

Nebraska Child and Family Services Review 2017 Round 3 Results

January 17th, 2018

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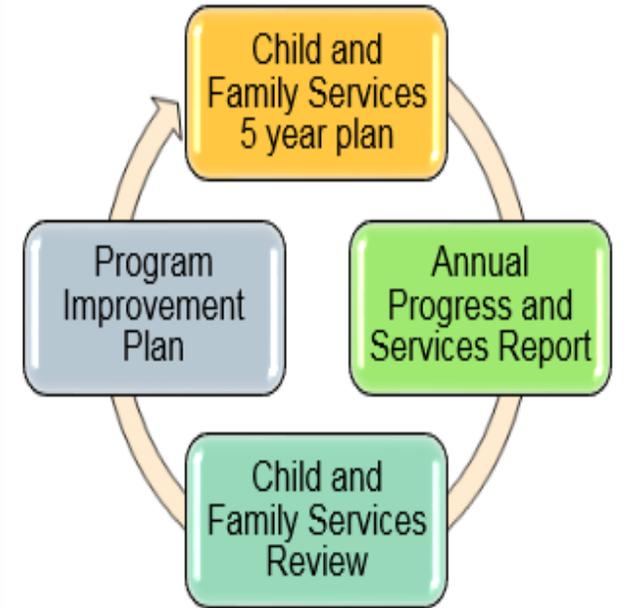
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Child and Family Service Reviews (CFSR)

- Collaborative effort between federal and state governments
- Promote continuous quality improvement in child welfare systems nationally
- Evaluate state performance relative to federal requirements and state Child and Family Services Plan
- Identify both the strengths and areas needing improvement in state child welfare programs
- States that do not meet initial standards develop an action-oriented 2-year Program Improvement Plan



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CFSR Process

- Statewide Assessment (April 15th, 2017)
- County Selection for Reviews – Douglas, Platte/Colfax & Hall
- Data Indicators (Not used this round)
- On Site Review(June 5th-9th, 2017)
 - Systemic Factor Interviews
 - 125 key stakeholders and partners were interviewed
 - Case-level reviews (June 5th-9th, 2017) (PUR April 1, 2016 – case closure)
 - 65 Cases Reviewed (40 Foster Care; 25 In Home)
 - Over 200 case participants interviewed
- Program Improvement Plan (PIP)
 - Report issued to Nebraska Nov. 21, 2017
 - PIP due to Children’s Bureau – Feb. 19, 2018
 - Measurement plan approved by Children’s Bureau

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Nebraska Federal Indicators Matrix - Round 3

Review Period: November 2017

	Recurrence of Maltreatment	Maltreatment in Care	Youth Entering Care Achieving Permanency in 12 Months	Re-Entry within 12 Months of Discharge	Youth in Care 12-23 Months Achieving Permanency in 12 Months	Youth in Care 24+ Months Achieving Permanency in 12 Months	Placement Stability
Target:	≤ 7.9%	≤ 7.00	≥ 43.8%	≤ 8.3%	≥ 46.2%	≥ 36.3%	≤ 4.12
Eastern	5.6%	3.99	38.5%	10.9%	49.5%	43.5%	3.72
Southeast	7.1%	6.80	34.0%	9.2%	54.3%	43.8%	2.30
Central	0.9%	0.64	38.7%	5.5%	50.9%	56.5%	3.13
Northern	5.2%	2.69	45.5%	6.4%	46.6%	58.3%	2.30
Western	3.7%	1.19	43.5%	5.6%	57.3%	71.4%	1.98
State	5.6%	3.67	40.3%	8.8%	50.9%	48.6%	2.92

= Passing
 = Not Passing

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Nebraska Federal Indicators Matrix - Round 2

Review Period: November 2017

	Absence of Maltreatment Recurrence	Absence of Maltreatment in Foster Care	Timeliness and Permanency of Reunification	Timeliness of Adoption	Permanency for Children in Foster Care	Placement Stability
Federal Target:	94.60%	99.68%	122.6	106.4	121.7	101.5
Eastern	96.52%	99.92%	111.8	134.0	153.8	104.7
Southeast	93.15%	99.76%	119.2	186.7	145.9	111.6
Central	97.39%	100.00%	143.7	203.6	199.0	116.2
Northern	96.95%	99.88%	126.7	152.6	167.4	117.7
Western	93.96%	100.00%	138.5	171.0	208.3	116.9
State	95.29%	99.90%	120.2	159.3	159.3	109.8

