OREGON CHILD ABUSE HOTLINE ANNUAL REPORT

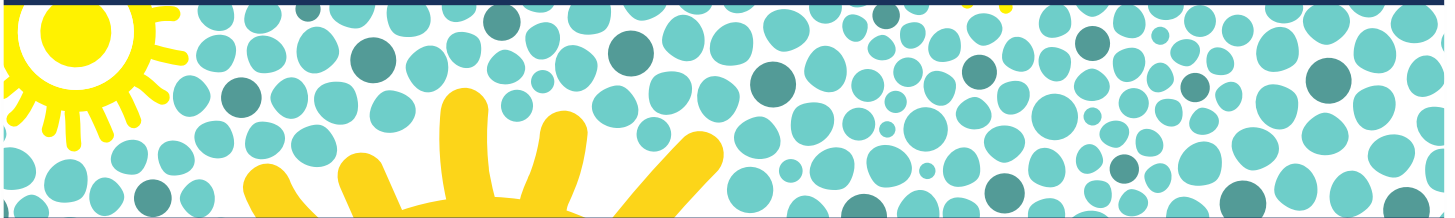## 2023

Oregon Department of Human Services

CHILD WELFARE DIVISION

Oregon Child Abuse Hotline

Table of contents

Manager's Message

As we approach the 5-year anniversary of centralization, the Oregon Child Abuse Hotline (ORCAH) remains steadfast in its commitment to enhancing our work. Our primary focus centers on operationalizing Oregon Child Welfare's Vision for Transformation, which serves as a roadmap for transforming the Child Welfare system. We aim to better and more equitably serve children and families, keeping families together and stable whenever possible.

ORCAH serves as the front door to Oregon's Child Welfare System. Our mission is twofold. While our primary function is to receive reports of child abuse and maintaining an unwavering commitment to child safety, consistency, and customer service, we also provide essential support to children and families in need.

We have made significant progress during the maintenance phase of ORCAH centralization. In 2023, we updated our policy and procedure as a result of legislative session and community feedback. We also focused on improving our operation, screening practice and technology infrastructure.

Our annual report acknowledges and celebrates the accomplishments of our dedicated team. We have diligently carried out the Vision for Transformation, guided by the following principles:

- Supporting families and promoting prevention.
- Enhancing our staff and infrastructure.
- Enhancing the structure of our system by using data with continuous quality improvement.

As we reflect on the past year, we remain committed to our mission and look forward to further advancing child welfare in Oregon.

Kristen Khamnohack (she/her/hers)
Screening Program and Practice Manager
kristen.n.khamnohack@odhs.oregon.gov

Michael Lemke (he/him/his)
ORCAH Business and Operations Manager
michael.y.lemke@odhs.oregon.gov

Guiding principle 1: Supporting families and promoting prevention

Oregon's Child Welfare Vision for Transformation is built on trauma-informed, family and community-centered, and culturally responsive programs and services. These programs and services focus on engagement, equity, safety, well-being, and prevention.

Structured Decision Making® (SDM), Screening and Response Time Tool

Oregon Child Welfare has partnered with Evident Change, formerly the [National Council on Crime & Delinquency and the Children's Research Center](#) since 2020 to implement new screening tools. Their Structured Decision Making (SDM) model is a decision-support system informed by research, policy, and best practices. This approach uses clearly defined and consistently applied decision-making criteria for child protection systems. The SDM, Screening and Response Time tool, which is the first decision point by the child protection system, evaluates whether a report constitutes an allegation of abuse that must be assigned for child protective services response and, if so, how quickly the department should respond. This tool was implemented in August of 2022 and consists of a screening section and response-time section and provides structure for making these decisions.

After implementation and throughout 2023, the ORCAH workforce received ongoing coaching, clinical supervision, and support in applying the SDM tool definitions and examples. Specific support included looking at how Child Welfare, community partners and those with lived Child Welfare experience interpret Oregon Revised Statute 419B.005 and 418.257. These interpretations both adhere to the spirit of the law and consider how Child Welfare can support families and promote prevention within the boundaries of the law. The tool supports equitable screening practice and encourages screeners, Child Welfare staff, and the community to consider bias when making and understanding screening decisions.

The goals of SDM at screening include:

1. **Increase consistency:** While centralization increased screening consistency, there is room for improvement. The SDM tool provides a clear path to decision-making based on Oregon Revised Statute and Oregon Administrative Rule.

2. **Safely improve efficiency:** Due to the clear path to decision-making, the SDM tool is expected to reduce the time it takes to make screening and response timeline decisions.

3. **Shared knowledge of screening decisions:** SDM provides transparency regarding screening

decisions to Child Welfare workers outside of ORCAH, which is expected to increase understanding of and confidence in ORCAH decision-making.

4. **Equity/address disparity:** The increased consistency and objective application of abuse allegations is expected to decrease the disparity in screening decisions.

