



Division of Child Welfare

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Outline

COVID- 19 Impacts and Response

Staffing and Capacity (SSS1 separations, TL, other)

ORCAH Updates (back to school, call volume, staffing)

Resource Family Recruitment and Retention Updates

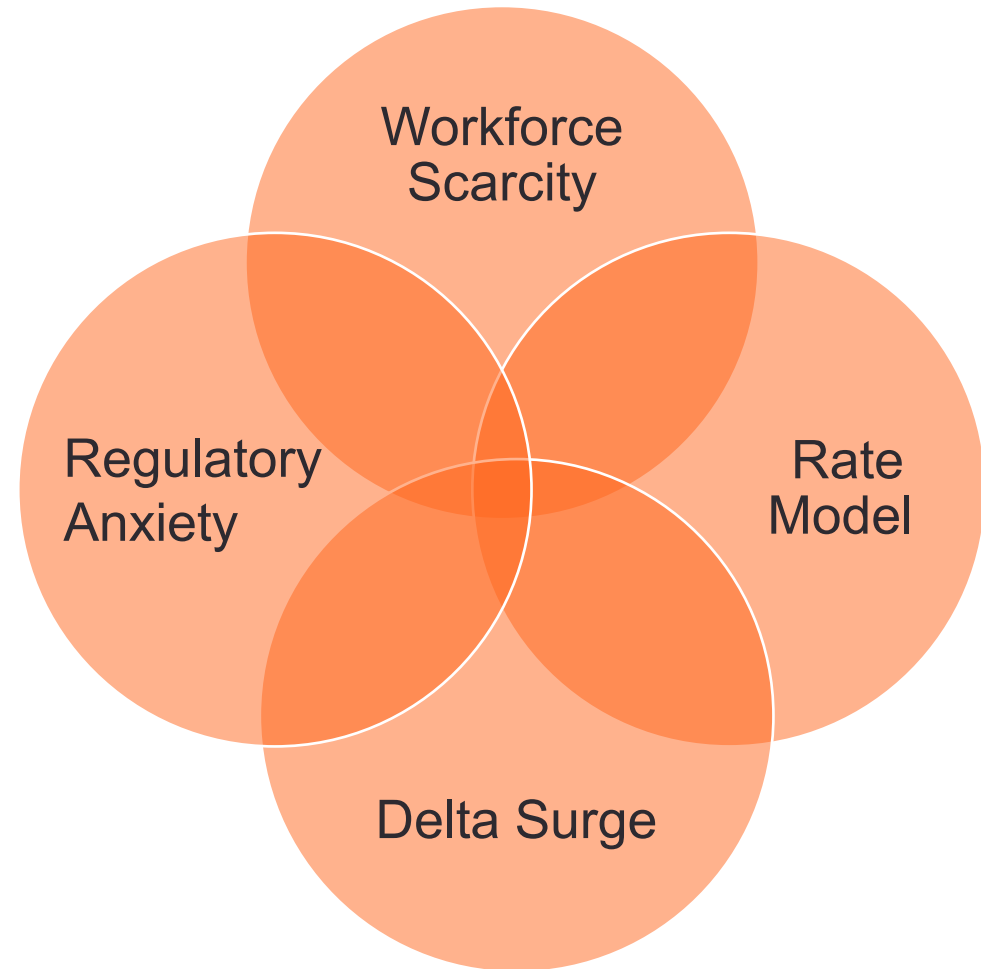
ODHS Child Welfare Contracted Provider Capacity October 2021

- **2 Behavioral Rehabilitation Services (BRS) Basic Residential program closures occurred**
- **Each organization cited the BRS Rate Model as the primary reason for closure, compounded by pandemic impacts**
- **BRS Rates are built on a 14 bed, staffing-based model. A billable care day is funded only when a child is present overnight**
- **Provider Capacity: Non-BRS care 128**
- **BRS Proctor: 240**
- **BRS Residential : 161**
- **Qualified Residential Treatment Programs: 529**

Data as of October 31, 2021

Current System-Wide Pain Points

- Staffing instability across people-serving sectors has been thematic since the onset of the pandemic
- “Head in bed” rate model does not support funding for available capacity
- COVID outbreaks & quarantines have risen during the Delta Surge along with pockets of resistance to vaccination requirements
- Providers express anxiety around staffing shortages and new regulatory requirements.

