

Oregon Department of Human Services

Presentation to the

Senate Interim Committee on Human Services

Critical Incident Response Team (CIRT)

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Safety is the foundation for our culture change



Creating a Safety Culture

- Best practice in high-risk environments like health care
- Identified by Casey Family Programs as a child welfare best practice
- Emphasizes the importance of continuous learning and accountability without fear, blaming or shaming
- Has been transformative in human services organizations in other states

“Our industry is really high risk, and we ask people to make safety decisions for themselves and children all the time, every day. When you are in that kind of industry, the culture you create really matters.”

- Tiffany Goodpasture
Tennessee Department of Children’s Services

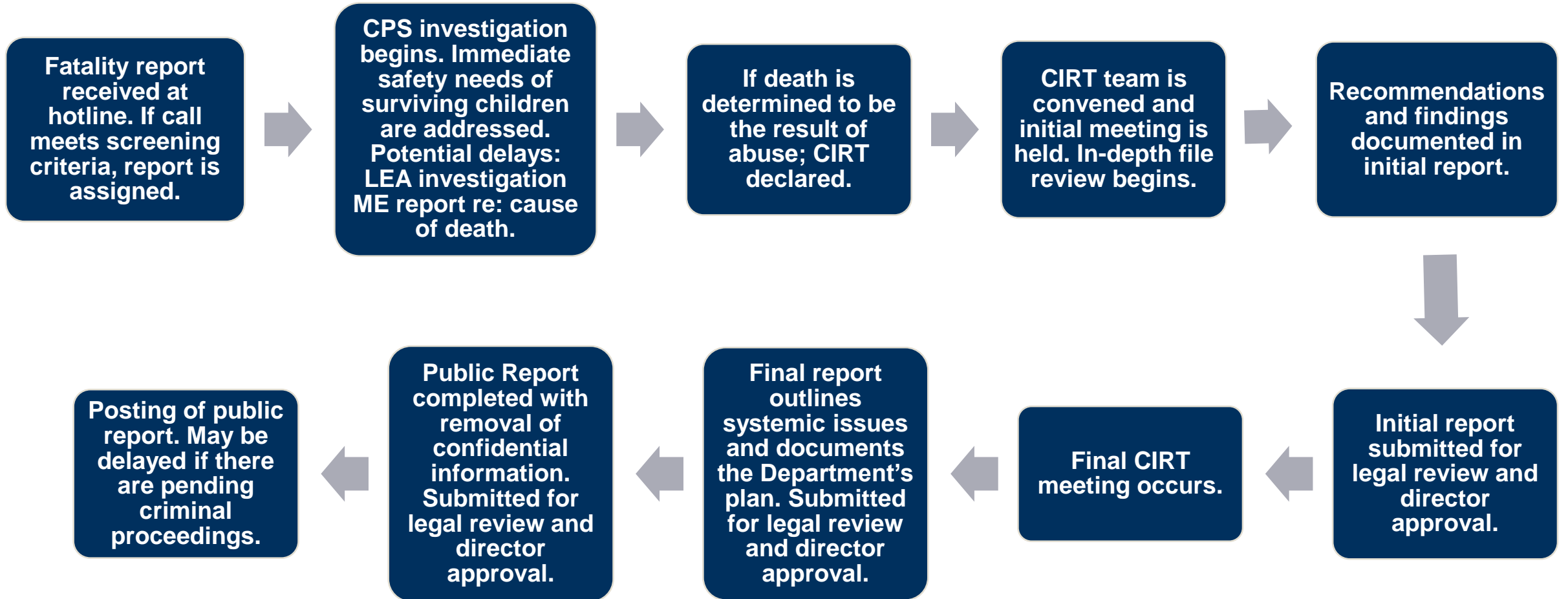


Gather the Second Story rather than stopping at the First Story.

Critical Incident Response Team (CIRT)

- The Department studies critical incidents by gathering a Critical Incident Response Team to seek and identify internal and external systemic issues and generate recommendations for what can be learned, changed or corrected that might reduce future tragic outcomes.
- Reports review agency actions and process, not the actions of the person who injured the child

CIRT Process



CIRTs identify systemic issues; improvement areas

Issues	Areas of Improvement
Suicide Prevention	<ul style="list-style-type: none">• CIRT Coordinators completed ASSIST training• CIRT Coordinators certified in Question. Persuade. Report. (QPR) and are training consultants and supervisors along with suicide prevention champions in each district to be QPR-certified. OHA has participated in the trainings with supervisors.• CIRT Coordinator has reached out to Multi-Disciplinary Teams around the state to include case staffing with children experiencing mental health symptoms or suicidal ideation
Safe Sleep	Development of new procedures and tools for Child Welfare staff
Chronic Neglect	Curriculum planning and content development for chronic neglect training for Child Welfare caseworkers

Multi-pronged prevention efforts

