



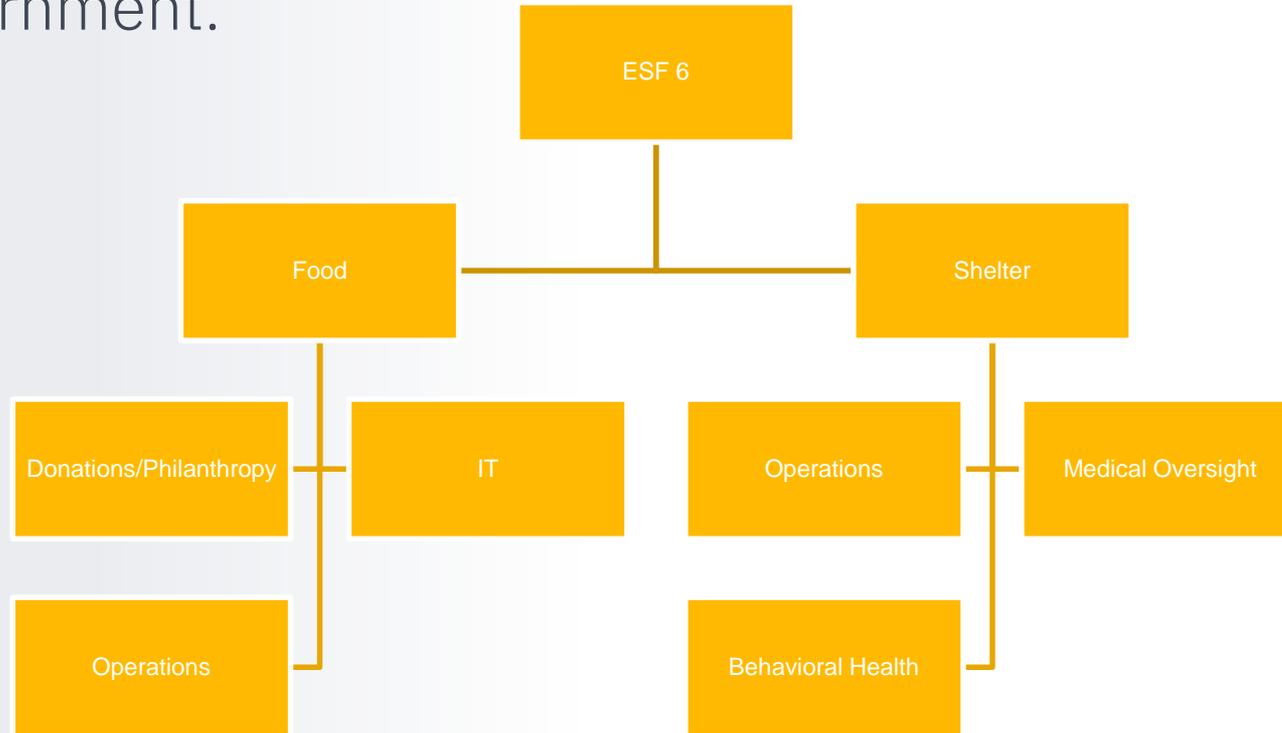
New Mexico Children,  
Youth & Families Department

# CYFD Improving Outcomes for our Families and Youth in a Pandemic

*Legislative Finance Committee  
August 27, 2020*

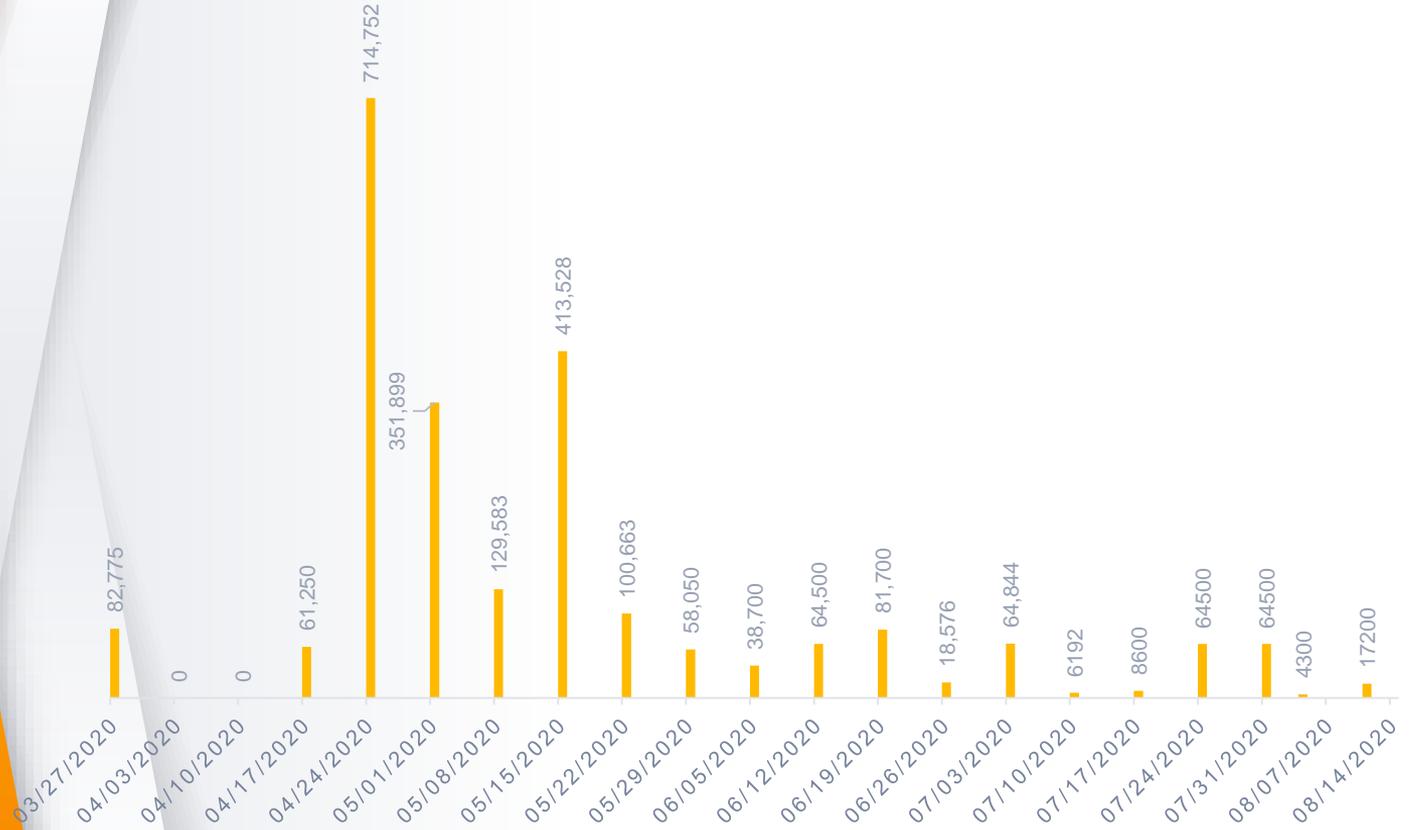
# ESF 6 – Food and Shelter Emergency Response

- ▶ Collaborative effort with team members from HSD, DOH, and CYFD with collaboration across state government.