= Passing the Federal
 = Not Passing the Federal Indicator

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Child and Family Outcomes – Case Reviews

Safety, Permanency and Well-Being

- **Safety Outcome 1:** Children are, first and foremost, protected from abuse and neglect.
- **Safety Outcome 2:** Children are safely maintained in their homes whenever possible and appropriate.
- **Permanency Outcome 1:** Children have permanency and stability in their living situations.
- **Permanency Outcome 2:** The continuity of family relationships and connections is preserved for children.
- **Well-Being Outcome 1:** Families have enhanced capacity to provide for their children's needs.
- **Well-Being Outcome 2:** Children receive appropriate services to meet their educational needs.
- **Well-Being Outcome 3:** Children receive adequate services to meet their physical health needs.

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Systemic Factors

System Processes & Functions

- **Systemic Factor 1:** Statewide Information System
- **Systemic Factor 2:** Case Review System
- **Systemic Factor 3:** Quality Assurance System
- **Systemic Factor 4:** Staff and Provider Training
- **Systemic Factor 5:** Service Array and Resource Development
- **Systemic Factor 6:** Agency Responsiveness to the Community
- **Systemic Factor 7:** Foster and Adoptive Parent Licensing, Recruitment, and Retention

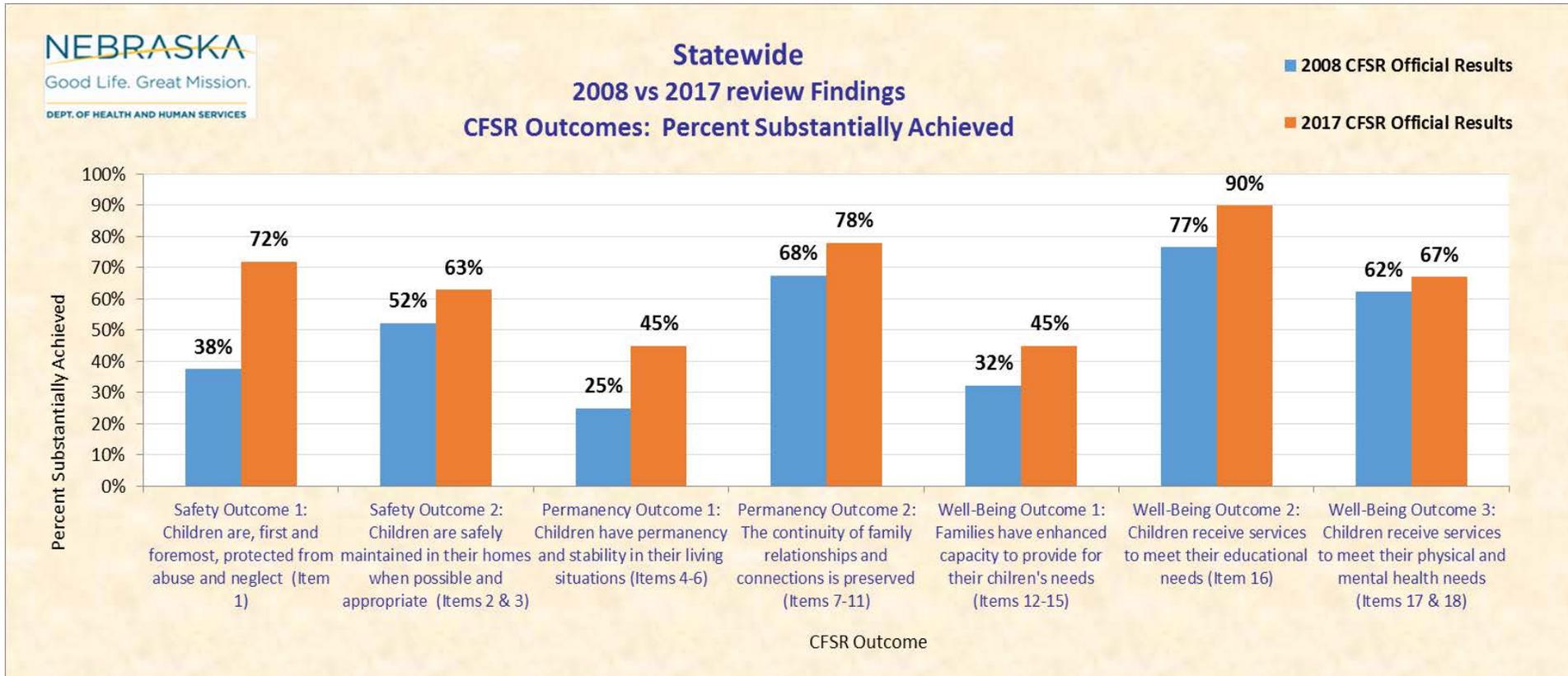
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NEBRASKA Preliminary Case Review Findings



