

CHILD WELFARE DIVISION

PROGRESS REPORT

May 2023

(April 2023 data)



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Executive Summary

This report provides data through April 2023.

This month in **Guiding Principle One**, caller wait times at the Oregon Child Abuse Hotline (ORCAH) have remained consistently under five minutes since the second week of June 2022.

The number of CPS assessments open longer than 60 days continues to decline, demonstrating a positive trend toward consistent and timely assessments.

Since January 2023, temporary lodging has been avoided for 76% of children and young adults who were at risk of temporary lodging.

Efforts to retain and recruit foster parents were enhanced in April with the final recording of a new podcast called The Foster Points, which is designed to provide resource families with on-demand learning opportunities that meet the scheduling needs of busy families. It is anticipated to be available this summer.

The new Certified Respite Care program is making great progress. Between January and May 2023, 96 individuals from 23 counties

engaged in the online training to become a Certified Respite Provider.

This month in **Guiding Principle Two**, the number of new SSS1's continues to outpace separations. LinkedIn recruitment resources have been implemented and are expected to enhance the quality of candidate pools.

April marked one year since RAFT was fully implemented. During this first year, 71 RAFT cohorts were facilitated statewide, including two Spanish speaking cohorts.

Lastly, in **Guiding Principle Three**, the Continuous Quality Improvement (CQI) program continues making progress in implementing CQI within districts across the state.

CQI kickoff meetings for District 3 Marion County are scheduled through May and June.

Thank you for reading the May 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

88 percent of ORCAH calls answered in less than five minutes

What the measure is

The length of time that callers wait in an Oregon Child Abuse Hotline (ORCAH) queue, presented by week and queue type.

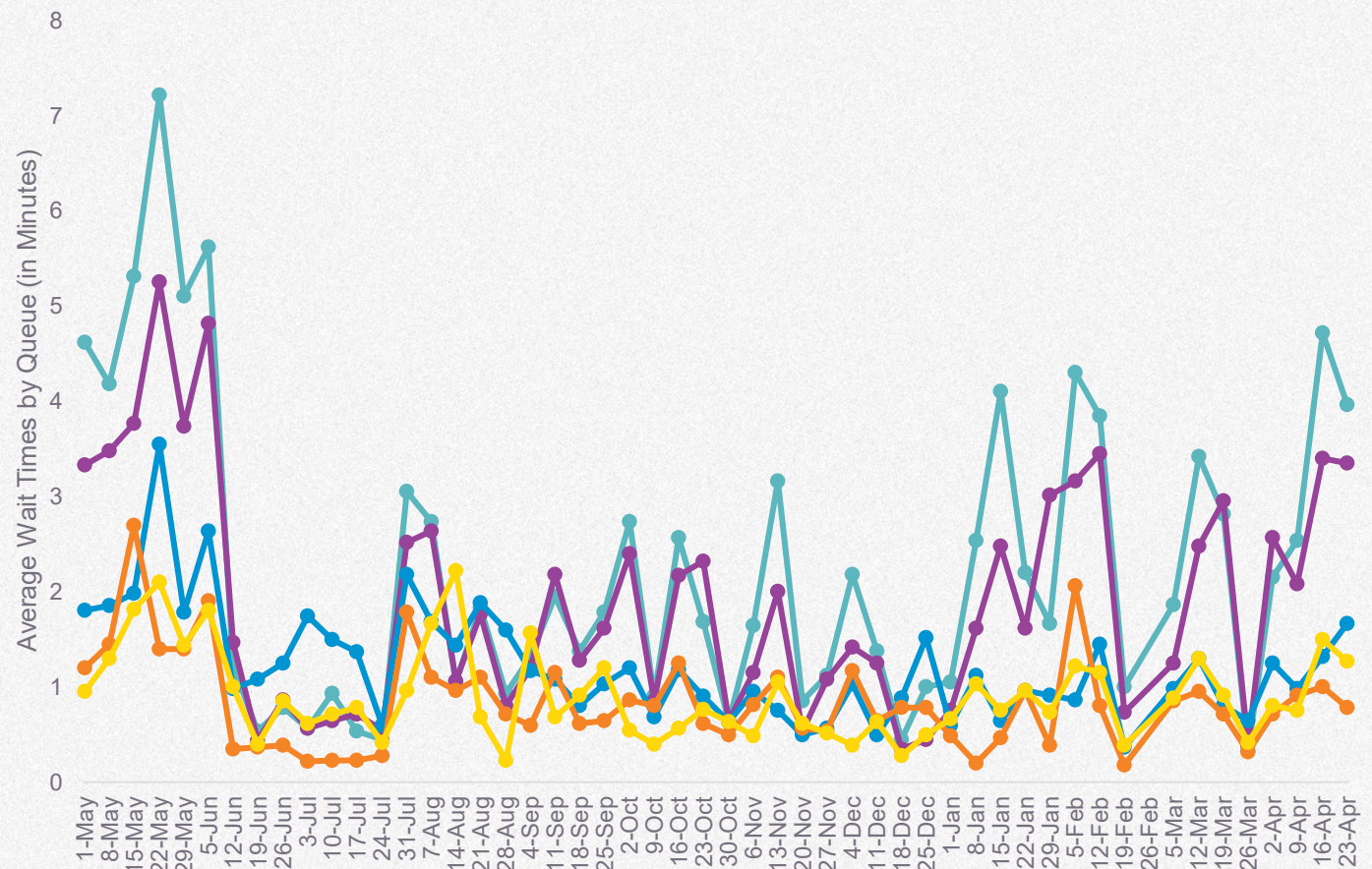
Why it is important

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

Wait time reduction strategies continued to move us toward our service level targets in April with more than 88 percent of calls answered in under 5 minutes. ORCAH management and staff continue to collaborate to refine strategies.