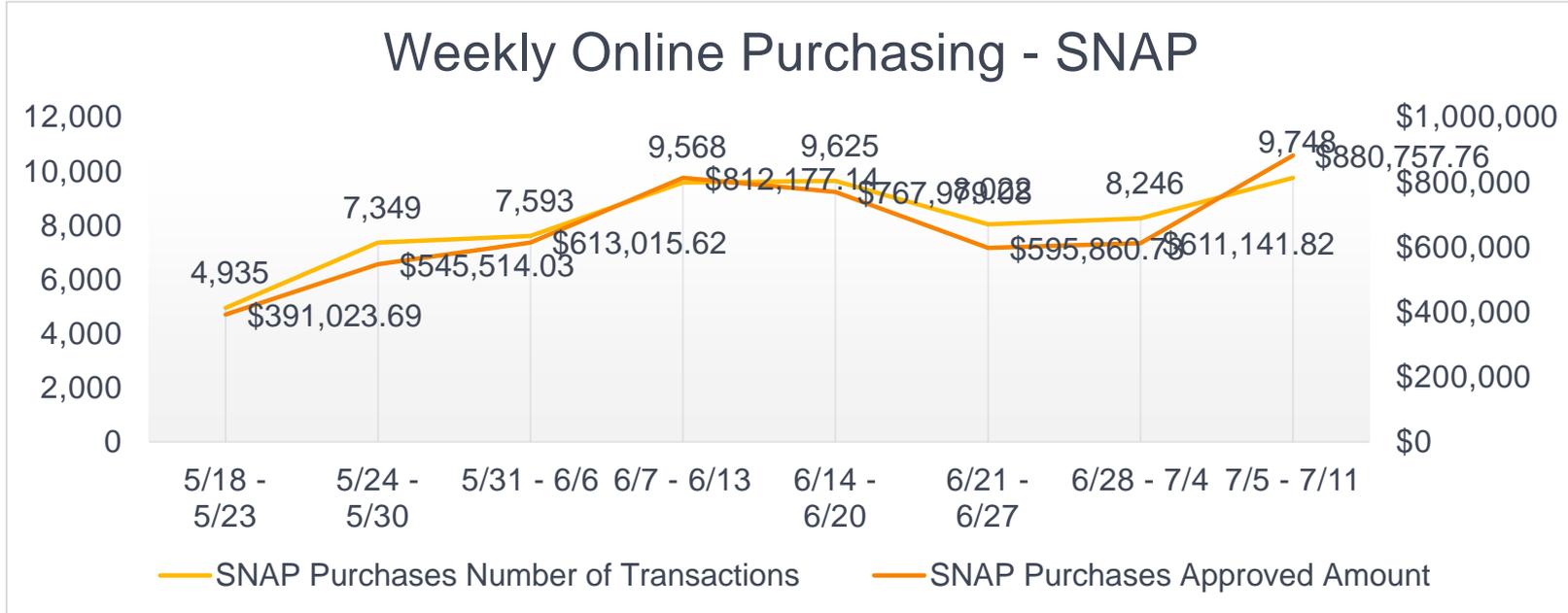


# TOTAL FOOD DELIVERED (ALL PUBLIC)(LB)

2,346,112 LBS

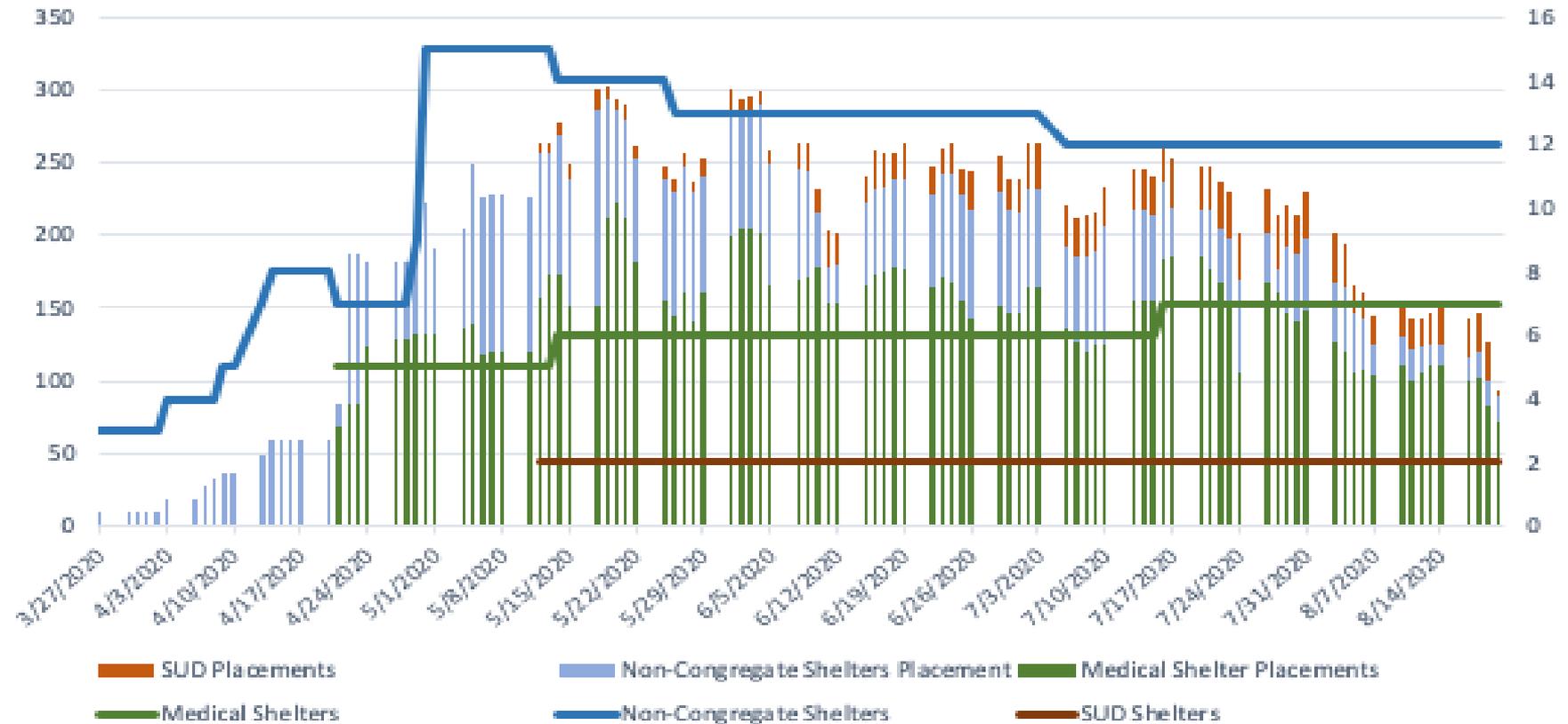


Reporting Date - Jul 19th, 2020



Data Source: ISD/ FIS

## MED, SUD, and Non-Congregate Shelters 08/20/20



Sum of Patients/Workers	1st Responder/Surge Staff	Patients
38	0	38
0	0	0
0	0	0
	0	0
38	0	38
0	0	0
0	0	0
121	14	107
21	0	21
14	14	0
46	0	46
0	0	0
40	0	40
0	0	0
	0	0
	0	0
3	2	1
2	2	0
1	0	1
0	0	0
5	5	0
5	5	0
	0	0
	0	0
16	0	16
0	0	0
16	0	16
	0	0
	0	0
4	0	4
3		3
1	0	1
0	0	0
0	0	0
187	21	166

Hotel Type
Albuquerque
1st Responders/Exposed
1st Responders/Exposed/NO C+
1st Responders not exposed (Nurses assisting with testing)
All Patients (No 1st Responders)
Aztec
1st Responders/Patients
Gallup
All Patients
1st Responders not exposed (Nurses assisting with testing)
All Patients
All Patients
1st Responders not exposed (Nurses assisting with testing)
Overfill for Comfort Suites
All Patients
Hobbs
All Patients
Las Cruces
Patients/1st Resp.
First Responders
Patients
Las Vegas
All Patients
Ruidoso
1st Responders/Exposed
Santa Fe
Tribal Only/All patients
1st Responders/Exposed/No C+
Clovis
1st Responders
Farmington
SUD Hotel
All Patients
All Patients
All Patients