To be in substantial conformity with the outcome, 95% of the applicable case must be rated as having substantially achieved the outcome for Nebraska.

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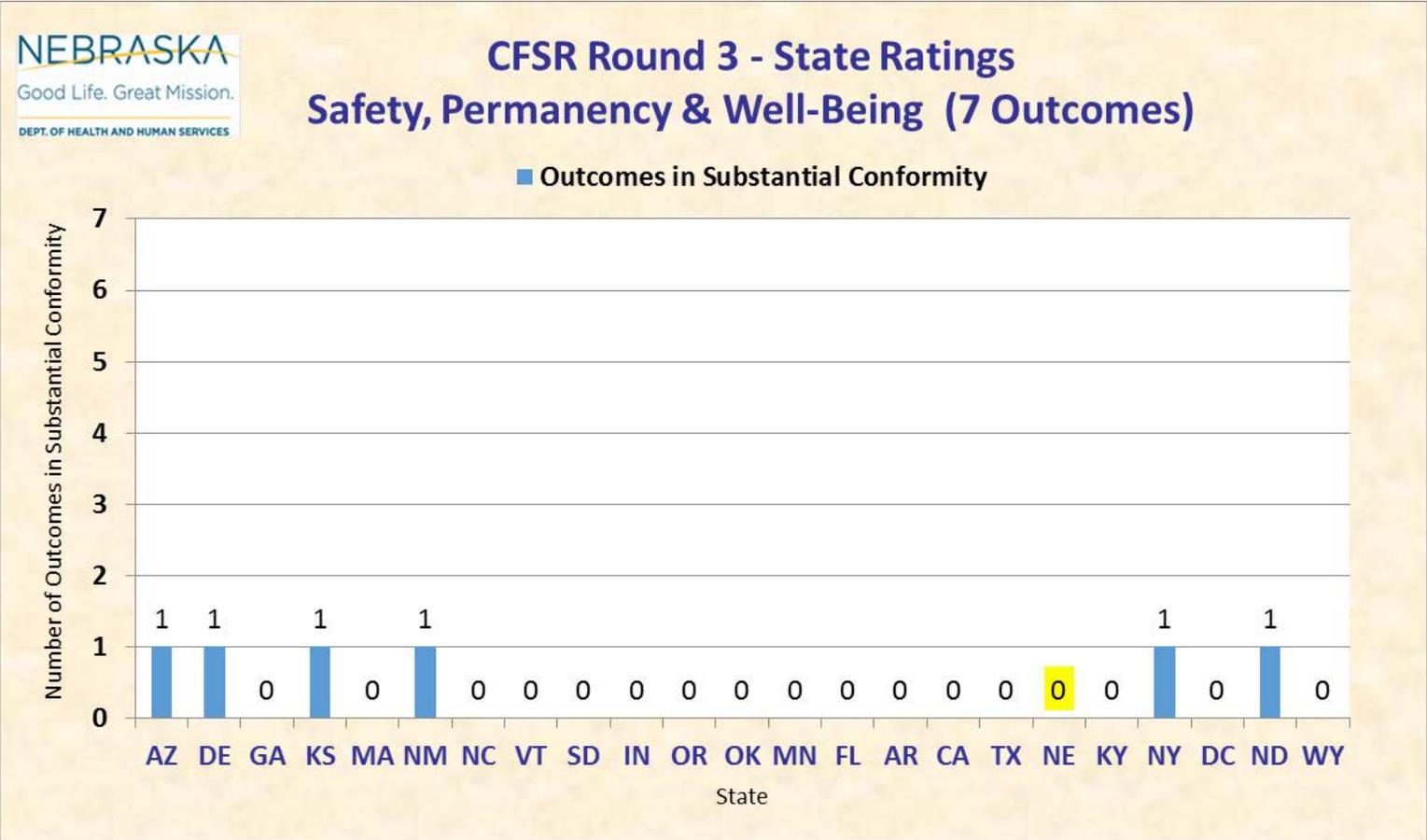
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* In-home cases generally underperformed out-of-home cases