Average Call Wait Times by Queue -
Week of May 1, 2022– Week of April 23, 2023



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

27 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.

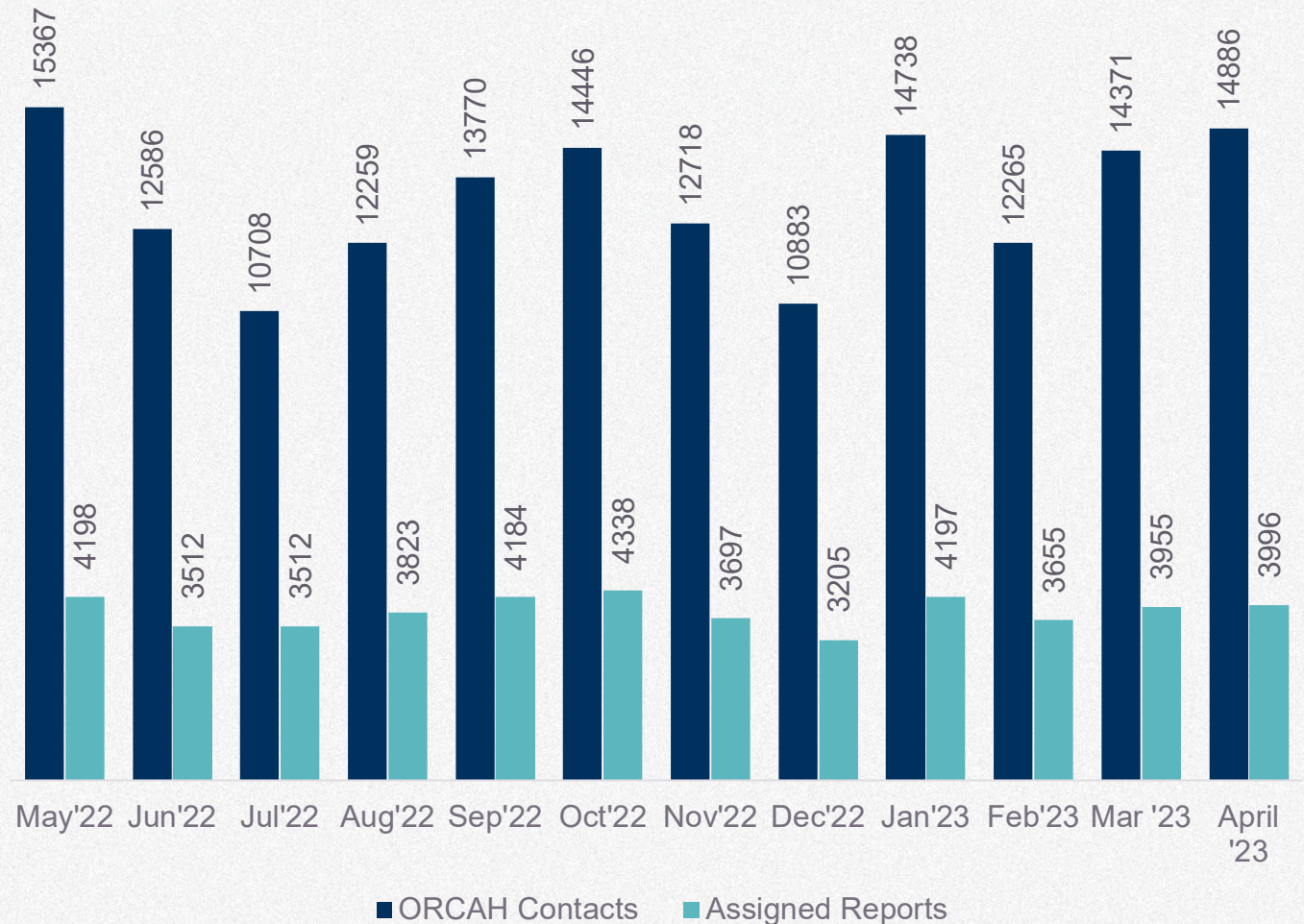
Why it is important

ORCAH receives a high number of contacts that are neither reports of child abuse nor require Child Welfare intervention. In April, 27 percent of contacts resulted in CPS assignment.

What we are doing

Outreach, education, and information sharing with ORCAH callers is key, especially for mandatory reporters who represent 80 percent of all reporters.

