

In FY20, the Legislature identified child well-being as a key strategy to improve long-term outcomes for New Mexico's children. Appropriations across the Children, Youth and Families Department's (CYFD) programs grew by more than 12 percent over FY19 levels. The results of this investment are as yet unclear.

The Protective Services program, while still performing below target on critical measures, has made incremental progress in some areas. As the program continues to implement new initiatives focused on preventive services, kinship placements, and improved staff training and support, performance should improve. The number of clients served through the Juvenile Justice Services program continues to decline, which is good, but leaves the program with the hardest to serve clients and half empty facilities. The Behavioral Health Services program continues to perform above its targeted levels, but will face new challenges as the program is set to expand exponentially in FY21. BHS has a central role in the department's strategic plan to increase community-based mental health services and build a trauma-responsive system of care.

Performance over the last two quarters of FY20 was impacted by the COVID-19 public health emergency. Due to the breadth and scope of the pandemic, CYFD had to drastically alter normal business practices, including moving to telework and on-line visitations. The department's capacity to ensure the safety and wellbeing of its vulnerable clients has been strained and staff and resources have been stretched to meet new demands and challenges. Since March, abuse, neglect and domestic violence referrals and reports have declined. Concerns about underreporting and negative behavioral health outcomes continue to grow.

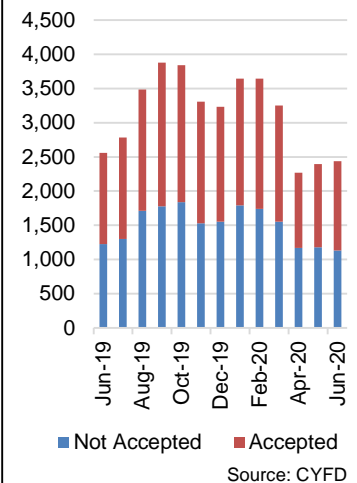
Protective Services

The Protective Services (PS) program turned in a mixed performance for FY20, meeting targets for only three measures. Over the last 6 years, repeat maltreatment rates have remained stubbornly higher than the national average. However, the program ended FY20 with repeat maltreatment rates at their lowest levels since 2013. These measures are an indicator of whether CYFD is taking the appropriate actions when caregivers are found to maltreat their children, and whether agency interventions enable families to keep children safe in the long term. Improvements in the case planning involved in these types of interventions should have a positive impact on this measure. In the last year, PS has trained supervisors and field staff in behaviorally based treatment plans, designed to address the issue of "cookie-cutter" treatment plans for families involved in In-Home Services or legal foster care (I-HS/FSS). The program's new safety assessment is one year into implementation and an improved service matrix to aid investigators in making the right decisions about family needs based on safety and risk assessments has been disseminated. Families with risk require services through a "warm hand-off" between PS, families, and community service providers and the addition of 17 new I-HS/FSS contracts will

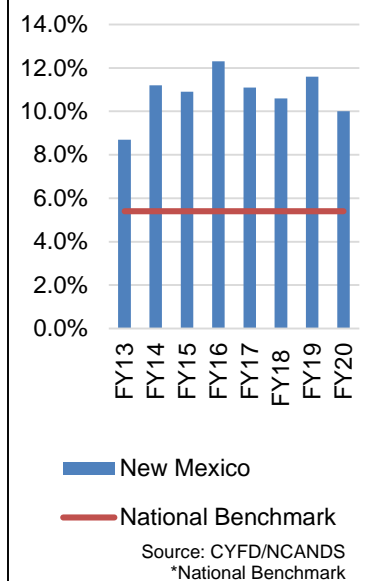
ACTION PLAN

Submitted by agency?	Yes
Timeline assigned?	Yes
Responsibility assigned?	Yes

SCI Reports of Abuse and Neglect



Children Subject to Repeat Maltreatment



give field workers better options for referring higher-risk families to services, whereas in some counties, these options were previously limited or non-existent.