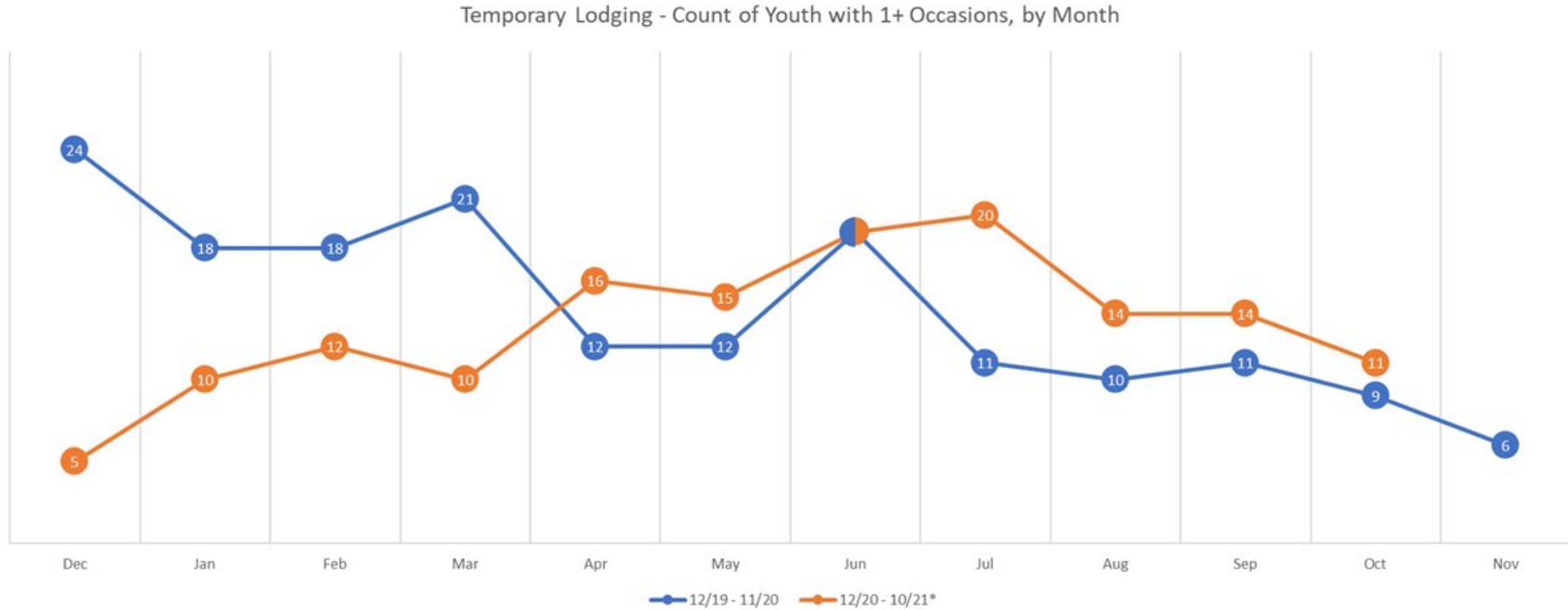


ODHS Child Welfare Response

- \$16 million in Workforce Stability Grants supporting creative recruitment and retention strategies for each Child Welfare contracted provider
- **14 month COVID Emergency Supplemental funding for each provider to mitigate costs related to COVID-19**
- Foster Care Crisis Response & Coordination (FCCRC) a crisis response pilot in Multnomah County partnering with local CCO's and service providers to actualize funding-blind support services to children and Resource Parents
- Behavioral Health Treatment Foster Care (BH-TFC) pilot is in launch phase. This initiative is intended to provide whole-child care for children with psychiatric needs within a familial setting