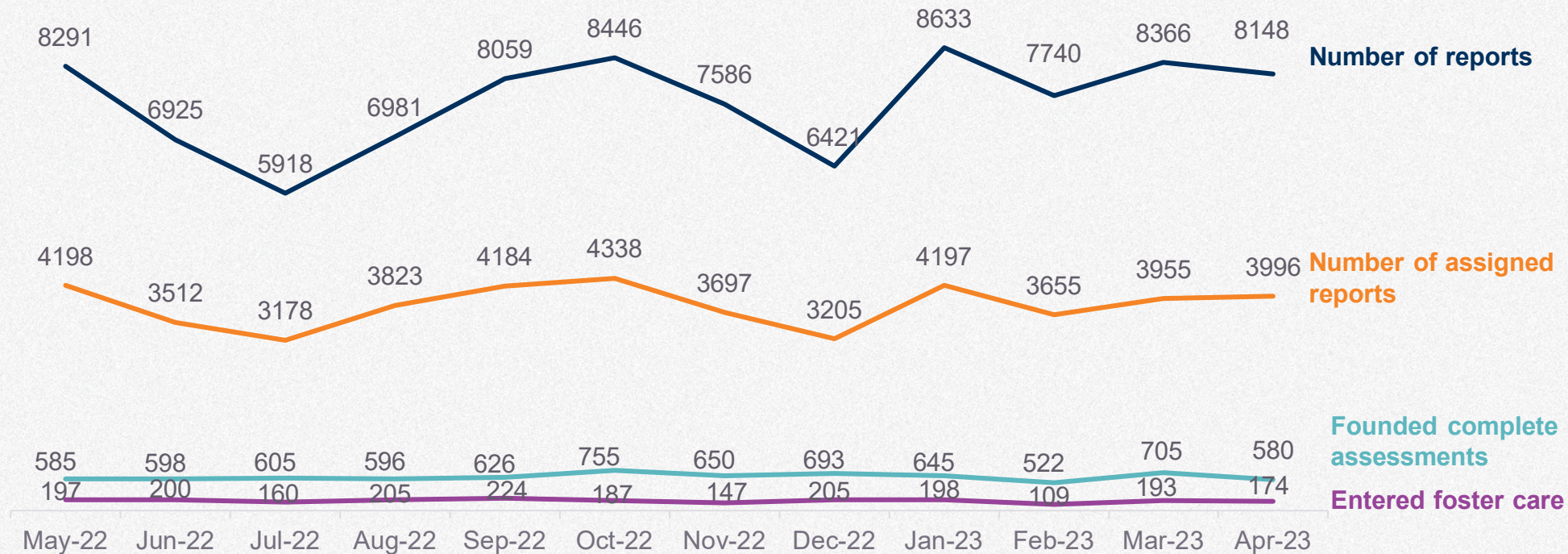
ORCAH Contacts* vs Assigned Reports



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

Founded assessments and number of children entering care

Reports of Abuse, Founded Investigations, Children Entering Foster Care



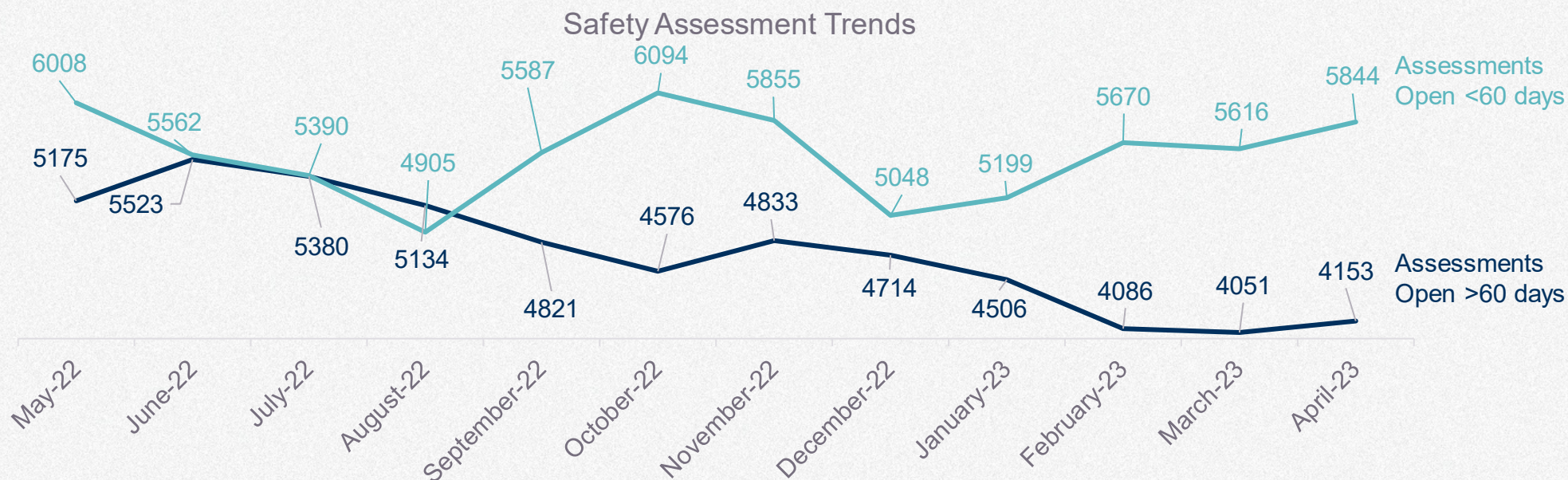
What is the measure

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 of 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.