Doris Duke Foundation Selection

The Doris Duke Foundation selected Oregon and three other states to be part of a three-year, $33 million initiative to test and build upon Oregon's new approach to serving children and families. This approach combines anti-poverty programs with coaching models to ensure child safety, keep families together and prevent unnecessary child welfare involvement. Oregon began using this approach in 2022 and has eight Family Preservation demonstration sites statewide.

The Opportunities for Prevention and Transformation Initiative, or Opt-in for Families, will provide the ODHS and its community partners with technical assistance to continue the work of connecting families at risk of child welfare involvement due to lack of resources with needed material and community supports.

With the launch of Opt-in for Families, a pilot program will design a referral system to route reports from the Oregon Child Abuse Hotline (ORCAH) that are not considered child abuse following a screening process to community organizations to proactively provide needed supports to families. Nationally and in Oregon, about 50 percent of all calls to child abuse hotlines are not found to constitute abuse. However, these reports often indicate serious economic needs and other hardships that can result in increased risk to the safety and well-being of children. Opt-in for Families will link these families to voluntary assistance programs from community organizations and ODHS Self-Sufficiency Programs, such as food benefits, cash assistance and services for domestic violence survivors.

South Carolina, Kentucky and Washington, D.C. were also selected by Doris Duke Foundation to be part of this initiative because of their programs related to early childhood education and other child welfare prevention efforts.

Harvard Kennedy School Government Performance Lab, Chapin Hall, Foster America and Think of Us will provide technical assistance to ODHS and the Doris Duke Foundation to build and evaluate ODHS prevention work for eventual rollout across Oregon.

Legislative Work

The Screening Program and ORCAH saw several changes from the 2023-2025 legislative session. These changes included an update to Oregon Revised Statute abuse definition for Mental Injury, Involuntary Seclusion, and Wrongful Use of Restraint. Another significant change was the implementation of Senate Bill 209, a bill that protects information about a child's sexual orientation, gender identity and expression (SOGIE) when being served by Child Welfare. This led to drafting procedure updates about how ORCAH screeners and staff will be required to protect or redact SOGIE information or receive an exception to release SOGIE information to entities outside of Child Welfare if screening reports are used as discovery in court.

The 2023-2025 Legislative session inspired Child Welfare's Screening Program to conduct internal reviews of how the Neglect and Threat of Harm child abuse definitions were interpreted and applied in practice in comparison to other states' definitions. Screening report reviews for proposed language changes were held with ORCAH and Child Welfare staff in each program to help guide our considerations for what revised statute could look like. While we did not write new language for Neglect or Threat of Harm, Screening Program took away a lot of lessons for further exploration.

Practice Changes

Screening Program and ORCAH modified practice in the following areas:

- Domestic violence: Updated information collection to include a **Frame-Highlight-Ask** structure to ensure that screener questions do not make reporters responsible for understanding what "domestic violence" or "power and control" mean.

- Problematic sexual behavior in children: Updated guidance for identifying when a child is a perpetrator of sexual abuse or physical abuse of another child. Screening Program, in collaboration with the Child Safety Program and Child Welfare Executive Leadership, provided guidance about when conditions in these reports rise to the level of an allegation of neglect within a familial setting to better serve families whose children are impacted by problematic sexual behavior.

- Adjusted practice due to updated child abuse definitions following legislative changes. Categories included mental Injury, involuntary seclusion and wrongful use of restraint.

Guiding principle 2: Enhancing staff and infrastructure

Oregon's Child Welfare transformation depends on a diverse, supported, skilled, respected and engaged workforce that reflects and embraces the communities we serve.

ORCAH Committees

- **Equity and Inclusion:** ORCAH refers to the Equity and Inclusion Committee as IDEA, which stands for Inclusion, Diversity, Equity, and Accessibility. IDEA seeks to address systemic issues that have disproportionately led to inequity within Child Welfare. The group creates actionable items to increase equity and safety for all races, genders, sexual orientations, socioeconomic statuses, and people with disabilities for ORCAH and Child Welfare staff and the Oregonians we serve.

  IDEA meets two times per month so that every employee at ORCAH can attend, regardless of their schedule. In 2023, two employees split the group facilitation with one office manager and program manager. Discussion topics included Black History Month, disability inclusion, Hispanic Heritage Month, Indigenous People's Day, National Coming Out Day, Transgender Awareness Week, and reducing bystander effect.

  IDEA sponsored a very successful donation collection for Confederated Tribes of the Warm Springs Reservation and hopes to serve in a similar way next year. IDEA also hosted three conversations for ORCAH employees to learn about the LifeWorks Northwest program for which some families are eligible. Both engagement opportunities were initiated by IDEA members and supported by ORCAH management.