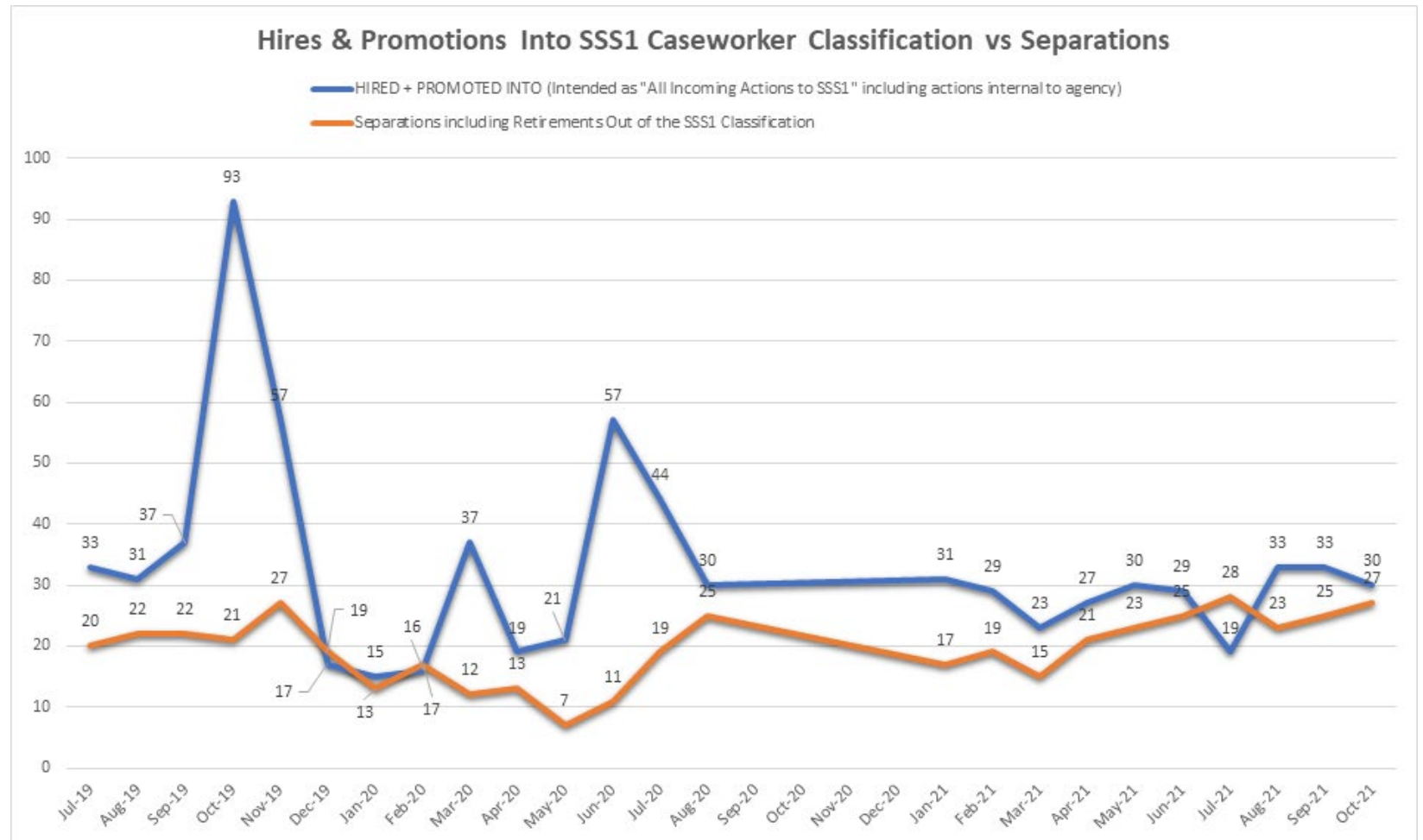
Temporary Lodging Impact

Children and young adults at high risk of temporary lodging are most often eligible for higher levels of care.



SSS1 Caseworker Hiring & Separations

- Since January 2021, there were 284 hires and 221 separations (which includes 21 retirements)

