

State of New Hampshire Department of Health and Human Services

Division for Children, Youth & Families

*Governor & Council Breakfast Meeting
March 7, 2018*

State of New Hampshire Department of Health and Human Services

Children, Youth & Families

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Agenda

- What's changed?
 - Quality Assurance Review: Implementation Update
 - Staffing and Caseloads
 - Assessment Backlog
 - Voluntary and Prevention Services
 - Update on Foster Care Supports



State of New Hampshire Department of Health and Human Services

What's Changed?



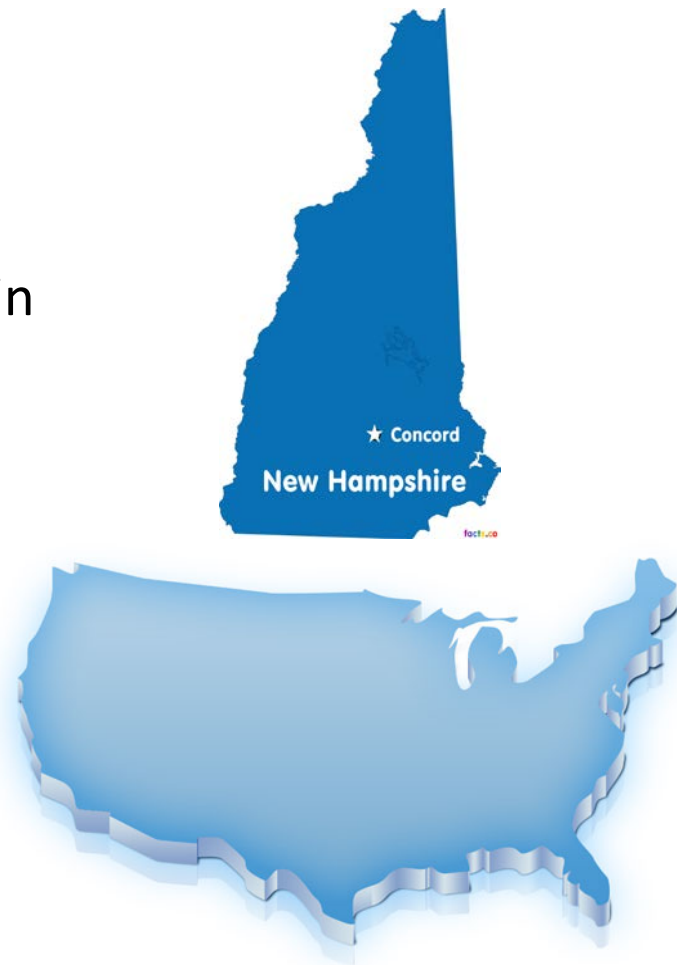
THE AGENCY



THE ECOSYSTEM

Guiding our Transformation Efforts

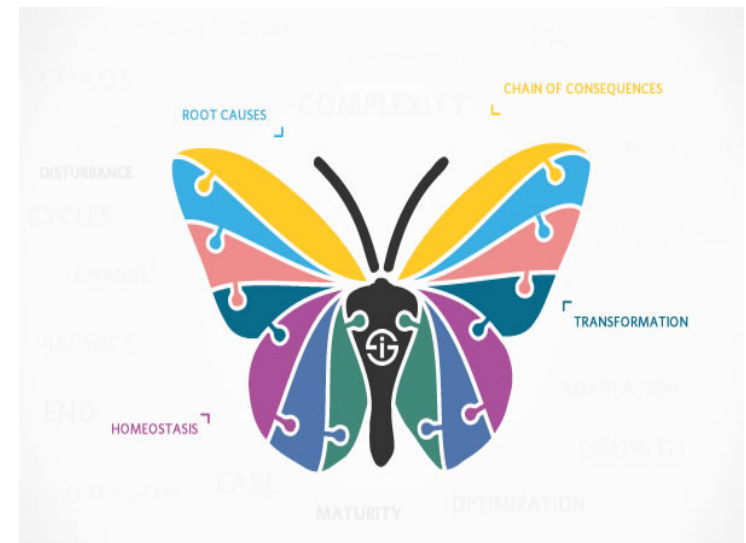
- DCYF Quality Assurance Review
- National Focus on Child Welfare
 - Jurisdictions across the country in crisis
 - US Commission on Eliminating Child Abuse & Neglect Fatalities Recommendations
 - US DHHS Children's Bureau Guidance on Priorities



Organizing for Transformation

Job #1 - Stabilizing the organization

- Engaging and supporting **staff** and listening to **stakeholders**
- Conducting a Rapid Organizational Assessment
- Initiating a **Culture of Safety**
- Determining critical program areas, i.e. foster care, prevention, service array
- Moving towards an “Organizational Refresh”
- **RECRUITING A NEW DIRECTOR**



**New Hampshire
Child Welfare Systems Transformation**

A safer future for our children begins with a robust and unyielding focus on promoting health and well-being and the prevention of trauma caused by child abuse and neglect. Realizing this future requires more than reforming our child protection system. It requires transforming the child-serving and family support systems in every community. With an unyielding sense of urgency, it's time to transform tragedy into substantive and systemic change in New Hampshire.

To do this, we must collectively move upstream and energize the resources and supports in every community that parents need to raise their children in the best and most challenging times in their lives.