Number of assessments open >60 days remains significantly lower than this time last year



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 April 2023, the Child Safety Program partnered with the ODHS Child Welfare Health and Wellness Services Program to finalize a procedure requiring a nurse referral for all CPS assessments with an infant up to one year old in the household.

There are very few circumstances in which a report of child abuse can be closed without conducting a CPS assessment. Safety Program collaborated with ORCAH to develop a guide to assist CPS workers in determining circumstances when an exception to conducting an assessment is appropriate.

A second guide was developed to assist CPS staff with the analysis of information gathered during an assessment that may describe mental injury.

Child-specific focus prevents the need for 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) that month. TL becomes necessary when a placement cannot be found. It typically refers to a child or young adult's overnight stay in a hotel with a Child Welfare worker while the team works to develop a solution for the placement need.

Why it is important

Child Welfare measures the number of children in TL to track ongoing efforts to ensure TL is only used as a last resort.

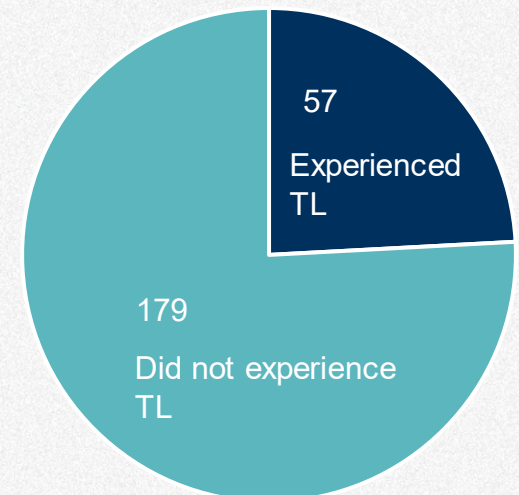
What we are doing

The System of Care Advisory Council initiated an interagency Safety Workgroup in March 2023. The Safety Workgroup anticipates finalizing their recommendations during the May 10th meeting. Once finalized, the recommendations will be submitted to the System of Care Advisory Council for review and comment.

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 deliver staff who work to develop child specific plans to prevent TL. From January to April 2023, 76% of children and young adults whose circumstances were staffed did not experience TL. This is part of a longer-term trend since January 2022, with more than 70% of youth staffed not experiencing TL.



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 (dark green line) count does not match the Children in Family Foster Care (light green 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 (teal line) = Child Specific Providers (dark blue line) + General Providers (light blue line)



Why it is important

Efforts to increase recruitment and retention of available resource families are described in the next section of this report. 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

From January thru May 2023: 96 individuals from 23 counties engaged in the online training to become a Certified Respite Provider.

As of May, approximately 224 children/young adults received respite care through this new program. Those 224 children/young adults were served by 148 certified providers. “Certified provider” means either a certified respite care provider or a certified resource parent.

The next step of this program launch is to expand respite to families whose children remain in their care as we continue to promote family preservation and prevention.

Champion statewide team

Champions are retention and recruitment staff assigned to each local office. They are responsible for collaborating with local staff and partners to develop action teams and targeted recruitment plans based on the needs of the communities they are assigned to.

What we are doing

Champions and district teams continued through April to finalize plans for Foster Care Month in May. Various workgroups have been assembled to plan and facilitate events, coordinate appreciation gifts, and lead awareness events throughout the month. Teams are excited to honor resource families for their dedication to children and families.

D16 Washington County held the first Resource Family Listening Session. This session provided families an opportunity to share feedback and insight into their experiences providing care and working with local service providers. This information will be used to support individual needs, as well as inform future retention goals. Families were able to participate in person and virtually, or through comment via mail, email, or phone conversation.

Work continued in the development of the “The Foster Points” podcast. During April, interviews with workers were completed and edited for the first episode. This project aims to provide resource families with on-demand learning opportunities that meet the scheduling needs of busy families.

During April, the Champions continued efforts to launch an updated resource parent exit survey to better capture important information needed to support recruitment and retention across the state. This project includes the design of a new dashboard to facilitate more agile data analysis.

Timeliness of case plans remains a priority

What is the measure

Case plans completed within the federally required timeframe versus case plans that are not completed within that timeframe.