- **Safety and Wellness:** This committee ensures all ORCAH employees leave work each day grounded in the experience of being physically and emotionally supported. We believe employees working together can achieve a safe and healthy workplace.

- **Trauma Informed ORCAH (TIO):** TIO is a subcommittee of Safety and Wellness open to ORCAH staff. TIO was developed to increase individual and collective growth around best trauma-informed practices. The subcommittee meets twice a month.

  In 2023, TIO organized and implemented peer support groups to provide staff with a safe, comfortable, and educational environment, that provides tools and work to minimize the emotional traumatic load for those working at the Oregon Child Abuse Hotline. The goal is to provide further education in a mutually supportive environment. The TIO subcommittee developed a Peer Support Program with a mission statement and training plan. The program

recruited five Peer Support Mentors who participate in a monthly meeting to receive training and support. Peer Support Groups started in November 2023. The five Peer Support Mentors lead three different, hour-long Peer Support Groups on a monthly or every other month basis. In 2024, the Peer Support Mentor Program will include training for Critical Incident Management (CISM).

- **Labor Management:** This committee explores workforce and operational strengths and challenges with problem-solving and action planning to improve retention.

Operational Strategies

ORCAH's Operational Strategies include a series of performance accountability standards to meet performance goals. First implemented in January of 2022, these standards drastically improved ORCAH's ability to reduce call wait times and disperse workload. These improvements continued throughout 2023.

Twice a year, a committee of supervisors and staff review current and historical data to identify improvement opportunities and adjust strategies if needed. These adjustments prioritize maintaining service levels and meeting the needs of the workforce. In 2023, these review processes resulted in the following:

- A supervisor plan for consistent allowance of additional time for self-care after a staff member handles an activating call.

- Updates to the Immediate Attention Notification and Communication Guide to streamline the process for communicating with branch offices about immediate response reports.

- A training refresh on participant matching in ORCAH Documentation Guide to improve efficiencies.

- Development and use of a volunteer/over-time screener list when a shift is short-staffed.

ORCAH Hiring and Staff Retention

ORCAH hires screeners on a quarterly cycle and all other positions as needed. In 2023, ORCAH facilitated onboarding of 23 screeners and five business staff. Through our robust training and onboarding processes and our commitment to continuously improve ORCAH, we have seen dramatic improvement in retention rates, with an average turnover of just 2.2 percent in 2023, compared to 3 percent in 2022.

ORCAH Training Program

The ORCAH Training Program consists of one supervisor, one learning and development specialist, and six coaching and training specialists (CTS). This team works together with Screening Program and office managers to facilitate an internal training program that includes a Screening Training Academy for new screeners, a Business Staff Training Academy for new business support employees, and ongoing training and coaching opportunities for staff throughout the year.

Screening Training Academy (STA)

Each Screening Training Academy consists of 80 hours of training, composed of 12 screening practice modules and 13 technical training modules, along with presentations from ORCAH's Continuous Quality Improvement unit and our partners at CARES NW and Oregon Tribal Affairs. Prior to the Screening Training Academy, new screeners complete an onboarding process and after, completes Post Academy Coaching (PAC) directed by ORCAH's hiring and training supervisor and team of coaching and training specialists. The training process for new screeners is completed within 10 to 12 weeks. In 2023, the ORCAH training team trained four cohorts of 28 new screeners. The supervisor responsible for training hires all new screeners and supervises them through their first three months of employment and training. They also facilitate competency evaluations as the new, trained screeners transition to their assigned shift schedule and unit.

Business Support Training Academy (BSTA)

Through Business Staff Training Academy (BSTA), office managers and lead workers have trained five business staff, totaling 50 hours of training with two cohorts. In 2023, BSTA transitioned from in-person training to hybrid virtual and in-person training that lasts for nine to 12 weeks. Upon completion of BSTA, business staff are added to various work systems and programs that are used to complete daily business support tasks.

ORCAH Continuing Education, Training and Coaching

RiSE Workplace Culture: ORCAH's Equity and Inclusion Committee (IDEA) members contributed to two trainings that were provided to all ORCAH employees in 2023. In March, every unit received training and guidance on using tools for repair when harm occurrs in the workplace. Updated ORCAH community agreements were also unveiled. In August, the committee provided training to all units on the ODHS RiSE culture to fortify community agreements, bolster repair efforts, and pave the way for the workplace culture we want to embody. Topics were chosen based on feedback from IDEA members. This training and facilitated discussions were provided to ORCAH employees by Program Managers, Office Managers, and Supervisors.

Universal Screening for Domestic Violence: In April 2023, screeners participated in a two-hour training to learn about the model of **Frame-Highlight-Ask** and how it applies to their work. The training was developed in coordination with Child Welfare's domestic and sexual violence intervention coordinator. To further learning and application of the model, supervisors were coached to utilize a facilitator guide within their one-hour May coaching sessions. This work emphasized the need for sufficient information gathering at screening, understanding how domestic violence impacts abuse type selection, and mock report application.

