



DCFS Advisory Board Dashboard 1st Edition 10-1-20

Please note: This document attempts to implement the requested DCFS Advisory Board dashboard. The data points were identified as part of the recommendations that came out of the Aniya Day-Garrett child welfare expert panel review. There are nine (9) general categories of data that this dashboard tracks, as identified below. These are nine discrete areas but there may be cross-cutting issues to address. As this is a first attempt, the dashboard still needs to identify baseline, benchmark and goals for each of the nine data points. This draft will be reviewed and revised with the DCFS Advisory Board at the October 9, 2020 meeting.

1. Continuous Quality Improvement Qualitative Case Reviews

The CQI staff hired as a recommendation from the child welfare expert panel 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 2019.

- **CQI Special Review of Minor Mother Sample**
 - A random representative sample of 25 cases involving minor mothers were reviewed in accordance with the standards and practices associated with CCDCFS Policy 7.01.05 Minor Parents and Their Children.
- **CPOE Well-Being Report**
 - A comprehensive review of 40 cases with children in care focused on the level and quality of engagement with children and parents, effective partnering with families for case planning, ongoing assessment of needs, and providing services for identified needs. The tool utilized in this review was the Child and Family Service Review (CFSR) Onsite Review Instrument (OSRI). The period under review is 04/01/2019 and 07/31/2019.
- **Three Month Review Qualitative Assessment**
 - A qualitative review of the 3-month Case Reviews completed at DCFS. PEI pulled cases in which there was a custody episode or Court Ordered Protective Supervision (COPS) granted after August 2018. 176 cases were selected through a randomized system in order to evaluate how shifting this practice from the Case Review Department back to Direct Service impacted practice.
 - CQI completed this assessment to determine if case planning, case services, and case reviews documented efforts towards eliminating safety threats and reducing risk factors to facilitate reunification, permanency, or discontinuing COPS. CCDCFS Case Review Policy 5.02.02, Ohio's Child Protective Services Worker Manual and CAPMIS field guides (DCFS assessment tools) were used to evaluate and communicate back to staff if continued efforts were made to promote timely and appropriate service delivery to families.
- **Plan for Practice Advancement (PPA) Case Reviews**
 - In conjunction with the ODJFS State Technical Assistant, 20 PPA Case Reviews were held for the timeframe 11/19/19 to 5/31/20. This review was completed to measure the effect of the PPA in building staff's capacity in the areas in which the agency struggled in the last state Child Protection Oversight Evaluation (#11). The CPOE Review Tool was used and

upon completion of the case file review, CQI staff met with the staff assigned to review the areas in which there were strengths and concerns.

- **CQI START Quality and Racial Equity Reviews: current**

- A sample of cases (40 cases) in one supervisor unit of the Sobriety Treatment And Recovery Teams (START) department were examined to analyze the quality of practice. Since these cases are screened in based on a consistent, clear screening factor (substance use in the second or third trimester, or positive screening at birth), CQI also looked at the racial composition of the family and decision points in the case to see if there were indicators of disparity. Upon analysis of the findings of this review, further qualitative reviews will likely be needed to locate system issues that may impact inequity.

2. Progress in hiring and retaining DCFS staff - hiring data forthcoming

- Interviews for a new Senior Manager took place on 9/15/20.
- 6 new supervisors were hired recently and just started due to the pandemic. They are participating in onboard training.
- 2 new Team Decision Making Facilitators were hired in September and are completing training and shadowing orientation.

3. Strengthen DCFS Staff Training

- Cohort 44 Child Protection Specialists Orientation Training finished training on 7/10/20 and entered the Transition Units. There are 16 caseworkers and 5 Sobriety Treatment and Recovery Team family advocates in this cohort.
- Cohort 45 Child Protection Specialists Orientation Training starts on 9/28/20. There will be approx. 13 caseworkers in this cohort. They are projected to finish training on 11/18/20 and transfer to the Transition Units the week of November 23rd.
- Cohort 46 Child Protection Specialists Orientation Training starts approx. 1/11/21.
- All direct services staff are currently participating in implicit bias and safety training.
- When ShadowBox training resumes, Advisory Board members are invited to attend.

4. Community Involvement/Geographic Staff Assignment

- DCFS has received data from the CWRU poverty center who originally worked on geographic mapping for the agency.
- Initial data demonstrates that based on child maltreatment, population, hotline referrals, screened-in referrals, race, and SES/poverty level, the geo mapping has not significantly changed.
- The Leadership Team is working on planning how the geographic districts will be managed by staff due to overlap and to achieve the most equitable distribution of cases possible.

5. Community Education

- CCDCFS Public Newsletter **attached** for initial feedback and questions to further refine this data

6. DCFS & Law Enforcement

- See current MOU between DCFS signed by law enforcement leadership in Cuyahoga County **attached**

- **Note:** On-going law enforcement-DCFS communication, information-sharing and collaboration efforts to be documented and shared in the dashboard
- We are currently working with the Co. Sheriff's Office to assist us with transporting youth using a risk assessment for violent behavior currently being used by the Juvenile Justice Center.
- Administration, Human Resources and the Union are collaborating in the creation of a 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.

7. Father Engagement

Data Point	July 2020	August 2020	September 2020
% Open cases with father identified	91%	91%	89%
% Father attendance at initial TDM	46%	41%	41%
% Father participation on case plans	*	*	88%

*This report was not coded to pull father participation on case plans monthly; however, a fatherhood dashboard with this information is under development. The 88.2% in September includes paternity establishment as a case plan need.

8. Safety & Parental Rights

- DCFS held a recent focus group with supervisors who indicated this is a subject of regular one-on-one coaching with caseworkers to determine how they handle this issue daily.
- **Note:** Need clarity on worker response options and scenario training. This is a key component of ShadowBox training.

9. Disproportionality Data – **see data attached**

- Implicit Bias training is being held with all staff (addresses disproportionality, assessing and engaging families in different cultures, and father engagement)
- Adding racial equity and inclusion language to the agency's mission statement based on an upcoming all-staff survey. Staff will vote on 3 options.
- Supervisor and Senior Manager Advisory Groups to the Director are working together to develop a framework to launch an agency campaign.