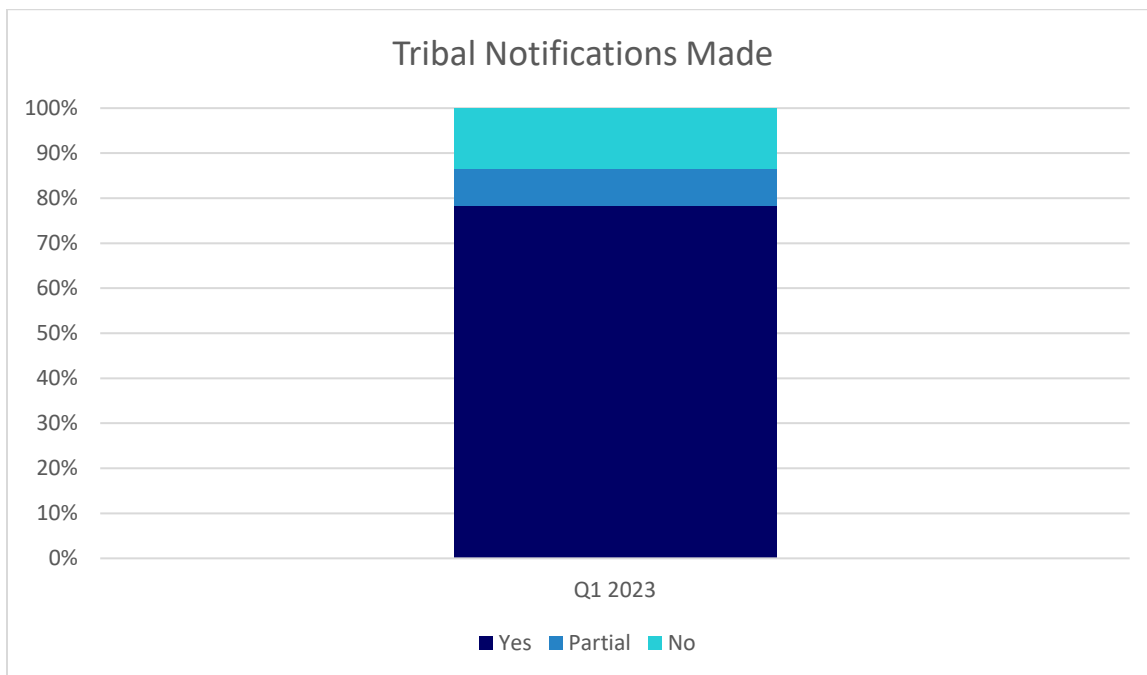
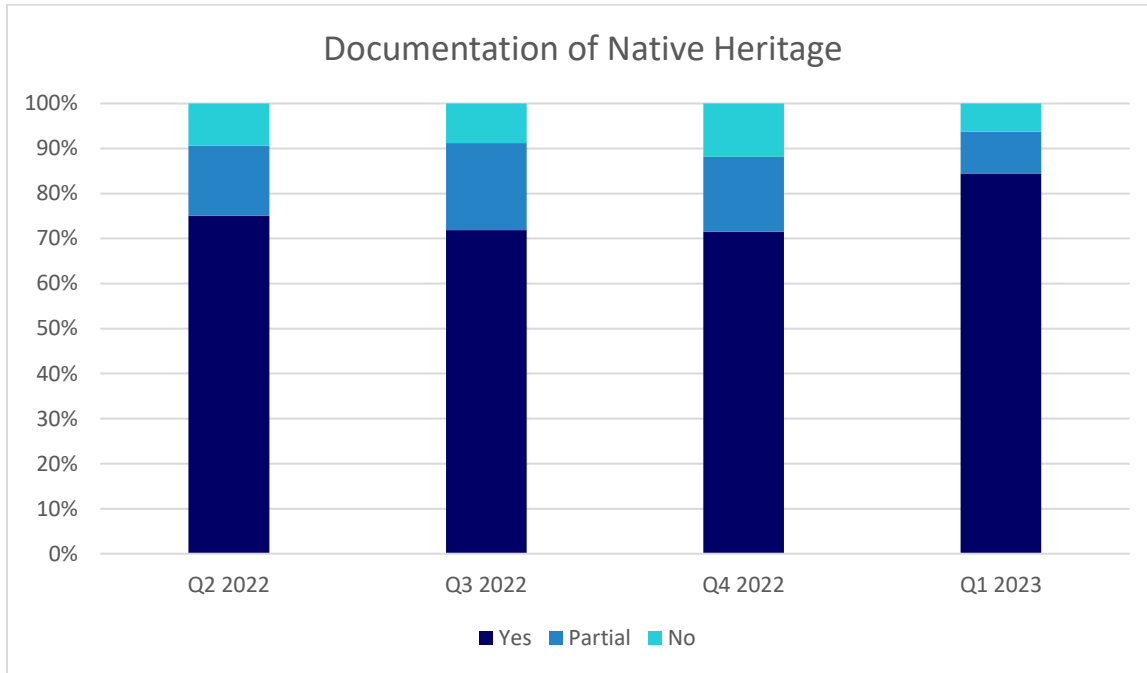
Quality assurance reviews of calls provides information regarding sufficient information gathering. When listening to screener call-taking for the purpose of quality assurance, the extent to which the screener gathers the needed information is evaluated. If a reporter volunteers needed information without being asked, the measure is considered not applicable. As mentioned above, the screener gathers information about the reported concern across two domains: Extent of and circumstances surrounding the alleged abuse. They also gather information about the reporter in regard to their demographics, motivation for making a report, source of information, and last contact with the child.



