

ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	No
Responsibility assigned?	No

Children, Youth and Families

For FY21, the Legislature increased appropriations across the Children, Youth and Families Department's (CYFD) programs by 6 percent. The majority of the increase was for the Behavioral Health Services Program (BHS) and the Protective Services Program (PS).

The PS division received an 8 percent increase in FY21, including funding to implement a new differential response system, expand prevention, family support and reunification services, and increase staffing to reduce caseloads and lower turnover rates. While PS turned in a mixed performance in the first quarter of FY21, the division is making incremental progress in critical measures. Since FY18, the 12-month maltreatment rate dropped from 17 percent to 13.8 percent. While still above the target and the national standard, both the six-month and 12-month maltreatment rates are moving in the right direction. As the division continues to implement new initiatives, performance should continue to improve.

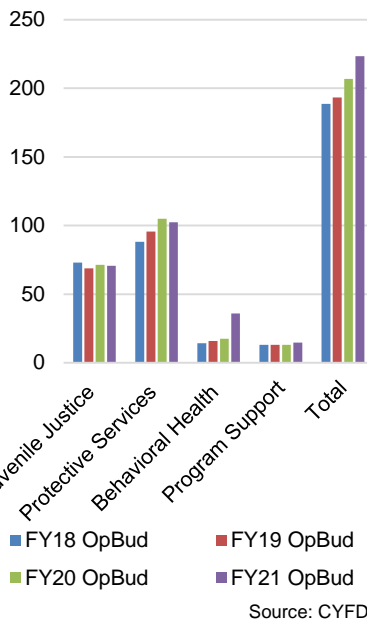
The BHS budget more than doubled, primarily to expand access to behavioral health services. In the first quarter of FY21, the BHS division exceeded all but one of its targets. While still under the target of 75 percent, the division increased the percentage of children and youth receiving services from clinicians from 51.8 percent in FY19 to 66.4 percent in the first quarter of FY21. Key initiatives, focused on expanding services and maintaining children and youth in least restrictive placements, will continue to be rolled out throughout FY21. New performance measures will be put in place to reflect the divisions expanded responsibilities starting in FY22.

The department's overall performance continues to be impacted by the Covid-19 public health emergency. Unemployment, unstable housing and transient living have put many system-involved youth and youth transitioning from care at high risk of Covid-19 infection, and in turn, put CYFD staff working with them at high risk. Additionally, lack of technology and broadband capacity has made it difficult for some CYFD partners and stakeholders to communicate and participate in virtual court proceedings and access services. As the pandemic wears on, CYFD continues to adjust its business practices, but concerns about underreporting and negative behavioral health outcomes continue to grow.

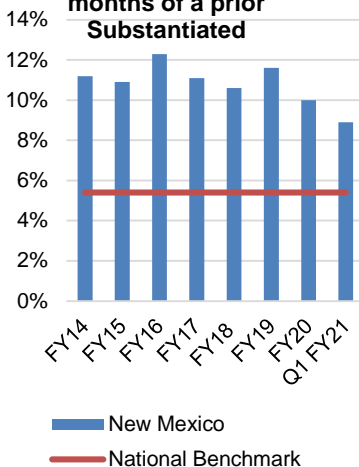
Protective Services Division

The Protective Service division met only half of its targets but showed progress across many of its critical measures, including the six-month maltreatment measure, which came in under 10 percent for the first time in several years. Complex factors such as poverty, substance abuse, domestic violence, and mental health problems all contribute to the challenges faced by families that have repeat maltreatment substantiations in relatively short periods of time. Gaps in needed safety-related services throughout the state, vacancy rates, and worker turnover impact this outcome. Serious injuries that result from physical abuse or neglect are often indicative of escalating maltreatment and, in some cases, are sentinel events that predict subsequent injury or even death. In FY20, 37 percent of substantiated serious injury allegations involved a family with PS involvement within the prior year, highlighting PS's central role in preventing these

CYFD General Fund History by Program
(in millions of dollars)



