

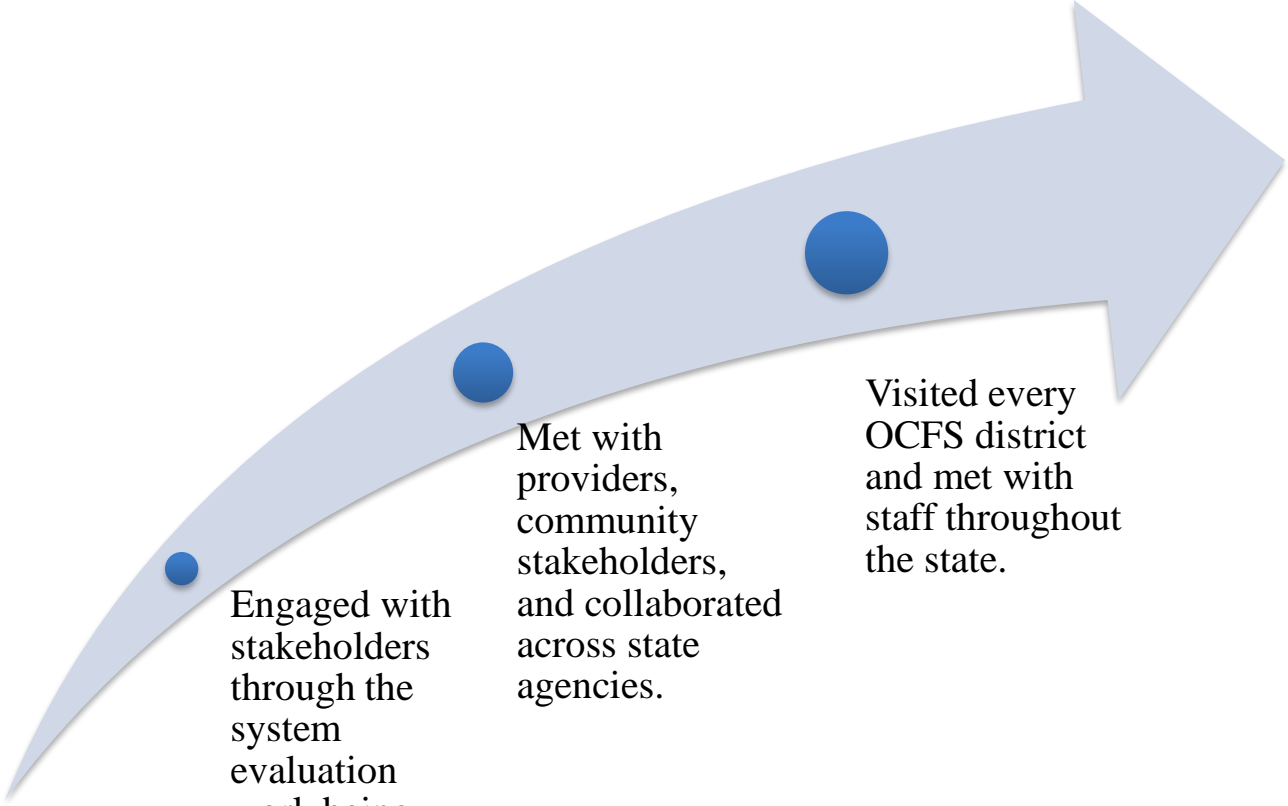
# OCFS Update to the Government Oversight Committee

September 23, 2019

**Dr. Todd A. Landry, Director**  
Office of Child and Family Services



# OCFS North Star



Engaged with stakeholders through the system evaluation work being completed within OCFS.

Met with providers, community stakeholders, and collaborated across state agencies.

Visited every OCFS district and met with staff throughout the state.

# Bangor District Office Staff Word Cloud



# Child Care Subsidy Staff Word Cloud



# District Management Team Staff Word Cloud



# Supervisory Advisory Team Staff Word Cloud



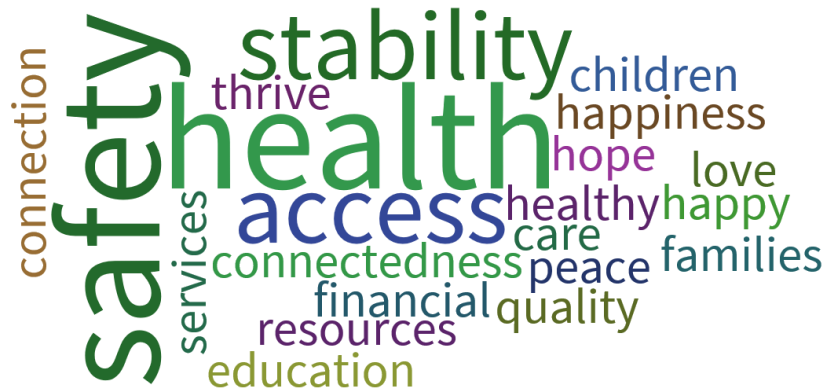
# Caseworker Advisory Team Staff Word Cloud