In the last quarter referrals have been lower, largely attributed to the closure of school and other restrictions on activities imposed in response to the COVID-19 pandemic. Children are spending nearly all of their time at home and have less interaction with other adults, making it harder for youths to report abuse or for anyone outside the home to notice. While concerns about unreported abuse are serious and on-going, the drop in cases has resulted in the program addressing the backlog of investigations. Currently, there are about 20 percent of investigations that are overdue, meaning still open after 45 days.

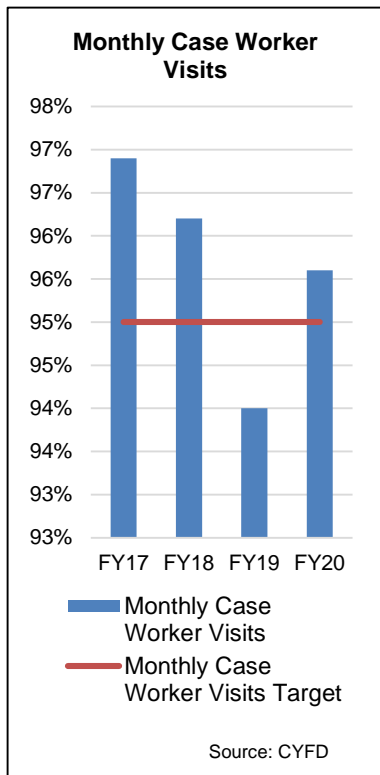
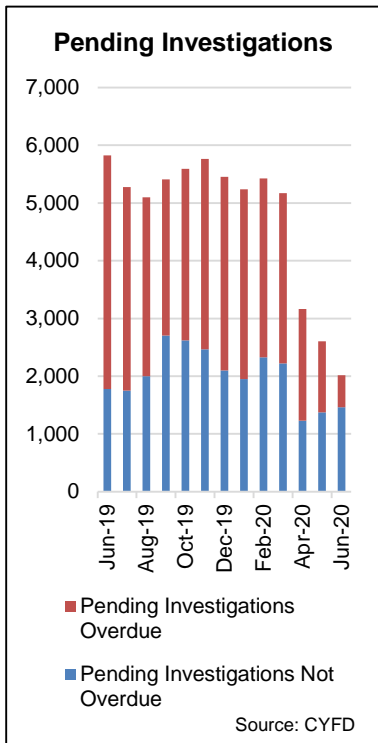
Regular, high-quality, face-to-face visitation with children in PS custody is vital to ensuring child safety and well-being. For FY20, CYFD achieved an over 96 percent visitation rate, exceeding the target. The program will need to continue to focus on improving and facilitating visitations, as alternative visitation arrangements, such as video conferencing were required due to the COVID-19 pandemic.

The program fell well under its targets related to placement stability and time to permanency. To see improvement in these measures, the program is working on reducing lateral moves and analyzing the needs of foster parent to ensure better accept referrals for foster parents (both relative and non-relative) and foster children to prevent placement disruptions and improve foster parents' capacity to manage challenging behaviors. PS is also working to increase initial relative placements, which are inherently more stable. As placement stability is a rolling 12-month measure, the impact of more relative placements should continue to help drive improvement in these measures. In the last year, PS has emphasized the need for timely change of plans when reunification is no longer viable, improved case tracking and the early identification of cases that are appropriate for permanent guardianship.

Budget: \$177,835.1 FTE: 816.5

Children who are not the subject of substantiated maltreatment within six months of a prior determination of substantiated maltreatment
 Rate of maltreatment victimizations per one hundred thousand days in foster care
 Families with a completed investigation who engaged in prevention services for thirty days or more
 Children who have another substantiated or indicated maltreatment report within 12 months of their initial report
 Of children in foster care for more than eight days, percent of children who achieve permanency within 12 months of entry into foster care
 Maltreatment victimizations per 100,000 days in foster care
 Children in foster care who have at least one monthly visit with their caseworker
 Of children who enter foster care during a twelve-month period and stay for more than eight days, placement moves per one thousand days of foster care