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National Case Review Outcome Results

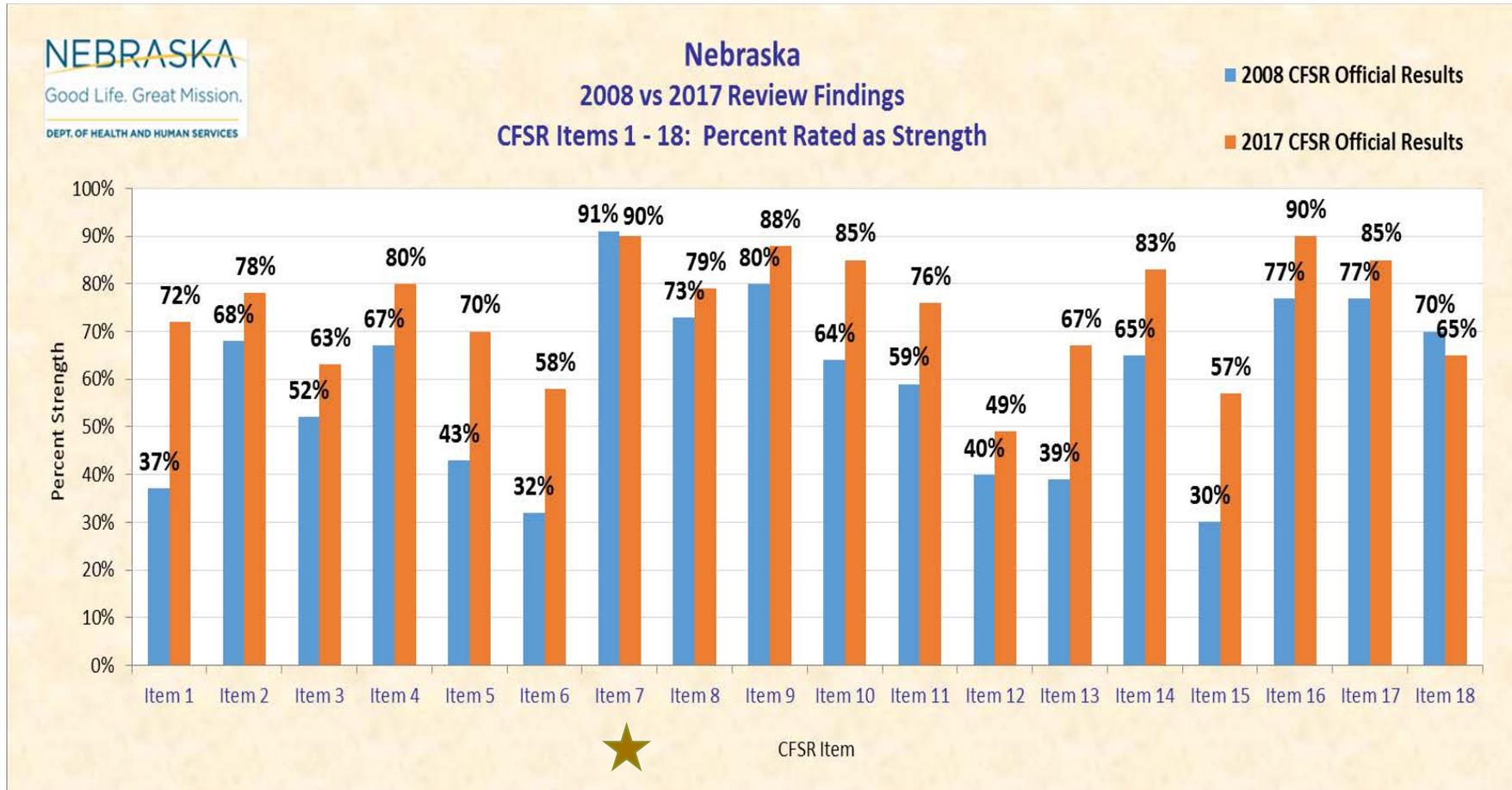


Examples of how other states scored on the Outcome Measures



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NEBRASKA CFSR Item Results



For an overall rating of strength, 90% of the cases reviewed for the item (with the exception of items 1 & 16) must be rated as a Strength. Because items 1 & 16 are the only items for Safety Outcome 1 and Well-Being Outcome 2, the requirement of a 95% strength rating applies.