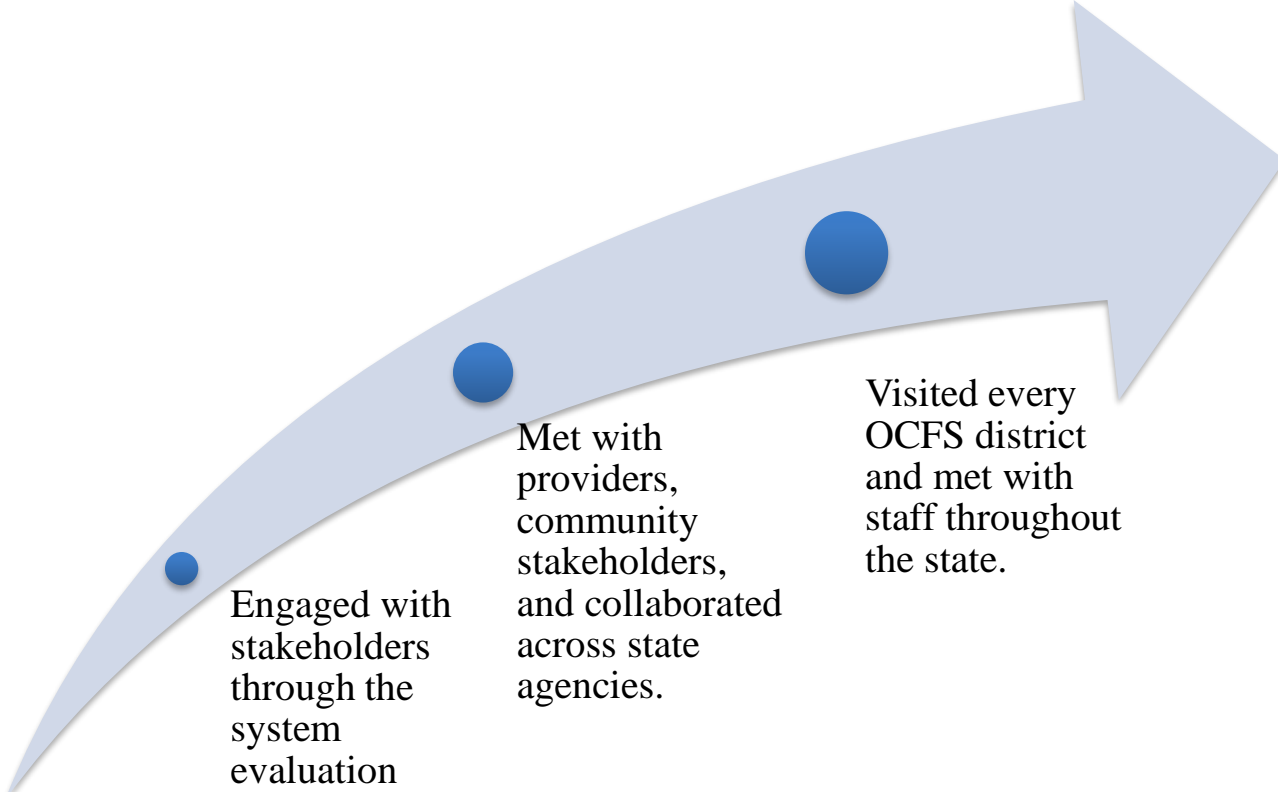
# Operations Staff Word Cloud



# Maine Child Welfare Advisory Panel Word Cloud



# OCFS North Star



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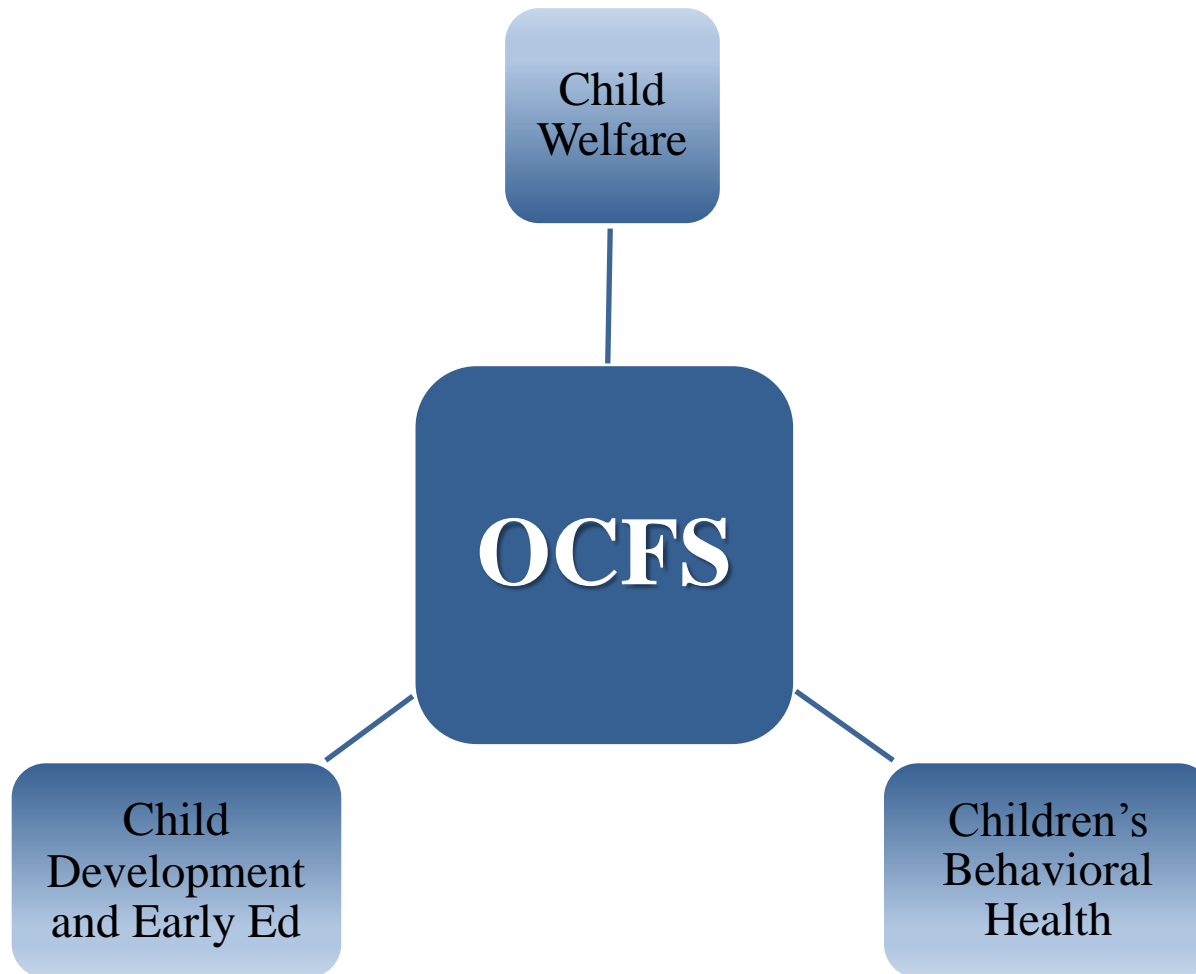
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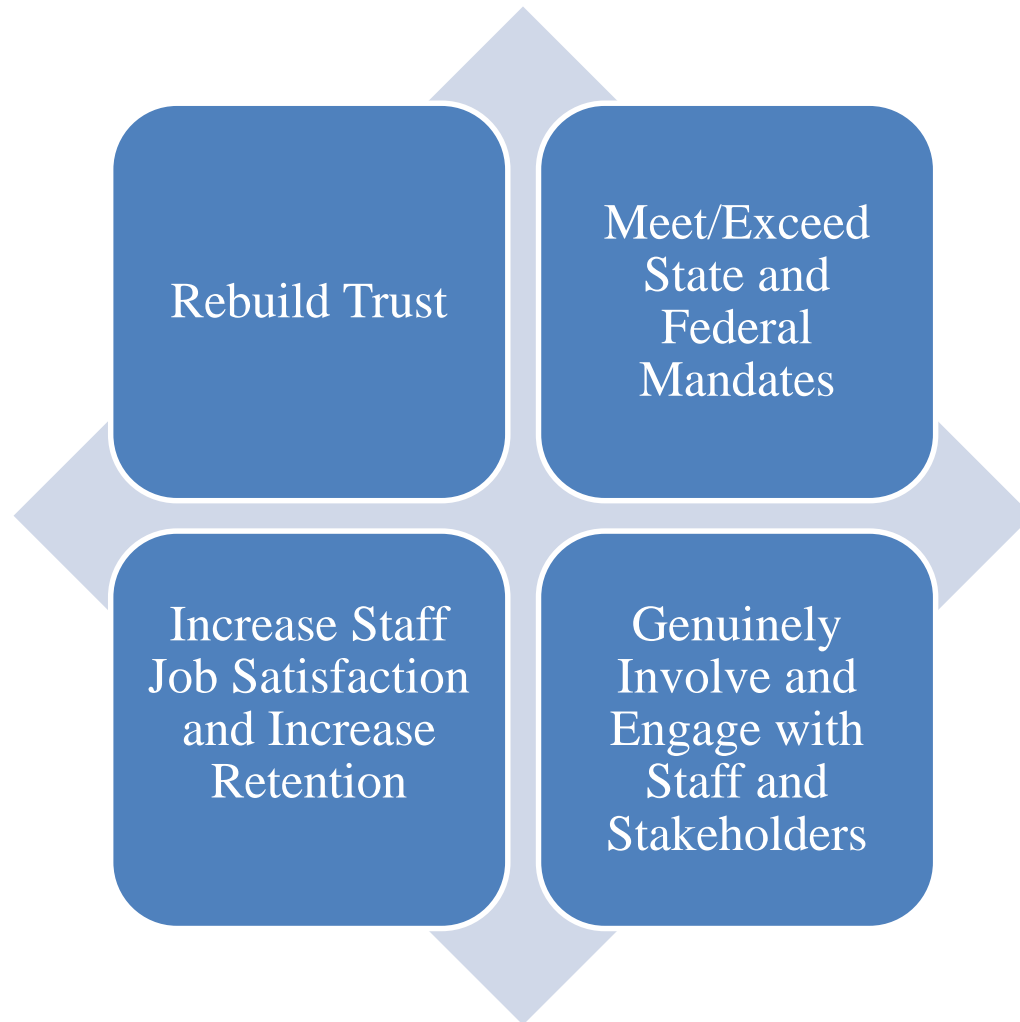
All Maine Children & Families

**SAFE, STABLE,  
HAPPY, HEALTHY**

# Working Together Versus In Silos



# Four Office-Wide Priorities



# OCFS' Commitment to Transparency

Desire to ensure transparency throughout the Organization

3-5 outcome measures for each program area

**Establishment of a OCFS Data Dashboard**

## **OCFS Dashboard Measures**

### Child Welfare:

- Federally Required Measures
  - Safety While in State Custody
  - Permanency in 12 Months
  - Success in Permanency
- Children Removed Within One Year of an Assessment Closing With No Findings
- Children in DHHS State Custody

### Children's Behavioral Health:

- Number of Children Receiving Evidence-Based Children's Behavioral Health Services
- Access to Children's Behavioral Health Community Based Services
- Number of Children Receiving Residential Treatment Services

### Early Childhood Education:

- Children on Subsidy Receiving High Quality Early Childhood Education Services
- QRS Rating Levels
- Children Served through the Child Care Subsidy Program
- Licensed Providers

# OCFS Data Dashboard Sample Screenshots

<http://inet.state.me.us/dhhs/ocfs/dashboards/index.shtml>

Child Welfare Dashboard

Live 9/20

Early Childhood Education

[Outcome Measures](#) | [Child Welfare](#) | [Children's Behavioral Health](#) | [Early Childhood Education](#)

[Outcome Measures](#) | [Child Welfare](#) | [Children's Behavioral Health](#) | [Early Childhood Education](#)

[Children in DHHS Custody](#) | 
 [Safety in Foster Care](#) | 
 [Permanency in 12 Months](#) | 
 [Success in Permanency](#) | 
 [Removal after Closed Assessment](#)

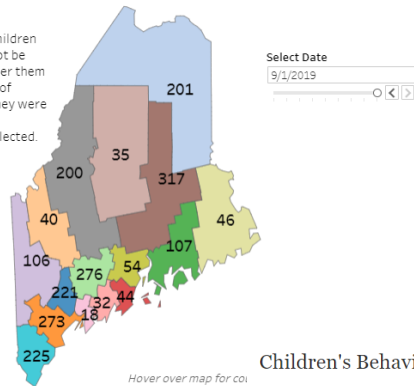
[High Quality Care](#) | 
 [QRS Rating Levels](#) | 
 [Children Served](#) | 
 [Licensed Providers](#)

### Children in DHHS State Custody

The goal of the child welfare system is to keep children safe from abuse and neglect. When a child cannot be kept safely in their own home, the court may order them into State custody. This map shows the number of children in State custody based on the county they were removed from.

Data is as of a point in time based on the date selected.

**Total Number of Children in State Custody**  
2,195



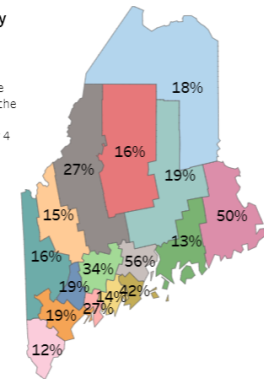
### Children on Subsidy Receiving High Quality Early Childhood Education Services

The goal of the Child Care Subsidy Program is to support families in accessing high quality early childhood education services. This report shows the percentage of children receiving a subsidy through the Child Care Subsidy Program whose early childhood education provider has a quality rating score of 3 or 4 of all children receiving subsidy.