# ESF6 Shelter Operations – Sample Numbers

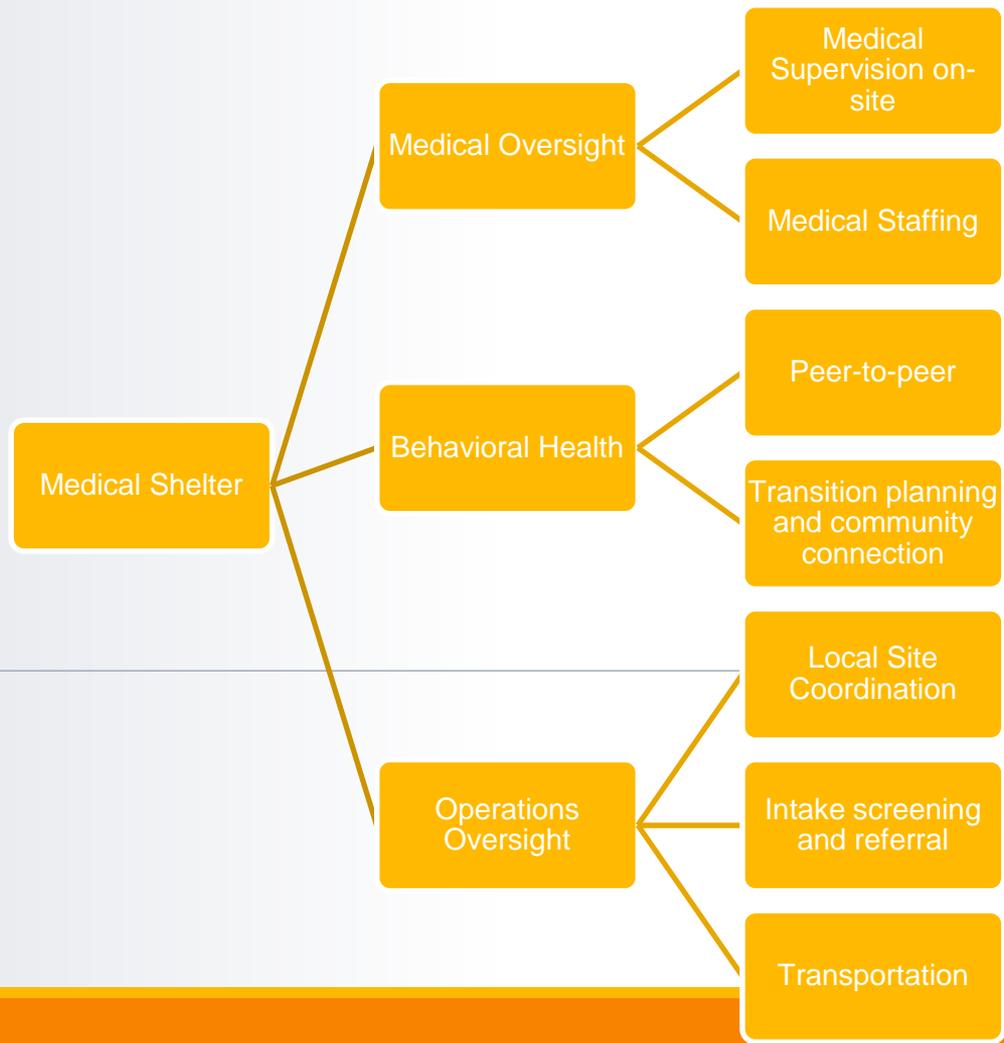
# ESF6 Shelter Operations – Specialty Shelters

Sum of Patients	% Occupancy
3	12%
24	48%
27	36%

 **Detox/SUD Shelters**

Sum of Patients	% Occupancy
38	36%
0	0%
46	46%
40	50%
0	0%
16	42%
1	5%
141	37%

 **Medical Shelters**



## CYFD Pandemic Shelter Work



### Site Coordination

On the ground site coordinators in all of our major shelter locations who work closely with local emergency managers, medical staff, and community partners.

### Call Center

23 24-hour call center volunteers to screen and coordinate intake as well as help local managers problem solve and find additional resources and supports

### CBHCs

Community Based Mental Health Clinicians (CBHCs) to coordinate well being checks, assist with discharge planning, and connect individuals to supports in their communities. (6 on site, 15 via remote)

# CYFD Strategic Plan

## More Appropriate Placements

Kinship Care

Community Based  
Mental Health  
Services

Specific protocols for  
vulnerable  
populations

Increased  
Permanency

## Prevention

Institutionalization

Homelessness

Trauma

## Optimization

Data

Accountability

Funding

## Staffing

Vacancy Rates

Increased  
training/support

Workforce  
Development

## **Kevin S.**

- ▶ Filed on Sep 22, 2018 on behalf of 14 individual plaintiffs
- ▶ Coalition of plaintiff attorneys with varying motivations and substantive knowledge
- ▶ Settled on Mar 26, 2020 with
  - ▶ Contractual agreement re: outcomes
  - ▶ Oversight by panel of three co-neutrals
  - ▶ Standard for progress is good faith effort to achieve substantial and sustained progress
  - ▶ Hold and release individual elements of the agreement (24 months)
  - ▶ Remedy is Alternative Dispute Resolution to demand performance

# What are the primary legal claims?

- ▶ Entitlements to:
  - ▶ **Least restrictive** settings in foster care (ADA and Sec 504)
  - ▶ “**Appropriate** placements” under the Indian Child Welfare Act (ICWA)
  - ▶ **Trauma responsive** services for youth in foster care (Peter P.)
  - ▶ **Community based** mental health services (Medicaid/EPSTD)

# Terms of Settlement Intended to Fit Entirely Within CYFD Strategic Plan

## More Appropriate Placements

Reduce Congregate Care

Increase Kinship Care

Increase Community Based Mental Health Services

Special Protocols for Vulnerable Populations

## Prevention

Institutionalization

Homelessness

Trauma

## Optimization

Data

Accountability

Funding

## Staffing

Vacancy Rates

Increased training/support

Workforce Development

# Behavioral Healthcare Services in the Pandemic

Required:  
Medicaid/EPSDT  
Legal Entitlement

Needed: Services to  
respond to the highest  
youth suicide rate in  
the country

Now: Post-pandemic  
behavioral health  
crisis\*

Across Divisions:  
Core to PS + JJ +  
Youth Homelessness

Funding Smart:  
Longterm Medicaid  
Investment  
93% all CYFD youth  
are on Medicaid

