

# cyfd

Children Youth & Families Department



# HUMAN SERVICES

DEPARTMENT

*KEVIN S. SETTLEMENT UPDATE TO LEGISLATURE*  
*CYFD SEC. – DESIGNATE BARBARA VIGIL & HSD DEP. SEC. ANGELA MEDRANO*

SEPTEMBER 29, 2021

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

# Overview of State's Approach and Objectives

- The State has a fundamental philosophical approach of transparency, collaboration, accountability, and positivity.
- HSD and CYFD are co-creating a system to ensure safety, permanency and well-being for all children.
- Once processes and procedures have been established under Kevin S., HSD and CYFD support enacting relevant legislation, rules and policies to create a sustainable and permanent system transformation.



# Kevin S. Settlement Commitments

*State's commitments outlined across 4 Appendices defining broad focus areas:*

## Appendix A

**Creating a Trauma Informed System of Care**

## Appendix C

**Indian Child Welfare Act**

## Appendix B

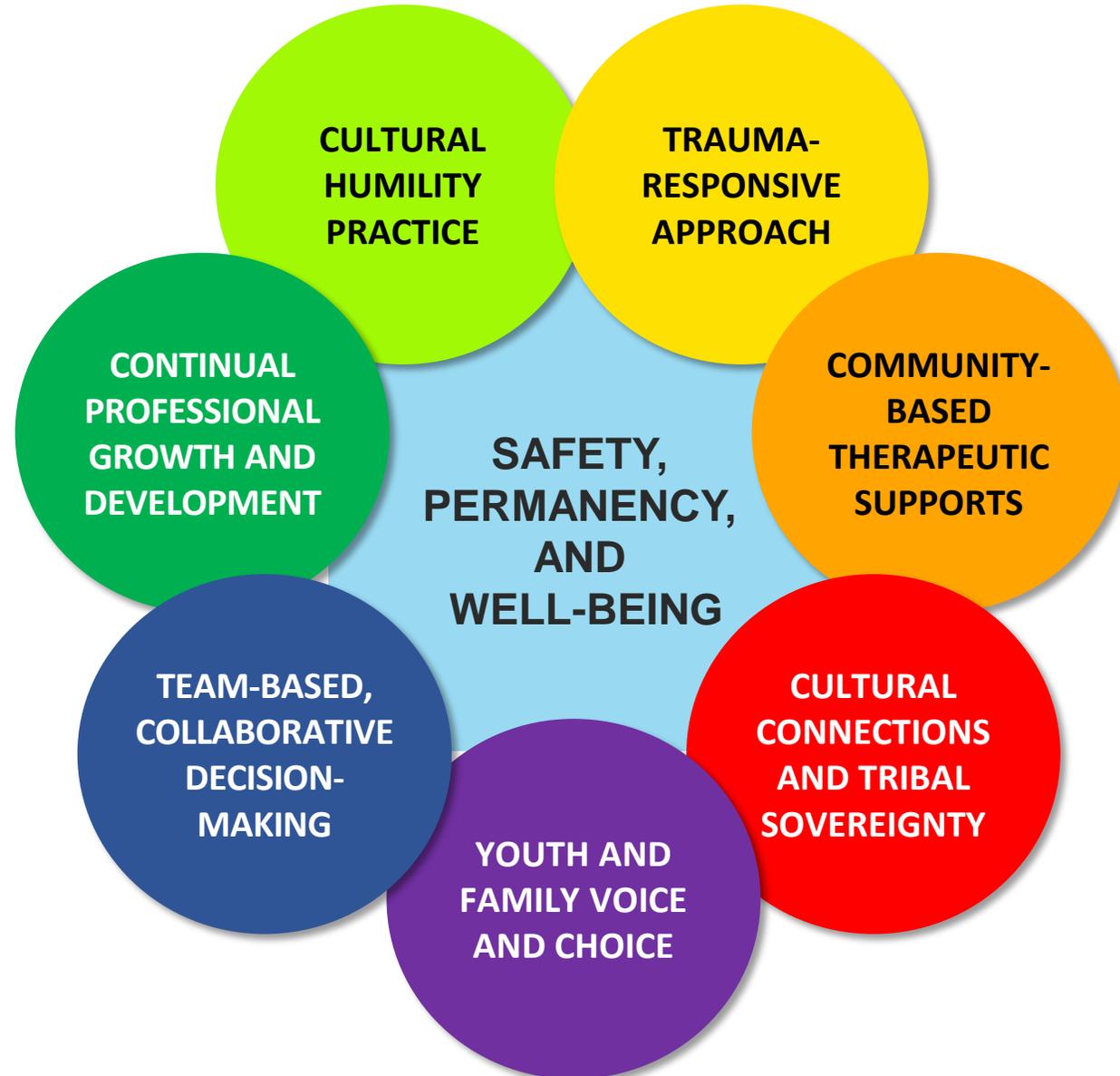
**Developing more appropriate placement options, reducing congregate care, increasing kinship care and guardianships**