Point in Time Data as of: 8/1/19

State

22%



### Children's Behavioral Health

[Outcome Measures](#) | [Child Welfare](#) | [Children's Behavioral Health](#) | [Early Childhood Education](#)

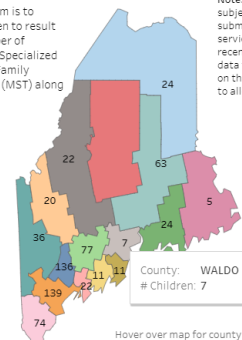
[Number of Children Receiving Evidence-Based Services](#) | 
 [Number of Children on Waitlist and Avg Days](#) | 
 [Residential Treatment Services](#)

### Number of Children That Received Evidence-Based Children's Behavioral Health Services

The goal of the Children's Behavioral Health system is to provide high quality services that have been proven to result in positive outcomes. This report tracks the number of children that received evidence-based services of Specialized Rehabilitative and Community Support Services, Family Functional Therapy (FFT), Multi Systemic Therapy (MST) along with MST - Problem Sexual Behavior.

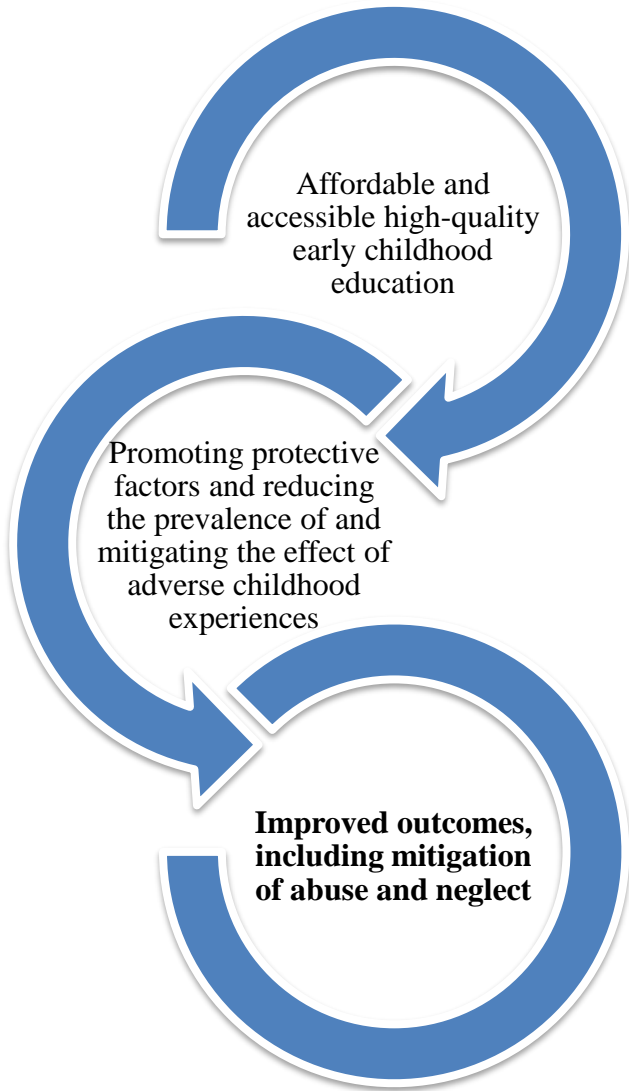
State Total

All Services 671



Note: Data based on MaineCare claims and is subject to change. MaineCare billing can be submitted up to 12 months from date of service. For example, choosing the most recent month will likely contain incomplete data for the counties and state total. Based on this, data displayed has a two month delay to allow for more claims to be submitted.

# Early Childhood Education

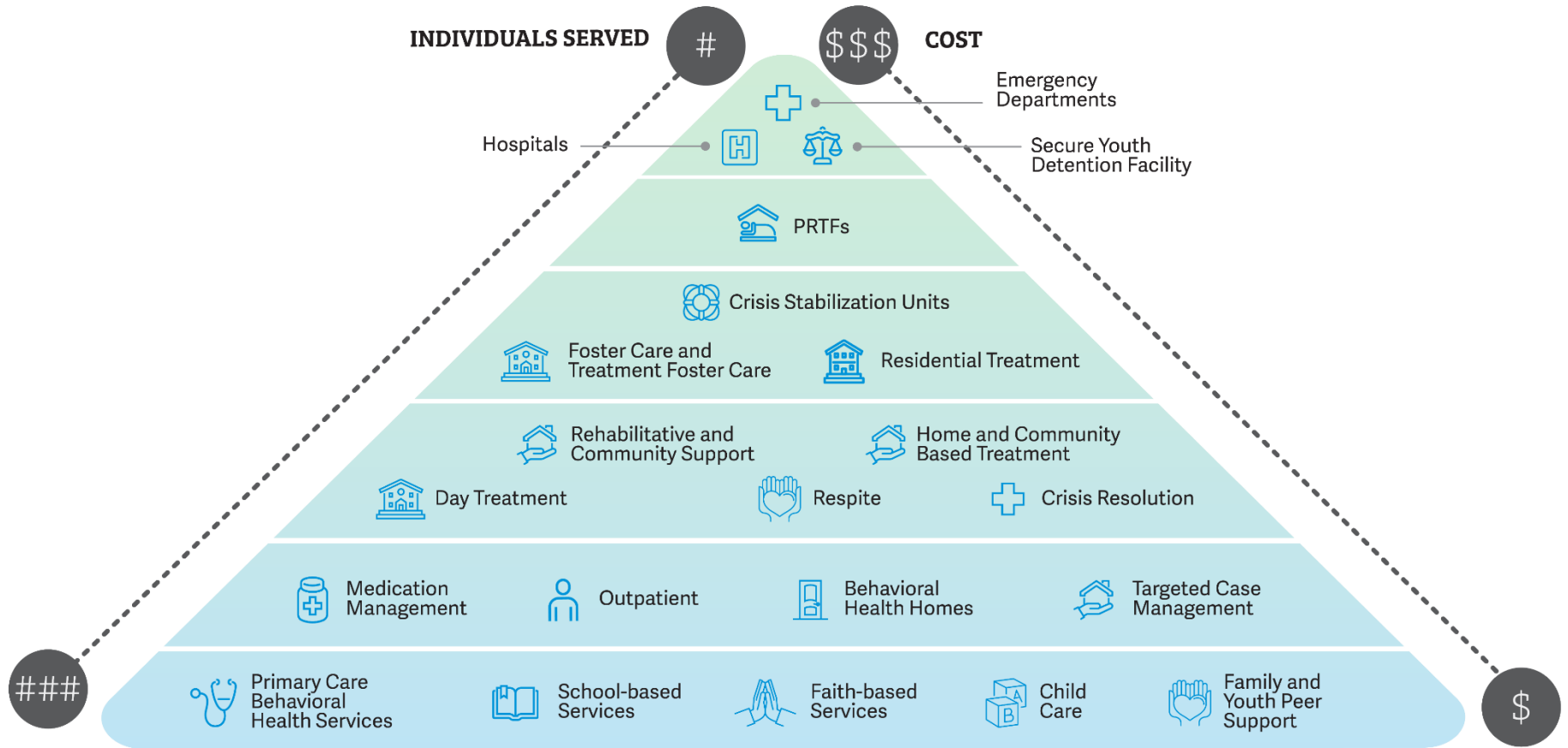


## Current Efforts

- Administer Federal grant funding to support early childhood education and allow parents to work or attend school or training. **We currently support over 3,000 families and nearly 5,000 children with this funding. There is currently no waiting list for these services.**
- **Currently focused on bringing subsidy program and child care licensing into federal compliance.**
- Increased reimbursement rates.
- Encouraging high-quality care by providing high reimbursement to providers that obtain quality ratings.
- Streamlining eligibility.
- Support the Maine Roads to Quality Professional Development Network to assist early childhood education staff with their professional growth and development.
- **Partnering with those involved with the Children's Cabinet to develop a comprehensive and accessible early childhood education system.**
- Collaborating on innovative solutions to improve the quality of child care available and provide effective and accessible professional growth and development opportunities to early childhood education staff.