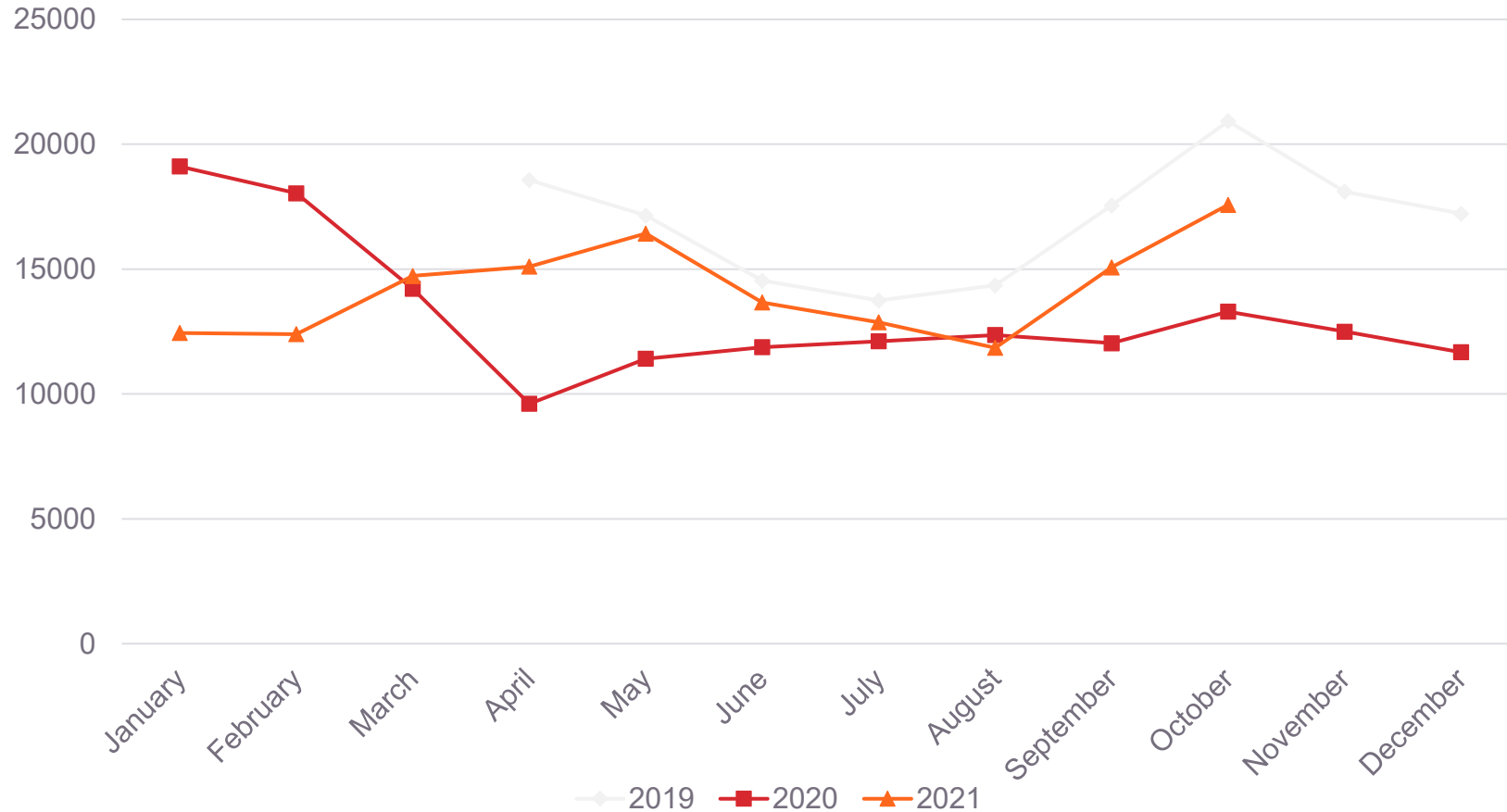


ORCAH Operational Updates

- **The anticipated uptick in contacts from school employees was realized in September and October. Percent of total calls from school employees increased during those two months from 13% in 2020 to 20% in 2021**
- **Between Sept. 26 and Oct. 23, about 78% of all calls to the Hotline did not result in an assigned allegation of abuse or neglect. These calls include questions and other non-abuse reporting related contacts.**
- **Improvement efforts:**
 - In Oct, new screening training academy started with 17 new screeners; 1 new screening supervisor
 - In Nov, ORCAH will begin interview for 20.5 screener vacancies
 - In Dec, assessing and evaluating the call route with SafeLine to improve the phone queue flow and decrease wait times

Oregon Child Abuse Hotline (ORCAH)