Screening Training Academy Refresh Modules: July was set aside for basic screening training review for screening and supervisory staff. ORCAH is committed to consistency in practice. After polling supervisors about what staff needed to review and practice, Screening Program tailored trainings on choosing abuse types at screening, interviewing and information collection, history review, notifications, participant matching, and documentation. Three-hour blocks were offered throughout July to fit screeners' needs for review and schedules. Training material development and delivery was completed by five ORCAH CTS from 7 a.m. to 5 p.m. each day of the month. Screeners were required to choose, in collaboration with their supervisor, one area in which they could use review and practice. This in-person training brought screeners together to learn from each other and build relationships across units.

Mandatory Reporter Training (MRT)

During 2023, ORCAH received 198 requests for Mandatory Reporter training, resulting in 1,280 individual certificates of completion for trainees from social service agencies, schools, mental health providers, and staff from child and family-serving organizations. Training materials were developed by ORCAH in coordination with other programs to ensure delivery of consistent messaging across the state. In the summer of 2023, a new interactive Mandatory Reporter Training was finalized for ODHS/OHA staff and added to Workday. It is the primary source of updated information related to the reporter's role in recognizing biases, understanding types of abuse and recognizing suspicious situations indicating potential abuse. Work also began to identify a platform outside of Workday to make the course accessible to the public. A project manager met with vendors to determine the best platform for public access. Communication began with multiple departments within ODHS/OHA to advise of the new training and soliciting support for its use instead of the mandatory reporting video. Outreach to external partners also began.

Mandatory Reporter: Train the Trainer

Facilitators of MRT consist of designated Child Welfare staff and Child Advocacy Center (CAC) partners. The seven-hour course supports trainers in applying trauma-informed practices,

conveying the ODHS Child Welfare role, Oregon Administrative Rules and reporting guidelines, building knowledge and confidence delivering MRT and facilitating discussions among trainees. In 2023, two sessions were held with 44 staff trained to deliver MRT. In total, 155 Child Welfare staff and 29 CAC partners across the state are prepared to deliver MRT training to their communities.

ORCAH Documentation Guide

This year, the ORCAH Documentation Guide (ODG) project achieved an important goal. As of April 2023, all CPS-Child Welfare reports can be completed and linked directly from the ODG to OR-Kids. ORCAH continues to work toward improving the full function of the ODG. These improvements will enable all screeners to complete and link all report types directly from the ORCAH Documentation Guide to OR-Kids.

A few highlights on improvements from 2023:

- **Cross reporting and notifications stepper:** Provided the ability for screeners to document reporter notification, cross-report jurisdiction and reason, LEA cross-reports and notifications within ODG. These updates also decreased the need for manual documentation of required information. A new function was added that enables screeners to preselect the applicable case name and number without leaving the ODG page and retains selections for supervisor review.

- **New 307A form:** The new form populates all required information directly from ODG. Improvements to the structure and flow of information was completed in collaboration with other Child Welfare programs. The new form also includes additions such as the other persons mentioned section where information about related, unmatched persons can be documented.

- **New OR-Kids screening report page:** The release of the new OR-Kids screening report page (sometimes referred to as the display page) enabled OR-Kids users to see and review pending ODG reports to which existing OR-Kids person records were matched.

In 2023, ORCAH developed and offered participant matching training to ORCAH screeners and supervisors. This module was also added to the STA curriculum so that all screeners have the skills to identify and manage duplicate records.

Technology Updates

2023 was a year for collaboration. Early in the year, ORCAH met with Kyndryl, the contact center platform vendor, to discuss fine-tuning the hotline system design. As a result, ORCAH and Kyndryl

developed projects to enhance data use and support schedule optimization. ORCAH also partnered with the Office of Research, Reporting, Analytics, and Implementation (ORRAI) to continue building out a robust screening data reporting series and expand Geographic Information Services (GIS) used by the hotline.

Major projects in 2023:

- **Workforce management:** The Calabrio Workforce Management implementation was the largest technology project undertaken in 2023. The application was chosen to help answer a question about optimal distribution of screeners (schedules) to make workload equitable and to best meet the needs of our callers. There are noticeable times each weekday and throughout the weekend when wait times increase. Certain shifts feel this increase in demand and pressure to answer calls more keenly than others based on the flow of contact volume. The application was rolled out during the fall, and screening supervisors and staff began using it in December. The project continues into 2024, when leadership will begin analyzing contact and scheduling forecasts to determine shift adjustments that would best meet caller and staff needs. Office Managers and Business staff will also begin using the application in the early part of 2024.

- **Impact Optic:** ORCAH purchased licenses for the Impact Optic for Voice Network application to support call forensics and network monitoring. The application offers enhanced call data detail beyond what is provided by the Openscape Contact Center (OSCC) suite used by the hotline as its contact center platform.