## Appendix D

**Expanding Access to Behavioral Health Services and Building the Workforce**

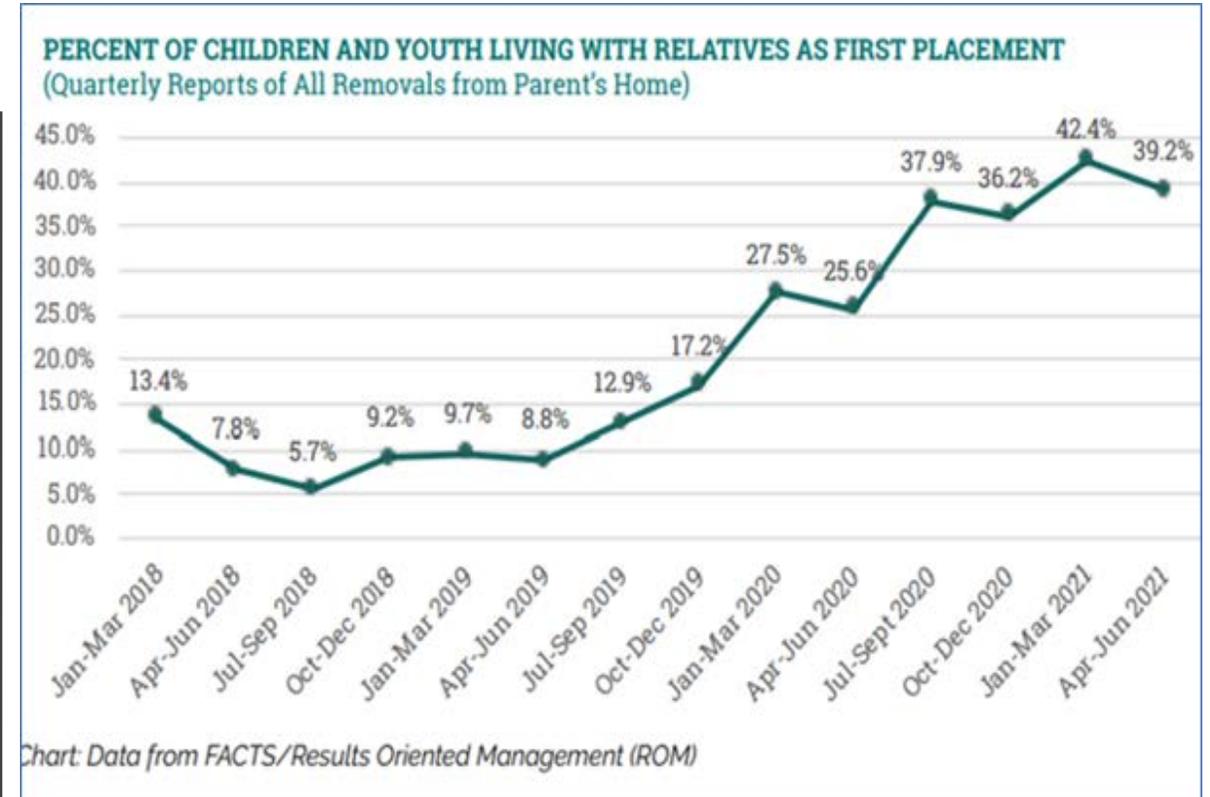


# NEW MEXICO PRACTICE MODEL



# State of New Mexico Data Validation Plan

- Committed to improving data collection to drive and inform system change
- Data Validation Plan includes 70+ metrics to measure performance
- 4 systems will be used as core sources for data: Family Automated Client Tracking System
  - ✓ State Tracking and Reporting System
  - ✓ Medicaid
  - ✓ SHARE
  - ✓ ASPEN Matching across systems



## EXAMPLE:

- Appendix B: Target Outcome 7.1
  1. Percent of children in state custody (CISC) in out-of-home care on December 31st of the reporting year who are placed with kin, including fictive kin.



# Appendix A: Trauma-Responsive System of Care

## Progress to Date

- Created **Child and Adolescent Needs and Strengths** (“CANS”) and Crisis Assessment Tool (“CAT”).
- Updated criteria to ensure children suffering from serious emotional disorders (SED) will have access to intensive home-based services.
- New **Individualized Planning Process** (IPP) for child and family team meetings to prioritize child’s voice and choice, connect families to natural supports, and respect child’s family and unique cultural heritage.
- Built framework for training and coaching to include CYFD **Trauma Responsive certificates training**, designated HSD staff, and Providers.
- Created coaching plan for integration of **CYFD and HSD training and coaching**, building on unique expertise.
- Interdepartmental workgroup developed Practice Model and **Quality Assurance, Improvement, and Evaluation Plan**.

## Next Steps

- Roll-out training and certification process to **ensure every child in state custody receives screenings**.
- Develop protocols for **referral pathways for all services** indicated by Decision Support Models.
