

Department of Human Services Response**Oregon CAPTA Citizen Review Panel Report****2016-2017 Fiscal Year**

The Department would like to thank the local citizen review panels for their review of potential issues facing child welfare practice in the respective local areas and the thoughtful work done in assessing the selected issue.

Benton County's Citizen Review Panel focused on improved parent/child visitation with an outcome to improve timeliness to reunification.

The branch office concurred with the recommendation to work with community partners toward increasing visitation opportunities for families and children in substitute care. The county has been working with the faith based community to develop a process for community supervised visits. Informational meetings have been held with up to 25 individuals interested in working on such a program, and will finalize the details for the partnership.

The Department is also actively looking at the opportunity to provide additional social service assistant position to local offices to provide additional options for increasing parent/child visitation.

A statewide strategy to increase oversight of case planning processes at every 90 day juncture is a part of the program improvement planning and will be incorporated into practice statewide in the coming months.

Multnomah County's Citizen Review Panel focused on potential improvements in the transition planning process for older youth in substitute care. The Department concurs with the Panel's recommendations and is taking specific actions to improve transition planning.

The District has one non-case carrying staff in each branch office available to facilitate family meetings and has contracted with a private provider to facilitate the Youth Decision Meetings. This expanded resource is receiving high utilization.

The District has opportunity to provide additional training to staff with a teen population through quarterly meetings of teen case carrying workers. Training includes tools for working with teens, understanding adolescent brain development, the impact of trauma and engagement strategies with a teen's relatives and other supports.

The District continues to work toward 100% referral rate and is currently at 88%. The District has a higher percentage of youth with developmental delays (9%) than the statewide average (5.1%), which adds some complexity to transition planning particularly when transitioning to an adult system with different and complex eligibility criteria. The District meets regularly with the partner agency (Office of Developmental Disabilities) staff to better understand and overcome system barriers.

The District is has regular meetings with other agencies to support successful transition. These meetings are intended to support a coordinated transition plan with the youth and the youth's family.

The Umatilla/Morrow County Citizen Review Panel focused on early family engagement, and focused primarily on staff workload issues which impacts contact and engagement with the family.

Recommendations focused primarily on supervisory and caseload issues. The District requested and received permission for a one-year position to assist with supervisory workload issues, and the position

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Attachment 5

will assist with the child protective service units in the district. A permanent position will be considered based on the outcome of the 2017 legislative session and budget capacity.

The District agreed that the child protective service supervisors needed additional refresher training on the Oregon Safety Model. This additional support and training is being offered to the District staff. Although the Department appreciates the recommendation that a supervisor be required to have 3 years of prior casework experience, this is not always possible and does not account for other skill, knowledge and leadership qualities that a candidate might bring to the position.

The Department is evaluating the calculation of workload model for the entire state, and this recommendation will be forwarded to the individuals completing that work.