Children Subject to Repeat Maltreatment within 6 months of a prior Substantiated

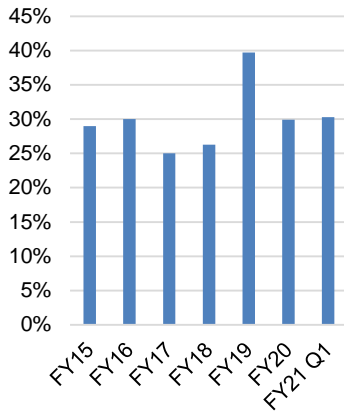


PERFORMANCE REPORT CARD

Children, Youth and Families Department

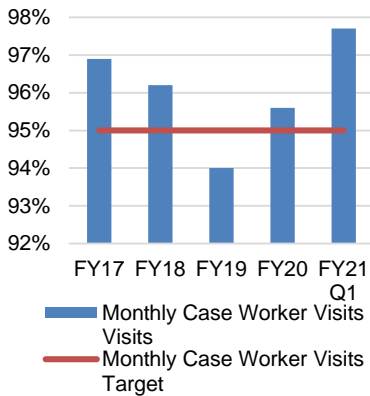
First Quarter, Fiscal Year 2021

Turnover Rate for Protective Service Workers



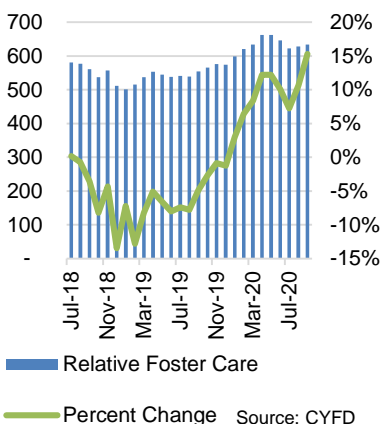
Source: CYFD

Monthly Case Worker Visits



Source: CYFD

Change in Relative Foster Care



Source: CYFD

incidents and the importance of training for PS investigative staff. PS is working to improve training efforts and has restructured contracts to address gaps in the service array. A new quality improvement process will evaluate outcomes for contract providers who work with families referred by PS and assess fidelity to safety assessment and safety organized practice. Since the Covid-19 quarantine guidelines were implemented, many visits with children in foster care have been virtual; however, the frequency of these visits has gone up, with data indicating that most children in foster care are receiving weekly or almost-weekly visits with their caseworker. In the last year, PS has seen an increase in the percentage of children placed with relatives, including the number of relative placements that are made immediately following removal. New procedures mandating the county office manager's approval prior to placing a child with a non-relative should lead to continued improvement in this measure. To improve timely reunification and permanency plans, PS is piloting a program in several counties to help PS engage parents in a more meaningful and timely manner and reduce barriers to accessing services.