- **Transition to new Individualized Planning Process** practice model process beginning 12/21.
- Roll out **Cross Departmental Trauma-Responsive Training and Coaching** continues with expansion planned to reach MCOs, providers, and resource parents.
- Implementation of **contracts to mandate trauma training** for contract providers and implementation of standard summative assessment format for evaluation of participant learning.
- Roll-out **Quality Assurance, Improvement, and Evaluation Plan** will track outcomes.



# Appendix B: Least Restrictive and Appropriate Placement

## Progress to Date

- New Kinship Unit created to support families and field staff.
- Streamlining foster care licensing requirements to allow provision of services and economic support to relative placements.
- Team meetings for all youth in out-of-state placements.
- 30-day team meetings to review all Indian Child Welfare Act-eligible youth in non-ICWA preferred placements.
- New procedures to ensure no child under 18 will be placed in any hotel, motel, or office unless there are extraordinary circumstances.
- Joint clinical reviews on any out-of-state placement will be required every 30 days for children placed out of state and team meetings convened prior to a youth being placed out of state.
- Warm line for Resource Families and parents who need assistance meeting behavioral needs of children in their care.
- Policy prohibiting retaliation in effect 3/15/21.
- NM Foster Child and Youth Bill of Rights developed and promoted.
- Resource Family Grievance procedure adopted and now included in NM Administrative Code.
- CYFD Workforce Development Bureau formed in 2019 to build a healthy, well-trained and supported workforce.
- Increased pipeline programs that have a giveback commitment (educational leave and social work stipend).