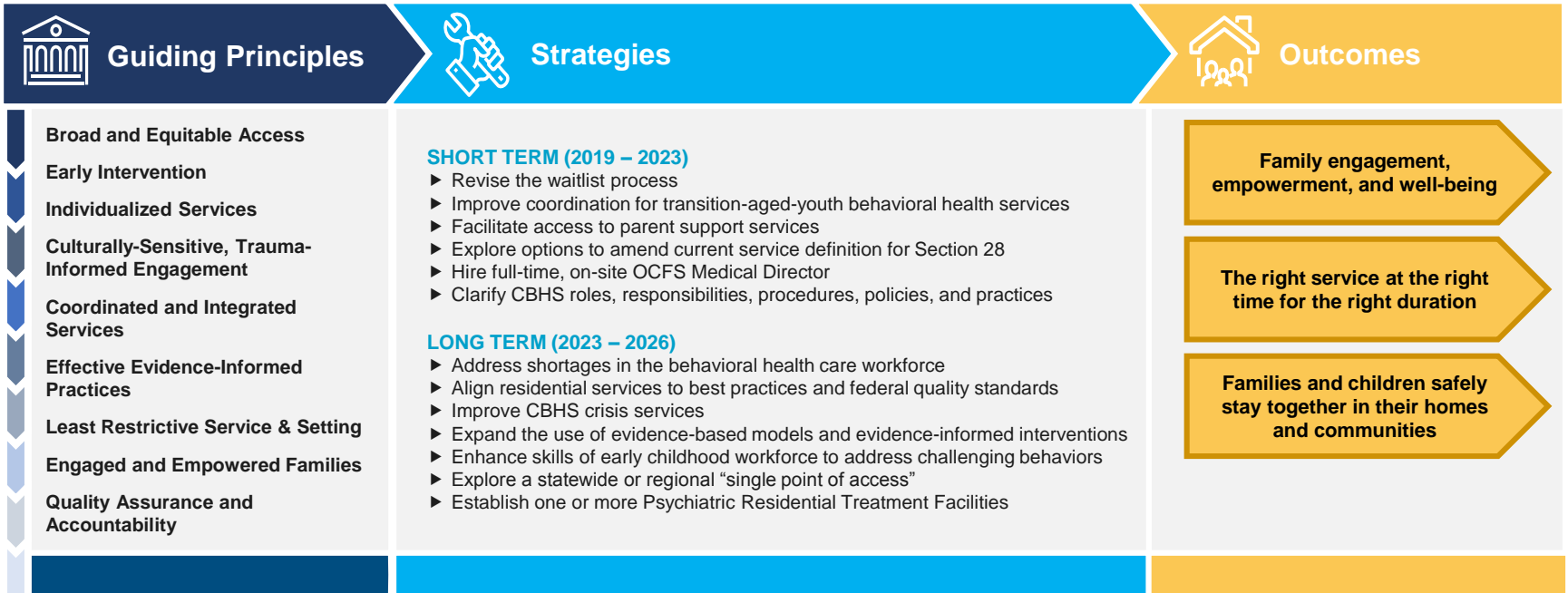


# Children's Behavioral Health Service Array



# Children's Behavioral Health Services Visioning

All Maine children and their families receive the services and supports they need to live safe, healthy, and productive lives in their home, school and community.



Updated August 2019  
 Next update: July 2020

# Children and Families Served

Children in  
State Custody

*As of 9/1/19*

**2,196**

Children  
Achieving  
Permanency

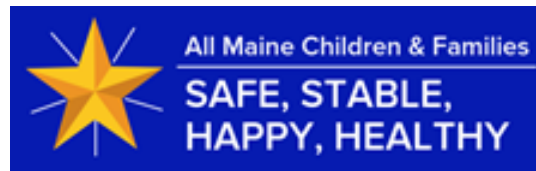
*4/1/19-6/30/19 (3<sup>rd</sup>  
Quarter FFY)*