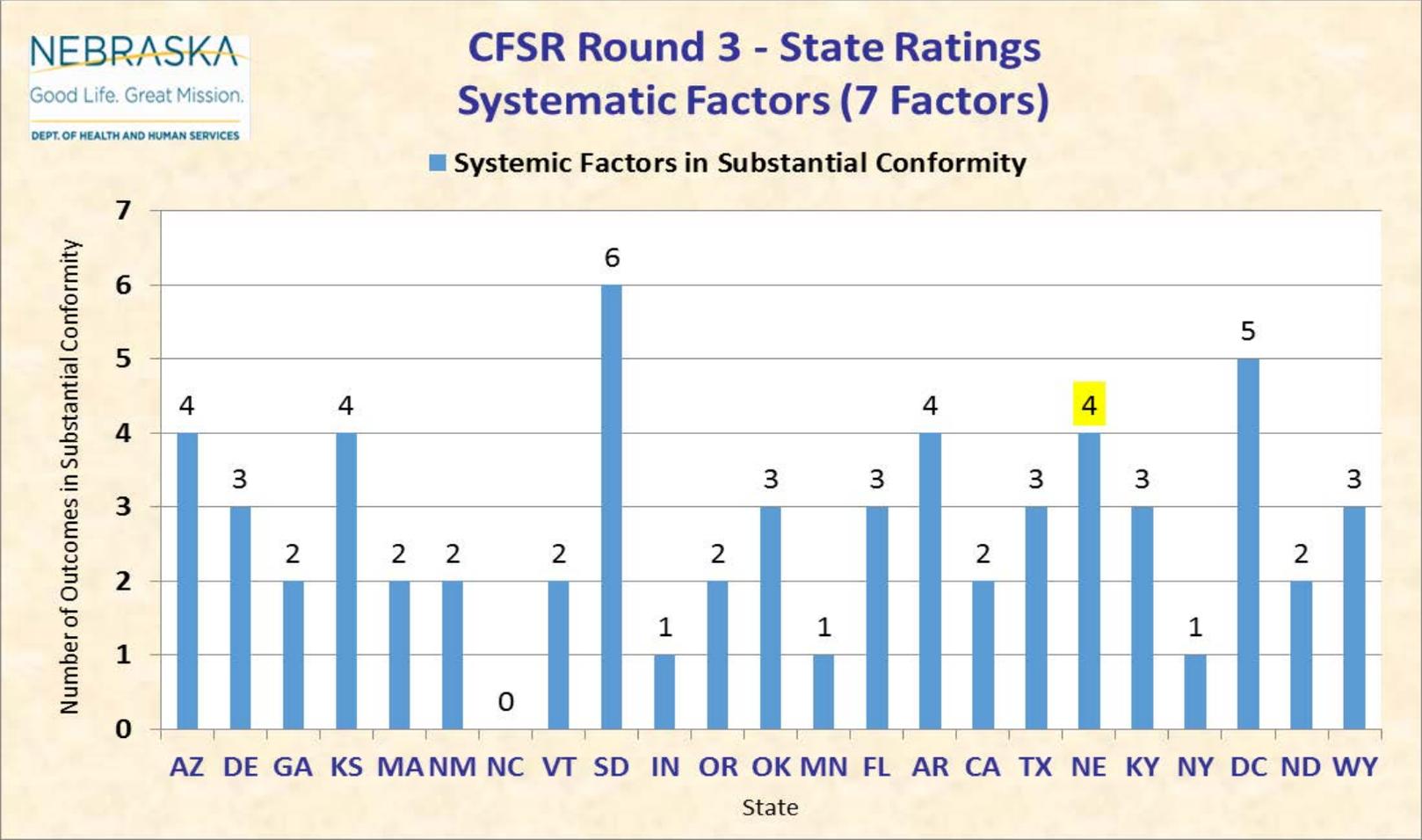
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National Systemic Factor Results



