

Child protection system improvements -oversight coordination/tracking document

*This document, prepared by OPEGA, is intended to help facilitate and coordinate legislative oversight of strategies to improve the child protection system as developed by OCFS and presented to the GOC 9/23/19.
This document will be subject to periodic changes pursuant to new information and planned updates.*

DATE: February 14, 2020

Strategies <i>See OCFS presentation page 31</i>	Related LDs or Enacted laws	Related 129 th Biennial Budget initiative	Reports that have related finding, reference or recommendation*	OCFS updates/date <i>HHS/JUD received improvement strategies briefing 2/5/20</i>	Specific initiatives <i>See OCFS presentation page 32</i>
Safety					Guiding Principle: I. Child Safety, first and foremost II. Parents have the right and responsibility to raise their own children
1	Address Intake processes and improve staffing	128th PL 2017 c. 471 (emergency)	(new positions) PL c. 343 pp. 319-320	PCG 7/19	1. ARP Reassessment 2. Increase Caseworker Skills and Communication with Parents 3. Tighten Assessment Practice 4. Home Visitation Education Program 5. 24-Hour Supervisory Intake Report Review 6. Intake Process and Staffing Improvements 7. Judiciary Casework Practice Training 8. Clarify Child and Parent Rights for Staff 9. Background Check Unit Improvement 10. Rapid Safety Feedback 11. SDM Tool Consistency 12. Family Engagement Tools Training 13. Community Partnership for Protecting Children
2	Re-assess the Alternative Response Program			PCG 7/19 PCG 2/19	
3	Enhance Assessment Processes	128th PL 2017 c. 472 (LD 1920); PL 2017 c. 473 (LD 1921); PL 2017 c. 470 (LD 1922) 129th LD 1378 - PL c. 162; LD 1792 - PL c. 300		PCG 7/19 PCG 2/19 Ombudsman 2018 Ombudsman 2019 (training re assessment and reunification)	
Permanency					Guiding Principle: III. Children are entitled to live in a safe and nurturing environment IV. All children deserve a permanent family
4	Develop a Permanency Review Process			PCG 7/19	14. Family Treatment Drug Court 15. Diligent Search Policy Training 16. Visitation Policy Training - Contracted 17. Visitation Frequency and Quality Tracking 18. Transportation Service Utilization Improvements
5	Monitor the Family Visit Coaching pilot to develop best practices	128th PL 2017 c.471 (LD 1923)		Ombudsman PCG 7/19	

6	Improve SDM tool consistency			Ombudsman PCG 7/19		19. Emergency Placement Improvements 20. Online Application and Licensing Improvements 21. Onboarding Process for Resource Parents 22. Resource Parent Outreach Strategy 23. Resource Placement Matching Tool 24. Family Visitation Pilot 25. A Family for ME 26. Heart Gallery 27. Statewide Adoption Pilot 28. Wendy's Wonderful Kids 29. Adoption Preservation Services 30. Permanency Reviews 31. Residential Reviews
Well-being						
7	Develop family engagement tools and training	129 th LD 195 - PL c. 130		PCG 12/18 PCG 7/19	*OCFS memo to parents/guardians re: reimbursement for travel expenses to out-of-home placement/treatment facility	
8	Improve resource parent outreach and support	129 th LD 1792- PL c. 399; LD 984 -Res c. 54 LD 115 - Table c/o; LD 633 – Table c/o; LD 1039- Table c/o; LD 1417- Table c/o LD 2039–OTP-A	2020 Suppl Budget requests for foster family reimbursement	PCG 12/18 PCG 7/19		
Staff training and support						Guiding Principle: V. How we do our work is as important as the work we do
9	Develop policy and training plan for new processes and tools	128 th PL 2017 c. 471 (emergency)		PCG 7/19 PCG 2/19		32. Quality Circles 33. Staff Practice and Policy Feedback Loops 34. OA Staff Practice and Policy Feedback Loops 35. Internal Data Dashboard 36. OOI Team Development 37. Supervisory Support Enhancements 38. Update Caseload Size Standards and Ratios 39. Workforce Wellness 40. Update Workload Analytic Tool 41. MACWIS Replacement 42. Motivational Interviewing Training 43. Training Plan for New Processes and Tools 44. Case Management Activities Time Analysis 45. Case Closing Summary Model Development Workgroup 46. Child Welfare Policy Manual Updates 47. TDM Policy and Practice
10	Establish workforce wellness teams and education	129 th LD 2038 -Tabled		PCG 7/19		
11	Update caseload size standards and ratios	128 th PL 2017 c. 471 (LD 1923); 129 th LD 821 -PL c. 34 (emergency)	(new positions) PL c. 343 pp. 319-320 2020 Suppl budget requests for positions	PCG 7/19	10/1/19: Report complete pursuant to LD 821, PL c. 34 9/23/19: ARP contract amended to include Em. Dept. supervision (of children pending placement) 1/31/20 Report complete pursuant to LD 821, PL c. 34	
12	Procure MACWIS replacement	128 th PL 2017 c. 471 (LD 1923)	PL c. 343 Pt. S (financing)	PCG 7/19 PCG 2/19		

- *Notes: 1. The strategies above align with many of the perspectives reported by OCFS in the OPEGA report: Frontline Workers in the State Child Protective System: Perspectives on Factors That Impact Effectiveness and Efficiency of Child Protective Work. Thus, it is referenced here, rather than repeated in the “report” column for all 12 strategies. It should also be noted that the perspectives report did not make findings or include recommendations.
2. OCFS reported that they conducted internal surveys and sought input from staff at all levels across the state in mapping their strategic initiatives –those internal reports are not referenced in “report” column of this chart.
3. PCG produced 3 reports for OCFS:

December 2018 – Behavioral Health Services Assessment. **February 2019** – Child Welfare Business Process Redesign (permanency and adoption).

Further information on yellow highlighted updates

Biennial budget detail requested at 1/24/20 meeting – PL c 343 Pt. S

PART S Sec. S-1. Department of Administrative and Financial Services; financial agreement authorization. Pursuant to the Maine Revised Statutes, Title 5, section 1587, the Department of Administrative and Financial Services and the Department of Health and Human Services, Office of Child and Family Services may enter into financing arrangements on or after July 1, 2019, with debt service commencing on or after July 1, 2021, for the acquisition, licensing, installation and implementation of computer hardware, software and other systems to support the operations of a child welfare system. The financial agreement may not collectively exceed 7 years in duration and \$14,000,000 in principal costs. The interest rate may not exceed 7%. Annual principal and interest costs must be paid from the Office of Child and Family Services program accounts in the Department of Health and Human Services.

Resolves 2019, c. 54 (LD 984)

DHHS initiative to coordinate with families who are receiving treatment services for behavioral health issues out of state (not state-custody specific)

LD 2038 An Act to Ensure the Safety of State Employees by allowing Disclosure of Certain Information in Limited Circumstances **(Tabled JUD)**

Allows for DHHS/OCFS to disclose certain confidential information to facilitate removing threatening posts from social media directed against and employee of the department

LD 2039 An Act to Provide for Judicial Review in Compliance with Family First Prevention Services Act **(OTP-A JUD)**

Allows for judicial review of cases where children in State custody receiving treatment is a residential treatment program – compliance with this required so that OCFS can continue to claim for federal reimbursement for costs associated with these children in DHHS care

Supplemental budget

\$1.5 million for new positions (20 FTC?)

\$2.5 million for increasing reimbursement for foster families

(LD 1554 – Sen. Diamond proposed amendment – tabled in JUD)