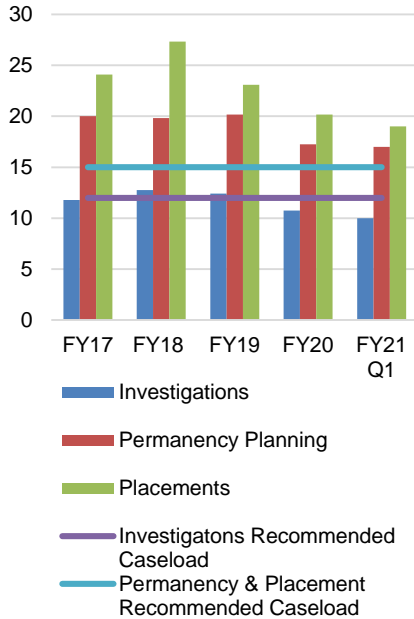
	Budget: \$171,038.6	FTE: 1,019	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
Children who are not the subject of substantiated maltreatment within six months of a prior determination of substantiated maltreatment.			89.6%	90%	93%	91.1%	-	-	Y
Children who have another substantiated maltreatment report within 12 months of their initial report.			17%	14.1%	9.1%	13.8%	-	-	R
Maltreatment victimizations per 100,000 days in foster care.			13.4	12.6	8.5	13.5	-	-	R
Children in foster care for more than 8 days, who achieve permanency within 12 months of entry into foster care.			32.3%	29.3%	40.5%	29.8%	-	-	R
Children in foster care for 12-23 months at the start of a 12-month period, who achieved permanency within that 12 months.			36.5%	40.2%	44%	43.1%	-	-	Y
Turnover rate for protective services workers.			39.7%	29.9%	20%	30.3%	-	-	R
For children in foster care for more than 8 days, placement moves per 1,000 days of foster care.			7.8	5.9	4	5.3	-	-	Y
Families with a completed investigation who engaged in prevention services (In-Home Services, Family Support Services) for 30 days or more.			4.5%	6.4%	20%	4.7%	-	-	R
Rate of serious injury per 1,000 investigations			2.88	3.1	1	2.1	-	-	R
Average statewide central intake call center wait time			n/a	0.15	3.0	0.23	-	-	G
Average of the longest statewide central intake call center wait time per month for a 12-month period. (in minutes)			n/a	8.18	15	8.33	-	-	G
Foster care placements currently in kinship care settings.			23.1%	28.8%	35%	37.3%	-	-	G

PERFORMANCE REPORT CARD

Children, Youth and Families Department

First Quarter, Fiscal Year 2021

Protective Service Monthly Caseloads



Kinship care placements that transition to permanent placement.

37.5% 40.5% 15% 43.9% - - **G**

Indian Child Welfare Act foster care children who are in an ICWA-preferred placement.

n/a n/a 38% 65.4% - - **G**

Children in foster care who have at least one monthly visit with their caseworker

94% 95.6% n/a 98.2% - - **G**

Program Rating

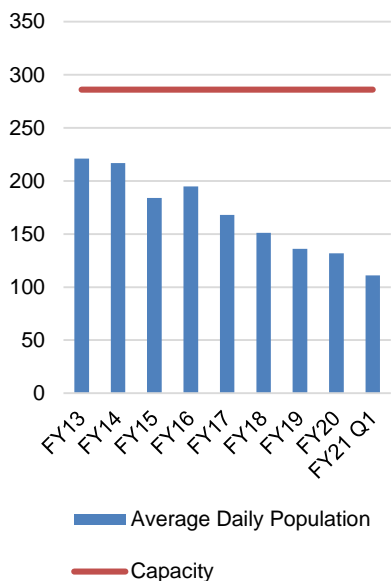
Y

Juvenile Justice Services

The Juvenile Justice Services division met or nearly met more than half of its targets. Significantly, the division improved performance in key recidivism measures. Nearly 94 percent of JJS clients successfully completed formal probation. In the first quarter of FY21, recidivism rates for youth discharged from active field supervision improved by several percentage points but remain higher than the target. In efforts to reduce recidivism, the division continues to focus on providing a comprehensive array of rehabilitation programs and services and has prioritized the use of evidence-based programs. The Child and Adolescent Needs and Strengths (CANS) assessment was completed for all clients in JJS secure facilities. By using the CANS assessment and incorporating wraparound services through BHS providers, youth with the most complex needs are supported through an integrated plan that focuses on needs and builds on existing strengths. In the first quarter of FY21 there were 116 physical assault incidents in the JJS facilities; 42.2 percent were client-on-client physical assaults and 51.7 percent were client-on-staff physical assaults. The Covid-19 pandemic has created a number of challenges to maintaining appropriate staffing levels, but JJS has been successful in lowering the turnover rate for youth care specialist.

For FY21, JJS has two new performance measures, one addressing kinship placements and one focused on appropriate placements for Indian Child Welfare Act youth. The division did not report on these new measures this quarter because system changes are required to accurately capture the relevant data. CYFD will report on these measures in the next quarter with an effective date beginning July 1, 2020.

JJS Secure Facility Population



Budget: \$71,742.4 FTE: 821

Physical assaults in Juvenile Justice Facilities.

