



New Hampshire Department of Health and Human Services

*To join communities and families in providing opportunities
for citizens to achieve health and independence*



Division For Children, Youth & Families (DCYF)



DCYF

Mission Statement

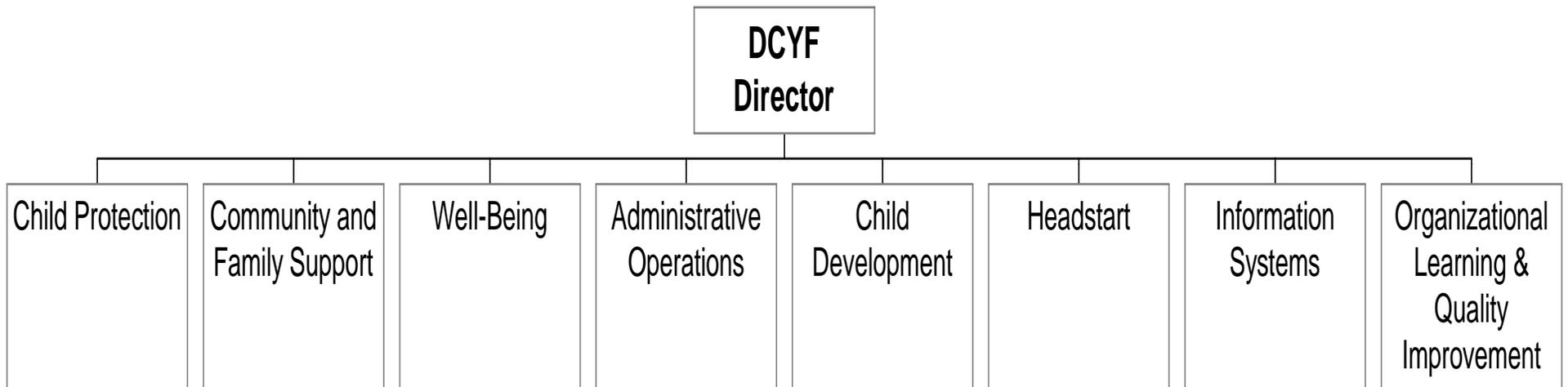
We are dedicated to assisting families in the protection, development, permanency, and well-being of their children and the communities in which they live.

Vision Statement

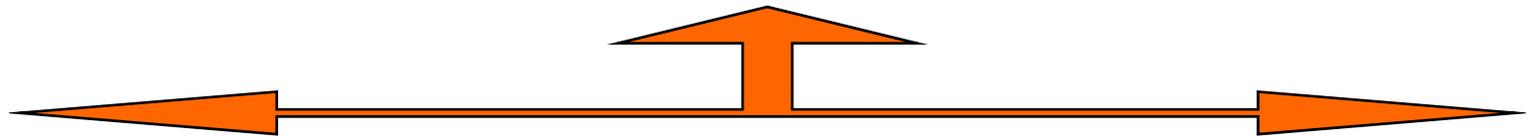
We envision a state in which every child lives in a nurturing family and plays and goes to school in communities that are safe and cherish children.



DCYF



**Focus of
our
business**



Supports the Focus of our business



Organization

- The Division for Children, Youth and Families manages protective programs on behalf of New Hampshire's children, youth and their families.
- DCYF staff provide a wide range of services with the goal of meeting a parent's and a child's needs and strengthening the family system. Services are designed to support families and children in their own homes and communities whenever possible.
- Trained caseworkers receive reports of child abuse/neglect, assess the situations and prepare service plans to work with children and their families.
- This is done through a centralized Intake Office and 12 District Offices across the state, including a Tele-work Unit.



Organization

There are Bureaus within the Division that support the mandate and mission

Child Protection: Works to protect children from abuse and neglect while attempting to preserve the family unit.

Community and Family Support: Includes foster care, adoption, relative and post-adoption programs. As well as services provided in the community to promote a child's safety and well-being.