To accomplish this, DCYF commits to:


**Responding,
Strengthening and Innovating:
Constructing a Safer Future for the
Children and Youth of New Hampshire**

Responding to the Challenges Facing DCYF
DCYF is responding to the challenges identified in the independent review, leveraging findings to guide, focus, and monitor our work, and listening to stakeholder groups to ensure we are headed in the right direction, building systems that everyone can support and making expected progress.

Strengthening our Team and Our Bonds with Child Welfare Stakeholders
We recognize that DCYF has dedicated and knowledgeable staff, providers, and partners, and we commit to strengthening the capacity and tools of the workforce to improve the safety and well-being of children and youth.

Innovating Practice to Meet the Needs of Today's Children
We embrace a system that moves upstream to prevent child abuse and neglect before it occurs, by providing families and communities the education and resources they need to create a safe and healthy environment to support children's development. We commit to guiding and supporting a culture of learning, data driven decision-making, and continuous improvement to promote DCYF's ability to innovate and transform safety practice, programs, and policies.

Constructing a Safer Tomorrow, Today
We believe constructing enhanced safety approaches takes thorough planning, skilled professionals, the right tools and resources, and working with stakeholders to build a foundation that will support the vision. We also recognize that sustainable safety for children depends upon everyone working together to foster healthier families and communities to prevent future trauma.

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Responding

Emphasis on The Report's recommendations

Strengthening

Building on positive foundational practices, staff, and partnerships

Innovating

Data driven decision-making, culture of learning and CQI
Heightened focus on prevention

Constructing

Enhanced safety approaches
Prevention of future trauma



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**Quality Assurance Review:
Implementation Update**



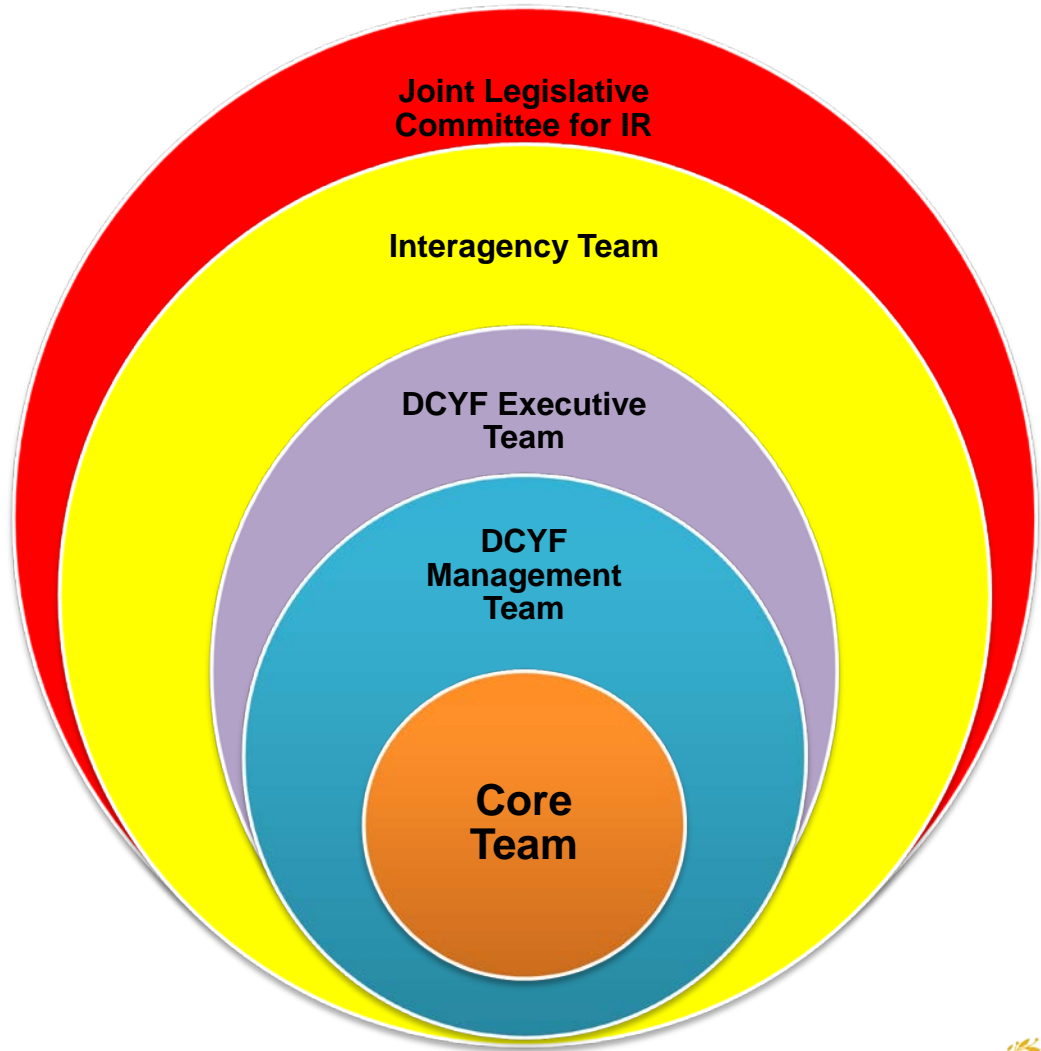
Quality Assurance Review Findings

The QAR released in December 2016 determined that “While the immediate safety of children was generally prioritized, assessed, and acted upon, the risk of future harm was often not adequately assessed or addressed. This often led to a pattern of repeat reports involving the same unresolved risk factors, e.g., parental drug abuse or underlying mental health issues.”

