



# Oregon

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**SB 1515 Legislative Report on  
Center for Continuous Improvement  
October 1, 2016**



Senate Bill 1515 directs the Department of Human Services (DHS) to submit a report to the interim legislative committees on child welfare, recommendations for the development, implementation and oversight of a Center for Continuous Improvement (CCI) no later than October 1, 2016.

The report must:

- (a) Describe how the center may be created and maintained as a collective of child welfare service providers that deliver technical support and make recommendations for the continuous improvement of child-caring agencies and proctor foster homes, as those terms are defined in ORS 418.205, that provide care and services for children in the child welfare system in this state;
- (b) Include recommendations for how the center may develop peer review services for child-caring agencies and proctor foster homes and conduct research on promising, evidence-based programs and strategies for the provision of care and services to children in the child welfare system in this state; and
- (c) Include recommendations for needed legislation and budget requirements to enable the center to begin operations no later than July 1, 2017.

The original intent of Section 60 of SB 1515 was for DHS to explore and report on progress towards establishing a Center for Continuous Improvement. The goal was to allow service providers to obtain assistance and resources outside of the regulatory environment of the state in order to help them sustain success as a child caring agencies.

The Department's initial planning has included communicating with the Oregon Alliance of Children's Programs regarding possibilities for the Center for Continuous Improvement. The Department solicited information from stakeholders through a Request for Information (RFI) process and the Oregon Alliance of Children's Programs was the only respondent.

Key points submitted by the Oregon Alliance of Children's Programs in response to the RFI include:

### Creating and Maintaining

- The CCI should be located outside of any governmental regulatory entity (DHS/OHA/OYA)
- Major child welfare areas will be the focus of the CCI: residential, proctor foster care, transitional and independent living programs, runaway and homeless youth, shelter, day treatment and adoption
- Partnerships with Tribes, mental health, disability rights, juvenile justice, addictions and other providers are vital

### Technical Support

- Training (recruiting qualified trainers in key subject areas to support providers' ongoing professional development)
- Support and technical assistance provided to child caring agencies by child caring agencies or those with child caring expertise through therapeutic lens first
- Delivery of trauma informed, culturally informed, gender identity informed services
- Data/Evaluation (utilizing proven methods of assumptions setting and data gathering that will provide answers to the right questions for improvement)

### Recommendations for continuous improvement

- PDSA (Plan, Do, Study, Act...repeat) model
- Self-Assessments that allow providers to have a preliminary internal look for areas they may need to focus for improvement
- Develop a Collaborative Information Sharing System which produces, conducts, or studies the reports, data, research, concepts and trends from the works of commissions, task forces, councils, committees and workshops who have substantial information moving through them. This information would be disseminated as needed.

### Peer Review Services

- The CCI would train and support volunteers who are knowledgeable and accepted as professional peers who are acknowledged as subject matter experts by their peers who will provide peer support as well as provide objective feedback for intentional change

- A Peer Review Standing Committee would be established to: develop standards (including education and experience) for peer reviewers; determine content of peer reviewer training; and create guidelines for what a peer review will include
- Duties of the reviewer may include: ensuring the practice, program or organizational review is contextual and considers the regulatory framework in which they must operate

Research on promising, evidence-based programs and strategies for the provision of care and services

- Establish intentional and meaningful relationships that will foster opportunities to learn directly from the communities themselves
- Utilize Diversity, Equity and Inclusion (DEI) professionals and community leaders to train and educate
- Assess providers' capacity in achieving DEI competency and provide
- CCI would collaborate with local, state and federal agencies involved in child welfare to exchange and cross-train on promising practice

The Department recognizes that in order to meet the primary goals of the legislation, child caring agencies need well rounded, non-regulatory assistance that includes access to training, data analysis, peer technical assistance, financial expertise, staffing resources and other specialized assistance.

The discussions with the Oregon Alliance of Children's Programs and other stakeholders are ongoing.

Given the time frame for this report to the legislature, the DHS was not able to assemble necessary information in order to make an informed request for funding for this project before agency budgets were due. Therefore, given the limitations of the current DHS budget, the DHS will be working with the Oregon Alliance of Children's Programs and other providers to build the CCI in a way that identifies the most critical elements for implementation first. Once this process is completed and appropriate time invested in building a full implementation plan, the DHS will be able to submit a request for funding in the future.

If requested, the Department will update the legislature and stakeholders on further progress with the CCI during the December 2016 Legislative days.

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