Rebuilding Post  
Shake-Up – BH  
Collaborative

\* <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7323662/>

# How Many Services have been Rendered Telephonically ?

Fiscal Year: All Fiscal Years



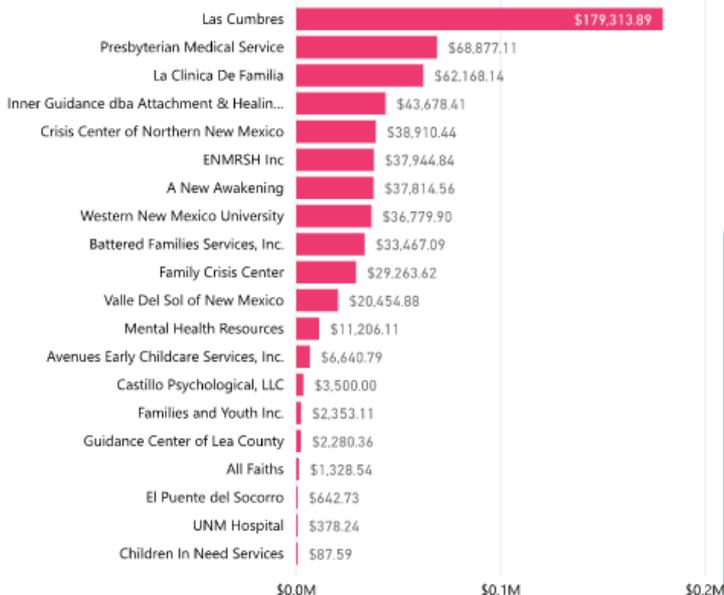
**\$617,090.35**

Total Expenditure

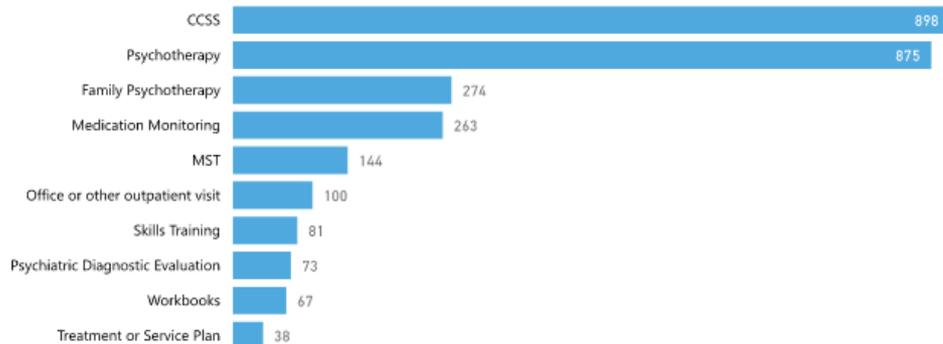
**521**

Clients Served

## Expenditure by Provider (Top 20)



## Services Rendered (Top 10)

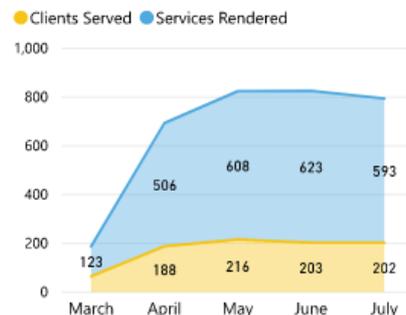


## Increase in Telephonic Services During Covid-19 Pandemic

### Expenditure by Month



### Services by Month



Free 24-hour crisis and non-crisis support and access to behavioral health professionals who can text or talk via phone with individuals needing a listening ear or referrals to longer-term support. The app links users to the New Mexico Crisis Access Line (NMCAL), which provides safety net services statewide. *NMCAL is still available via phone 24/7 toll-free by calling 1-855-NMCRISIS (1-855-662-7474).*



## NMConnect

ProtoCall Services Health & Fitness

★★★★★ 5

Everyone

You don't have any devices.

Add to Wishlist

Install

Categories

Home

Top charts

New releases

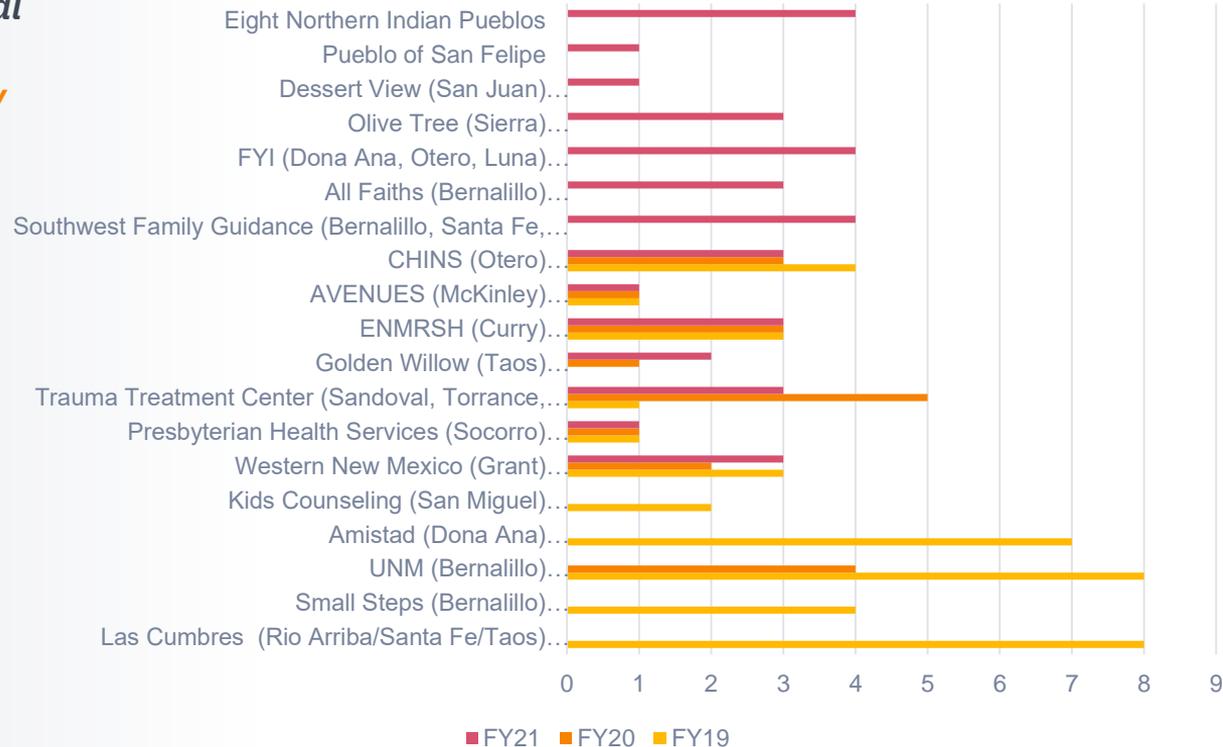


The New Mexico Statewide Crisis and Access Line and Peer-to-Peer Warmline have been serving New Mexicans since 2013. Our trained professional counselors and peer supports are available to provide free and confidential access to support when it's needed most. Keep us in your pocket and take us with you! After installing the App, you can look up helpful information and resources anytime, and you can even call or text us right from the App! Check back frequently for updates

# COMMUNITY BASED MENTAL HEALTH SERVICES

*Infant Mental  
Health –  
increased by  
50%+*

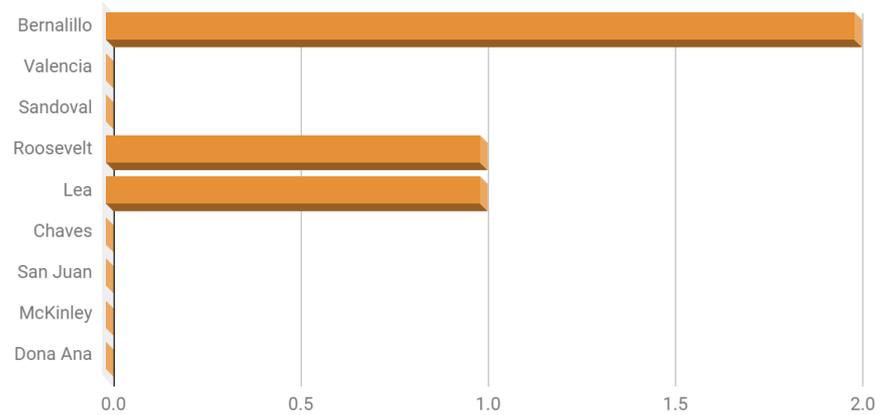
Number of Infant Mental Health CPP Clinicians Per Site



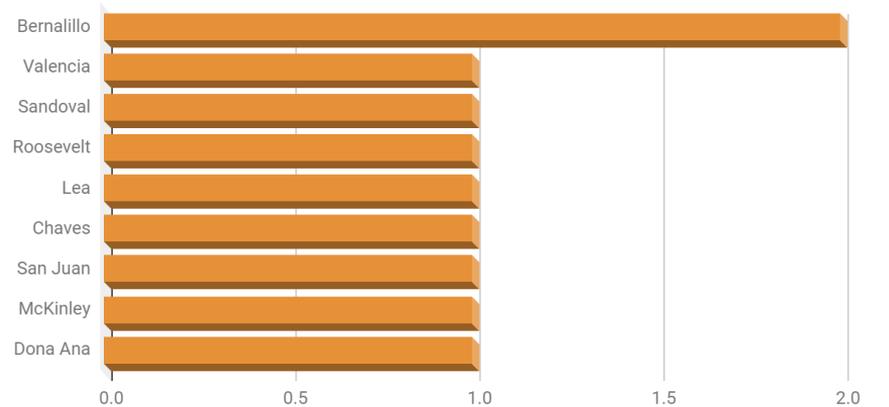
# COMMUNITY BASED MENTAL HEALTH SERVICES