- QAR reviewed Assessment Practice only
- Report included Recommendations:
 - 6 Related to Staffing
 - 3 Related to Training
 - 3 Related to Services
 - 4 Related to Statutes & Policy



Implementation Team Model



Subject matter experts invited to participate where needed



➤ **Support Our Staff**

- Appropriate Workloads and Professional Development
- Culture of Safety – Psychological Safety; Supportive Supervision; Rapid Safety Feedback

➤ **Keep Kids Safe at Home**

- Voluntary Services quickly impact children in CPS out-of-home placement
- Primary & Secondary Prevention Services in the Community

➤ **Build Continuum of Care**

- Strengthen Foster Care
- Complete Adequacy Assessment per HB517
- Integration of services to wrap around children and families

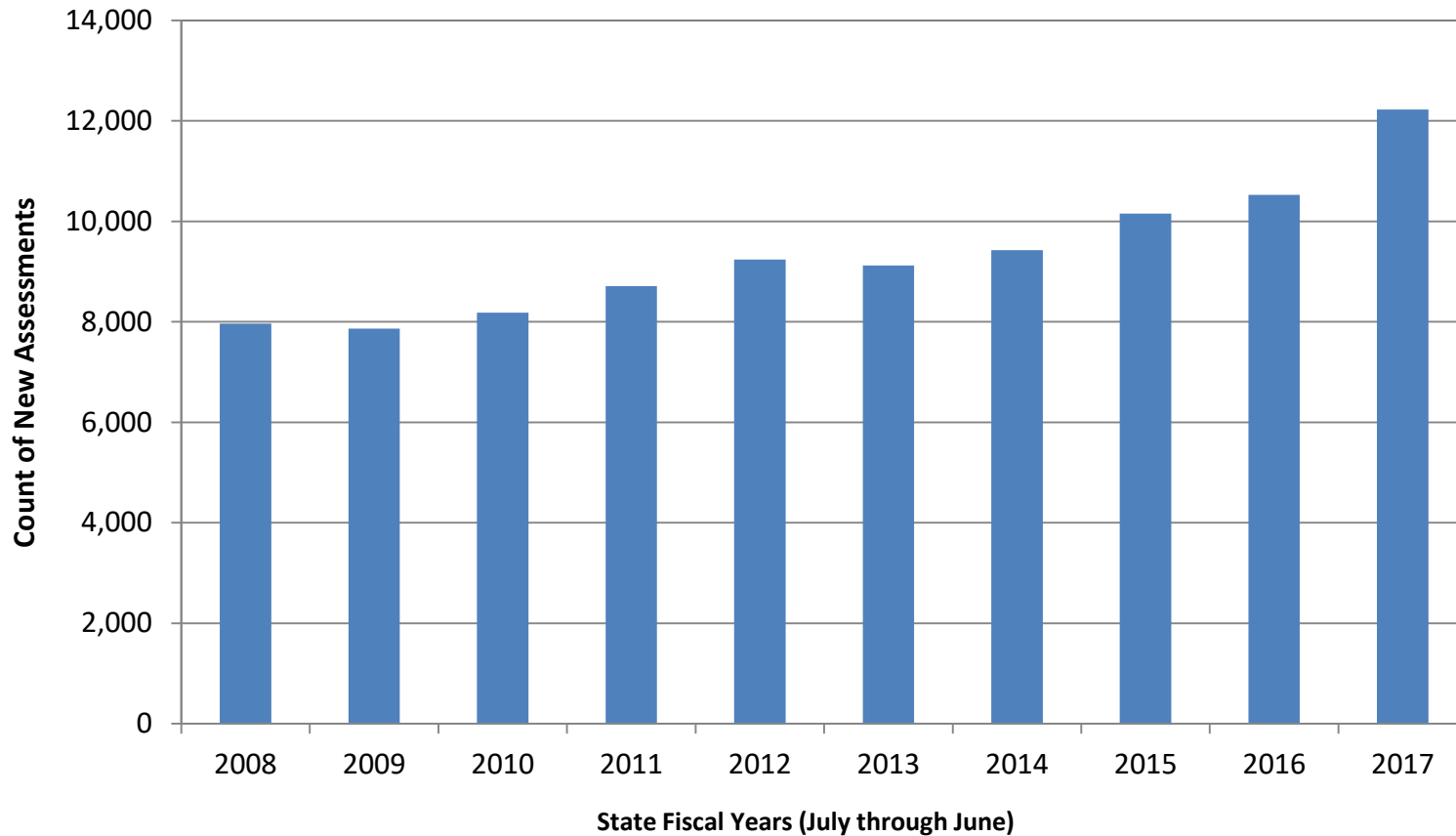


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Staffing and Caseloads



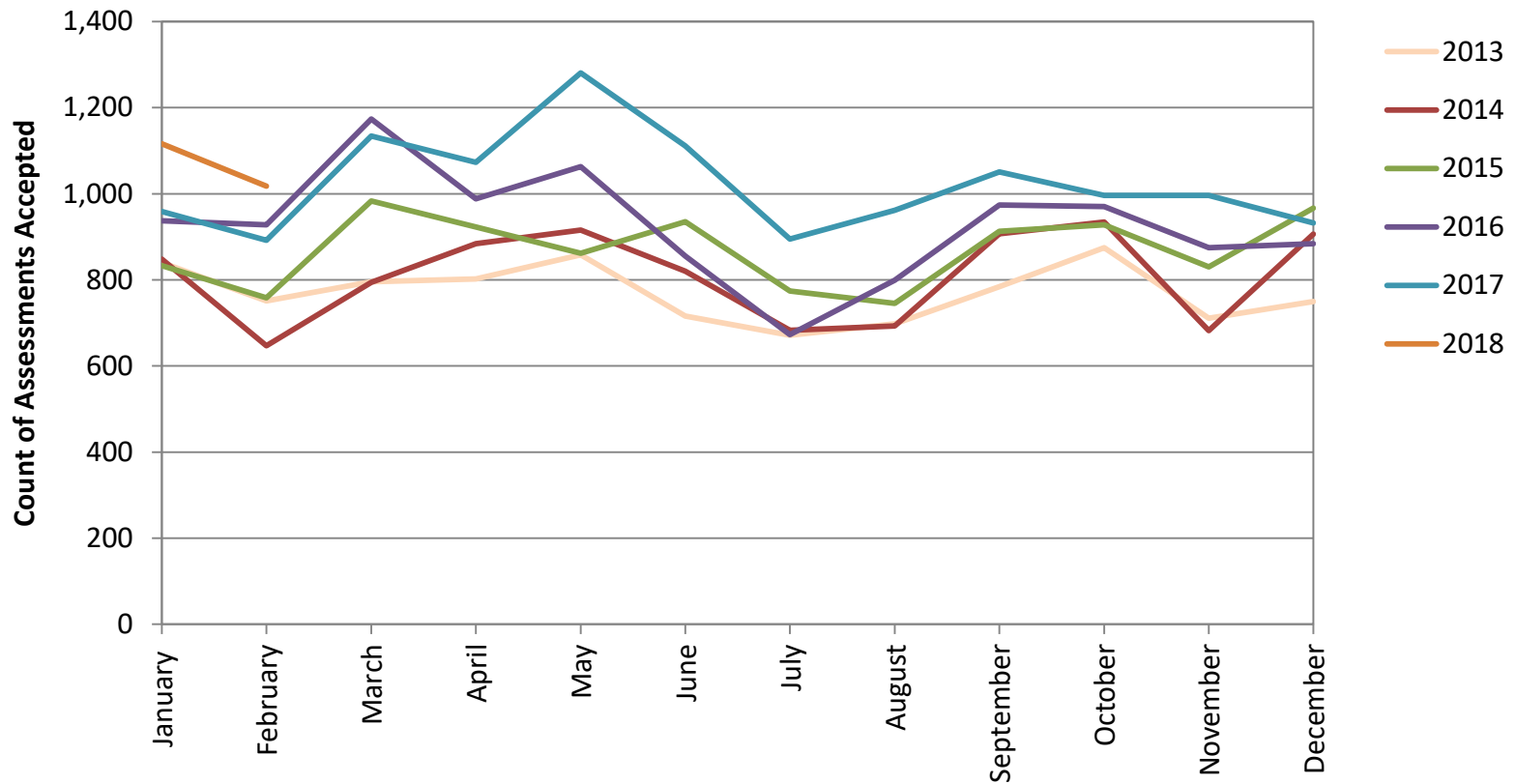
Accepted Assessment for Each Year



Data Source: DCYF Assessment Data Book



New Assessments Accepted Each Month from 2013 to 2018

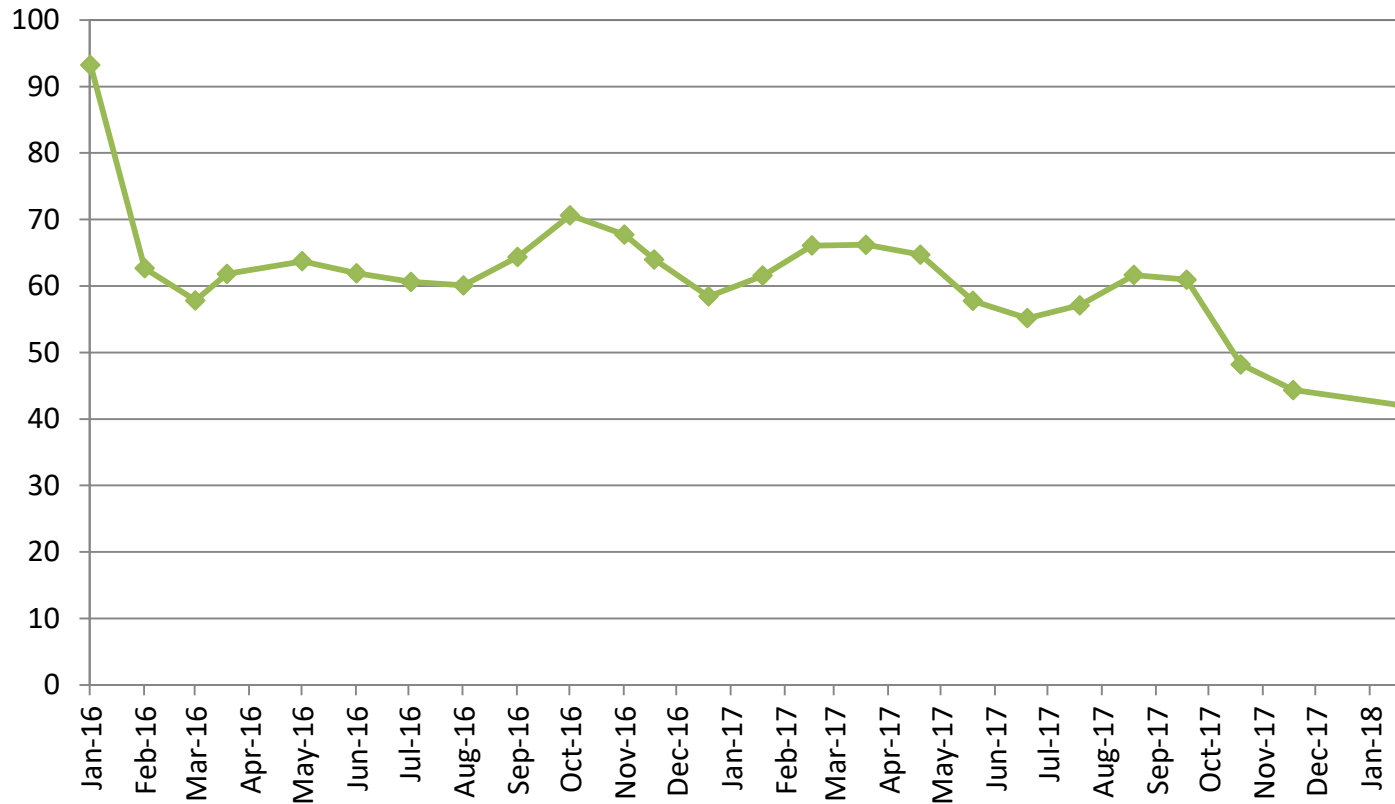


Data Source: Assessment Supervisory Reports and NH Bridges- SACWIS



Assessment CPSWs

Average Assessments Assigned Per CPSW 2016-2018 (last day of the month)