Well-Being: Provides clinical oversight of programs addressing the areas such as : mental health support,co-occurrence of substance abuse and/or domestic violence, physical health of children and adolescent services and federal grants management and reporting.



Organization

Bureau of Fiscal Services: Provides for the budgeting, analysis of expenditures and cost containment activities.

Child Development: Support to early care and education programs, provides consumer education and child care training programs.

Organizational Learning & Quality Improvement : Provision of new worker training academy, on-going training for DCYF staff and training of foster and adoptive parents. Devoted to improving the quality of services and programs administered by DCYF.

Bureau of Information Systems: Oversees, maintains and updates DCYF automated child welfare system.

Head Start: Facilitates initiatives to impact the lives of low-income children and families by influencing state and local policy and the effective delivery of services.



Personnel and Administrative Profile

As of December 2010

- There were a total of **371** authorized positions
- **31** are currently vacant.

Even a small number of vacancies has a major impact on caseloads. Caseload and workload impact effectiveness and timeliness of the agency's response to concerns of child abuse and neglect.



Enabling Legislation

Public Law: Federal Accountabilities

Safety, Permanency & Well-Being

RSA 169-C Child Protection Act

- Provide protection to children whose life, health or welfare is endangered and to work within a judicial framework.
- Provide assistance to parents to correct conditions that led to the child abuse or neglect.
- Take what action may be necessary to prevent abuse/neglect of children.
- Provide protection, treatment and rehabilitative services to children placed in alternative care.



Target Population Served

CHILD PROTECTION

ASSESSMENT

- Investigation of child abuse and neglect reports
- Initiation of court action if needed

FAMILY SERVICES

- Case management
- Contracted support services
- In-home services to children and families
- Out-of-home services (to families whose children have been removed and are in state custody)