*Wraparound Sites increased by more than 100%*

Wraparound Sites Before 2019



Wraparound Sites as of July 2020

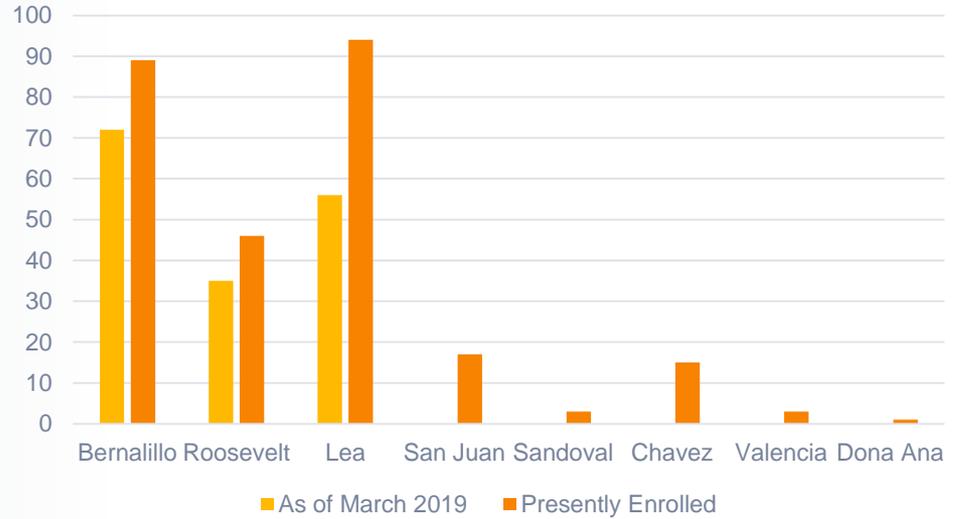


July 2020

# COMMUNITY BASED MENTAL HEALTH SERVICES

*Children and  
Youth Enrolled at  
Wraparound  
Sites*

Number Enrolled in Wraparound per Site



# What's on the horizon

- ▶ Post-pandemic behavioral healthcare crisis
- ▶ “Markedly elevated prevalences of reported adverse mental and behavioral health conditions associated with the COVID-19 pandemic highlight the broad impact of the pandemic and the need to prevent and treat these conditions,” - CDC

## Child Welfare Services in the Pandemic

Kinship Care –  
Even more  
important during  
pandemic

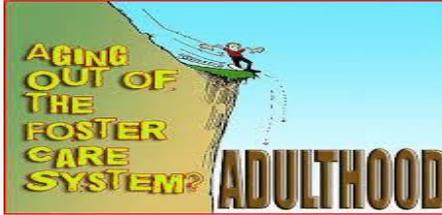
Out-of-State  
placements and  
bringing our  
children home

Supporting our  
children and  
families in new  
ways

Predictive analytics  
and preventative  
services

Time saved means  
making up for lost  
time

## PS and the Pandemic



### **Stimulus checks to foster children**

Additional funding to foster children and families to help support with increased expenses and to help with economic downturn + additional funding to youth formerly in care to help avoid homelessness.

### **Extended Supports**

Launched extended foster care with a goal of ending homelessness for youth who would age out of care + connecting every youth with behavioral health supports.

### **Predictive analytics for better prevention**

Identifying at-risk families with no current foster care involvement and proactive reaching out to provide additional supports.

## PENDING INVESTIGATIONS

### *Bernalillo County*

---

	January 2020	June 2020
Office 1	-	3
Office 2	-	52
Office 3	-	32
Office 4	-	2
Office 5	-	172
<b>TOTAL</b>	<b>2347</b>	<b>261*</b>   88 % OF CASES CLOSED IN 7.5 MONTHS

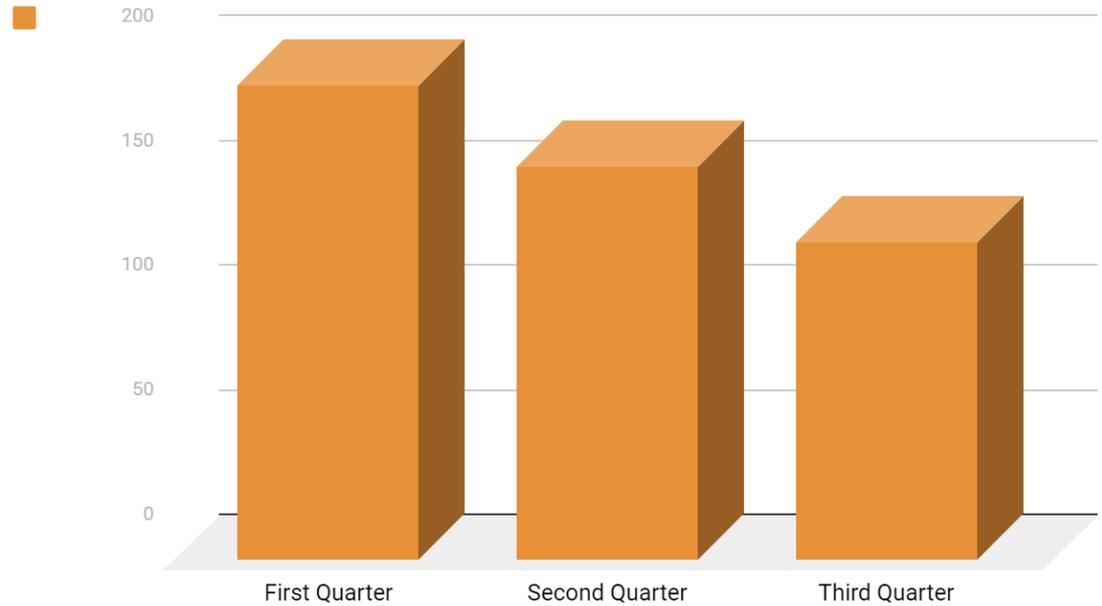
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\*as of August 2020, down to 135.