- **Address Lookup Tool (GIS):** One of the applications that made the hotline centralization possible was the address lookup tool support by GIS, which now needs an upgrade. ORCAH began partnering with the Office of Research, Reporting, Analytics, and Implementation (ORRAI) in June to transition the tool to a new platform. The new tool will allow access to more accurate and current maps and provide greater opportunity for customization. Work on this platform continues into 2024.

- **Digital Fax:** ORCAH continues to need onsite staffing to support the processing and sending of physical faxes to various law enforcement and Tribal agencies. ORCAH has been looking for a digital fax solution since the hotline was centralized in 2019. Vendors have been reluctant due to the high security requirement to ensure transmitted data is protected. In November, ORCAH operations met with Business Engagement Services to submit a Request for Proposal to seek additional vendor options beyond the state price agreement vendors. Leadership is hopeful that this project will be completed in 2024 and business staff will no

longer be required to work onsite solely for the purpose of sending faxes.

Law Enforcement Data Systems (LEDS)

ORCAH Law Enforcement Data Systems (LEDS) operators have been completing LEDS criminal history checks for Child Welfare to assist staff in making decisions about safety, specifically related to Child Protective Services (CPS), since 2019. In 2021, ORCAH LEDS Operators became the sole entity for processing criminal history checks for Child Welfare. ORCAH LEDS operators have been available 24/7/365 to provide criminal history information for requests for CPS assignments/alleged perpetrators, safety service providers, respite, reunification, emergency certification, child care for child in care and visitation for child in care. In 2023, 30 ORCAH LEDS operators processed approximately 35,000 criminal history checks.

Guiding principle 3: Strengthening the structure of our system by using data and continuous quality improvement

Oregon's Child Welfare transformation is built on data-informed practice and supported by continuous quality improvement with modernized information technology systems and tools.

Continuous Quality Improvement (CQI)

ORCAH hosts a robust CQI program, responsible for:

- Hosting bi-annual meetings of the ORCAH CQI Committee
- ORCAH's quality assurance (QA) reviews of screening reports and QA reviews of calls.
- Managing ORCAH's feedback email box and making any resulting screening report corrections.
- Quality assurance reviews of screening reports related to Critical Incident Review Teams.
- Participation in Child and Family Service Reviews, which measures and evaluates screening report timeliness to assignment and to notification to the Nine Tribes of Oregon (when a report is documented for a family who may have Native heritage).
- Participation in the Structured Decision Making (SDM) evaluation plan.
- Production of the Weekly Work data book.
- Quarterly reports.

In 2023, ORCAH hosted two meetings of the ORCAH CQI Committee composed of ORCAH staff, Child Welfare staff and community collaborators. The committee reviews ORCAH's data regarding Key Performance Indicators (KPIs) and makes recommendations for improvement opportunities. Improvement opportunities noted in 2023 included aligning training, procedure, and the QA tool for reports regarding the collection and documentation of the circumstances surrounding the abuse. Training will take place in March 2024 as part of a larger improvement opportunity identified in late 2022 regarding the gathering and documentation of the unique cultural characteristics of the family.

The CQI committee also recommended that ORCAH plan to improve performance in accurate ICWA searches and timely ICWA notifications. A small workgroup comprised of ORCAH staff, a member of one of the Nine Tribes of Oregon, and two Regional ICWAS Specialists helped ORCAH identify a path to improved performance by leveraging resources to complete accurate searches and timely

notification. Business support staff and two screening units will participate in a pilot in Spring 2024 conducting ICWA searches for all closed at screening reports (approximately 50 percent of all reports). ORCAH will use information from the pilot to determine if and how to engage all ORCAH staff in this important ongoing work.

ORCAH Performance Goals and Key Performance Indicators

ORCAH's three foundational goals are safety, consistency, and customer service.

- **Safety** refers to the extent to which ORCAH is contributing to the Child Welfare mission of ensuring child safety in a manner that promotes equitable service delivery.

- **Consistency** refers to ORCAH's ability to provide consistent, equitable decision making that aligns with statute and policy, as well as call handling and documentation that is predictable.

- **Customer service** refers to meeting the needs of the children and families of Oregon by answering calls timely with an approach to the work that is trauma-informed and considers cultural context.