Target Population Served

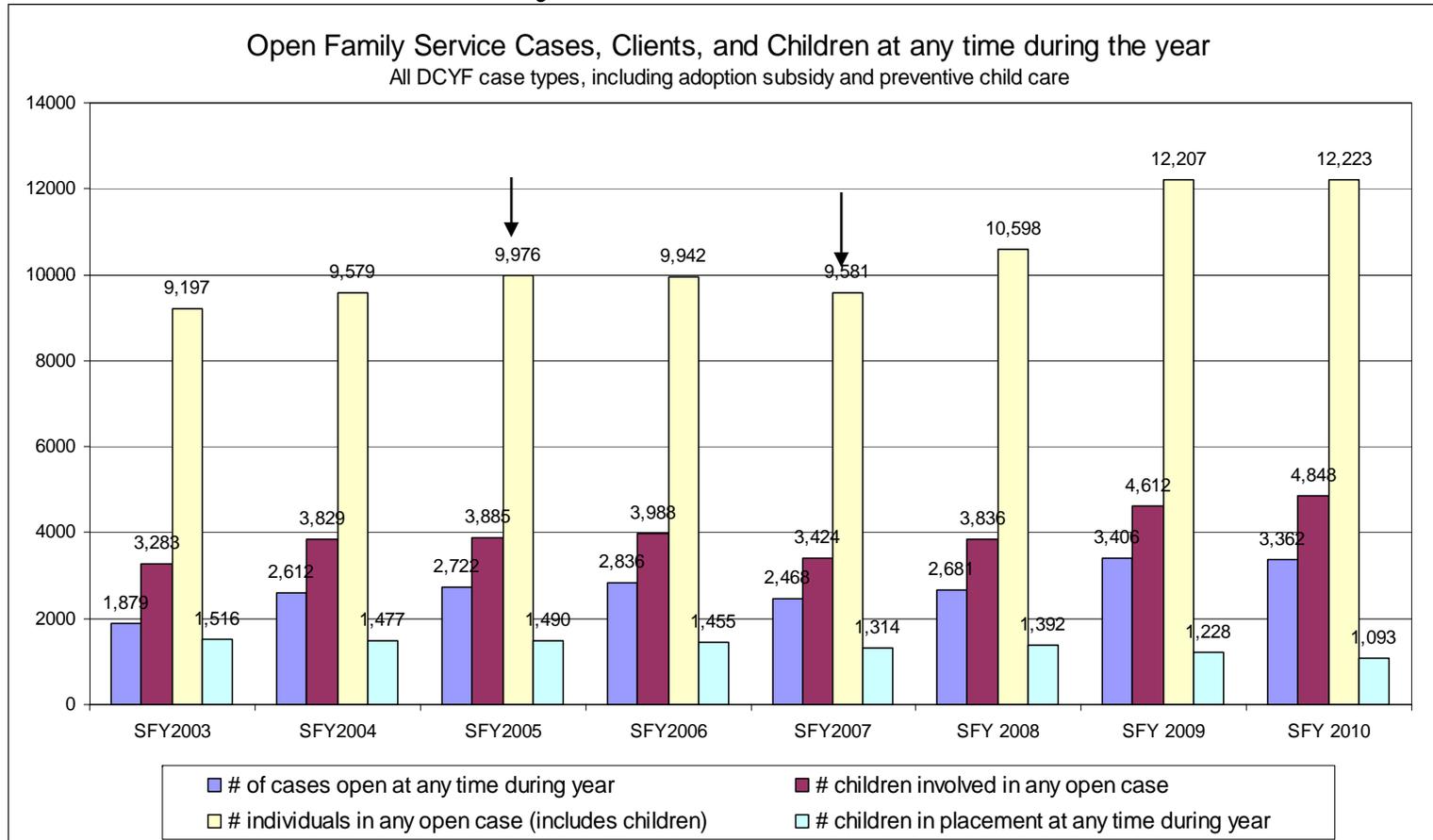
- **CHILD PROTECTION**

- During SFY 2010 Central Intake received **19,959** calls and **8,183** of those calls resulted in a child abuse/neglect assessments. This was a **23%** increase in assessment caseloads since SFY 2003.
- In SFY 2010, DCYF Assessment caseloads averaged **100** children a month per worker.
- In SFY 2010, DCYF Family Service caseloads averaged **127 total individuals** per worker.
- As of October 31st 2010, there were **707** children placed in out-of-home care. This is a **33%** decrease since SFY 2003.



Service Delivery

Family Service Caseloads



DCYF is serving more families each year while the number of children in out-of-home placement remains low.

In SFY 2010

- ✓ 3,362 cases opened
- ✓ 12,223 individuals involved
- ✓ 4,848 children participating
- ✓ 1,093 children in placement.

Family Services is provided through a coordination of services that provided by staff, contracted and enrolled ancillary providers.



Expected Outcomes

DCYF is responsible for improved outcomes relative to Safety, Permanency and Well-Being. They are monitored and measured by the following:

- Reduction in children in out-of-home care, particularly in residential placements.
- More children placed with relatives and a coinciding increase in placement stability
- More timely reunification for children placed in out-of-home care
- Increase in children being adopted and shortened length of time to adoption
- Decrease in the length of time children and families are involved with DCYF
- Decrease in re-entries for children and families.



Major Initiatives

- **Maintaining Transparency**
- **Improved Permanency**
 - Permanency Workers
 - Permanency Planning Teams
 - Implementation of Finding Connections
 - The Relative Care Program
 - Accelerated Reunification Model
 - Emphasis on the Use of Data
 - Frameworks for collaboration with Residential Providers
 - Better Together with Birth Parents
- **Continued enhancements in field practice and service delivery through the creation of a *Practice Model***