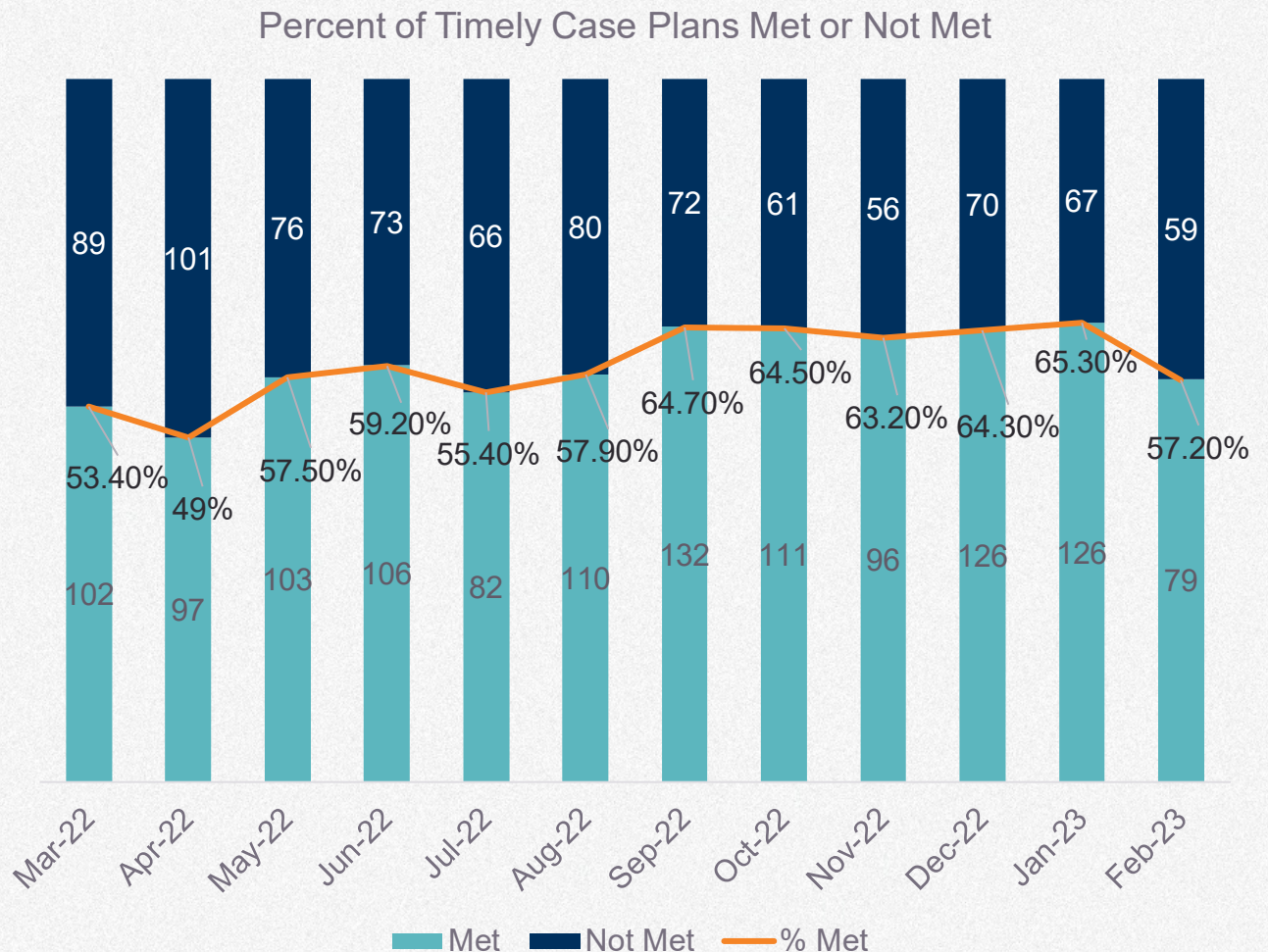
Why it is important

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 provided additional consultation and data to support continued progress toward timeliness goals.

Availability of consistent data and procedures for case transfer have been integral to a steady increase in the percentage of timely case plans/family plans.



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 March will not be available until after June 1st. Data for April will not be available until after July 1st.

Child Welfare continues to assess ways to further decrease 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.

