

Department of Human Services

Senate Interim Committee Human Services and Early Childhood

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Child Welfare and Quality Assurance

- Ensuring our work is conducted with fidelity to the laws that govern Child Welfare and to the practice model we use is critically important.
- We have been working on increasing our quality assurance efforts, and we know there are areas that are lacking the rigor needed.
- Through the process of preparing for the federal Child and Family Services Review (CFSR), beginning in April 2016, we are adding elements of quality assurance and continuous quality improvement that will strengthen our program statewide.

CIRT Reports 2010-2015

Critical Incident Reviews

- The DHS Director has called for 16 Critical Incident Review Teams (CIRT) since 2010.
- These CIRTs review the Department's actions in a specific case in an effort to identify systemic issues with a goal of improving the Department's work.
- The teams are multidisciplinary and may meet several times.
- Systemic issues are addressed in a variety of ways depending on the issue.
- CIRT reports are posted online at <http://www.oregon.gov/dhs/children/child-abuse/Pages/cirt.aspx>

Corrective Actions

The Department has used a number of processes to address the systemic issues. Examples include audits, training, policy review and adjustment, development of additional protocols, rule revisions, consultation with national experts as well as other processes.

- Oregon Safety Model (OSM) efforts
- Statewide Sensitive Case Review process
- Foster Care Safety Team
- Use of audits to address specific issues such as reliance on Urine Analysis (UAs), screening fidelity, domestic violence training

Corrective Actions

- Implementation of centralized screening model
- Statewide training on best practice when assessing chronic neglect.
- Increased resources to guide caseworkers when working with families where there is domestic violence.
- Creation of a specialized unit of AAGs to provide advice and representation on certification issues.
- Development of a Teen Protocol Outline.
- Clarification and training on the sharing of confidential information between programs within DHS.

Child Welfare Screenings

Screening Process and Challenges

- DHS received 67,863 reports of suspected abuse and neglect (2014). Of those reports, 29,382 were assigned for assessment.
- There have been a number of screening reviews in the last several years.
- There is an identified systemic issue from the CIRT process concerning the comprehensiveness of screenings and the review is helping identify what part of the screening process needs strengthening.
- Quality assurance is difficult in the current structure.

Centralized Screening

- There are 15 hotlines around the state and one statewide that redirects to the local office.
- This structure gives rise to issues with training, consistency, and coverage.
- Resources to conduct a feasibility study were included in the Governor's 2015-17 requested budget, but were not approved. The department has directed other resources toward conducting a feasibility study to be able to make a recommendation to the Governor for the 2017 session.
- This effort will address successes and issues other states have experienced with a statewide model, budgetary considerations, and local community involvement.

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The Child Welfare Data Book
<http://www.oregon.gov/dhs/abuse/pages/publications/children/index.aspx>

Oregon Child Welfare Data Set
https://rom.socwel.ku.edu/Oregon_Public/MyHome.aspx

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www.oregon.gov/dhs

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