# YOUTH PLACED OUT OF STATE

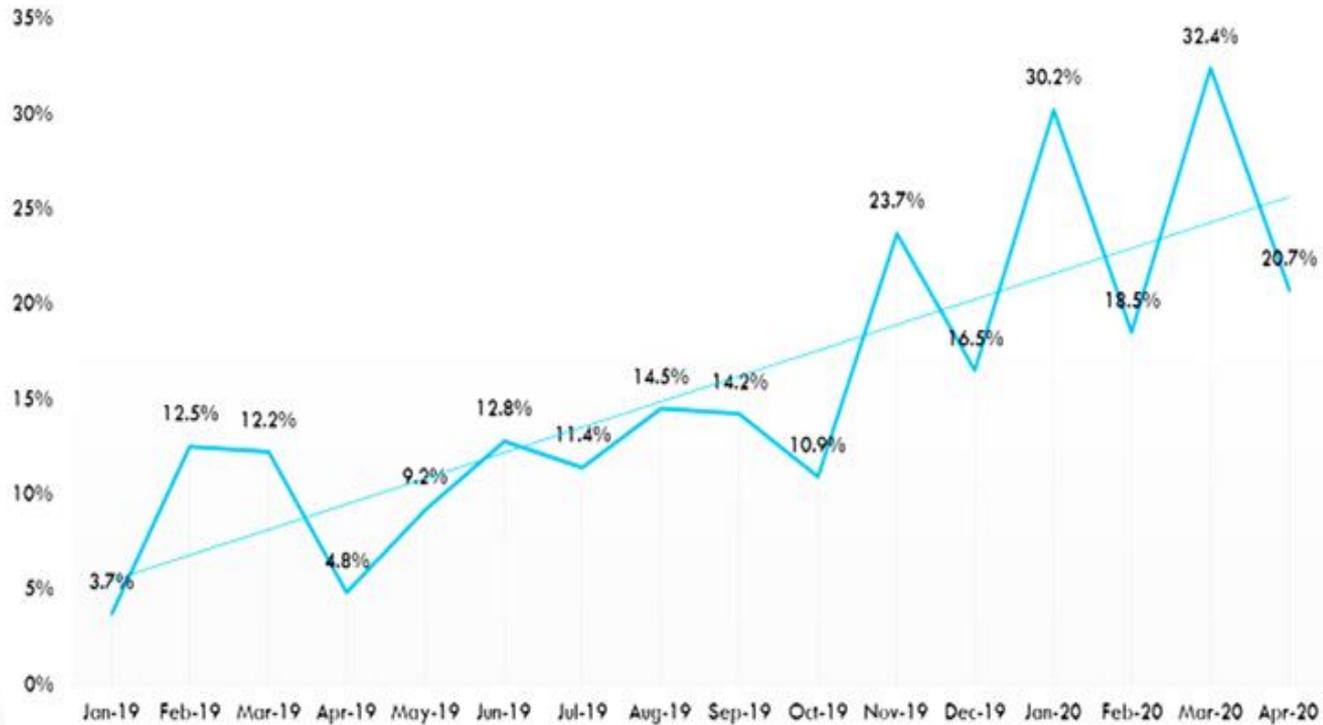
## *Residential Treatment Centers*

Number of Youth



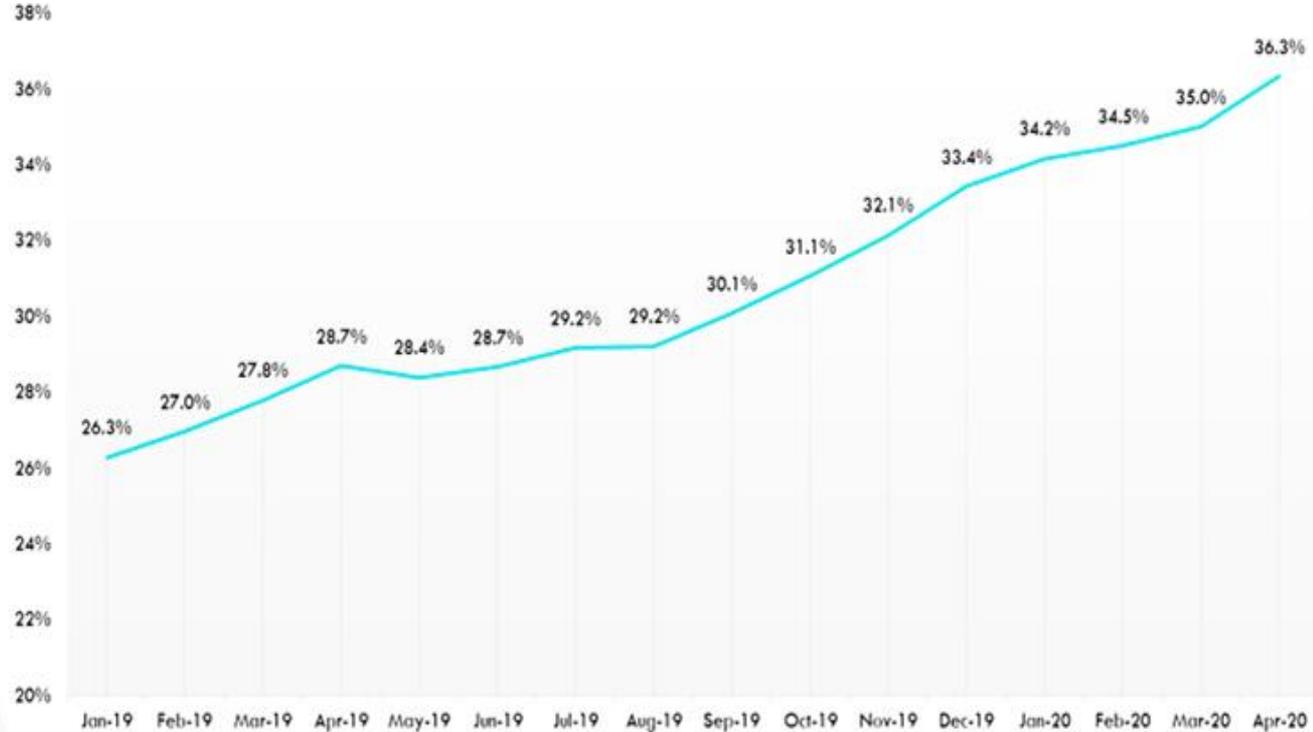
## PLACEMENT METRICS

*Percent of Children Placed with Relatives Upon Removal (Of Children Removed During the Month)*



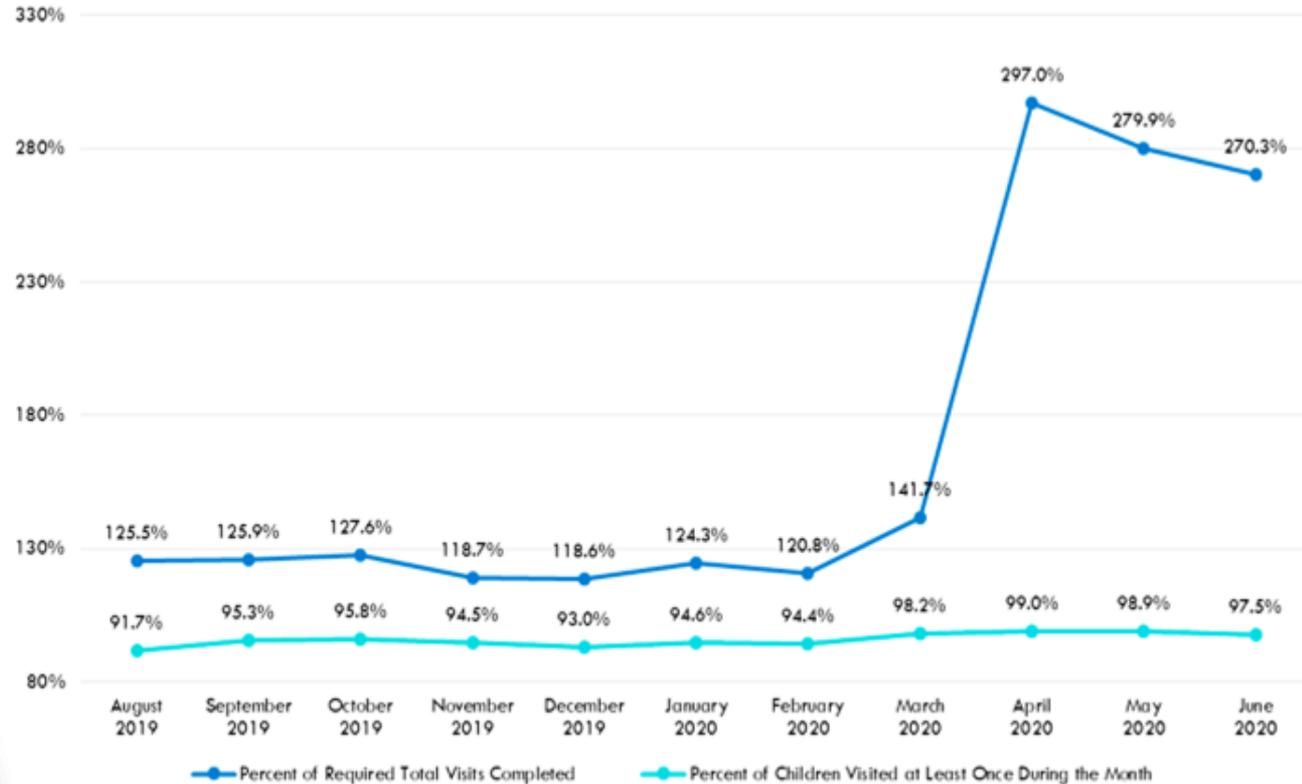
## PLACEMENT METRICS

*Of Children in Family Foster Care Settings, % Placed with Relatives  
(Point in time, end of month)*



## VISITS

### *Worker-Child Visits for Children in Foster Care (Aug.2019-June 2020)*



# On the horizon: trauma responsive services

- ▶ Trauma screenings (CANS-ACES)
- ▶ Trauma trainings for staff + providers including a training + coaching plan