	FY18 Actual	FY19 Actual	FY20 Target	FY20 Actual	Rating
Children who are not the subject of substantiated maltreatment within six months of a prior determination of substantiated maltreatment	89.9%	89.6%	93%	90%	R
Rate of maltreatment victimizations per one hundred thousand days in foster care	21%	13.4%	8.5%	12.6%	R
Families with a completed investigation who engaged in prevention services for thirty days or more	-	4.5%	20%	6.4%	R
Children who have another substantiated or indicated maltreatment report within 12 months of their initial report	15%	17%	9.1%	14.1%	R
Of children in foster care for more than eight days, percent of children who achieve permanency within 12 months of entry into foster care	30.6%	28.5%	42%	26.8%	R
Maltreatment victimizations per 100,000 days in foster care	8.2	16.4	8.0	9.3	Y
Children in foster care who have at least one monthly visit with their caseworker	96.2%	94.1%	94.8%	95.6%	G
Of children who enter foster care during a twelve-month period and stay for more than eight days, placement moves per one thousand days of foster care	6.89	7.79	4.12	5.84	Y



Children in foster care for more than eight days, who achieve permanency within twelve months of entry into foster care	28.4%	32.3%	40.5%	29.3%	R
Children in foster care for twelve to twenty-three months at the start of a twelve-month period, who achieve permanency within that twelve-month period	40.4%	36.5%	44%	40.2%	Y
Children in foster care for twenty-four months (or more) at the start of a twelve-month period, who achieve permanency within that twelve-month period	34.8%	36.6%	32%	34%	G
Turnover rate for protective services workers	26.3%	39.7%	20%	29.9%	Y
Program Rating					R

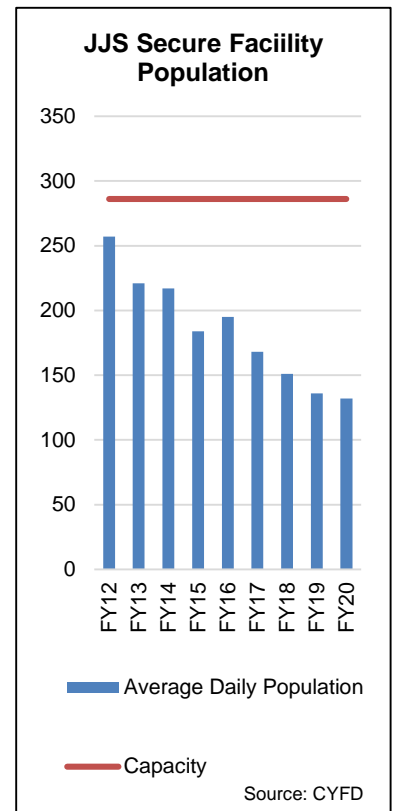
Juvenile Justice Services

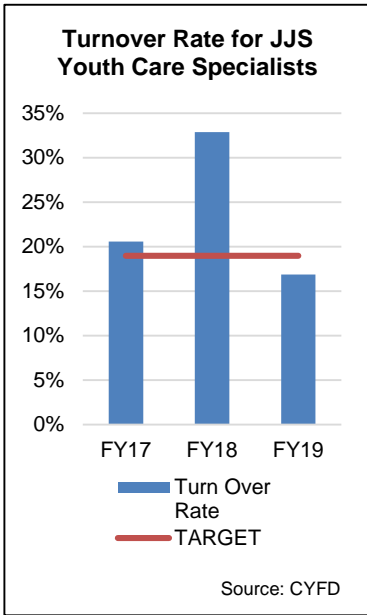
For FY20, the Juvenile Justice Services (JJS) program met or nearly met four of its nine targets. JJS missed its target for physical assault (by only two incidents), largely due to a significant jump in physical assaults in the fourth quarter – 40 percent of the 287 total assaults for the year occurred during this quarter. This could be attributed to high levels of anxiety resulting from the pandemic, especially among JJS clients who have experienced significant trauma and can be impulsive and highly aggressive.

