



DCFS Advisory Board Dashboard Q2 2021

Please note: This document attempts to implement the requested DCFS Advisory Board dashboard. The data points were identified from the recommendations of the Aniya Day-Garrett child welfare expert panel review. The dashboard tracks (9) general categories of data, as identified below. These are nine discrete areas but there may be cross-cutting issues to address. This is the 4th review and the dashboard will evolve to include baseline, benchmarks, and goals for each of the nine data points. This draft will be reviewed and revised with the DCFS Advisory Board at the July 30, 2021 meeting.

1. Continuous Quality Improvement Qualitative Case Reviews

Additional CQI staff were hired as a recommendation from the child welfare expert panel to conduct qualitative reviews of random cases based on essential practice needs and concerns from the state and local leadership. Below are areas of concentration in Q2 2021.

- *Beginning In Q3 2021, CQI shall adopt a statistical research formula to determine the sample size of children/families on any specific topic with a minimum sample size of 100.
- **Family Assessment Review:** The Family Assessment is part of a set of statewide assessment tools Child Protection Specialists use at the culmination of an investigation to re-assess safety, risk contributors for abuse and neglect, family strengths and needs, child welfare history, and substance use. The family’s protective capacity, child vulnerability, and family perception are additional elements in determining safety. This assessment concludes with a case decision and rationale.
 - CQI dept. established case criteria, developed a template, and obtained data to complete a review requested by DCFS leadership
 - CQI reviewed 40 cases in Short-Term Services and created an individual roll-up report. The comprehensive summary which compiles themes and results is pending completion and will be shared in the Q3 October 2021 dashboard.
 - The DCFS Plan for Practice Advancement, developed in coordination with the state, identifies strategies to improve practice and ensure agency compliance with OAC guidelines. CQI continues to review these 40 cases through case closure to identify any gaps in performance standards.
- **SACWIS Data:** The ODJFS Bureau of Special Projects Business Analyst identified concerns regarding Independent Living skills plans (developed for all youth in care ages 14 and up) linked to adults in SACWIS (our statewide information system). The CQI department assisted in correcting this data that is captured across the country.

2. Progress in hiring and retaining DCFS staff

- 500 Full Time DCFS Case Worker Employee Positions Available
- Starting Salary: \$20.00/hr.

DCFS Caseworker Vacancies				
2018	2019	2020	2021 Q1	2021 Q2
70	91	79	71 (on 5/4/21)	69 (on 7/15/21)

DCFS Case Workers Hired				
2018	2019	2020	2021 as of 5/4	2021 as of 7/15
93	108	64	44	74

- Training classes
 - 8 training classes are scheduled for 2021 to fill vacancies
 - Typically hire 5 training classes/ year
 - Current training class #5/8
 - # staff in current training class: 8
- START Family Advocates
 - We have hired 23 Family Advocates to fully restore the DCFS Sobriety Treatment And Recovery Teams (START Department - teams a Child Protection Specialist with a Family Advocate who has lived experience).
 - Due to funding cuts, we were down to 4 Advocates for several years.
 - We recommended an additional 7 Advocates for hire and are hoping they will start on 8/2/21.
 - There is only 1 additional vacant Advocate position to restore START to its former 31 teams with the help of opiate settlement dollars
- Hiring Events
 - DCFS is hosting two Open House events on 7/28/21, a virtual daytime event and an in-person evening event. We have already had quite a few people sign up.

3. Strengthen DCFS Staff Training and Retention

- DCFS is using virtual reality training (Avenues) in hiring, new worker training, and plans to use VR with existing staff. Interviewers and staff are enjoying and benefitting from the use of this additional real-life scenario skill building and hiring tool.

4. Community Involvement/Geographic Staff Assignment

- January 2019: DCFS began assigning cases again by geographic location
- There are 9 geo areas in the County designated by research done at the CWRU Poverty Center based on:
 - Race & Ethnicity
 - Socio Economic Status
 - Child Maltreatment Data
 - CWRU looked at address data for: hotline calls, investigations, child removals & reunifications
 - Each geo area has a part of the inner city
 - Natural neighborhood borders, neighborhood collaboratives, and worker travel
- Geo Area Labels:
 1. Ohio City NW
 2. Glenville NE
 3. East Cleveland NE
 4. Hough/Heights
 5. Mt. Pleasant SE
 6. Fairfax/Union-Miles SW
 7. Broadway/Parma
 8. Brook/Clark/West
 9. Central/Downtown/West

- 13 Contracted Neighborhood Collaboratives
 1. Mt. Pleasant (Lead Agency: Murtis Taylor)
 2. Catholic Charities - Fatima Center
 3. Catholic Charities – St. Martin De Porres
 4. City of Lakewood
 5. CMHA Resident Services Dept.
 6. East End Neighborhood House
 7. Harvard Community Services Center
 8. Heights Suburban Collaborative
 9. Northeast Community Based Services (E Cleveland & Euclid) (Lead Agency – Murtis Taylor)
 10. Southwest Community Based Services Parma
 11. Southeast Community Based Services Garfield (Lead Agency – Murtis Taylor)
 12. University Settlement
 13. West Side Community House
- Map - The map for Extended Services case assignments is attached and shows how each of the 5 departments are divided across the County.
- Monthly Collaborative Meetings - Extended Services Senior Managers are assigned to multiple neighborhood collaboratives (3 each) within their geo area. They determine who will go to each collaborative meeting every month. At least 1 Senior Mgr. attends each of the 13 collaborative meetings each month.
- Overflow Cases - Due to high levels of vacancies and caseloads the agency makes every effort to assign cases geographically. If numbers are extremely high in one “geo” the next case in that area is assigned to the adjacent geo.