**206**

Family Foster  
Homes

*As of 9/1/19*

**1,517**



Children  
Authorized -  
Behavioral  
Health  
Services

*As of 9/1/19*

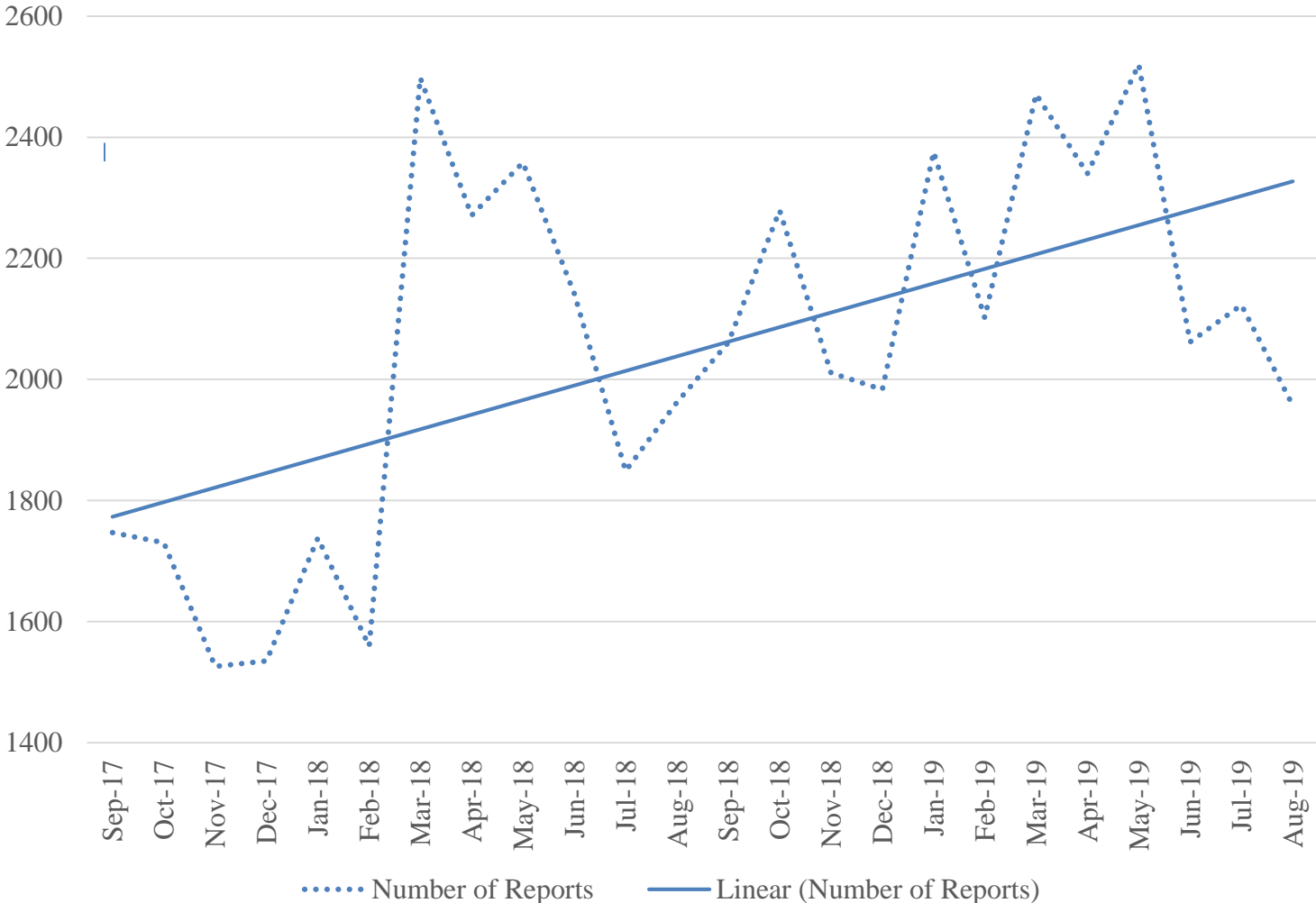
**18,305**

Children  
Receiving  
Childcare  
Subsidy

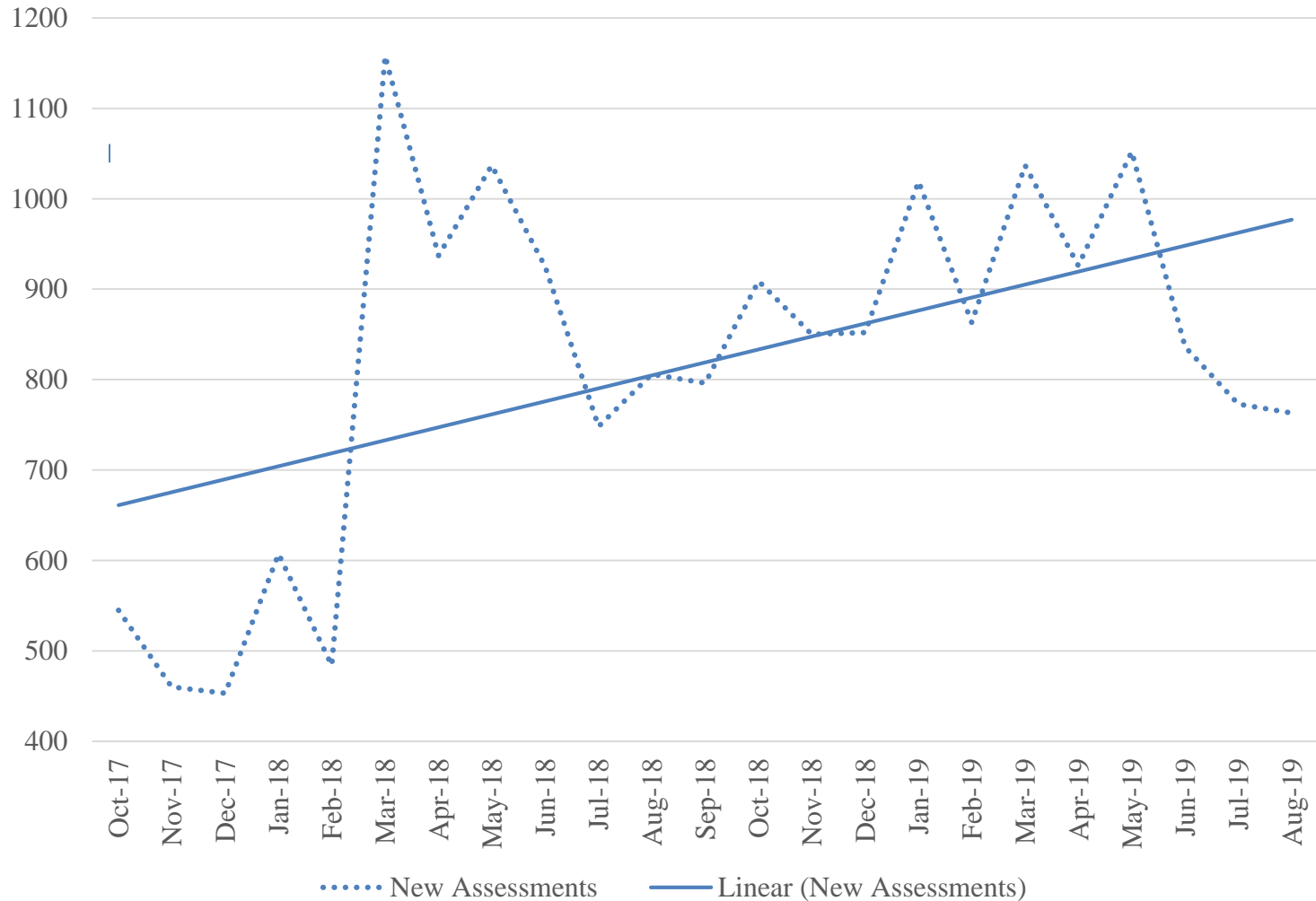
*As of 9/6/19*

**5,013**

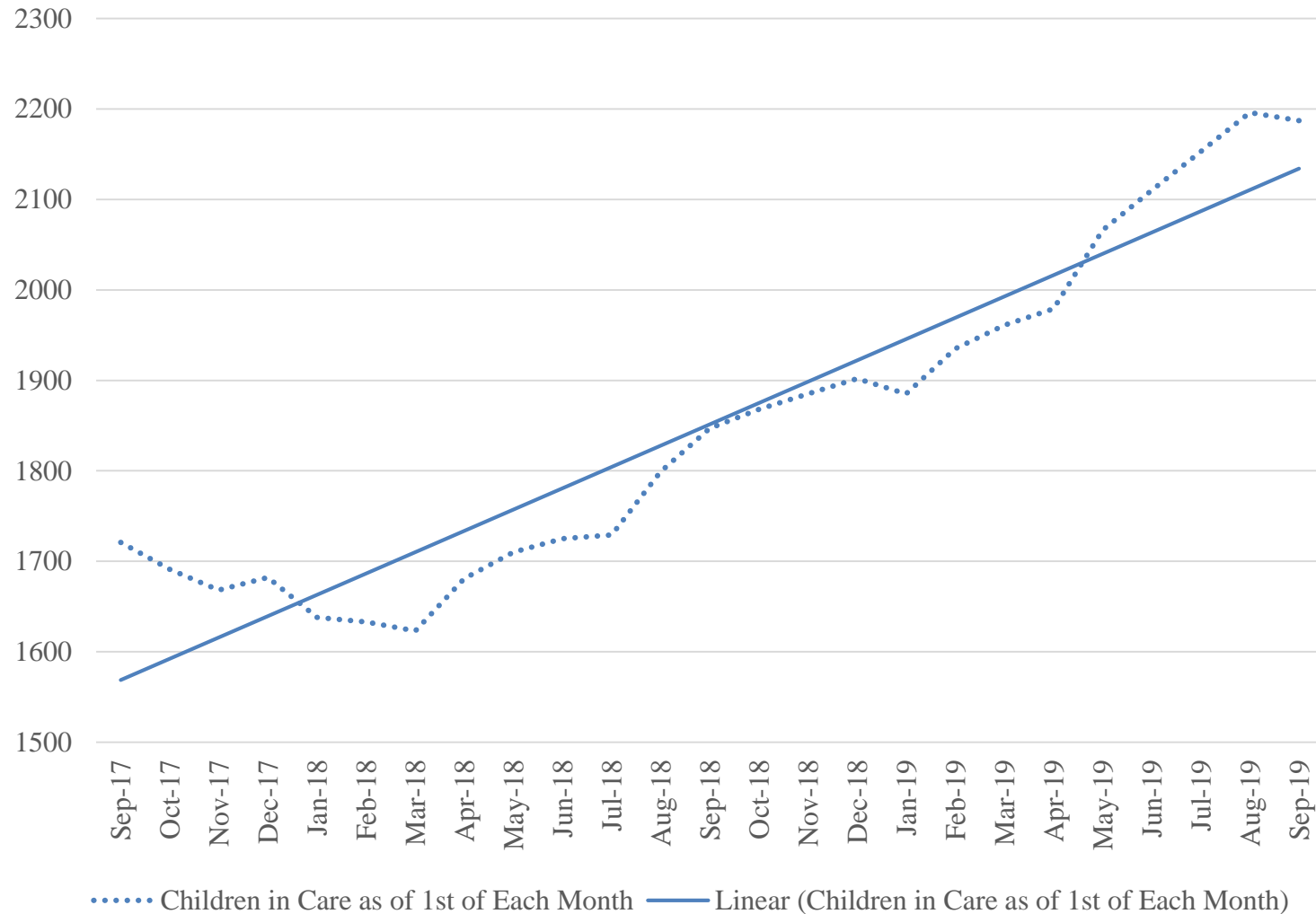
# Calls to Intake



# New Assessments

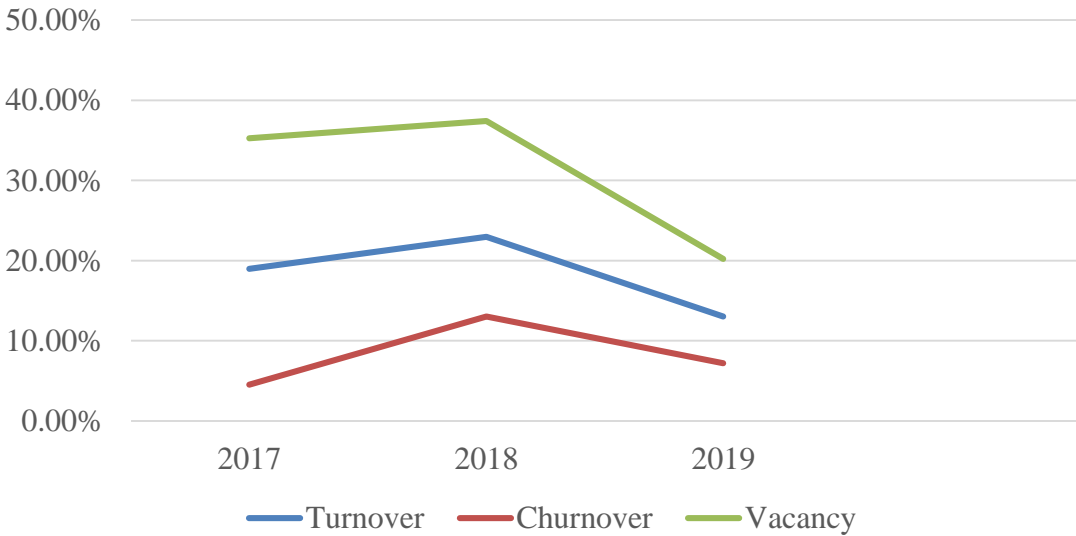


# Children In Care



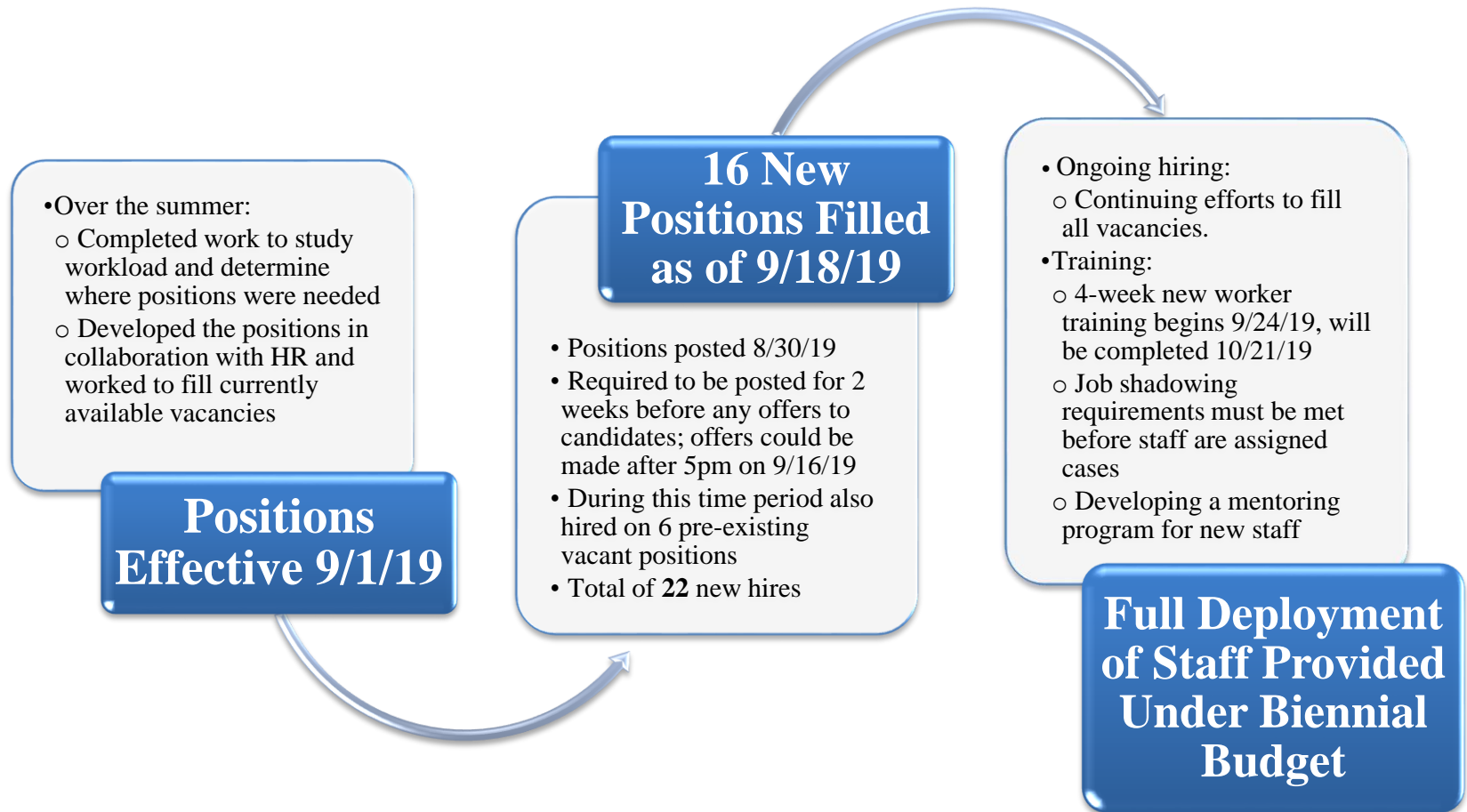
# Staffing Trends

	2017	2018	2019 (YTD)
Turnover	18.98%	22.95%	13.02%
Churnover	4.53%	13.03%	7.20%
Vacancy	35.27%	37.4%	20.22%