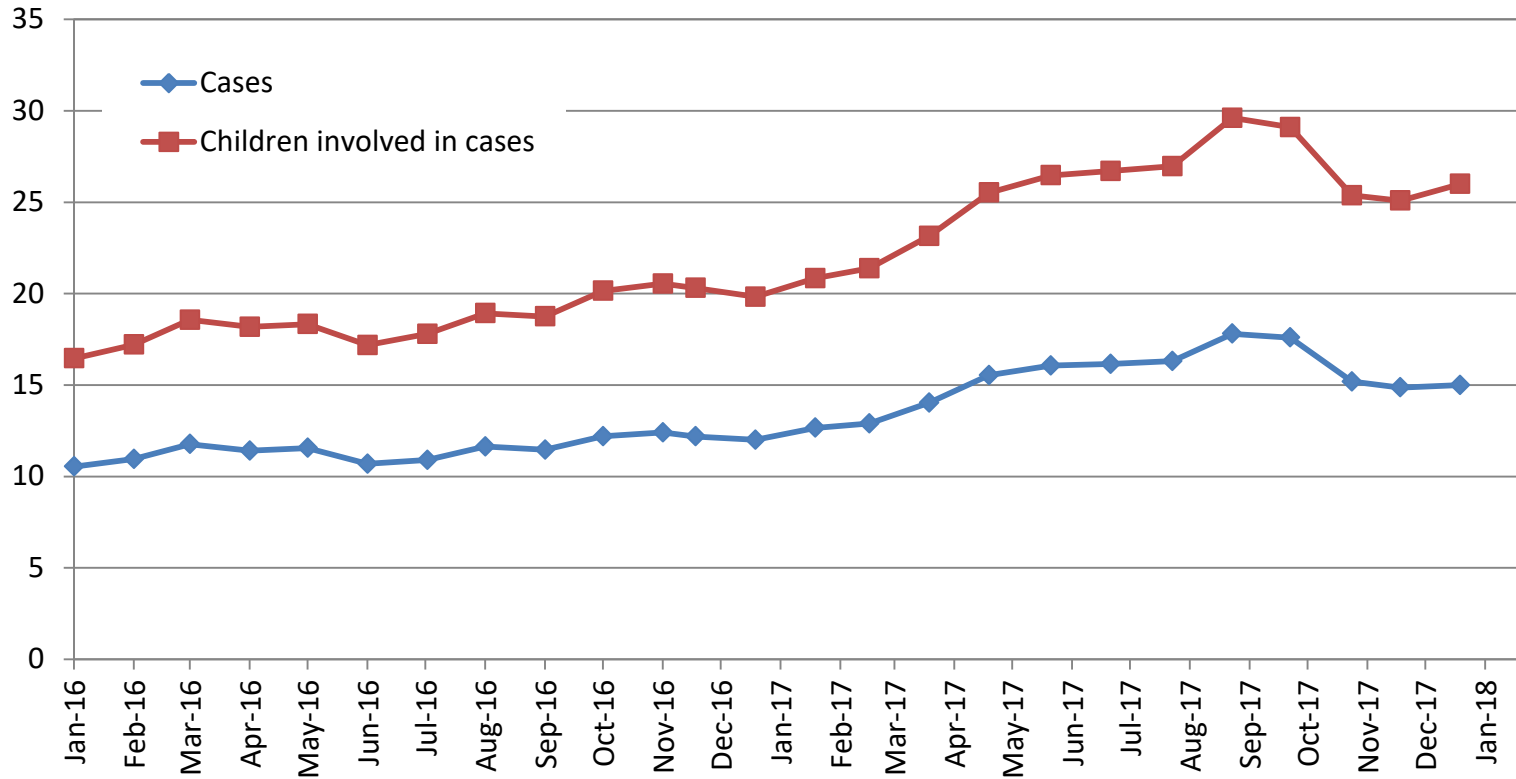


Data Source: Workforce Capacity Report Trend



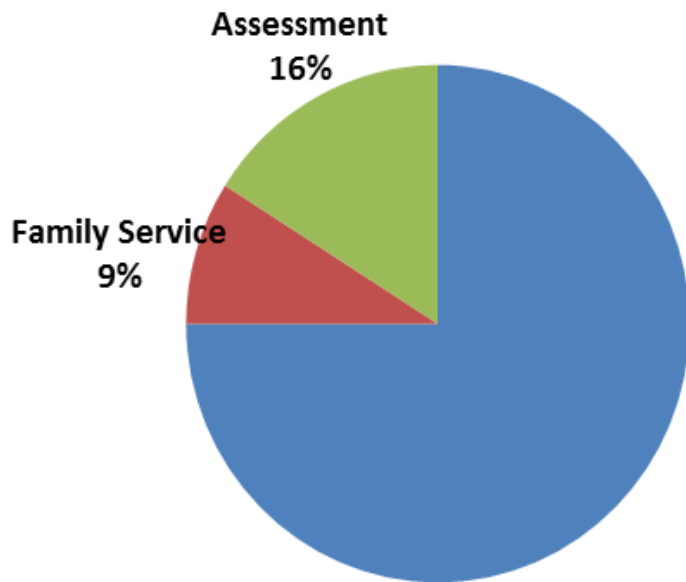
Family Service CPSWs

Average Numbers of Cases and Children per CPSW (last day of the month)

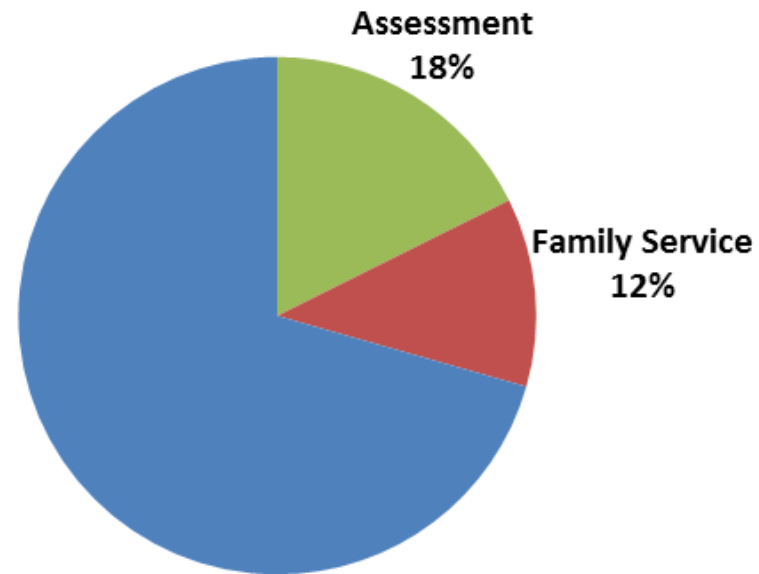


Family Service & Assessment CPSWs

CPSW Turnover FFY 2016



CPSW Turnover FFY 2017



Turnover was determined by the number of CPSWs who left the position of CPSW divided by the average number of filled assessment positions over the FFY.