5. Community Education

- CCDCFS Public Newsletter is disseminated quarterly. DCFS also does mail outs to caregivers, service providers, and neighborhood collaboratives. There is a wealth of information on the DCFS website and social media.
- DCFS is involved in several public-private partnership projects serving the community:
 - LGBTQ Youth – DCFS is a local implementation site for the Quality Improvement Center on safe identification, providing tailored services (Kinnect is the clinical service provider), and caregiver support (kinship & foster parent training).
 - The Cuyahoga Youth Count data report was issued this quarter by the Children’s Bureau and University of MD Social Work School, providing critical data to DCFS and the community that 32% of youth ages 12 and up in Cuyahoga DCFS custody identify as LGBTQ+ in an anonymous survey conducted in 2019.
 - This Cuyahoga study closely replicated the LA County study done in 2014, which found 19% of kids in that age range in LA DCFS custody identify as LGBTQ+.
- Partnership with Juvenile Court on Safe Babies Court Teams
- Partnership to implement Youth Drop-In Center
- Partnership with RTA and community organizations to provide bus passes for COVID-19 vaccine clinics
- Child Protection Teams Request for Proposals in planning phase
- Say Yes Cleveland partnership launching 26 new schools (23 CMSD + 3 charter) for a total of 68 schools in 2021-2022 school year – County Council approved the MOU amendment to assist with funding a Family Support Specialist in each school to provide prevention services and collaborate with DCFS when a family is already involved and needs assistance.
- Pay For Success project in planning phase

- DCFS is assisting kinship caregivers in navigating the state Kinship Support program that provides a \$10.20 per diem for the first 6 – 9 months of placement. DCFS is planning and working on setting up a County kinship payment program to provide funding for kin caregivers once their state funding expires. This is an example of collaboration between DCFS and local Job & Family Services towards integrating HHS services.
- DCFS staff will continue to work with other HHS divisions to join them in community forums when appropriate.

6. DCFS & Law Enforcement Partnership

- The County Sheriff’s Office is working with DCFS to identify additional supports to assist with investigations.
- Administration, HR, and the Union collaborated in the creation of a finalized Staff Safety Assessment (fka Credible Threat Protocol) to assure all known information is objectively considered when evaluating the seriousness and decision making arising from a threat by a young person or adult against a DCFS employee. The protocol has been implemented agency wide. This quarter, managers and administrators participated in scenario training to test the protocol and use with their staff.
- DCFS managers continue to build relationships with law enforcement aligned with their designated geographic areas.

7. Engaging Fathers

The categories of children served by DCFS include:

- In-home supportive services (no juvenile court involvement for abuse, neglect, or dependency)
- Court-ordered protective supervision (juvenile ct. orders engagement in case plan services but child is home in parent’s custody)
- DCFS custody (could be a form of emergency, temporary, planned permanent living arrangement, or permanent custody)

Identifying Fathers

Fathers identified	Jan 2019	April 2019	July 2019	Oct 2019	Jan 2020	Apr 2020	July 2020	Aug 2020	Sept 2020	Oct 2020	Jan 2021	April 2021	June 2021
% custody cases with fathers identified	93%	92%	92%	92%	92%	91%	91%	91%	89%	88%	87%	88%	87%
% protective supervision cases with fathers identified	90%	92%	90%	92%	91%	90%	91%	Not avail.	Not avail.	90%	93%	92%	93%

Fathers participating in Team Decision Making Meetings

% Fathers participating in Team Decision Making		
Year	Quarter	Percentage
2018	1	37%
	2	38%
	3	37%
	4	40%
	Total	39%
2019	1	44%
	2	44%
	3	46%
	4	41%
	Total	44%
2020	1	41%
	2	41%
	3	46%
	4	49%
	Total	45%
2021	1	42%
	2	52%

Fathers participating in case plans:

- In March 2020 the % of fathers participating in a DCFS case plan included only those children in court-ordered protective supervision, emergency, temporary, or planned permanent living arrangement custody status. That was **56%**.
- As of Feb. 1, 2021, the percentage of father’s participating in case plan services includes all children being served by DCFS with the exception of kids in permanent custody, as their goal is adoption. That % is **53%**.

Fathers Participating in Case Plans	
Feb 2021	June 2021
53%	51%

8. Balancing Safety & Parental Rights

- The standardized case conference guide template for Short-Term Services was approved and a similar guide for Extended Services is in development. An activity log guide is also in development. These are part of the strategies to increase oversight and skill building included in the Cuyahoga Plan for Practice Advancement.
- Group supervision sessions are wrapping up – 85 out of 93 units have completed this kick-off and are now using group supervision on a minimum monthly basis.
- Shadow Box resumed recently, and we can look to schedule sit-in observations with Advisory Board members moving forward.

9. Disproportionality Data

- Full data set to be reviewed on an annual basis, last review February 2021 for 2020 data

- Implicit Bias training is still being conducted for all staff (addresses disproportionality, assessing and engaging families in different cultures, and father engagement) as of 5/24, 363 staff or about 60% of all caseworkers, supervisors, managers, and administrators have completed the training. Next training session is in September.
- DHHS REI efforts led to a County-Wide RFP for all-staff training. Proposals have been accepted and reviewed. A decision re: a vendor is forthcoming.
- Core REI group met with HHS REI Chairs on 7/22 to discuss alignment & next steps. DCFS REI Chairs will join HHS employee resource groups and DCFS reps. DCFS is in planning phase to set up some Town Hall Meetings about REI amongst staff and recent survey findings.
- Director continues all-staff communication and check-ins about how racism and discrimination in the media and in daily life is impacting their well-being and work