Key performance indicators are measurable values that demonstrate how effectively an organization is meeting its performance goals. ORCAH's key performance measures are:

- Contact service level
- Timely referral of assigned reports to Child Protective Services (CPS)
- Timely approval of closed at screening (CAS) reports
- Accurate screening decisions
- Sufficient information gathering and documentation
- Consistent screening decisions
- Equity in screening practice and decisions

Data that relates to KPI: Contact Service Level

ORCAH receives calls and cross-reported police reports, together known as contacts. Not all contacts result in a documented screening report, as they may include duplicative information, information unrelated to an allegation of abuse or concern for child safety or be an inquiry or request for services. Contacts requiring documentation are captured as either a screening report (abuse allegation that is assigned or cond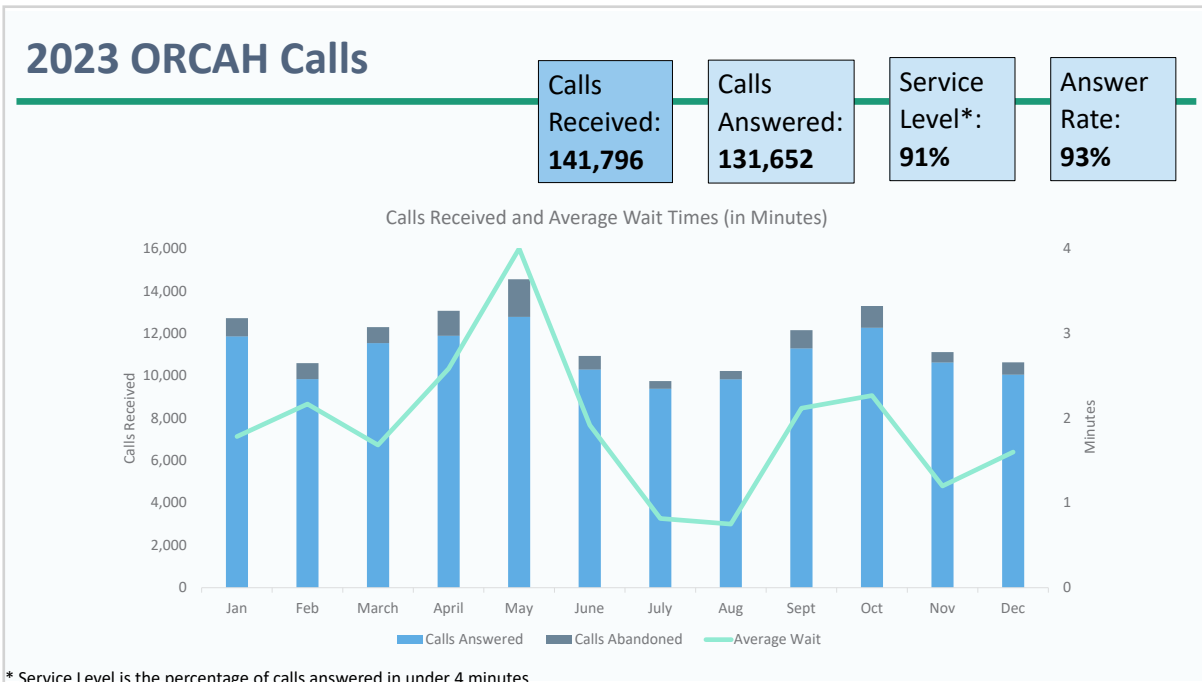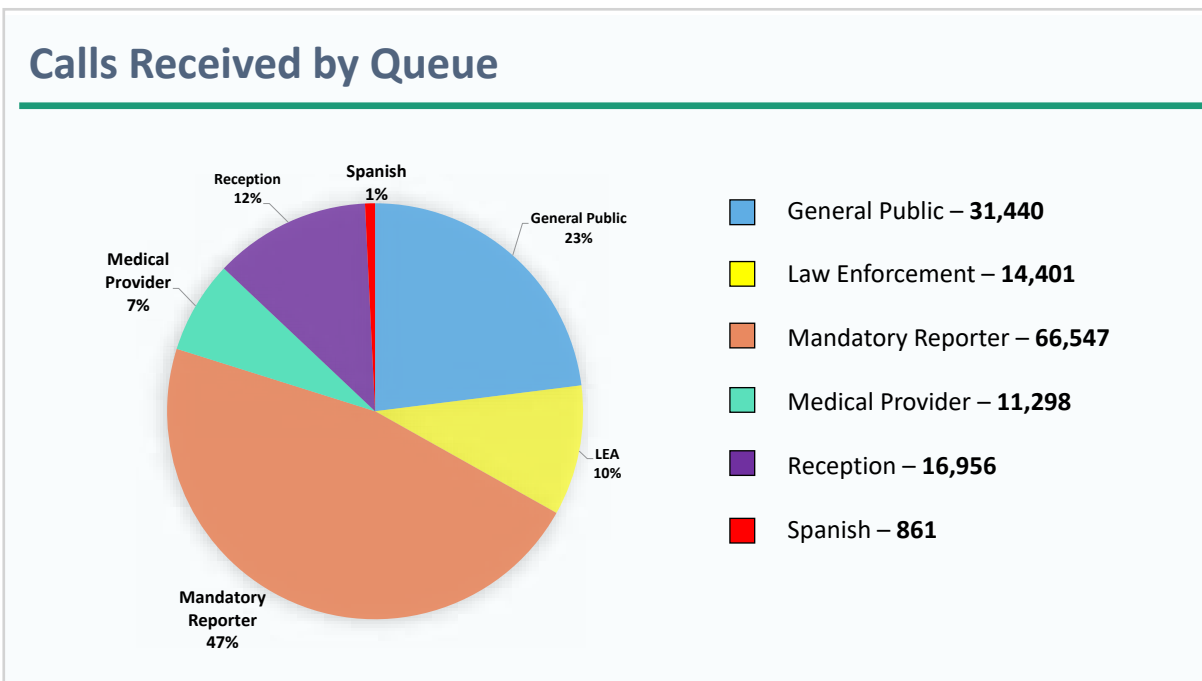ition, circumstance, or behavior that poses a risk to a child but is not an allegation and is closed at screening) or as a case note (information on an open Child Welfare case).