# Staff and Hiring

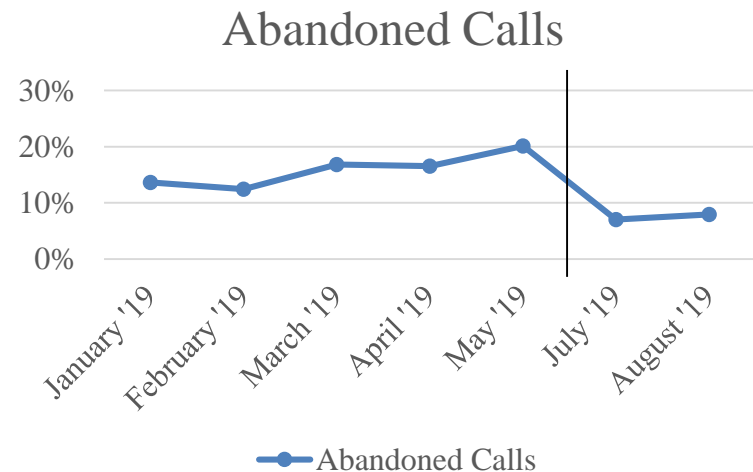
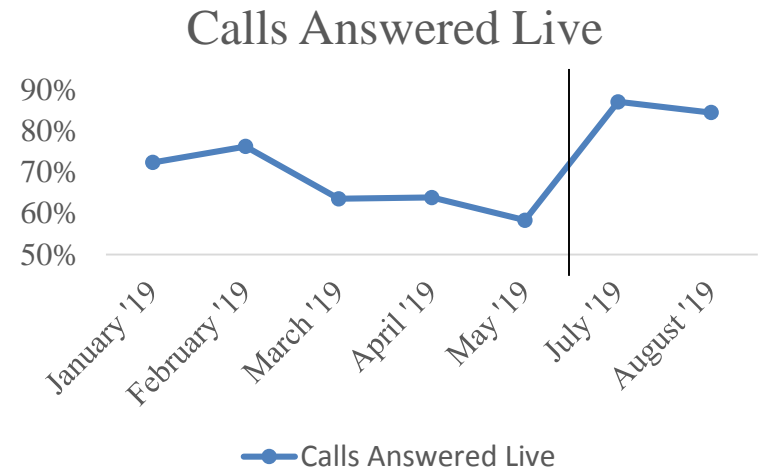
**62 new positions in the biennial budget, including 33 new caseworker positions**  
*a vitally important down payment towards child and family safety and wellbeing*





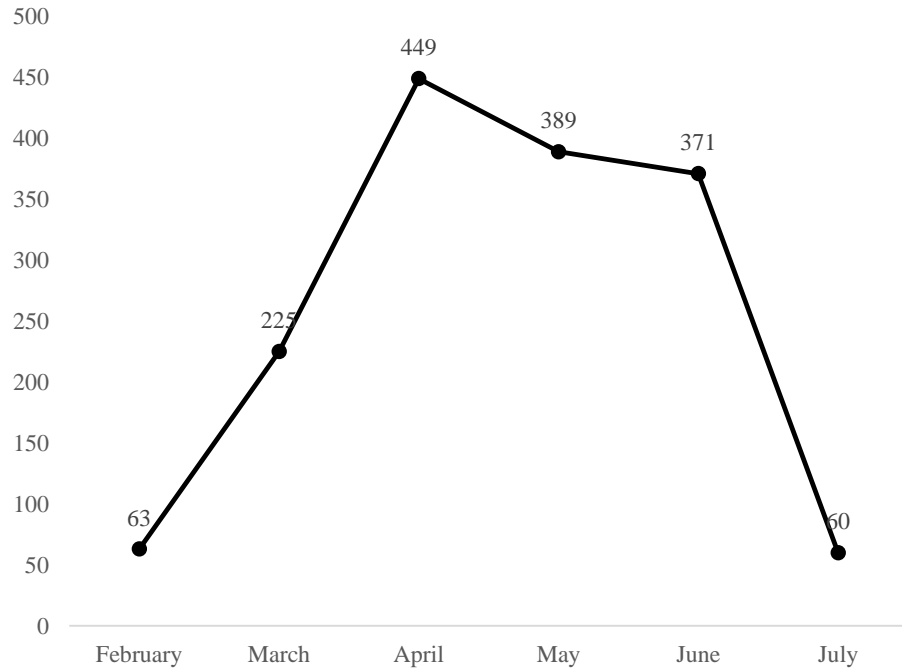
# Intake Update

Month	Calls Answered Live	Calls Abandoned
January 2019	72.3%	13.6%
February 2019	76.2%	12.4%
March 2019	63.5%	16.8%
April 2019	63.8%	16.5%
May 2019	58.3%	20.1%
June 2019	Transition	Transition
July 2019	87.0%	7.0%
August 2019	84.4%	7.9%

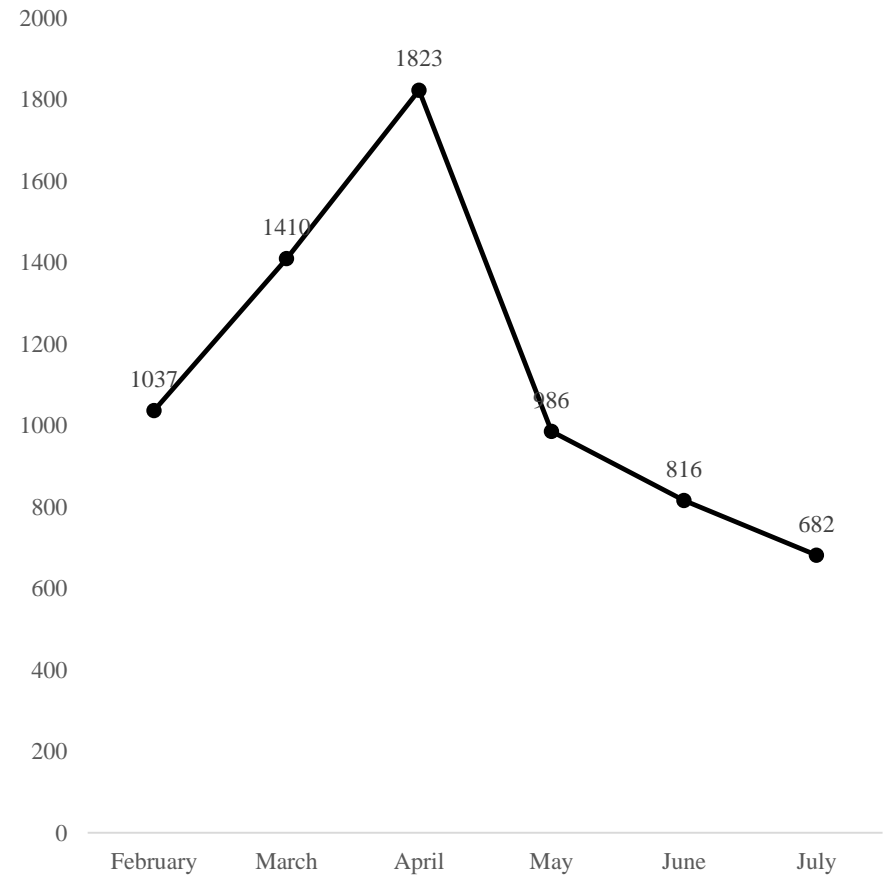


# Hotel and Emergency Department Coverage Update

## OCFS Staff Hours in Hotels



## OCFS Staff Hours in ED



# Legislative Updates – 128th

LD 1920

**Expungement**

**Fully Implemented:**

Unsubstantiated assessments (that qualify for expungement per statute) completed after 9/7/18 are expunged at 5 years instead of 18 months.

LD 1921

**Background Checks**

**Fully Implemented:**

Background Check Unit created in partnership with OAG and DPS. BCU has access to confidential Maine criminal history information and interstate criminal records.

The Biennial budget created additional staff positions for this unit which we expect to hire soon. Will allow for statewide implementation of the BCU's services.

LD 1922

**Reunification**

This bill was an apparent attempt to better clarify that the Department has to prioritize both rehabilitation and reunification and the child's need for a permanent home in a time that is reasonable from the child's perspective.

