

60- DAY CIRT REVIEW REPORT
Marion County
Adriana Servin-Hill
May 13, 2005

I. Introduction

Oregon Department of Human Services adopted the Critical Incident Response Team (CIRT) protocol on November 1, 2004. This protocol was developed for the following purposes:

- To specify the Department of Human Services, Child Welfare procedures that will be used when a critical incident occurs;
- To increase the Department's accountability to the public;
- To ensure timely responses by the Department with respect to any critical incident in Child Welfare; and
- To increase the Department's ability to recommend necessary changes to statutes, administrative rules, policies and procedures, practices, training and personnel matters.

The initial findings of the Critical Incident Response Team in the case involving Adriana Servin-Hill were reported in a 30-day report on April 13, 2005. The protocol requires that, within 30 days of completing that report, if system issues are identified, the Critical Incident Response Team must:

- Develop recommendations to address the system issues;
- Identify action steps. The action steps will be specific as to timelines, tasks and parties responsible for the tasks; and
- Communicate recommendations, action steps and progress to the public and stakeholders as appropriate.

As per the protocol, the above-identified areas are covered in this report. DHS has completed a comprehensive review and analysis of all Child Welfare involvement with the family that was the subject of this report and specifically the activities related to the injury of Adriana Servin-Hill. The findings and actions described in this report reflect both local office actions as well as statewide efforts to address concerns and improve practice.

II. CIRT Review Progress and Actions Taken:

(1) Finding: Review of the safety plan developed at the 2/25/05 Team Decision Meeting indicates that several of the safety concerns identified, specifically the father's domestic violence history and previous history of child abuse, were not addressed in the safety plan.

Recommendation: Child Protective Services supervisors will review, approve and sign each safety plan developed as a result of identified safety concerns and/or threats. This includes all safety plans developed in TDMs, FDM or in the field during the assessment process. This review will occur prior to implementing the safety plan or returning a child to the parents' home.

Oregon Administrative Rule (OAR) 413.015.0510(6) will be amended to require supervisory review and approval of all safety plans where there is a founded disposition and the child will remain with or be returned to parents.

Action Steps:

- A. Central Office Protective Services and Family Based Services Staff will convene a small workgroup of line supervisors to draft an amendment to OAR 413.015.0510(6). This amendment will describe the steps and expectations for supervisory review of all safety plans where there is a founded disposition and the child will remain or be returned to parent(s). This will be completed by June 22, 2005.
- B. Central Office staff and SDA 3 supervisors will develop a process for facilitators and other attendees at family meetings. This process will allow them to discuss any concerns about the safety plan. This will be completed by June 06, 2005.

(2) Finding: Review of the intake process indicated that a significant amount of historical information was gathered on both parents. However, the focus of the assessment was on the mother. It appears information about the father was not given equal

consideration in regard to his capacity to provide safety for the child.

Recommendation: Marion Branch/SDA 3 management staff will review and assess the current structure in the CPS unit. The following issues must be considered in that review: the way information is shared from worker to worker and worker to supervisor (communication); how this structure recognizes and addresses safety issues; supervisor review of screener documents and assignments prior to assignment for assessment.

Action Steps:

SDA 3 Management will draft a new organizational and case flow structure for the Child Protective Services Unit at SDA 3. A written plan for that structure will be provided to the Central Office Administrator of Safety and Permanency. The new structural process will be implemented by June 06, 2005.

- (3) **Finding:** The father provided documentation of attendance and completion of three treatment programs that addressed his history of abuse and domestic violence. Child Welfare staff did not obtain a signed release of information from the father to verify participation, completion and assessment of success of that participation, even though previous workers relayed their concerns about the father having contact with any child.

Recommendations:

- OAR 413.015.0510(7) will be amended to require that no parent with a history of abuse or domestic violence should be placed in a position of power, through a safety plan, to supervise the other parent or be responsible for monitoring the safety plan.
- Central Office staff will provide additional training and consultation to Marion Branch staff on changed based practices around "How do you know if a service worked?"

Action Steps:

A. Central Office staff will draft an amendment to OAR 413.015.0510(7). The amendment will outline clear expectations that one parent will not have supervisory

authority of another parent in a safety plan. This will be completed by June 22, 2005.

- B. Central Office staff will develop training curriculum regarding change based practice around "How do you know when a service worked?" This training will be delivered to SDA 3 staff in a train the trainer model. This will be completed by July 15, 2005.

This curriculum will be made available to other branches statewide through the Family Based Services consultants.

- C. Branch trained CET staff will provide this training to all SDA 3 staff by October 01, 2005.

Additional Information:

Human Resource staff and CAF Administration have completed nearly all interviews with staff and that information has been included in the recommendations. It has not been possible to complete follow up interviews to date. When that occurs, personnel-related decisions will be made.