Data Source: Workforce Capacity Reports and 170 Fiscal database

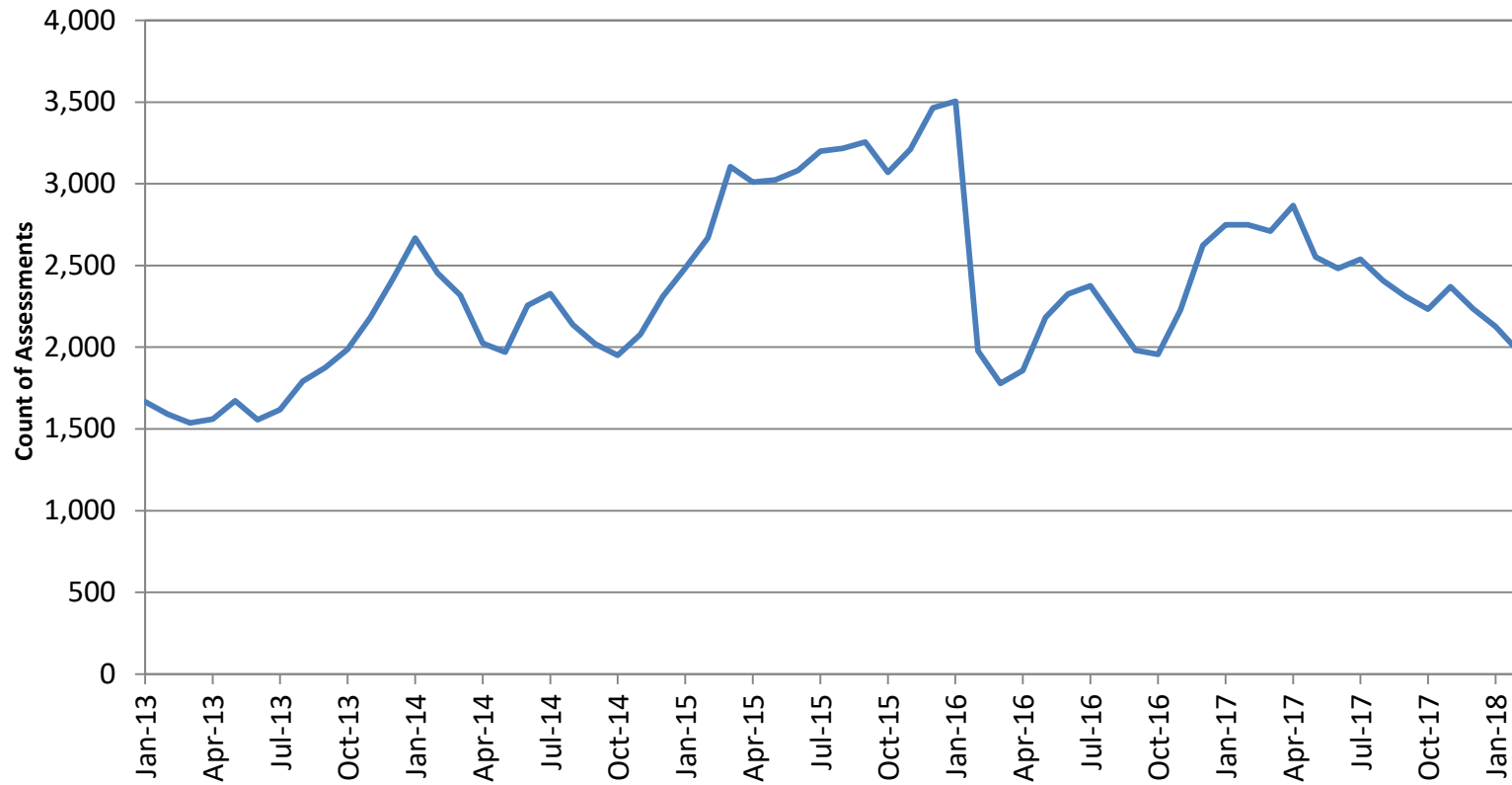


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**Update on the Backlog of