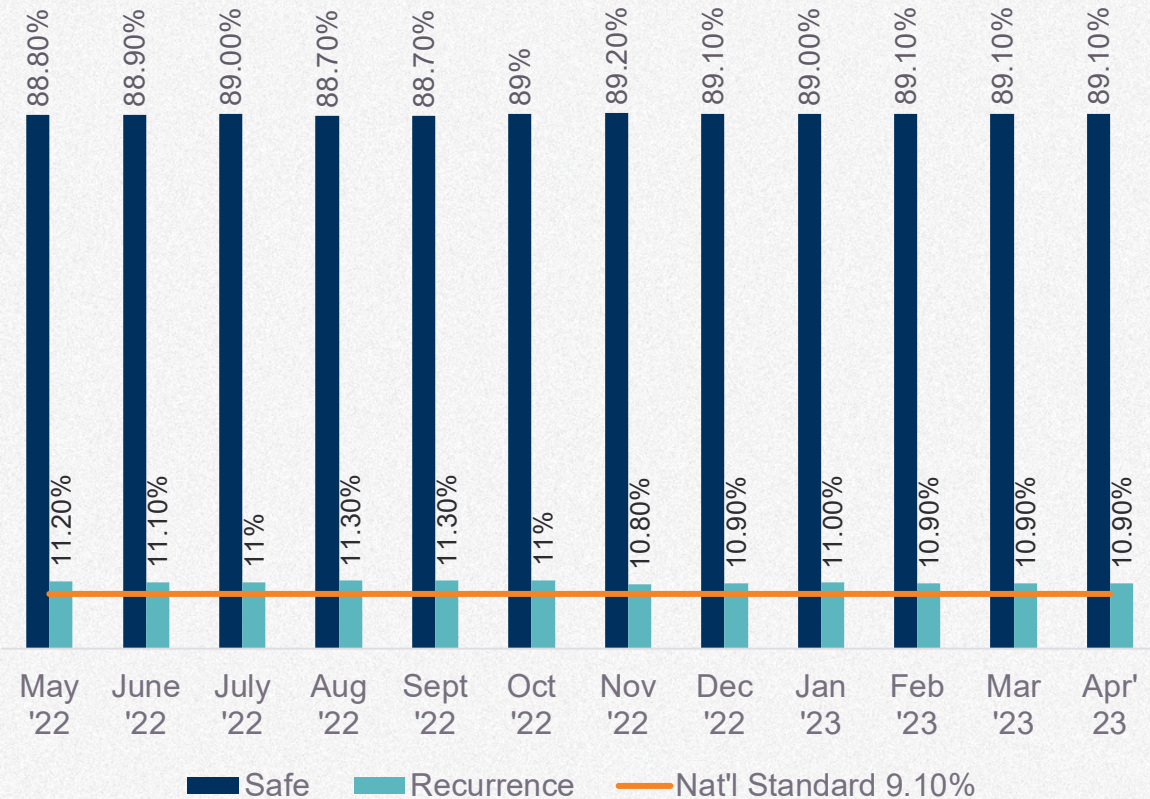
Why it is important

One of the primary purposes of child protective services interventions is to prevent future harm for children who have already experienced abuse or neglect.

What we are doing

Safety program continues working with the ODHS Office of Reporting, Research, Analytics and Implementation (ORRAI) to examine the data on open CPS assessments for children under 5 years old, with targeted focus on identifying cases in which there is an infant under 12 months with parental factors involving substance use, domestic violence and repeat reports.

Recurrence of Maltreatment



Maintaining safety in home

Safety program and reunification consultants work in partnership with local offices to evaluate whether in-home safety plans are developed in fidelity to policy.

Family Preservation Approach

What is the measure

Family preservation centers equity and data through all foundational components. These values are vital to success, demonstration of tangible progress and true transformation. Data and equity inform all steps through the innovation and application of this approach.

What we are doing

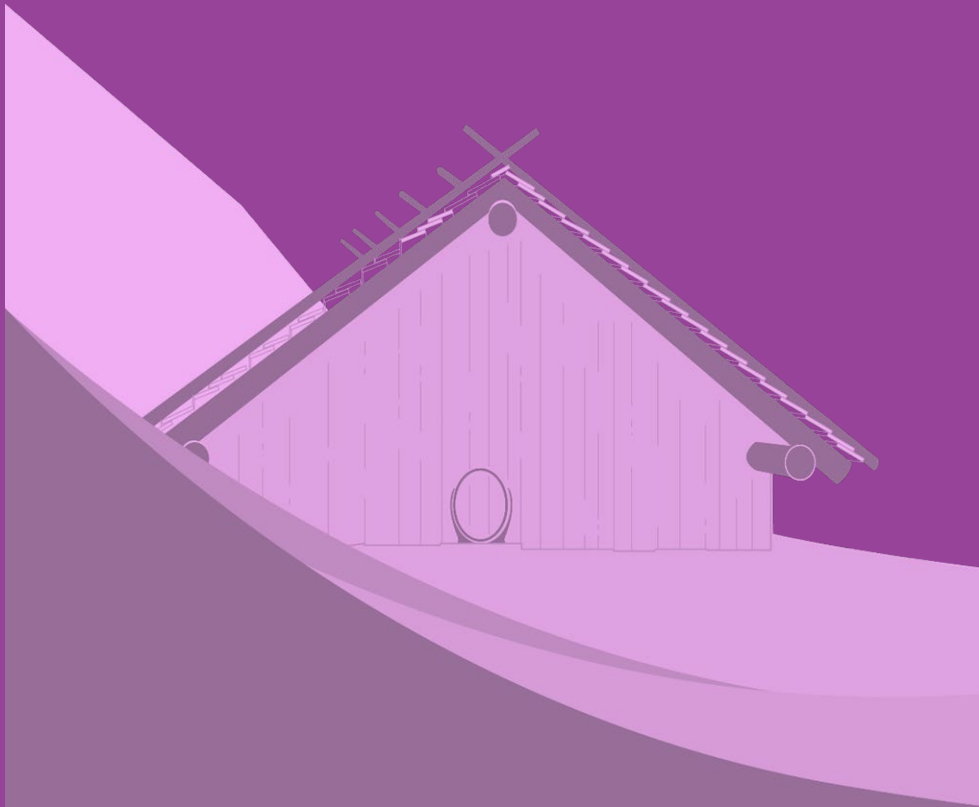
Family preservation centers equity by ensuring the voices of communities and individuals with lived experience are heard throughout the development of program innovations that support diverse communities across Oregon. We aim to build an equitable, anti-racist program that is more responsive to the needs of all families and community partners by co-creating a family preservation approach in collaboration with children, young adults, parents, families, Oregon Tribes, and community partners. For example, the Alberta branch, in Multnomah County, is working in collaboration with community organizations to develop culturally specific services that meet the needs of families living in that community. These services include an African American father's parenting group, a Family Skill Builders parenting group and home visits for parents with I/DD, and the Help Me Grow Chaku Managi-Luch Native American parenting group and home visitation program.