Examples of how other states scored on the Systemic Factors

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Safety Outcomes

Practice Strengths:

- Timely face to face contacts for Priority 1 intakes - [Item 1](#)
- Services were provided in voluntary in-home cases even when allegations were unsubstantiated - [Item 2](#)
- 93% of Foster Care families were provided appropriate services to prevent removal or re-entry
- When cases were rated “Strength” - caseworkers appeared skilled in utilizing the SDM and conducting informal risk/safety assessments throughout the life of the case. [Item 3](#)

Opportunities for Improvement:

- Delay of face-to-face contact for P2,P3 and AR Intakes - [Item 1](#)
 - Often times, an exception was documented in N-FOCUS, however, the circumstances did not appear to be beyond the agency’s control.
- Lack of engagement, involvement and assessment of non-custodial parents (particularly fathers) and paramours – [Item 3](#)
- Safety and Risk management at all critical case junctures – [Item 3](#)
- Safety plans need to be more specific and updated as the case progresses.

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Permanency Outcomes

Practice Strengths:

- Good use of relative/kin placements which also enhanced placement stability. – Items 4 (60% Statewide)
- Siblings in foster care are placed together – Item 7 (Statewide 64.9% all, 83.3% 1 sibling)
- Efforts to maintain connections were made in 87% of cases, 95% of cases ICWA inquiries were sufficient. [Item 9](#)
- Concerted efforts to promote positive relationship between child & mother(86%) and father(76%) – [Item 11](#)
- Effective Family Team Meetings promoting timely permanency. [Item 6](#)
- 96% of relative placement cases were considered stable and appropriate. [Item 10](#)

Opportunities for Improvement:

- Court appeals & continuances resulted in delays to permanency – [Item 6](#)
- Untimely modification of permanency goals when case had limited progress. Adoption not established timely when it was clear reunification was not going to be achieved timely - [Item 5](#)
- Termination of Parental Rights (TPR)/Exception Hearings not timely for youth in care 15 of 22 months – [Items 5,6](#)
- Lack of use and or support for concurrent permanency goals. [Item 6](#)
- Timeliness of Permanency (12, 18 & 24 Months) [Item 6](#)

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Well-Being Outcomes

Practice Strengths:

- Strong engagement of mothers and children with case workers – [Items 12-15](#) but impacts all CFSR items.
- 95% of FC caseworker visits with child a strength, 64% of IH rated a strength– [Item 14](#)
- Good use of Family Team Meetings to assess needs and involve parents in case planning – [Item 13](#)
- 88% of FC cases the physical health of the child was rated a strength. Appropriate oversight of medical prescription medications occurred in 100% of cases (71% mental/behavioral meds) - [Item 17 & 18](#)
- Needs of children appropriately assessed and addressed in 78% of 65 applicable cases. (FC 90%, IH 60%)– [Item 12](#)

Opportunities for Improvement:

- Parent's needs properly addressed through services in 55% of cases – FC 67%, In-Home 40%
- Waitlists for substance abuse and mental health for parents – [Item 12B](#)
- Lack of engagement with non-custodial parents (particularly fathers) and paramours – [Items 3,6,8,11,12,13,15](#)
- Challenges involving incarcerated parents - [Items 12,13,15](#)
- Lack of appropriate service provisions to meet the child's needs, particularly for Mental/Behavioral Health needs – [Item 18](#)

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Systemic Factors

- **Statewide Information System:** In Substantial Conformity
 - Item 19
- **Case Review System:** Not In Substantial Conformity
 - Items 20-24
- **Quality Assurance System:** In Substantial Conformity
 - Item 25
- **Staff and Provider Training:** In Substantial Conformity
 - Items 26-28
- **Service Array and Resource Development:** Not In Substantial Conformity
 - Items 29-30
- **Agency Responsiveness to the Community:** In Substantial Conformity
 - Items 31-32
- **Foster and Adoptive Parent Licensing, Recruitment, and Retention:** Not In Substantial Conformity
 - Items 33-36

Determining Substantial Conformity



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Quality Assurance System (Substantial Conformity)

Strengths:

- Robust CQI system and statewide use of CQI system
- CQI system is used to drive performance in order to achieve outcomes
- Administrators and Supervisors have strong knowledge and use of CQI data
- Staff have easy access to data reports
- Performance standards are provided to evaluate the quality of foster care services (PPI)
- Personnel File Review is focused on quality improvement versus “gotcha”