2023 Documentation

| Total Contacts **164,517** | Total Calls: **141,796** | Total Police X-Reports: **22,721** | Total Reports: **93,951** |

| Total Assigned: **45,208** |

| Contacts Assigned: **27%** |

Contacts, Screening Reports and CPS Assignments

Legend: Reports Assigned for Assessment — Reports Closed at Screening — Case Notes — Contacts (Calls and Police Reports) — % Contacts Assigned
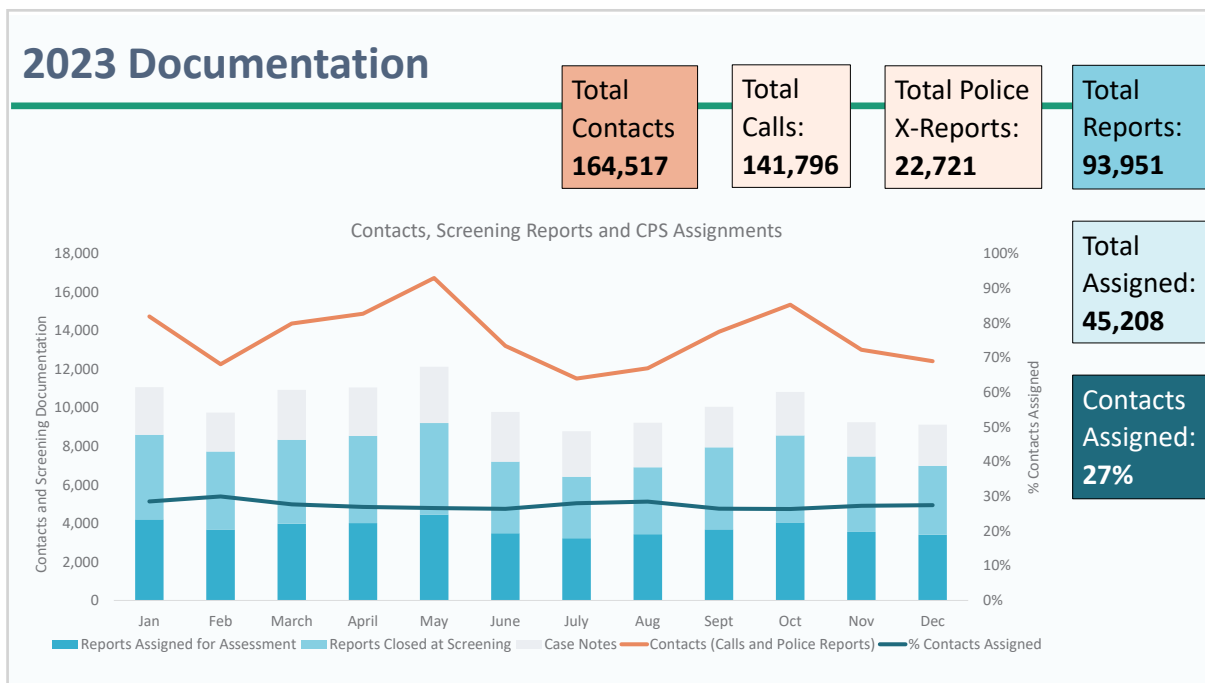
- Total Contacts includes all calls received and law enforcement cross reports (email) handled.
- Total Documentation includes all screening reports and case notes entered
- Total Reports includes any screening report completed by ORCAH, regardless of screening decision.
- Total Assigned includes all screening reports resulting in a screening decision of assign and sent to Child Protective Services for assessment.
- Contacts Assigned is an approximation. ORCAH is not able to track an exact call to a single report. Many calls may result in no reports documented, or in two or more reports being documented.

