

## **Christina Jagernauth**

---

**From:** BLACK Chris M <Chris.M.BLACK@dhsoha.state.or.us>  
**Sent:** Wednesday, August 14, 2019 1:07 PM  
**To:** Brazo-Erickson Megan J  
**Cc:** Leavitt Brenda E; JAGERNAUTH Christina  
**Subject:** RE: 2018-19 Report of Oregon's CAPTA Citizen Review Panels

Good afternoon Megan,

Here is the response for Baker County. I'm not sure how this slipped by so I apologize for that. Please let us know if you have questions or need additional information. I will be out of the office beginning tomorrow so I've included my PM Brenda Leavitt in case you need assistance.

### **Baker County Recommendations:**

1. DHS implement the Parent Satisfaction Survey with Child Welfare Services developed by the CAPTA Citizen Review Panel. Later, the Panel should meet again to review the results and discuss next steps.

#### **Response:**

Baker County will devise a plan for selecting potential participants by September of 2019 (most likely random pull). We will also consider an incentive system to promote responses from participants. The survey will be sent out in October, both by mail as well as electronically when possible, with the intent of increasing responses. The survey will remain open for 30 days with follow up occurring during that time to participants who have not responded. The responses will be collated and reviewed internally and then the panel will be reconvened for additional review. Once themes are identified, an action plan will be developed to address areas of concern.

2. DHS look into options for increasing facilitated family decision meetings early in cases. Expectations for parents and DHS should be clearly communicated at these meetings.

#### **Response:**

Currently Kindred Support Services provides facilitation for Family Decision Meetings under the services they provide via our Intensive Safety and Reunification Services (ISRS) and Strengthening, Preserving, and Reunifying Families contracts. Kindred Support has reduced

their capacity for the current fiscal year, however family meetings are still an integral part of the services they provide. Baker County will consider other providers who may be able and willing to provide facilitation services, or the use of Child Welfare staff who may be able to serve in a facilitation role. Other potential providers include the Building Healthy Families program based in Wallow County, our regional Coordinated Care Organization, the Eastern Oregon CCO, or other partner agencies.

3. DHS continue to work on staff retention to improve continuity of worker assignments to families. Consider options for improving the handoff between workers when the joint meeting between the parent(s) and sending and receiving workers per Child Welfare Procedure Manual, Chapter 4, Section 3 (pgs. 466—470) is not possible. For example, perhaps a family decision meeting could be held at this time.

**Response:**

Baker County, and District 13 Child Welfare as a whole recently made a change in supervision roles. In an attempt to provide greater support and continuity to workers, each part of the Child Welfare program has been specialized under specific supervisors. All permanency workers will report to one supervisor, all protective service workers will respond to one supervisor, and the same arrangement is in place for certifiers and our Social Service Assistants (visitation staff). This decision was partly based on our desire to provide more specialized supervision and consultation to workers in their particular area of program focus. We believe by providing this level of support, the staff will receive a higher level of focus and expertise in their particular area of the Child Welfare program, and it will promote greater stability. Other steps are being taken in terms of limiting staff movement between positions, particular for new workers.

Baker County is also part of the District 13 plan to move to a more formal process of transition between workers at case transfer. We are currently reviewing protocols that have been established in other Child Welfare offices, and working with our permanency consultants, and will be adopting and/or creating our own protocol. This will provide a guide to workers for a clear and efficient transition from the assessment worker to the permanency worker while expediting service to the family, partnering with the family, and improving permanency outcomes.

Thanks,  
Chris

## Linn County Response to CAPTA Citizen Review Panel Report

1. DHS provide caseworkers further information on mental health resources in the community, including specialty services, so workers can explore those options when there are delays at Linn County Mental Health.

There are multiple structures and systems in place in Linn County to assist in delivery of mental health services to children in foster care. Although the primary provider is Linn County Mental Health, there are other available providers in Linn and Benton counties- contracted and/or approved through IHN CCO. Currently Linn County Mental Health completes both the CANS, and the Mental Health Assessment, at the same time- which helps with meeting this measure. The DHS management team will remind workers of alternative service providers. We will invite our primary connections at IHN to present on how to access additional services or providers at program team meetings. There are multiple partnerships with both DHS and IHN-CCO, and including Linn County Mental Health specifically. Both IHN and DHS track the completion of mental health assessments in the 60-day time frame, and are looking for ways to further improve this system.

2. DHS ensure recommendations of mental health assessments are documented in case plans as required by Child Welfare Procedure Manual, Chapter 5, Section 24, Number VII (pg. 919).

DHS will remind caseworkers of this expectation and will look for additional ways to build support in ensuring this information is included through supervisor oversight and additional support. Currently our administrative support staff who tracks mental health referrals and CANS assessments, directly uploads them in to OR-Kids when they are received- and inputs the diagnosis directly in to OR-Kids. We will work with our OR-Kids trainer to determine whether there is a better place to enter that information in order for it to pull directly in to the case plan.