Assessments and Foster Care Growth**



Overdue Assessments from 2013 to 2018



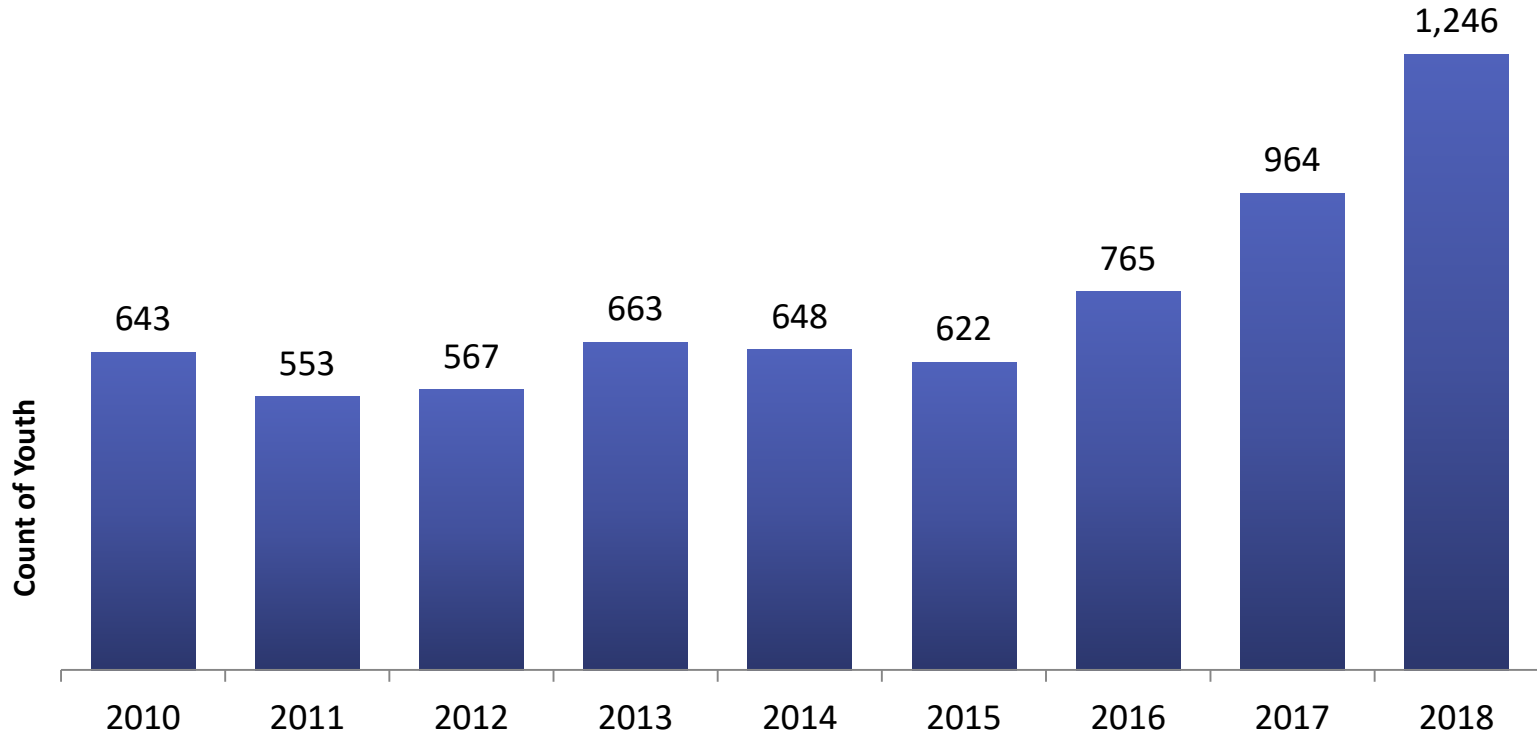
Data Source: Assessment Supervisory Reports, point in time