Initial relative placements increased from 4% to 48% between 2019 and 2021

Out-of-state placements fell from 65 in March 2019 to 22 in September 2021

Reduced employee turnover rate from 39.7% in FY2019 to 29.9 % in FY2020



# Appendix B: Least Restrictive and Appropriate Placement

## Next Steps

- **Improving resource home recruitment and retention**
  - ✓ Roll-out Individualized Retention Plans for all resource parents.
  - ✓ Pre-service training for resource parents and publication of new resource guide.
  - ✓ Roll-out new Recruitment Campaign.
- **Building a healthy workforce**
  - ✓ Improve recruitment and retention.
  - ✓ Establish healthy workforce workloads.
  - ✓ Training, Training, Training...
- **Roll out of Individual Planning Process meetings**
  - ✓ 30-day reviews for medical necessity and extraordinary circumstance.



# Appendix C: Indian Child Welfare Act (ICWA)

## Progress to Date

- Collaborated with NM tribes and pueblos, community partners and Administrative Office of the Courts to draft **State ICWA law** that mirrored and expanded on federal version.
- **Office of Tribal Affairs** and position of **Director of Tribal Affairs** established.
- **ICWA out-of-preferred placement reviews** conducted every 30 days.
- In partnership with the NM nations, tribes and pueblos, developed proposed **Cultural Assessment Questionnaire (CAQ)** that will be administered to every tribal family to identify family cultural needs and traditional interventions within first 30 days following custody hearing.
- **Tribal participation in Relative Connections** workgroup and implementation of Kinship Navigator Programs (with special focus on Native communities).
- Collaborating with National Indian Child Welfare Association to **develop system-wide ICWA training program.**

In FY20, there was 13% increase in placement of Native American children in custody with relatives.



## Next Steps

- Contract to conduct outreach to ICWA representatives, Native American resource families, tribal ICWA caseworkers and tribal leadership to elicit feedback on **recruiting and supporting families in Tribal communities.**
- Work with tribes to provide **financial support & technical assistance** through PS Federal Reporting Bureau (Title IV-E Unit) & Office of Tribal Affairs.
- Develop procedural plan for expanding access to **culturally relevant services, treatments, interventions and supports** through ICWA active efforts.
- Develop **NMAC policy on cultural interventions** as a component of ICWA active efforts.
- **Staff training on ICWA placement**, NM Practice Model, and identification of potential relatives & kinship placements.
- Improve collection, reporting, and monitoring of data relating to Native American children broadly and ICWA-eligible children specifically.

# Appendix D: Expanding Access to Behavioral Health Services:

## Progress to Date

- Increased Medicaid reimbursement rates for multiple Medicaid-funded behavioral health services.
- New regulations governing medication protocols to ensure Children in State Custody are not overmedicated, while ensuring timely access to medically necessary medication and treatment.
- *Building High-Fidelity Wraparound capacity:*
  - ✓ Supported the workforce development of High-Fidelity Wraparound, youth and family peer, and other services through federal grants in scattered sites.
  - ✓ Submitted Medicaid waiver amendment.
  - ✓ Rate development with Medicaid actuary.
  - ✓ Developed Interagency Steering Committee.
  - ✓ Developed Provider application and implementation manual.
  - ✓ Statewide community outreach and awareness trainings.

## Next Steps

- Develop BHS Workforce Review and Strategy to:
  - ✓ Support and expand provider capacity.
  - ✓ Ensure services community-based and provided with reasonable promptness.
  - ✓ Ensure services accessible throughout the State, especially in rural areas.
- Implement new reimbursement methodology, billing rate information, and guidance for providers.
- Monitor and audit MCO care coordination assessments, touchpoints, documentation and engagement compliance specific to Children in State Custody (CISC).
- HSD ride-along visits to monitor MCO care coordination engagement with CISC and authorized representative.
- External Quality Review Organization review of CISC files annually for care coordination and care transition compliance.
- Satisfaction survey for CISC and caregivers.



# HSD and CYFD are committed to working with community partners to make New Mexico the best place to be a Child!



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## QUESTIONS & COMMENTS

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