# On the Horizon: MMIS/HHS 2020 Specialty Children's Mental Health Modules MVO Launched in June

## Applications

Filtered by: Current Status

RECRUITING (217)   APPLYING (33)   IN RENEWAL PROCESS (0)   RECRUITING DROPOUT (0)   WITHDRAWN (0)   DENIED (0)   CLOSED (0)   **ALL (250)**

Hide Columns ▾

Add Filters ▾

Family	Workers	Applicant Forms	Supporting Docs	References	Training hours	BG Checks	Agency forms	Days since app signed	Days since child placed	
NewMexico Family	<a href="#">View Details</a>	16%	0%	0 / 3	<a href="#">0 / 22</a>	<a href="#">0 / ?</a>	0%	Not signed	?	<a href="#">Actions</a>
<a href="#">Family Name</a>	<a href="#">View Details</a>	16%	13%	0 / 3	<a href="#">0 / 44</a>	<a href="#">0 / 10</a>	0%	Not signed	No child	<a href="#">Actions</a>
<a href="#">Family Name</a>	<a href="#">View Details</a>	16%	0%	0 / 3	<a href="#">0 / 22</a>	<a href="#">0 / ?</a>	0%	Not signed	?	<a href="#">Actions</a>
<a href="#">Family Name</a>	<a href="#">View Details</a>	0%	0%	0 / 3	<a href="#">0 / 44</a>	<a href="#">0 / 15</a>	0%	Not signed	No child	<a href="#">Actions</a>



## Juvenile Justice Services in the Pandemic

Out-of-State placements and bringing our children home

Supporting our children and families in new ways

Predictive analytics and preventative services

Time saved means making up for lost time

## JJ and the Pandemic



### Overdose prevention

As suicides and overdoses have increased during the pandemic, trained 227 Juvenile Justice Field Staff in the use of Narcan for the prevention of overdose death in the community

### Increased precautions

Increased protections, cleaning, and screening protocols that have led to having zero Covid+ cases among youth in our JJ facilities + made and distributed more than 15,000 homemade masks throughout state government and community partners.

### Predictive analytics for better prevention

Identifying at-risk families with no current juvenile justice involvement and proactive reaching out to provide additional supports.

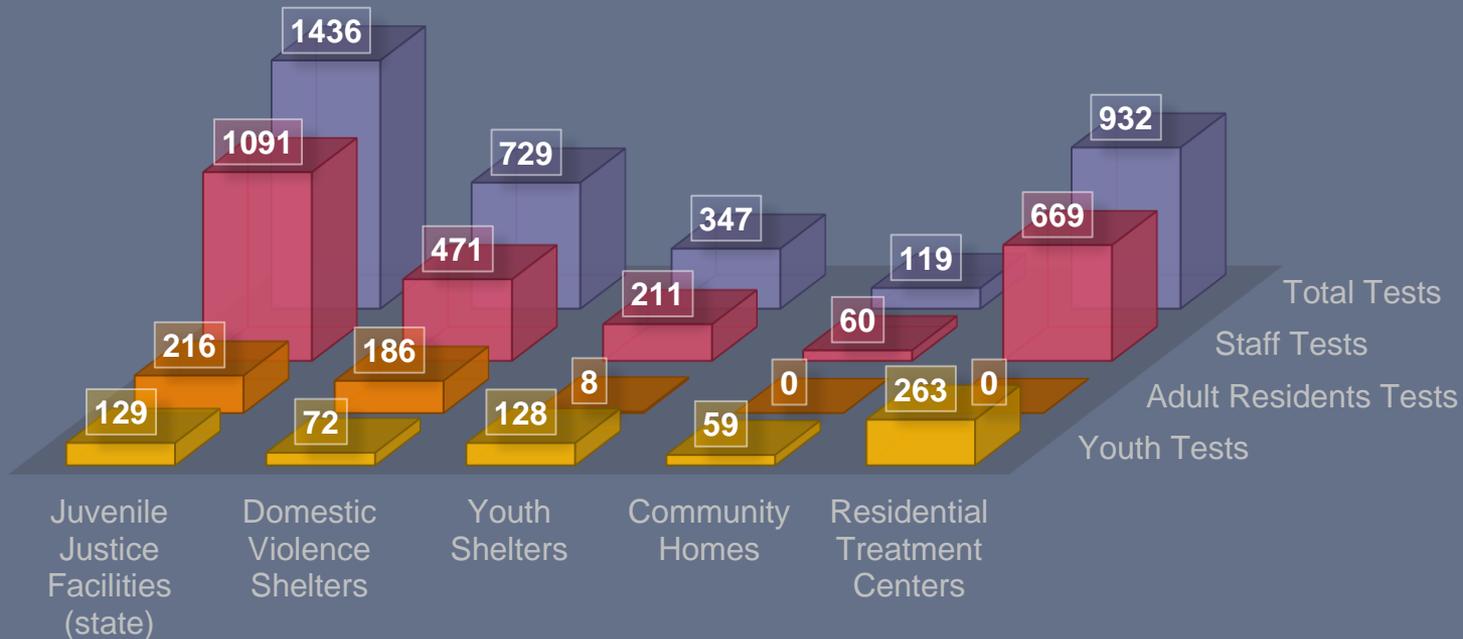
The background features a large, abstract graphic on the left side consisting of overlapping, semi-transparent shapes in shades of orange and white, creating a sense of depth and movement. The rest of the background is a plain, light gray color.

# **Protecting our Congregate Care Partners**

# Total Tests: Through 8/16/2020

## TESTS: 8/16

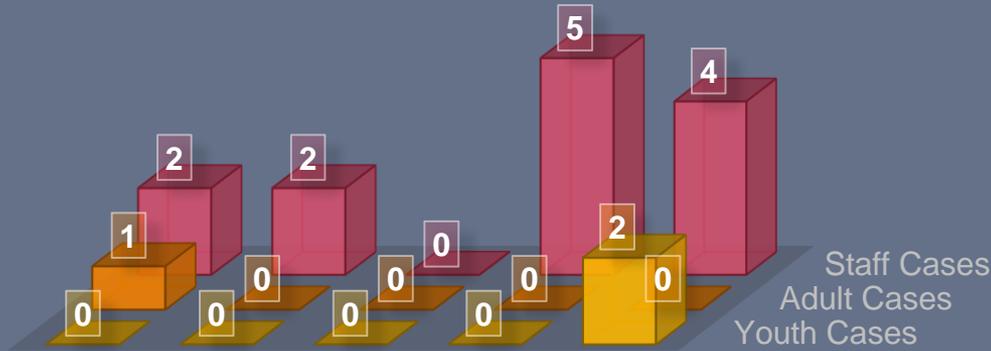
■ Youth Tests ■ Adult Residents Tests ■ Staff Tests ■ Total Tests



# Total Positive Cases

## TOTAL POSITIVE CASES

■ Youth Cases ■ Adult Cases ■ Staff Cases



	Positive Rate
DV Shelters	0.41%
Youth Shelters	0.57%
Community Homes	0%
JJS (state)	0.34%
Residential Treatment	0.64%

# CYFD Workforce Development during Pandemic

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# During Pandemic, Training Continues and Grows