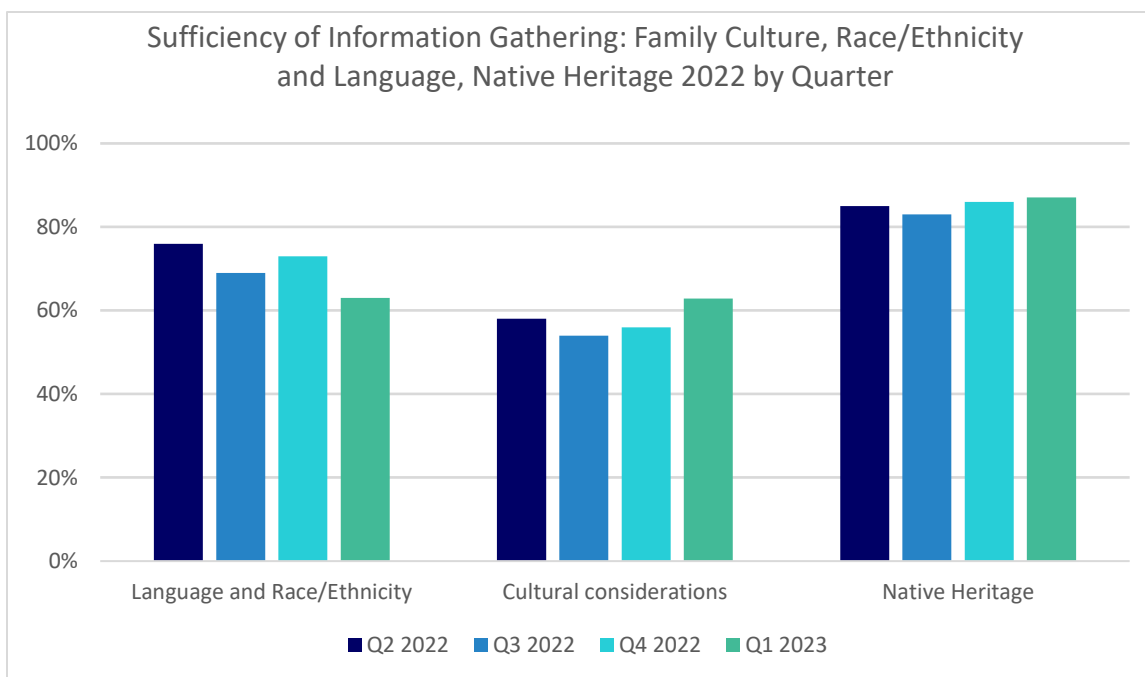
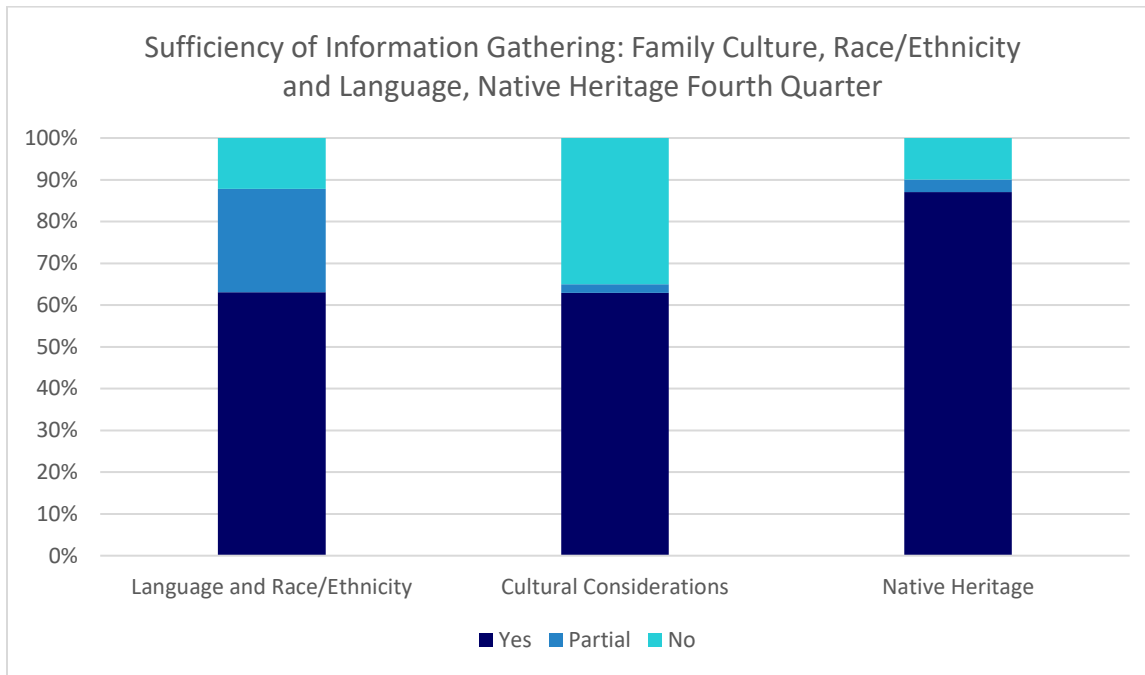
While the previous graph provided data regarding the breakdown of yes, partial, no responses, this one only captures the yes responses and includes the entire year.

Equitable Screening Practices

The quality assurance reviews of screening reports include a review of whether there is sufficient documentation of information gathered from reporters and reviewed in OR-Kids regarding whether Native heritage exists and/or if the family identifies as Native. As of 2023, it also includes whether Tribes were notified when one was named (see second graph below). These align with the Oregon Indian Child Welfare Act.



The quality assurance reviews of calls provides information about the sufficiency of information collection regarding family language and race/ethnicity, cultural considerations, and whether Native heritage exists.



Assignment rates by race/ethnicity

(This data report is being built)