LD 1923

**Child Welfare Improvements**

**Fully Implemented/In Process:**

- Increased reimbursement for foster homes.
- Awarded RFP for MACWIS replacement.
- Reported to HHS committee on implementation in January '19.
- TFCBT rate study in process by MaineCare
- Stipends implemented.
- New positions created and filled.
- Visitation pilot program developed and implemented.
- Clinical consultation program developed and implemented.

# Legislative Updates – 129<sup>th</sup> (First)

## LD 821 – Case Load Standards

- Finalizing Report
- Will be delivered to HHS 10/1/19 and will be shared with GOC members and OPEGA
- Next report due January of '20
- Ongoing refinements

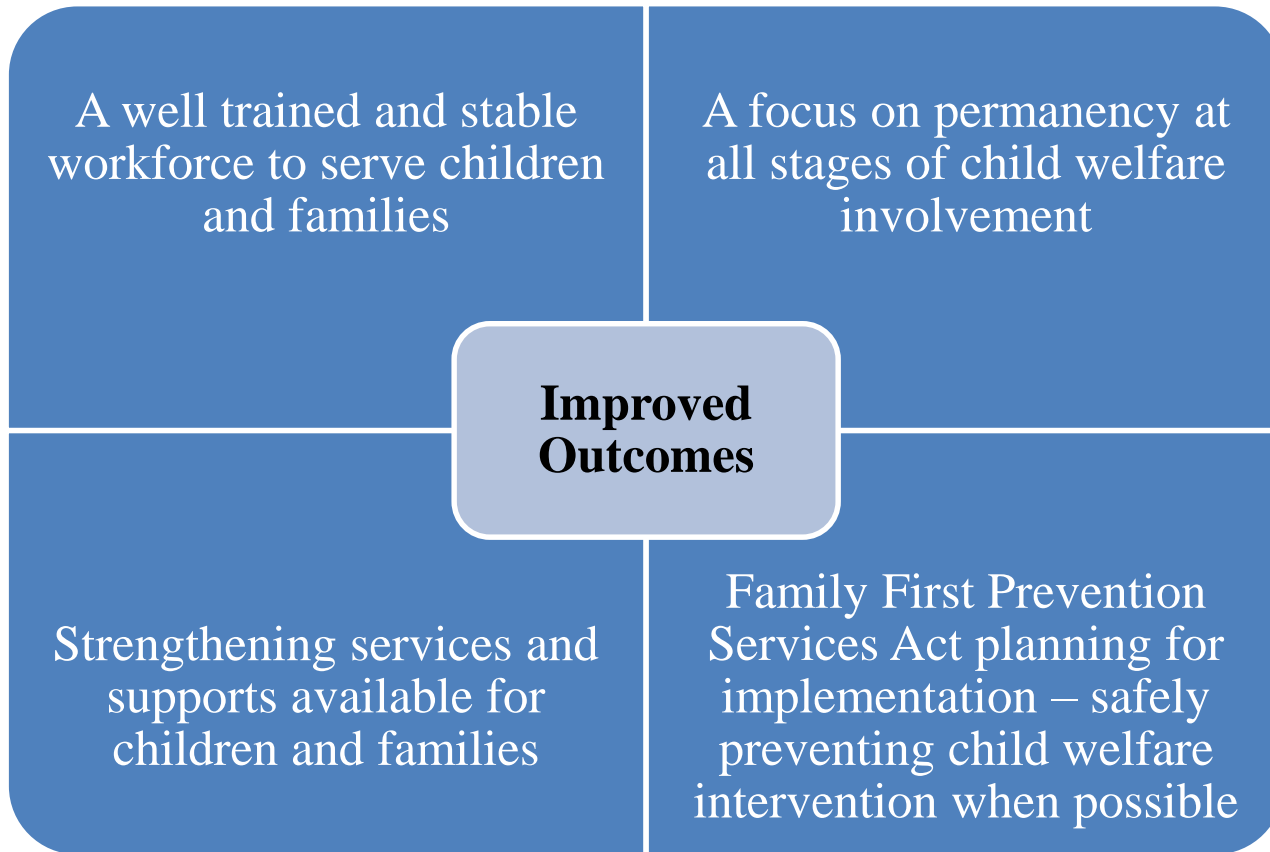
## LD 1526 – Availability of Foster Homes

- Effective 9/19
- Revision to the rules in process
- Developed tools and training to assist staff
- Staff trained 9/24/19

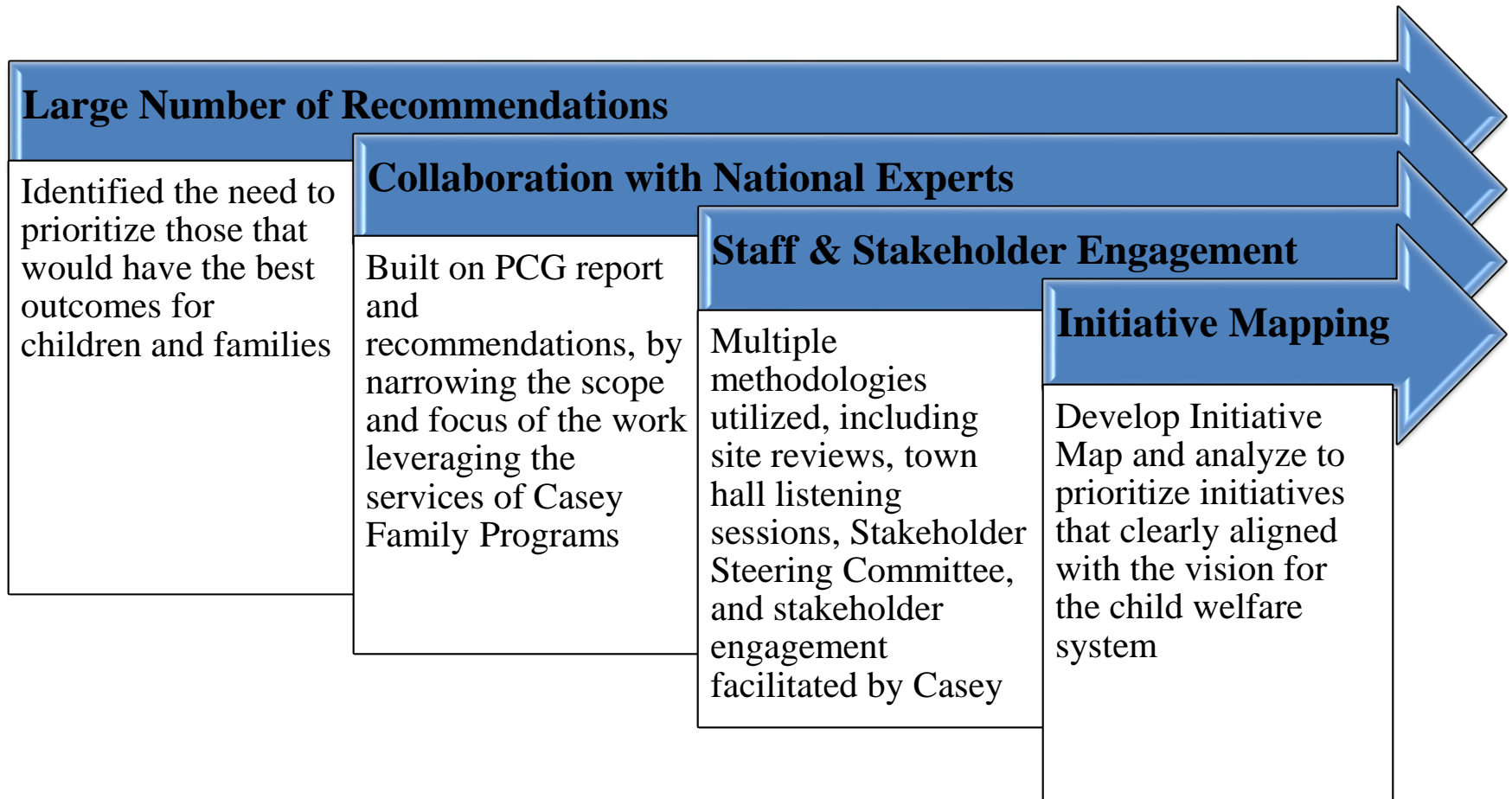
## LD 1792 – Family First Compliance

- Fingerprinting
- Collaborating with providers on this provision and implementation
- Family First Kick-Off Event 9/26/19 in Waterville

