State of New Hampshire
Department of Health and Human Services

Children, Youth & Families

Governor & Council Breakfast Meeting
March 7, 2018

Agenda

• What’s changed?
  • Quality Assurance Review: Implementation Update
  • Staffing and Caseloads
  • Assessment Backlog
  • Voluntary and Prevention Services
  • Update on Foster Care Supports
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What’s Changed?
Generating change...

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 System Transformation

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:
  o 6 Related to Staffing
  o 3 Related to Training
  o 3 Related to Services
  o 4 Related to Statutes & Policy
Implementation Team Model

Joint Legislative Committee for IR

Interagency Team

DCYF Executive Team

DCYF Management Team

Core Team

Oversight Commission on Children’s Services

Office of the Child Advocate

Subject matter experts invited to participate where needed
Current Priorities

➢ 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
Assessments

Accepted Assessment for Each Year

State Fiscal Years (July through June)

Data Source: DCYF Assessment Data Book
Assessments

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)
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
Assessments

Overdue Assessments from 2013 to 2018

Data Source: Assessment Supervisory Reports, point in time
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
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