



New Mexico Children, Youth And Families Department

A presentation on the Protective Services Division to the New Mexico Legislative Finance Committee
Truth or Consequences, September 27, 2017

Mission Statement

Improve the quality of life for our children.

Strategic Planks

- Shore up our Core Functions
- Prevention
- Financial Controls
- Community & Stakeholder Engagement

Operating Principles

- Be kind, respectful and responsive.
- Be child/youth-centric.
- Create a culture of accountability and support.
- Simplify: Do fewer, bigger things that produce results.
- It's all about the quality of our worker

Protective Services Strategic Planks (\$145.719m: 60.5% general fund, 36.3% federal funds, & 3.2% other)

• SHORE UP OUR CORE FUNCTIONS

• Staffing

- Number of Staff
 - Secured 77 new field worker positions
 - Moved central office positions to the field
 - Decreased vacancy rate from 24% FY15 Q1 to 10% FY17 Q4
 - Decreased turnover rate from 33% FY14 to 25.0% FY17
 - Created rapid hire process and conducted 13 rapid hire events
- Training
 - Improved training with a focus on leadership training
 - Prioritize worker's safety and self-care in trainings (*slice the pie, verbal de-escalation, and self-assessments*)
 - Develop specialized trainings to support program area training requirements
- Basic Needs
 - Safety plans (*emergency response plans (ERPs), safe signal, text alerts*)
 - Improvement of worker space (*Doña Ana county RFP, Lamberton, Lincoln county, Valencia county*)
 - State vehicles (*replaced 186, obtained 6 new SUVs*)
 - Creation of after-hours unit in Bernalillo county
 - Information technology tools (*created worker dashboards for investigations, placement and adoptions*)
- Compensation
 - Three pay raises since 2014
 - Established with HED student loan repayment program (*gave out 304 awards in the past 2 years*)
 - Compa ratio salary adjustments

• Placement

- Improved foster parent recruitment and retention (*foster parent navigator, foster parent appreciation luncheon and awards, online RAFT training*)
- Implemented guardianship assistance program (*subsidized permanency option for children in foster care placed with relatives - no TPR required*)
- Established shelter provider triage process and created universal shelter care provider form

• PREVENTION

- Improved partnership with ECS through at risk childcare (*1,073 children served*)
- Created a Protective Services CBHC program and CBHCS in every county office assisting PS
- Expanded child advocacy centers to 18 counties (*Bernalillo, Chaves, Colfax, Doña Ana, Eddy, Guadalupe, Lea, Lincoln, Los Alamos, Mora, Otero, Rio Arriba, San Miguel, Sandoval, Santa Fe, Taos, Union, and Valencia*)
- Expanded the family support worker program to 9 counties (*Bernalillo, Doña Ana, Chaves, Los Alamos, Rio Arriba, San Juan, Sandoval, Santa Fe, and Taos*)

• FINANCIAL CONTROLS

- Created a fraud, waste and abuse referral line
- Increasing contract provider accountability (*conducted contract reviews and efficiencies*)
- Focusing on and monitoring overtime and overpayments
- Increased Title IVE penetration rate by ensuring timely and accurate completion random moment sampling and eligibility determinations

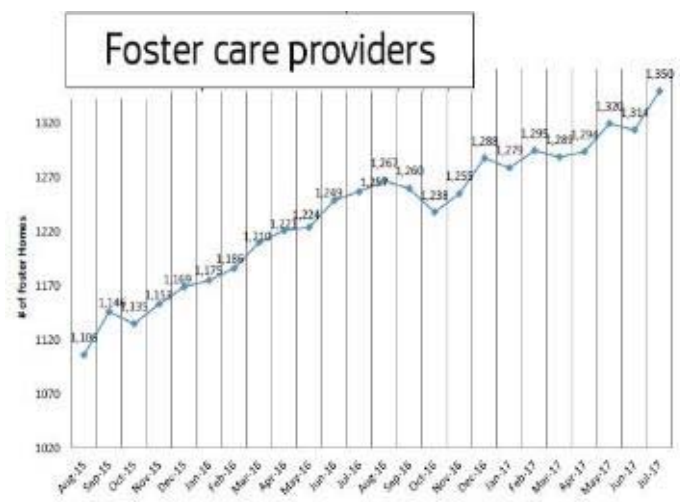
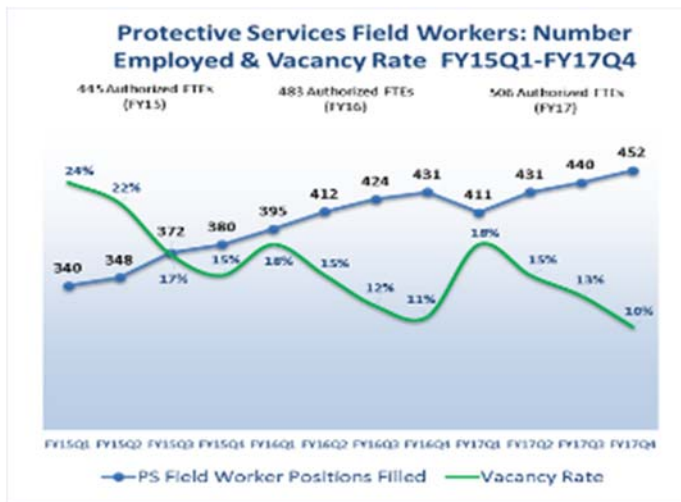
Protective Services Strategic Planks *(continued)*

• COMMUNITY & STAKEHOLDER ENGAGEMENT

- PullTogether (highlights)
 - Reached more than 1.34M New Mexicans with media plan, 19M digital impressions, distributed over 225,000 pamphlets, collected approximately 2,500 backpacks, conducted over 25 community events, received over 1,400 calls to the resource and referral line and launched "Am I Eligible" on PullTogether.org
- Law enforcement portal and training
- School plans (# SAFE, ESSA, school liaisons)
- Partnering with businesses - McDonald's, Dion's, La Montanita Co-op

Results

- 112 more field workers (up 33%) from FY15 Q1 to FY17 Q4
- 250 more foster families (up 22%) from FY15 to FY17



- 118 more relative foster care placements (up 22.7%) from July 2016 to July 2017
- No children sleeping in offices since December
- Performance measure improvements
 - Improved 8 out of 10 LFC performance measures from FY16 to FY17
 - Repeat maltreatment declined from 12.3% to 11.1%
 - Increased percentage of children adopted within 24 months (from 23.3% to 24.6%)
- Opened children's receiving center (August 2017, Albuquerque, Bernalillo county)

Key Initiatives Moving Forward

- Implement new evidence-based Safety Tool and Safety Organized Practice training for managers and staff
 - Improve quality and consistency of child safety assessments
 - Testing will be conducted on safety assessment tool ensuring inter-rater reliability
 - Coaching, monthly review of cases, role modeling
- Increase county office accountability and outcomes through creation and review of county office report cards
 - Review of county performance measures at monthly meetings
- Adoption backlog project (*collaboration with the Judiciary and other stakeholders to reduce adoptions backlog*)
- Developing a comprehensive recruitment and training plan, including partnerships with universities, regional trainers, and job specific training
- Now developing a grievance policy for foster youth
- Additional initiatives can be found in CYFD's FY18 Annual and Strategic Plan, available at <https://cyfd.org/about-cyfd/publications-reports>