2023 ORCAH Calls

Calls Received: **141,796**	Calls Answered: **131,652**	Service Level*: **91%**	Answer Rate: **93%**

Calls Received and Average Wait Times (in Minutes)

* Service Level is the percentage of calls answered in under 4 minutes

ORCAH answered 131,652 calls in 2023, an increase of 7,256 compared to 2022. Calls Abandoned includes any caller who selected a queue and arrived in that queue before hanging up or having the call terminated by a system error.

Calls Received by Queue

- General Public – **31,440**
- Law Enforcement – **14,401**
- Mandatory Reporter – **66,547**
- Medical Provider – **11,298**
- Reception – **16,956**
- Spanish – **861**

ORCAH has six call queues. In 2023, Mandatory Reporter and Medical Provider calls totaled 54 percent of total calls received at ORCAH.

Data that relates to KPI: Timely referral to CPS, timely approval of closed at screening (CAS) reports, accurate screening decisions, sufficient information gathering/documentation, and equity in screening practice and decisions:

ORCAH conducted quality assurance reviews of 1,265 screening reports and 2,035 calls in 2023. The benchmark for the measures that relate to KPI is 80 percent.

Quality assurance data related to KPI (benchmark is 80%):

Measure	Percentage
Sufficient Information Gathering for Purpose of Cultural Considerations	61%
Sufficient Information Gathering for purpose of ICWA	87%
Sufficient Information Documentation	71%
Sufficient Information Gathering	79%
Accurate Response Times	87%
Accurate Abuse Types	87%
Accurate Screening Decisions	95%
Timely Approval of CAS	88%
Timely Referal to CPS	88%

Data relating to KPI: Consistent screening decisions

When ORCAH implemented the Structured Decision-Making (SDM) tool in August 2022, one of the goals was to create consistency in screening decisions across ORCAH staff. To determine whether the SDM tool guides staff to make consistent and accurate screening decisions (the extent to which multiple staff evaluate the same report and come to the same decisions), ORCAH partnered with the Office of Research, Reporting, Analysis, and Implementation (ORRAI) to conduct Inter-rater Reliability (IRR) testing in April of 2023 and again in October. This consisted of providing all staff at ORCAH who make screening decisions (screeners, supervisors, program managers, trainers and CQI unit members) with vignettes to which to apply the SDM tool. IRR testing included:

- Approximately 180 staff including screeners, supervisors, CTS's, QA specialists, and program managers, divided randomly into three groups
- 21 vignettes assigned in three groups of seven vignettes
- Survey designed to function like the SDM tool in ODG

The benchmark set for consistency of accurate screening decisions is 80 percent. This means that the goal is for a minimum of 80 percent of ORCAH staff who review the same report with the same information will make the same accurate screening decisions such as whether to assign or close, what allegation to choose, and what response time to choose.

Closing

ORCAH continues its mission to receive reports of child abuse and provide excellent customer service with equitable and consistent decision making to ensure safety for Oregon's children and families. As we approach our five-year anniversary of centralization of the child abuse hotline across Oregon, we are committed to improving and engaging families to operationalize the Vision for Transformation.

In 2024, ORCAH will be working on:

- Sustainability of operational strategies to ensure timely response and 24/7 customer service.
  - » Increasing access for customers from various communities, including those who are deaf or hard of hearing.
  - » Fine tuning the technology recovery plan to support continuity of operations.
  - » Review and redesign of the email queue workflow to create the most stable and efficient design (which supports the timely processing of law enforcement cross-reports and notifications to law enforcement and Tribal agencies).
  - » Creating automated workflows to increase efficacy and efficiency of other ORCAH operations to allow management and staff to focus more on the human side of screening work.
- Deliver Context of Culture at Screening Training to all ORCAH screening workforce.
- Implement SB209 and SOGIE protections for Oregon's children.
- Structured Decision Making (SDM Tools)
  - » Update SDM, Screening Assessment and Response Time Tool.
  - » Begin the Community Response Guide (CRG) project.
- Mandatory reporter outreach, engagement, education, and training.
- Explore upstream prevention opportunities.
- Begin partnership with Doris Duke Foundation and examine close at screening referrals to voluntary assistance programs from community organizations and ODHS Self-Sufficiency Programs.
- Improve practice related to Native American and Alaska Native search, documentation and notification to named Tribes.
- Continued engagement and collaboration with Tribal Affairs Unit and Nine Tribes of Oregon.
- Alignment and continued collaboration with the Office of Training, Investigation and Safety (OTIS).

- Implement future stages of the ORCAH Documentation Guide (ODG).
- Screening Workload Model.

Oregon Department of Human Services
CHILD WELFARE DIVISION
Oregon Child Abuse Hotline
1-855-503-SAFE (7233)

Alternate format language: You can get this document in other languages, large print, braille or a format you prefer. Email Feedback. OregonChildAbuseHotline@dhsoha.state.or.us or contact the Oregon Child Abuse Hotline at 1-855-503-SAFE (7233). We accept all relay calls, or you can dial 711.

(03/2024)