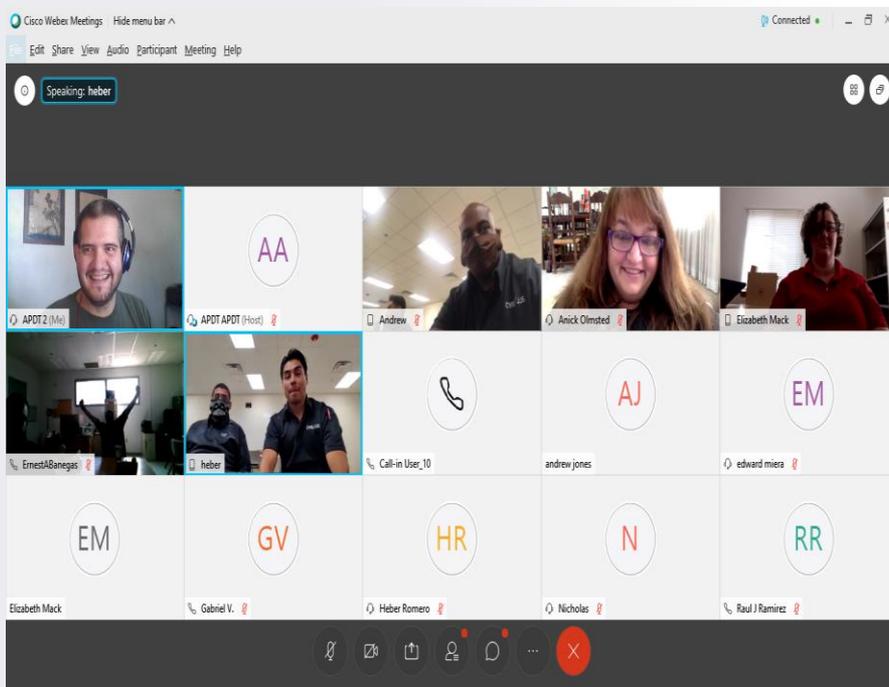
New Employee Training  
Went Virtual

Weekly Drop-in Training and  
Increased E-Learning  
Available

Building New E-Learnings

Prepping to Launch New  
Initiatives

# New Employee Training



March 2020 New Employee Training was mid-session when restrictions went in place.

Stood up virtual New Employee Training by Monday of next week

Continue to start a new class each month

Developed an On the Job Manual to assist Supervisors to virtually train new employees

# Responding to Employee Needs in a Changed Environment

Trainings for Employees Who Want to Use Environment to Build Expertise

Drop-in Trainings Every Day

Certification Series

Trainings, as requested

Trainings for Employees Having Difficulty Adjusting

Self-care Drop-in Twice a Week

Improving Productivity while Working Remotely

Improving Virtual Training

Confidentiality and Privacy while Working Remotely

Resources for Employees Adjusting

Weekly Self Care Handout

Weekly Supervisor Handout for Remote Supervising

Peer Learning Network Meetings



Virtual training is available to boost skills, learn something new or follow along self-care. No need to register, just click the link at the time of the training to join the Webex

### Self-Care Labs

Drop-in: Mondays 8:15-8:45

[JOIN HERE](#)

Mindfulness: Fridays 3:00-3:45

[JOIN HERE](#)

### Verbal De-Escalation

Review and Practice Key Skills and Verbal De-Escalation  
Tuesdays Noon-1:00 PM

[JOIN HERE](#)

### Professional Writing and Documentation

Tips on Improving Professional Writing for Documentation  
Thursdays Noon - 1:00 PM

[JOIN HERE](#)

### SOP/SDM Refresher

Covering a few basic SOP/SDM Concepts.  
Mondays 9:00-10:00

[JOIN HERE](#)

### Motivational

#### Interviewing Basics

Learn or Review the Basic MI Skill of OARS  
Wednesdays 10:00-11:00

[JOIN HERE](#)

### Tips for Holding Virtual Meetings

Tips and strategies for using software for virtual meetings and trainings  
Fridays 10:00-11:00

[JOIN HERE](#)

# Drop-In Training Attendance By Role

*Between April and July 2020, PS staff attended drop-in labs 1415 times*

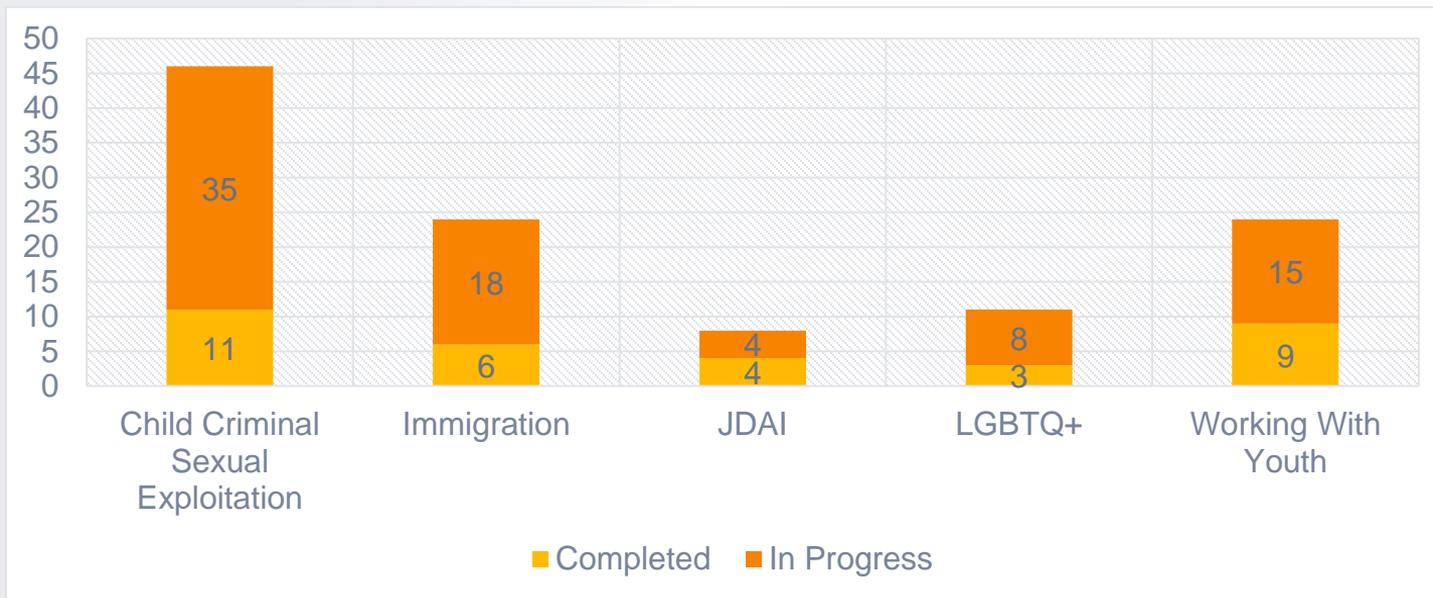
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<b>Role</b>	<b>Total</b>
CPS Permanency Planning Caseworker	84
CPS Investigations Case Worker	78
CPS Placement Case Worker	39
IHS Practitioner	20
CPS Adoption Consultant	7
Youth Transition Coordinator	5
Other	75
<b>Total</b>	<b>308 PS staff   approx. 30 % of PS staff</b>

---

# Certification Series Enrollment

*In May 2020, five Certification Series were made available to staff to advance their skills and knowledge about working with a specific population. As of July 24, 113 PS staff have enrolled in a certification and 33 have successfully completed a certification.*





Virtual Foster Parent  
Conference

Created Training for Schools:  
Recognizing Child Abuse &  
Neglect in a Virtual  
Environment

# Maintaining Our Community Development Training

# Responding to Our Employees Needs Because of the Environment

- ▶ Training: Using Personal Protective Equipment to Reduce Exposure to COVID
  - ▶ Developed with assistance from Department of Health
  - ▶ Drop-in Trainings attended by DOH, PED and EOC employees
- ▶ Training: De-escalation Techniques
- ▶ Handout: Talking to Our Children and Youth about Racism

# Meeting Our Children's Needs During the Pandemic

- ▶ Weekly Educational Handouts for Our Employees and Foster Providers:
  - ▶ Provided online resources for educational
  - ▶ Provided activities to complete that didn't need internet or technology and could be done with common household items
- ▶ Provided with Donations from PNM, Assistance League, Santa Fe Community Foundation of Over 5,000 books, art supplies and educational activities
- ▶ Training: Managing Visitations with Bio-Families for Foster Providers



# New Initiatives

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# Supervision Training

Certificate Based Training for  
Employees Interested in  
Becoming a Supervisor  
Ongoing Supervisor Skills  
Development  
Succession Planning  
Regular Panel of Peers Supervisor  
Events (CYFD-Wide)  
Monthly Supervisor Support  
Handout





QUESTIONS???