Costs

Division for Children, Youth and Families							
Program Measures							
As of 12/15/10							
Description		SFY 2008	SFY 2009	SFY 2010	SFY 2011	Agency	Agency
		Actual	Actual	Actual	Adj, Auth. Budget	SFY 2012 Budget	SFY 2013 Budget
Abuse & Neglect	Caseload	2,443	2,098	1,820	1,820	1,820	1,820
	Avg annual cost	\$ 15,528	\$ 15,252	\$ 16,153	\$ 17,034	\$ 16,763	\$ 17,100
	Total annual cost	\$ 37,934,406	\$ 37,018,692	\$29,397,739	\$31,001,520	\$30,508,238	\$31,122,273
CHINS (Children in Need of Services)	Caseload	598	573	586	586	586	586
	Avg annual cost	\$ 19,778	\$ 19,005	\$ 20,460	\$ 21,576	\$ 21,233	\$ 21,660
	Total annual cost	\$ 11,827,171	\$ 12,379,041	\$11,989,460	\$12,643,536	\$12,442,480	\$12,692,783
Delinquents	Caseload	2,507	2,479	2,411	2,411	2,411	2,411
	Avg annual cost	8,945	8,661	\$ 7,586	\$ 8,001	\$ 7,873	\$ 8,032
	Total annual cost	\$ 22,425,452	\$ 21,095,485	\$18,289,979	\$19,289,416	\$18,982,678	\$19,364,549
Total	Caseload	5,548	5,150	5,548	5,548	5,548	5,548
	Pct Increase		-7.2%	7.7%	0.0%	0.0%	0.0%
	Avg annual cost	\$13,011	\$ 13,688	\$ 13,608	\$ 13,951	\$ 13,608	\$ 13,951
	Pct Increase		5.2%	-0.6%	2.5%	-2.5%	2.5%
	Total annual cost	\$72,187,029	\$ 70,493,218	\$59,677,178	\$62,934,472	\$61,933,396	\$63,179,605
	% change		-2.3%	-15.3%	5.5%	-1.6%	2.0%
Child Care	Caseload	18,824	19,066	16,660	16,923	16,923	16,923
	% change		1.3%	-12.6%	1.6%	0.0%	0.0%
	Avg annual cost	\$2,216	\$ 2,383	\$ 1,787	\$ 1,992	\$ 2,025	\$ 2,025
			7.6%	-25.0%	11.4%	1.7%	0.0%
	Annual Cost	\$ 28,050,111	\$ 32,251,502	\$29,777,990	\$33,706,557	\$34,276,514	\$34,276,514
	% change		15.0%	-7.7%	13.2%	1.7%	0.0%
End of Year Waitlist				2,305	1,673	953	1,318
Caseload & Waitlist		18,824	19,066	18,965	18,596	17,876	18,241
	% change		1.3%	-0.5%	-1.9%	-3.9%	2.0%

5855 Child and Family Services
 SFY11 shows Adjusted Authorized Budget as of 12/14/10 (includes the 2% rate reduction).
 SFY 2010 and 2011 match Agency budgeted amounts. Based on expenditures through November caseloads are down slightly and costs are less than budgeted in SFY11.
 SFY08-10 were increased to show the \$3M of revolving funds received and applied against expenses.
 With a decrease in the amount budgeted for Diversion/Incentive funds, there may be an increase in caseloads in the Child and Family Services account in SFY12-13.

6148 Child Care
 SFY11 shows Adjusted Authorized Budget as of 12/14/10 (includes the \$2.7M for cost share from child back to family and carry forward federal funds from SFY10).
 Based on expenditures through November caseloads are down, only about 60% of the children being released from the wait list are using child care services, the cost per case has decreased due to more children utilizing half-time and part-time care, rather than full-time care due to parents' decrease in employment, and we are now projecting that there will not be a wait list at the end of SFY11.



Challenges

- Increased case complexity
- Creation and roll out of a Practice Model to standardize practices across the state
- Transitional services for older youth
- Shift to serving more children in their own homes and communities requires more intensive services to strengthen those families and resources.
 - In-home services can lead to better outcomes but the up front cost and resources can be as much or more in some instances,



Contact Information

Maggie Bishop, DCYF Director

– 271-4440

– MBishop@dhhs.state.nh.us

Byry Kennedy, DCYF Chief Legal Counsel

- 271-4699 Legislative Liaison

– BKennedy@dhhs.state.nh.us