Opportunities for Improvement:

- Case managers understanding of CQI is limited in some parts of the State of Nebraska

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Case Review System (ANI)

Strengths:

- High percentage of cases having Permanency hearings every 12 months and Periodic Review Hearings every six months
- Often, Review Hearings are occurring every 3 months
- Strong use of SDM to guide decisions

Opportunities for Improvement:

- Hearings are not consistently occurring when TPR has been appealed and TPR/Exception rulings are not regularly occurring for youth that reach 15/22 out of home.
- Sometimes there is not a clear distinction between Permanency and Review Hearings
- TPR Hearings can be delayed due to scheduling challenges
- Foster parents are not always being notified of court proceedings
- Engagement of Non-Custodial Parents, particularly fathers.

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Staff and Provider Training (Substantial Conformity)

Strengths:

For DCFS Staff:

- Recent changes with pre-service training were driven by feedback from case managers and supervisors
- Collaboration between CCFL and DCFS
- Employee completion rate with pre-service training
- Most staff receive 24+ hours of annual training (as required)

For Foster Parents and Adoptive Parents:

- Completion rate is very high, most exceed the required hours (24 new; 15 on-going)
- Experienced foster parents delivering the training for new foster parents

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Service Array and Resource Development (ANI)

Strengths:

- ICWA Champions provide valuable assistance
- Southeast Service Area Drug Court
- Use of relatives and kin for placements

Opportunities for Improvement:

- Wait times to access substance abuse assessments and treatment services (residential primarily)
- Lack of cultural and linguistic appropriate services (CLAS), interpreter pool is limited (conflict of interest), need for adoption competent therapists, need centralized place to store names of specific specialty therapists (PCIT, CPP, TF-CBT)
- Limited pool of medical and dental providers in western/rural areas
- Limited access to treatment services to address drug and alcohol abuse issues
- Parents travel time to services can be excessive

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Agency Responsiveness to the Community (Sub.Conformity)

Strengths:

- Collaboration with service providers is strong
- Regular conversations with CIP, FCRO and providers-openness to partner
- Out of the box thinking is encouraged and occurring
- Youth involvement with Normalcy Task Force (Youth Bill of Rights), System of Care and Citizen Review Panel

Opportunities for Improvement:

- Family input with CFSP and APSR
- Lack of formal process to hear family voice

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Foster and Adoptive Parent Licensing, Recruitment, and Retention (ANI)

Strengths:

- Increasing timeliness to facilitate permanent foster and adoptive placements:
 - Within the state through contracts for child specific home recruitment efforts through Family Finding Services, Heart Gallery and Wendy's Wonderful Kids
 - ICPC improvements through in NEICE, electronic case management system for processing ICPC placements.
- DCFS Complies with federal requirements for criminal background clearances as related to licensing or approving foster care and adoptive placements.

Opportunities for Improvement:

- Diligent recruitment to reflect ethnic and racial diversity of children
- Diligent geographic recruitment
- Improve our ability to place in homes that meet the needs of high needs youth

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Activities since the On Site Review

- Created a Core PIP Team

- 13 Members
 - CIP, NFC, Casey, Foster Youth,
- Monthly meetings since August 2017
- Identified themes and current strategies
- Identified stakeholders
- Designed Kick Off Event

- Kick Off Event

- November 29th & 30th at the Cornhusker
- Children's Bureau presented Official Review Results
- Over 200 internal & external stakeholders invited
- Stakeholder input regarding barriers, strategies and initiatives for improvement

- Created Strategies for the PIP

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PIP Strategies

- Youth Safety & Risk Management
- Workforce Development & Retention
- Family Engagement
- Service Array
- Timely Permanency and Court Matters
- Placement Stability & Foster Parent Recruitment

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Achieving the PIP

- Submit, then reach an agreement with the CB regarding the PIP items
- Develop statewide baseline CFSR Item scores (Safety 1, Permanency 1, Well-being 1 and 3)
- Implement strategies to improve
- Perform CFSR reviews each month until we achieve established improvement – 2 years, with one additional overlapping year if required.
- Demonstrate efforts and progress in the APSR on the systemic factors
- Complete the PIP!!

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