A Family Preservation Metrics dashboard was designed to support analysis of the new approach. The following metrics are gathered across race and ethnicity, disability types, ICWA eligibility status, language, and age in order to better understand whether families and communities are being served equitably:

- Percentage of families served in home
- Number and percentage over time of families with a founded outcome during the family preservation service
- Number of months the family is involved in family preservation services
- Percentage of children/young adults that remain at home
- Number of caseworkers per family during family preservation services
- Percentage of families experiencing a CPS assessment after family preservation services
- Percentage of children/young adults that re-engage with Child Welfare through CW care or family preservation services later

Guiding Principle 2:

Enhancing Our Staff and
Infrastructure



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

Resource Family Training

Resource Family Orientation

Design of the new orientation has been delayed due to competing assignments in the Publications & Creative Services Dept. The Equity, Training and Workforce Development (ETWD) team is researching potential internal Child Welfare resources able to complete the project in a more timely manner.

Ongoing Training

All ODHS coordinated training options remain available both in synchronous and asynchronous training options via the [Ongoing Training](#) page.

Communication strategies regarding training opportunities include a monthly email that includes dates for upcoming RAFT and ongoing training. These messages are delivered via GovDelivery subscription list; for internal/staff marketing we send an every other month newsletter related to coaching opportunities, facilitator training, tips/tricks/resources.

Resource and Adoptive Family Training (RAFT)

April marked one year since RAFT was fully implemented. During this first year, 71 RAFT cohorts were facilitated statewide, including two Spanish speaking cohorts. In-person delivery is being piloted in 2023, as all prior cohorts were facilitated virtually.

Annual updates to RAFT content were completed in March 2023 and were based on participant survey and facilitator feedback.

The RAFT Participant Guide in English and Spanish is nearing completion (anticipated by end of May 2023).

ETWD team members are assigned to geographical areas as RAFT Coaches to provide consistent statewide resources and consultation to local staff who are preparing and delivering RAFT. RAFT Coaches will also support the design and update of local RAFT training plans and schedules.

RAFT Facilitator training for internal staff occurred in April. The next opportunity for facilitator training is scheduled for October 2023. These trainings provide a statewide opportunity for local staff to prepare for and deliver RAFT training to families in their community.

Recruitment timelines continue to achieve goal of 50 days

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

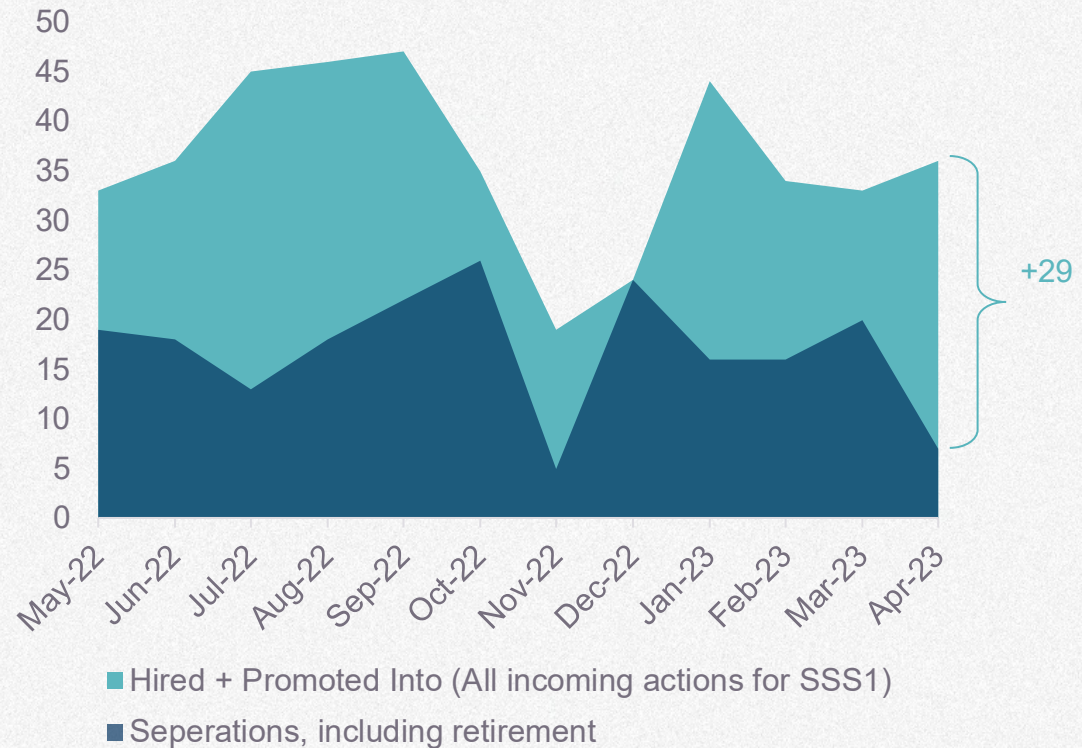
For all recruitments during the last 180 days, the average recruitment length from job posting to conditional offer was 48 days. This is below the Governor's stated goal of 50 days from job posting to conditional offer and continues to move towards our stated goal of an average of 45 days or less to fill.