JJS struggled to meet its targets related to recidivism. The program has seen a significant (approximately 42 percent) drop in population from FY15 to FY20, and while the overall percentage of recidivism remains above targeted levels, the actual number of clients that it represents remains almost flat. For FY20, in actual numbers, 15 clients out of 103 that were discharged from CYFD facilities entered an adult correctional facility. According to the National Reentry and Resource Center, recidivism rates are often reported at 50 percent or higher for youth released from secure facilities. The upward trend in recidivism numbers is concerning and research suggests that youth who are at high risk of reoffending need to be identified and matched to the most appropriate level/length of supervision earlier on in their system involvement. As reform efforts have progressed and juvenile referrals and those committed to secure facilities has declined, there is some evidence that intervention and diversion efforts have resulted in lower recidivism rates.

JJS exceeded its target related to the percentage of clients completing probation, ending the year with close to a 94 percent success rate. Since 2018, JJS has significantly improved its performance on this critical measure. CYFD’s new “Fostering Connections” initiative, will allow older youth that have left field supervision to receive supports such as housing and medical insurance which are both factors in achieving long term success.

For FY20, JJS met its targeted turnover rate for youth care specialist, ending the year with a turnover rate just one percent higher than the rate for FY19, but 45 percent lower than FY18.





Budget: \$74,603.8 FTE: 882.8

	FY18 Actual	FY19 Actual	FY20 Target	FY20 Actual	Rating
Physical assaults in juvenile justice facilities	284	235	<285	287	Y
JJS facility clients age 18 and older who enter adults corrections within two years after discharge from a JJS facility	6.9%	21.5%	9%	14.6%	R
Clients who successfully complete formal probation	85.6%	85.8%	86%	93.7%	G
Recidivism rates of clients discharged from field formal supervision	20.1%	20%	12%	20%	R
Recidivism rates for youth discharged from commitments	36.2%	44.5%	35%	45.7%	R
JJS facility clients who improved in math (NWEA MAP)	-	70.5%	60%	67.6%	G
JJS facility clients who improved in reading (NWEA MAP)	-	50%	60%	40.6%	R
Substantiated complaints of clients of abuse or neglect in juvenile justice facilities	10.7%	10%	10%	11%	Y
Turnover rate for youth care specialists	32.9%	16.9%	19%	18.1%	G
Program Rating					Y

Behavioral Health Services

The Behavior Health program’s infant and early childhood mental health program continued to perform above targeted levels for FY20. The program oversees mental health services offered by CYFD contracted agencies to parents or caregivers and their infants or young children, ages 0 to 5 years, in the custody of CYFD. During FY20 Q4, the program monitored six infants for additional referrals to protective services. None of the six infants have had an additional referral to protective services. Community Behavioral Health Clinicians (CBHCs) consult, assess needs, coordinate teams, and advocate internally and externally for the target population of children and youth involved with protective services and juvenile justice services. Behavior health services are essential for system involved children and youth who often have high levels of acute trauma. In FY20, the program narrowly missed its target of 75 percent, but saw a 12 percent increase in services from FY19. BHS has filled several of the vacant positions resulting in additional capacity and CBHC’s have taken on the role of providing oversight and assignment to all protective service involved youth placed in out of state residential treatment centers. In FY21, CBHCs will add ten new positions allowing for more involvement and engagement in protective service cases and will be available to address urgent needs such as disruption from foster homes and teaming around youth placed in emergency shelters.

Budget: \$20,232.1 FTE: 80.5

	FY18 Actual	FY19 Actual	FY20 Target	FY20 Actual	Rating
Youth receiving community-based and juvenile detention center behavioral health services who perceive they are doing better in school or work because of received services	-	51.8%	75%	64%	Y
Infants served by infant mental health teams with a team recommendation for unification who have not had additional referrals to the Protective Services program	91%	100%	92%	94%	G
Program Rating					G

