



DCFS Advisory Board Dashboard Q1 2022

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 7th 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 June 6, 2022 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 Q1 2022.

- CPOE 12 Entrance Conference
 - CQI participated in the 1/26/22 Entrance Conference with the DCFS Leadership team and State Technical Assistant Specialist (TAS) to review the Agency Self-Assessment, outcome data associated with the review, and discuss review activities.
- Extended Services Case Reviews
 - CQI completed Extended Services case reviews utilizing the Federal On-site Review Instrument; Period of Review 7/1/21 to 12/31/21.
- Extended Services Peer Reviews
 - CQI completed Peer Case Reviews in collaboration with State TAS with Caseworkers, Supervisors, and Sr. Managers throughout the month of February.
- Department Support Plan Model
 - CQI/PEI developed framework for the Department Support Model including Steering committee, SACWIS/Trip Log/Traverse support, legal event entry, worker-in-training supports, mentor/coaching, SSRS revamp, customer service surveys, and individualized plans to support departmental needs.
- Phase 1 – Plan for Practice Advancement (PPA)
 - Recommended reviews include Intake Screening, Dependency Screening, Screening Decisions, Timely Initiations, Timely Investigations, Quantitative/ Qualitative Face-to-Face Contacts, and Children <6 in Foster Care >24 months
- Dependency Screening Review
 - CQI completed a comprehensive review of screening decisions regarding Dependency cases. Data presented in the CPOE 12 Entrance Conference indicates Cuyahoga has a high rate of screen-in calls in comparison to other major metro counties. The focus of the review was to determine whether Cuyahoga screens more restrictively than State Screening Guidelines.
 - Sample size 174 cases; Period of Review Jan 1, 2022, to Jan 31, 2022.
 - Themes identified are 45% of calls were screened-in and all align with State Guidelines; 79% of screen-in calls were by Mandated Reporter, 37% of reports had an open case at time of call; 42% had other system involvement at time of report; 77% of reports were closed at the end of the investigation and 70% of screen-in calls represent Black families.
- Extended Case Review Peer Feedback

- CQI met with Supervisor/Caseworker to present concrete feedback from Peer Review process to present strengths and recommendations for improvement.
- Reviews in progress include Intake Screening, Timely Initiations, Emergency Screening, and Face-to-Face Qualitative Review

2. Progress in hiring and retaining DCFS staff

- 520 Full Time DCFS Case Worker Employee Positions Available
- Starting Salary: \$20.12/hr. – going up to \$20.53 in July 2022
- Current # of total Caseworker Vacancies: 107 as of 5/12/22

# Caseworkers Left Their Position				
2018	2019	2020	2021	2022
70	91	79	103	43 (as of 5/10/22)

# Caseworkers Hired				
2018	2019	2020	2021	2022 as of 5/10
93	108	64	88	25

43 DCFS caseworkers who left their positions so far in 2022	
Years of Service	# Caseworkers
Less than 6 months	7
6 to 12 months	12
1 to 2 years	6
More than 2 years	18

43 Caseworkers who left their positions so far in 2022	
Reason	#
voluntary separation no reason	28
voluntary separation other employment	3
voluntary separation personal family	6
involuntary separation probationary failure	3
involuntary separation No Call/No Show	2
Deceased	1

- Training classes
 - 2 training classes held so far in 2022 to fill vacancies – total of 15 caseworkers
 - 3rd training class now underway # Staff in current training class: 16
 - Planning for 8 training classes in 2022

3. Strengthen DCFS Staff Training and Retention

- # Open Houses so far in 2022: 3
- Supervisor Ambassadors & the Director’s Joint Supervisor & Senior Manager Advisory Group continue to work through issues and solutions from the Fall 2021 supervisor focus groups, resulting in multiple changes in practice that both increase support for caseworkers & supervisors and strengthen teaming.

- Currently the ambassadors are working on developing the new agency intranet with support unit resources, procedures, & much more all in one place. Another sub-group is developing a proposal to increase supports to expedite adoption finalizations
- The advisory group has just begun working on increasing independent living supports starting with the oldest young people. Prior to that they worked on centralizing kinship approvals and recommending an Ask Leadership platform for all staff.

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 maps for Short-Term and Extended Services were attached to the last dashboard re: case assignments & how each of the 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 can't always assign cases by geo area. If numbers are extremely high in one "geo" the next case in that area is

assigned to the adjacent geo.

DCFS does not currently have the ability to create a report that measures the % of cases assigned for investigation and extended monitoring outside of assigned geographic areas. We estimate that 30% investigations/short-term services cases are assigned outside geo area & 10 – 15% court-involved cases.

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:
 - 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
 - Say Yes Cleveland partnership expands to 104 schools in 2022-2023 school year – County assists 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. This is year 4 and includes 100% of all CMSD schools + some breakthrough & charter schools.
 - Summer convening in early planning stages to bring together family support specialists, DCFS staff, Community collaborative staff, & neighborhood rec center trauma coaches for the purpose of relationship building & coordination.
 - DCFS is assisting kinship caregivers in navigating the state Kinship Support Program that provides a \$10.80 per diem for the first 6 – 9 months of placement.
 - DCFS launched the Extended County Kinship Support program to pay kin caregivers ongoing at \$10.20/day/child as long as the child is in DCFS custody and placed there as a kinship placement. Caregivers do not need to be blood related.
 - DCFS is working with A Place For Me and an independent consultant on a call to action about placement resources in collaboration with child and young adult-serving systems
 - DCFS staff will continue to work with other HHS divisions to join them in community forums when appropriate.

6. DCFS & Law Enforcement Partnership

- The 2018 Law Enforcement & DCFS MOU includes 52 signatures out of a list of 93 possible partners (includes state and federal partners)
- DCFS is in the planning stages to revise the MOU and invite law enforcement to a signing event where we can participate in relationship building & coordination
- DCFS managers continue to build relationships with law enforcement aligned with their designated geographic areas.
- Created a kit for law enforcement with prevention resources for young people and their families including a visitor card and other information

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)

Identified Fathers

Fathers identified	Jan '19	Apr '19	Jul '19	Oct '19	Jan '20	Apr '20	Jul '20	Aug '20	Sep '20	Oct '20	Jan '21	Apr '21	Jun '21	Sep '21	Feb '22	Mar '22
% custody cases with fathers identified	93	92	92	92	92	91	91	91	89	88	87	88	87	88	89	89
% protective supervision cases with fathers identified	90	92	90	92	91	90	91	N/A	N/A	90	93	92	93	93	93	89

% Identified Fathers participating in Team Decision Making Meetings		
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%
	3	45% (as of 9/29/21)
	4	48%
2022	1	45%

***Request for data of fathers by race who attend TDMs**

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	Sept 2021	May '22
53%	51%	51%	46%

8. Balancing Safety & Parental Rights

- Covered in CQI section

9. Disproportionality Data

- Full data set to be reviewed on an annual basis, last review February 2021 for 2020 data
 - Full data set for 2021 not yet available and will be reviewed in August 2022 board meeting*
- DHHS REI efforts led to a County-Wide RFP for all-staff training. Proposals have been accepted and reviewed. Tri-C is the selected vendor and training for all County staff starts in June 2022. All training will take place at the Jane Edna Hunter Building.