# Best Outcomes for Children and Families



# Development of Child Welfare Initiatives - Prioritization






# Child Welfare Visioning

## Mission

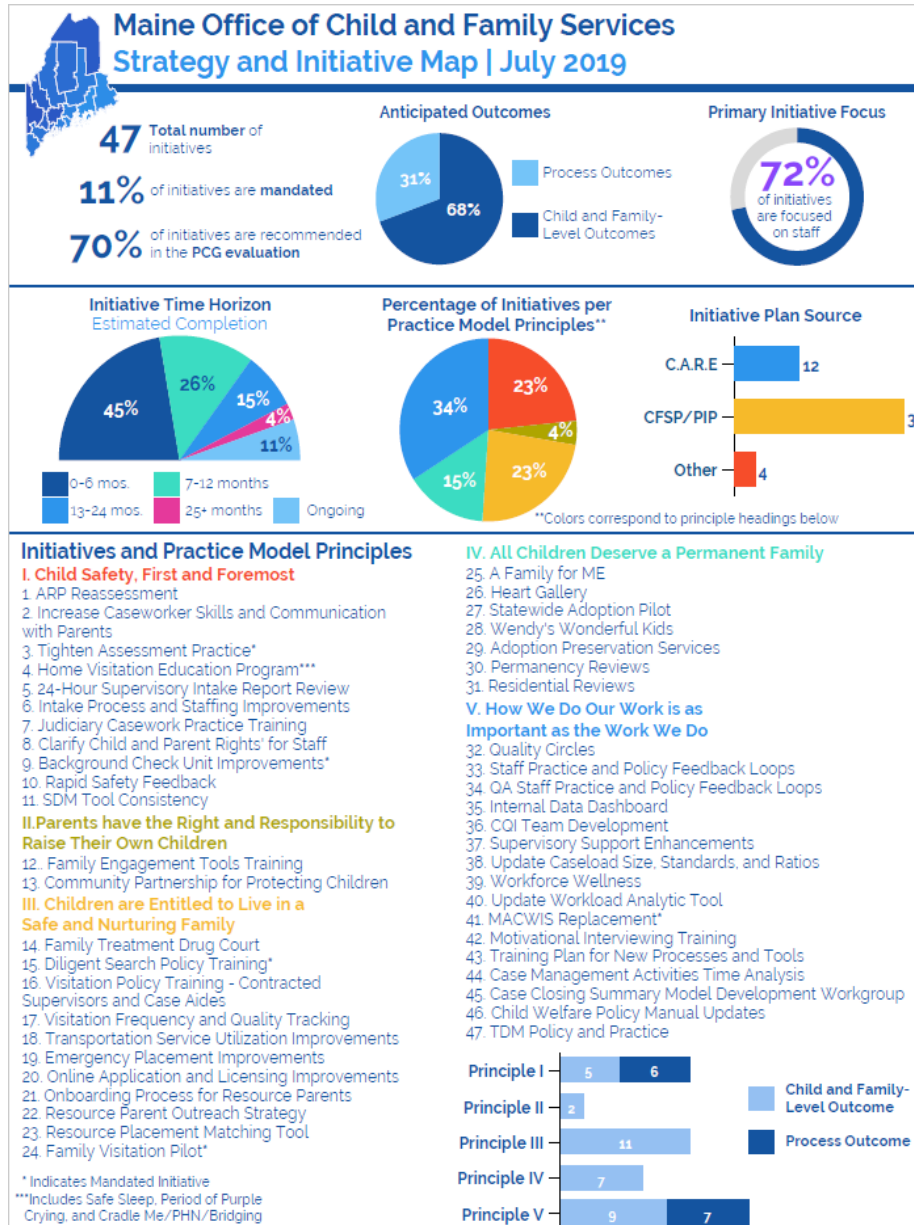
Child and Family Services joins with families and the community to promote long-term safety, well-being and permanent families for children.

## Strategic Framework

In order to achieve their mission, Child and Family Services uses guiding principles as a foundation to employ strategies that lead to improved outcomes for children and families. The strategies listed below were prioritized by executive leadership and regional staff.

 <b>Guiding Principles</b>	 <b>Strategies</b>	 <b>Outcomes</b>
<ol style="list-style-type: none"> <li>1 Child Safety, First and Foremost</li> <li>2 Parents have the Right and Responsibility to Raise their Own Children</li> <li>3 Children Are Entitled to Live in a Safe and Nurturing Family</li> <li>4 All Children Deserve a Permanent Family</li> <li>5 How We Do Our Work is as Important as the Work We Do</li> </ol>	<ul style="list-style-type: none"> <li><b>Safety</b></li> <li>&gt; Address Intake processes and improve staffing</li> <li>&gt; Re-assess the Alternative Response Program</li> <li>&gt; Enhance Assessment Processes</li> <li><b>Permanency</b></li> <li>&gt; Develop a Permanency Review Process</li> <li>&gt; Monitor the Family Visit Coaching pilot to develop best practices</li> <li>&gt; Improve SDM tool consistency</li> <li><b>Well-being</b></li> <li>&gt; Develop family engagement tools and training</li> <li>&gt; Improve resource parent outreach and support</li> <li><b>Staff Training and Support</b></li> <li>&gt; Develop policy and training plan for new processes and tools</li> <li>&gt; Establish workforce wellness teams and education</li> <li>&gt; Update caseload size, standards, and ratios</li> <li>&gt; Procure MACWIS replacement</li> </ul> <p style="text-align: right;">&gt; Indicates effort underway</p>	<p><b>Safety for children through timely response and thoroughly assessing and addressing safety and risk issues</b></p> <p><b>Improved timeliness to permanency</b></p> <p><b>Enhanced well-being of children through identification of individual needs and engagement with formal and informal supports</b></p> <p><b>Strengthened child welfare practice through improved engagement with families and children</b></p>

# Child Welfare Priorities






# Federal Family First Prevention Services Act


An unprecedented opportunity to improve the lives of children and families in Maine and across the nation.



Federal dollars available to address the underlying factors that lead children to be placed in foster care by providing prevention services that help children remain safely at home.

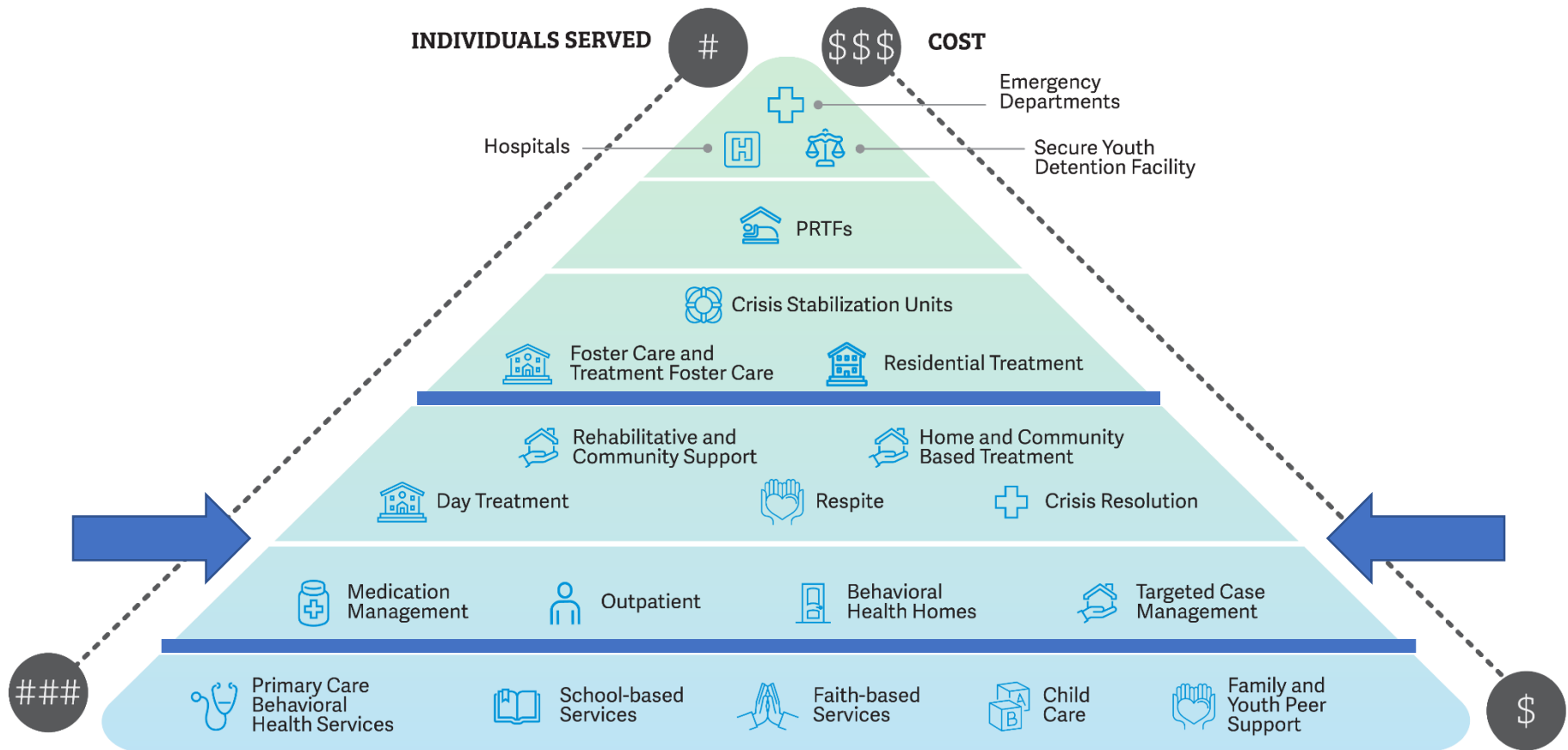


Prevention services funded must be evidence-based and include mental health services, substance use disorder treatment, and in-home parenting support.



Also includes components meant to improve the lives of children who cannot remain safely with their parents.

# Family First and the CBH Service Array



# Next Steps

**Continued Commitment to Transparency**

**Hiring and Training New Staff and Focusing on Supporting and Retaining Staff**

**Implementing Initiatives as Prioritized in Child Welfare and CBHS**

**Ensuring Adequate Support for System of Care**

**Family First Planning and Implementation**

**Increase Availability of Evidence-Based Services Across the System of Care**

**Increase the Availability and Accessibility of High-Quality Early Childhood Education**

# Questions?

**Dr. Todd A. Landry**  
**Director, Office of Child and Family Services**  
**Todd.A.Landry@Maine.gov**