235 287 <285 116 - - **Y**

JJS clients age 18 or older who enter adult corrections within two years of discharge from a JJS facility.

21.5% 14.6% 10% 33.3% - - **R**

JJS clients who successfully complete formal probation.

85.8% 93.7% 86% 93.9% - - **G**

Recidivism rate for youth discharged from active field supervision.

20% 20% 12% 17.9% - - **R**

Recidivism rate for youth discharged from commitment.

44.5% 41.1% 40% 35.5% - - **G**

JJS clients who improved in math (NWEA MAP) (reported in Q2 and Q4).

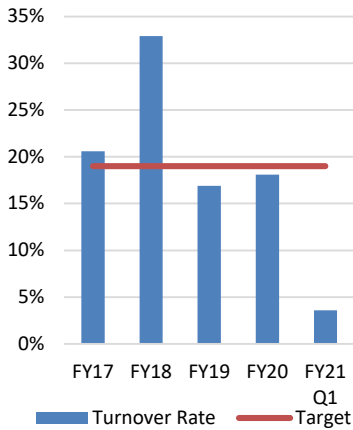
70.5% 67.7% 60% - - - **n/r**

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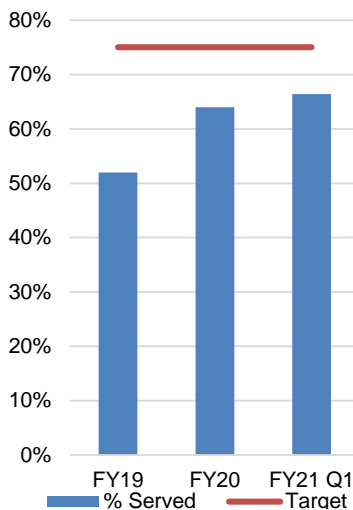
First Quarter, Fiscal Year 2021

Turnover Rate for JJS Youth Care Specialists



Source: CYFD

CYFD Children and Youth Receiving Services from Community Behavioral Health Clinicians



Source: CYFD

JJS clients who improved in reading (NWEA MAP) (reported in Q2 and Q4).	50%	40.6%	60%	-	-	-	n/r
Substantiated complaints by clients of abuse and neglect in JJS facilities.	10%	25.9%	13%	20%	-	-	R
Turnover rate for youth care specialist.	16.9%	18.1%	19%	3.6%	-	-	G
Youth being formally supervised by field services currently in kinship care settings.*	-	New	30%	No report	-	-	n/r
Indian Child Welfare Act youth formally supervised in the community who are in appropriate placements.*	-	New	95%	No report	-	-	n/r
Program Rating							Y

Behavioral Health Services

The Behavioral Health Services (BHS) division met all but one of its performance targets. BHS's Infant and Early Childhood Mental Health (IECMH) program oversees services offered by CYFD contracted agencies to parents or caregivers and their infants or young children, ages 0 to 5 years old, across New Mexico. During first quarter of FY21, seven infants were tracked, and none of them had a substantiated re-referral to CYFD PS. BHS will continue to support community providers through clinical consultation to increase competency in the delivery of child-parent psychotherapy. In the first quarter of FY21, 66.4 percent of CYFD involved children and youth received services from community behavioral health clinicians. The number of youth receiving services has grown year-over-year since 2019 and the division will continue to expand services during FY21 with the addition of 10 new positions.

Budget: \$42,948.0	FTE: 115.5	FY19 Actual	FY20 Actual	FY21 Target	FY21 Q1	FY21 Q2	FY21 Q3	Rating
CYFD involved children and youth who are receiving services from community behavioral health clinicians.		51.8%	64%	75%	66.4%	-	-	Y
Youth receiving services who are maintained in the least restrictive setting.		-	-	70%	90%	-	-	G
Domestic violence survivors who create a personalized safety plan with the support of agency staff prior to discharge from services.		-	-	85%	94.1%	-	-	G
Program Rating								G