3. DHS ensure mental health assessments are included in the case material submitted to CRB for upcoming reviews as required by DHS/CRB Memorandum of Understanding 3.4.11 (pg. 4).

The data analysis documented in the report indicated of the files reviewed, Linn Child Welfare included the mental health assessments in 79% of the cases reviewed, indicating DHS is doing a "pretty good job" in this area. We recognize there is always room for improvement. Linn Permanency currently has the assigned permanency case aid supporting permanency workers in collecting the documentation required for Citizen Review Board reviews. Our case aid has been including mental health assessments in the packets she prepares on behalf of workers. We will remind all casework staff of the expectation to include mental health assessments in the CRB packets, and will ask our administrative support employee who sends the CRB packets to specifically look for the mental health assessment, for additional quality assurance.

**Panel Recommendations**  
**Adoption and Safe Families Act (ASFA)**

June 3, 2019

**The recommendations from the Multnomah County CAPTA panel are congruent with ensuring the Department's priorities:**

- 1. Safe Foster care Reduction**
- 2. Timeliness to Permanency**
- 3. Increased timely reunification**

**These goals require cross systems coordination requiring the mobilization of the Department, local Judiciary partners and the larger child serving system stakeholders to identify efficiencies and support innovations increasing familial stability.**

**Recommendations:**

**The Court should consider piloting the scheduling of the settlement conference, call, and trial at the preliminary hearing.**

- The CAPTA Panel presented the findings at Child welfare Council on 2/26/19.
- Statewide strategies have prioritized the development of juvenile dependency matters on court dockets. Multnomah County has previously addressed this area in the previous Urgency Work Group forum which has concluded. The ongoing local strategies will be included within local judiciary governance structures. See attachment 12a.
- Multnomah County's transition to full legal representation through the Department of Justice will take place on 7/1/19. Settlement conference calls are being explored to expedite jurisdictional timelines.

**DHS should partner with Juvenile Court Improvement Program (JCIP) and the Office of Public Defense Services (OPDS) to provide education for community partners on the impact of ASFA timelines on children (including the impacts of both meeting and not meeting those timelines).**

- JCIP and the Department Statewide have prioritized the timeliness to jurisdiction as a cross system initiative. Data sharing occurs quarterly apprising system partners of areas needing improvement.
  - **55% of cases within Multnomah County receive a first jurisdictional finding within 60 days (Goal 75%).**
  - **70% of cases within Multnomah County receive a first jurisdictional finding within 90 days (Goal 98%).**
  - **70% of TPR Petitions to resolution occur within 270 days.**
- Through full representation the Department of Justice will also be providing additional guidance associated with the legal timeframes are discussed and prioritized throughout hearings. This has been discussed at the initial training for full representation. As criteria

staffing and legal reviews will no longer occur additional staffing and notifications to parties will occur to streamline setting pre-jurisdictional hearings which is thought to increase timelines. See attachment 12b.

- <https://olis.leg.state.or.us/liz/201711/Downloads/CommitteeMeetingDocument/150260>
- Model Court initiatives within Multnomah County will continue to evaluate the feasibility of increasing the number of cases which are reviewed by the Citizen Review Board (CRB), which may increase availability on Judiciary dockets.

**DHS should bring up ASFA timelines at every hearing in a way that parents can easily understand.**

- Child Welfare Council (CWC) convenes a monthly community system meeting which provides education and cross disciplinary training. ASFA timelines will be a prioritized training identified for the 2019 curriculum.
- All new Social Service Specialist Staff (SSS1) are provided Department sanctioned new worker training which incorporates ASFA timelines within the curriculum.
- District 2 has a Mandatory Court training which occurs the 5<sup>th</sup> Wednesday of every month. This training discusses ASFA timelines, and the Court's role in evaluating progress of conditions of return.
- SSS2s (MAPS) mentor and attend court hearings with new caseworkers to ensure the ASFA requirement is discussed with all parties in a family – centered, culturally inclusive fashion. This curriculum was modeled within the Waiver Project which is identified to end September of 2019. See attachment 12c.

**DHS discuss with Parents Anonymous whether additional information about ASFA timelines is needed during parent orientation.**

- Morrison Center provides a parent orientation prior to every preliminary/shelter hearing. This recommendation was discussed on 2/26/19. As DHS does not facilitate the contract administration for this resource the recommendation to incorporate a trauma inform approach during orientation inclusive of providing ASFA timelines is in discussion.
- ASFA expectations, family support services benefits of compliance with the case plan and potential impacts of lack of progress will be revisited with our provider networks to ensure the conversation of ASFA is imbedded throughout our service delivery system.