The contract with LinkedIn has finalized. A new LinkedIn career page is under development and is anticipated to launch in May.

ODHS began using SkillSurvey as a reference checking platform to increase efficiency, reduce bias, build inclusivity and open the door to candidates that may otherwise be missed.

A communication plan is under development to provide hiring managers with information regarding resources offered through VidCruiter.

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 run of data.

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 Implementation Continues

Implementation

The District 3 site introduction meeting was a success. Managers actively engaged in planning and determined it would be best for each county (Polk, Marion, and Yamhill) within the district to be an individual site. The CQI Kickoff meetings for these sites are scheduled for 5/31, 6/5, and 6/9.

The recruitment and retention strategies to increase Advisory Committee participants, including those with lived experience, continued through April. The Committee added four new members in March.

The CQI Advisory Committee reviewed CQI plans for Districts 1 and 14 and provided actionable feedback to be reviewed with leadership and staff at each site. One important recommendation was made by a Juvenile Court Improvement Project (JCIP) partner, regarding the need for a meeting between Columbia County Child Welfare leadership and legal partners to discuss strategies to enhance parental engagement.

The District 2, Gresham and Midtown CQI Strategy meetings took place and their CQI Action plans will be presented to the CQI Advisory Committee in May and June for review.



System transformation with community partnerships

Why it is important

In collaboration with Tribal partners, community members, families and children with prior system experience, resource and birth parents, service providers, and policymakers; ODHS is transforming the child welfare system. 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

Child Welfare has established a Community Engagement webpage, which includes links to this report and other resources, information about upcoming events, newsletters and messages to the community. The webpage can be accessed with this link:

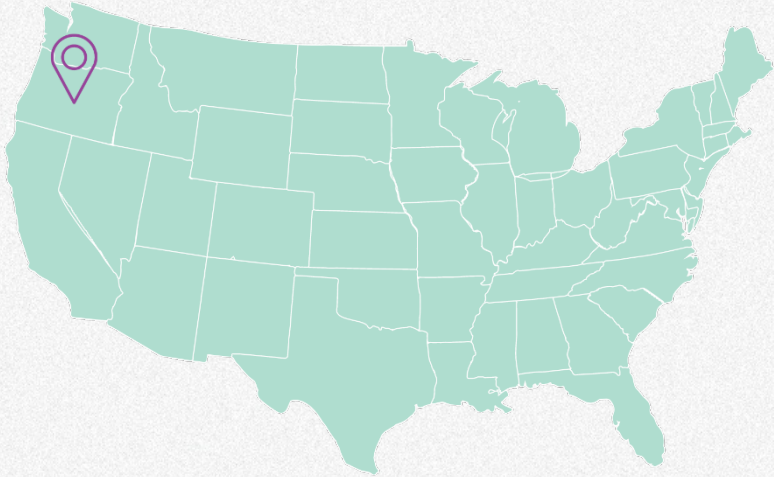
<https://www.oregon.gov/dhs/CHILDREN/Pages/community.aspx>

Quarterly Child Welfare Community Chats are facilitated by the Child Welfare Executive Leadership Team (ELT). ELT provides program updates and responds to questions submitted by participants in advance or in real-time. A Child Welfare Community Connection Chat was held on May 17, 3-4 p.m. PST.

Quarterly Indian Child Welfare Act Advisory Council Meetings are facilitated by ODHS Tribal Affairs leadership. These meetings offer opportunities for representatives from the Nine Tribes of Oregon and ODHS leadership to share ideas and identify areas for improving Indian Child Welfare practice in Oregon. Tribes shared specific challenges in their communities as well as successes in advocating for their families in a culturally responsive way.

A bi-monthly ODHS Child Welfare Child Caring Agency (CCA) Provider meeting is facilitated by the Treatment Services Program. The group includes all contracted CCA providers including Qualified Residential Treatment Programs (QRTP), Behavior Rehabilitation Services (BRS) and community-based shelter programs, OHS/Medicaid, Oregon Youth Authority (OYA), and Children's Care Licensing Program. This committee is designed to provide consistent communication, collaboration and alignment across agencies and providers, projects and contracting.

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 data was last updated March 21, 2023. Data is updated quarterly.

The National Standards for the Federal Performance measures have been adjusted nationwide. The Standards will be updated on the dashboard for 2022 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

You can also read more in our monthly [CW Staff Connect](#).

For questions or feedback about this report, please contact:
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