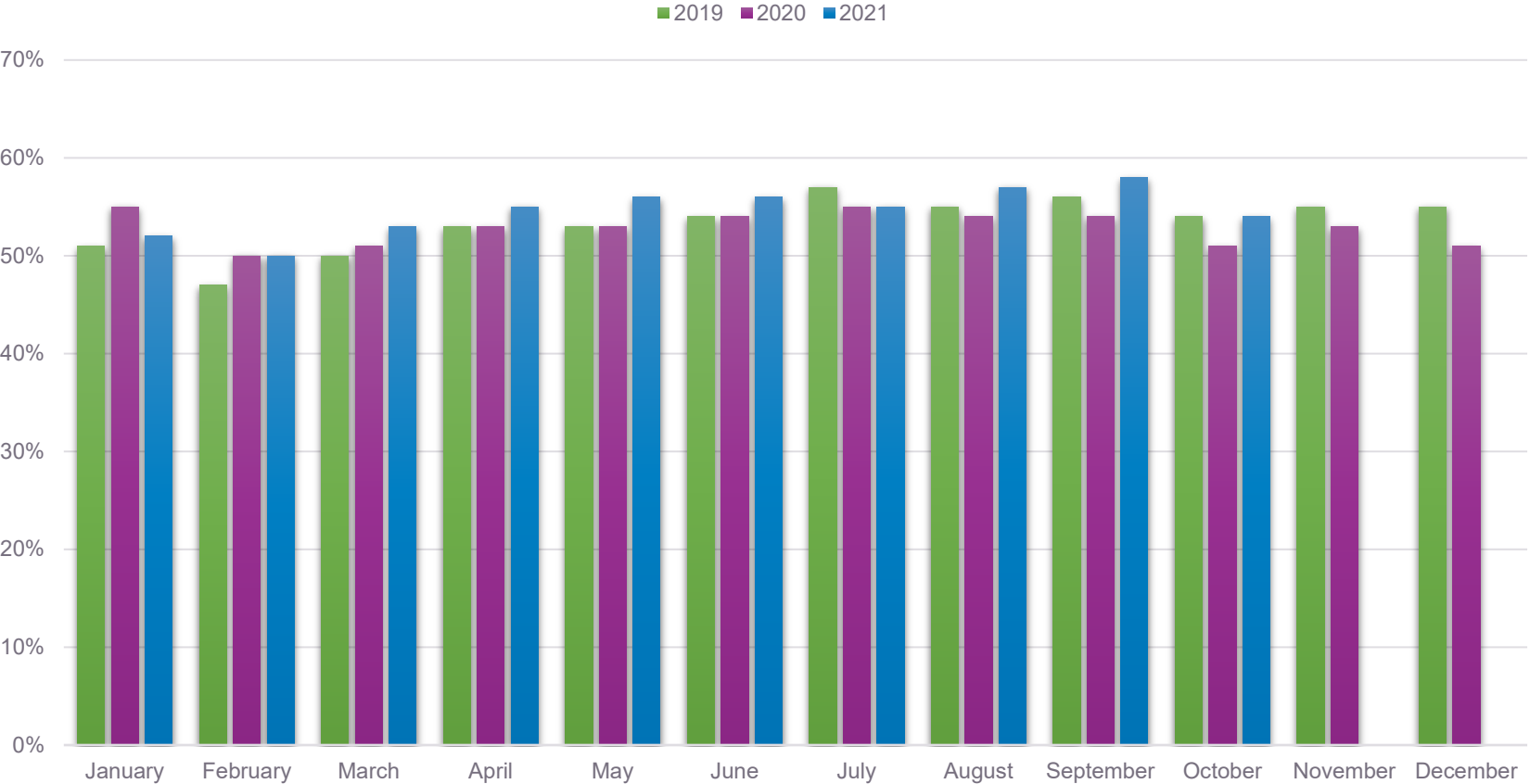
ORCAH Contacts April 2019 (when ORCAH began statewide screening) through October 2021



- Average wait time:
 - 2019: 8.07 minutes
 - 2020: 4.33 minutes
 - 2021: 9.93 minutes
- Abandonment rate:
 - 2019: 25.1%
 - 2020: 5.3%
 - 2021: 21.5%

Oregon Child Abuse Hotline (ORCAH)

ORCAH Assignment Rates, Year By Year



- **ORCAH average assignment rate:**
 - 2019: 54%
 - 2020: 53%
 - 2021: 55% (10 months)

Resource Family Retention & Recruitment

Retention Efforts

- **National Training & Development Curriculum (NTDC)** curriculum developed for resource and adoptive parents, with key Oregon-specific content and learning objectives
- Specific training plans for each District with unique strategies and goals
- Varied approach to support adult learning styles including:
 - Self assessments
 - Podcasts and digital articles
 - Classroom based learning and activities
 - Right time training

Recruitment Efforts

- **All 16 Districts have data-driven recruitment and retention plans**
- **Plans created and updated with ODHS Child Welfare leadership, delivery staff, and community partners**



Questions?

Email: Soren.K.Metzger@dhsoha.state.or.us

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