Child Protective Services Placements

CPS Placement Count by Year

Children in care at the start of the report period



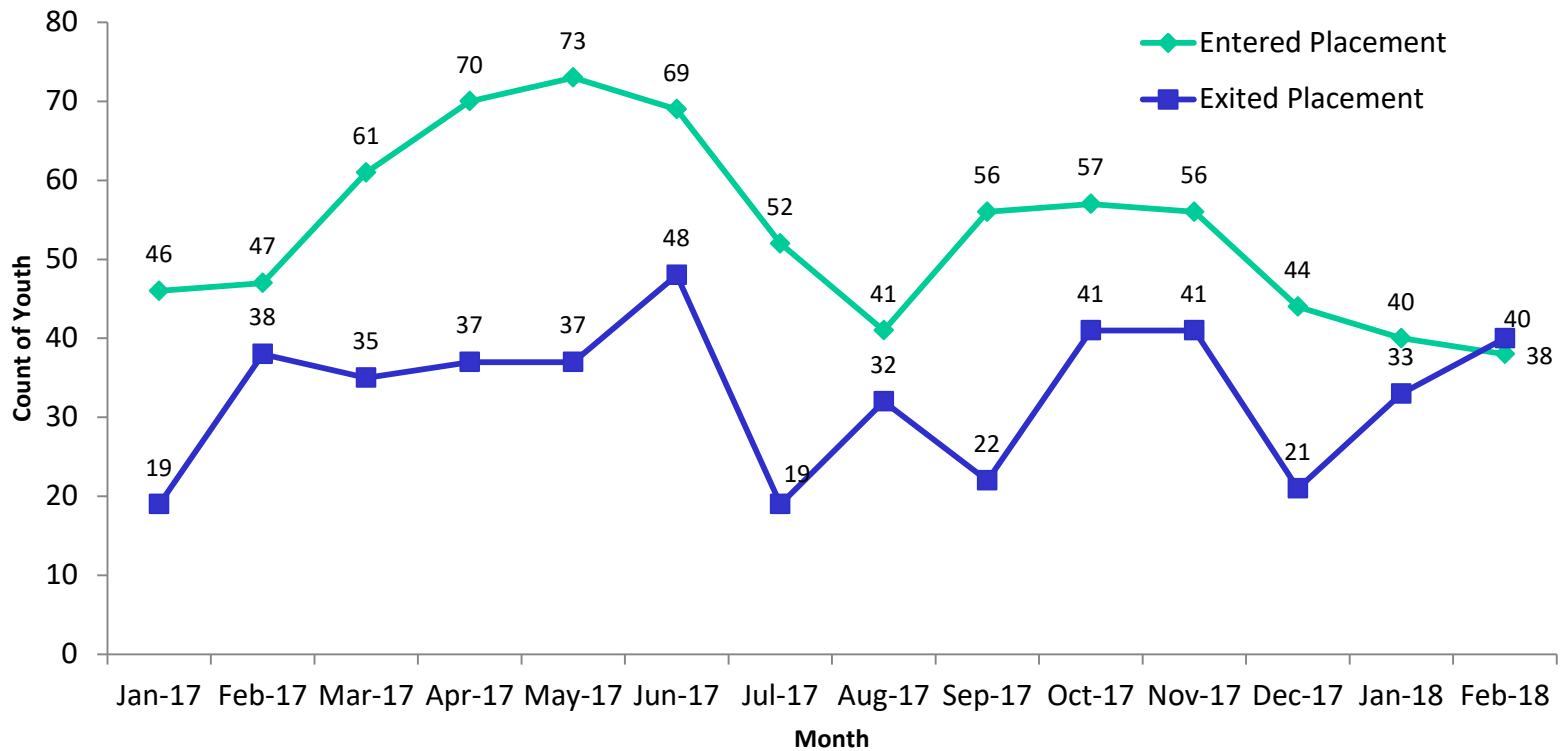
Data Source: Results Oriented Management, Placement Counts extracted on 1/5/2018



Child Protective Services Placements

CPS Placement Entries and Exits by Month - Jan. 2017 - Jan. 2018

Entries and Exits anytime during the report period



Data Source: Results Oriented Management, Placement Counts extracted on 1/5/2018



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Questions & Answers

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