



New Mexico Children,
Youth & Families Department

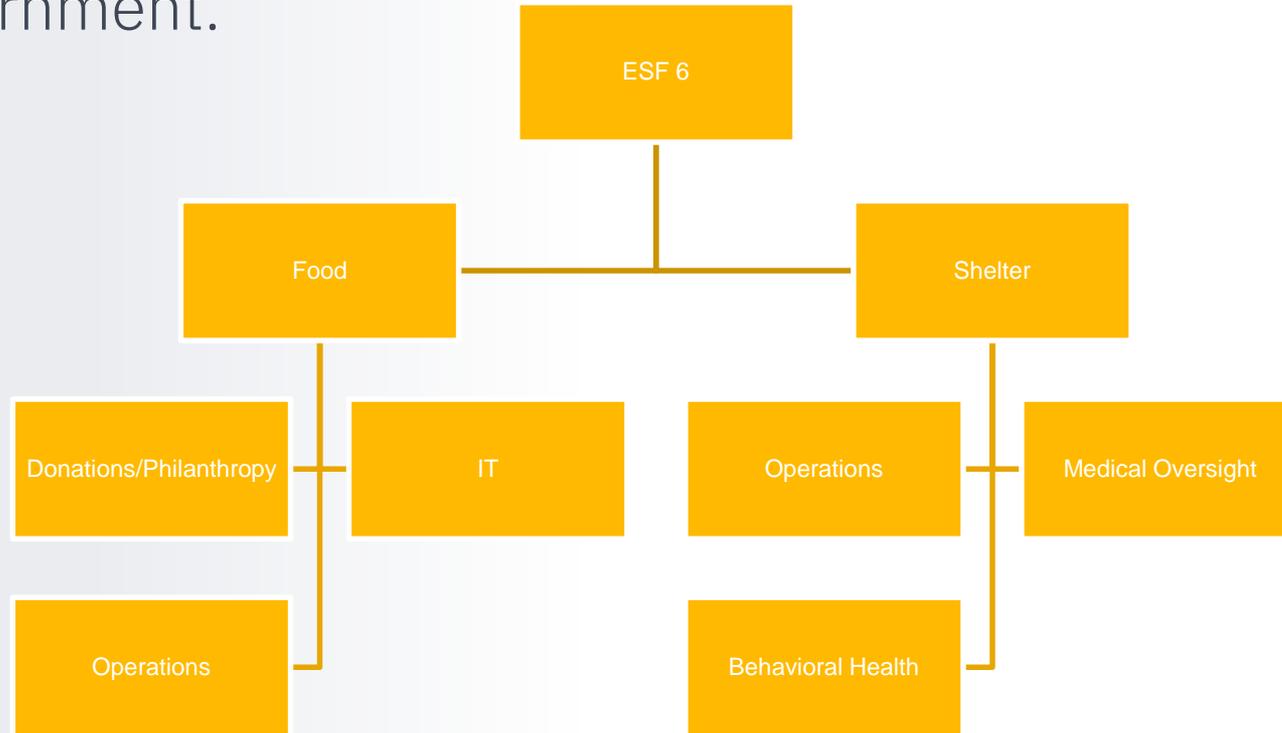
CYFD Updates and Pandemic Response

*Legislative Health and Human Services Committee
August 21, 2020*

Investing for tomorrow, delivering today

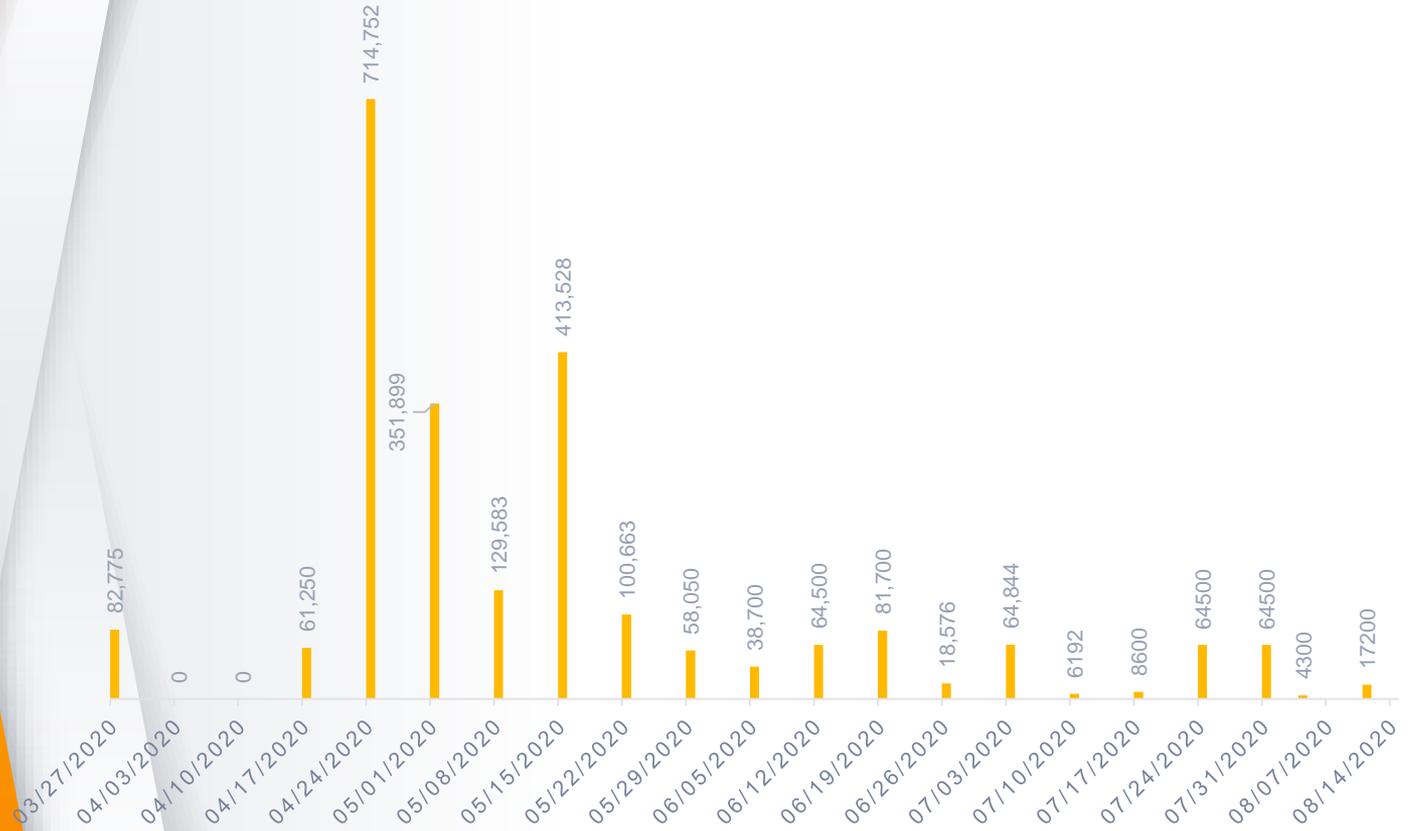
ESF 6 – Food and Shelter Emergency Response

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

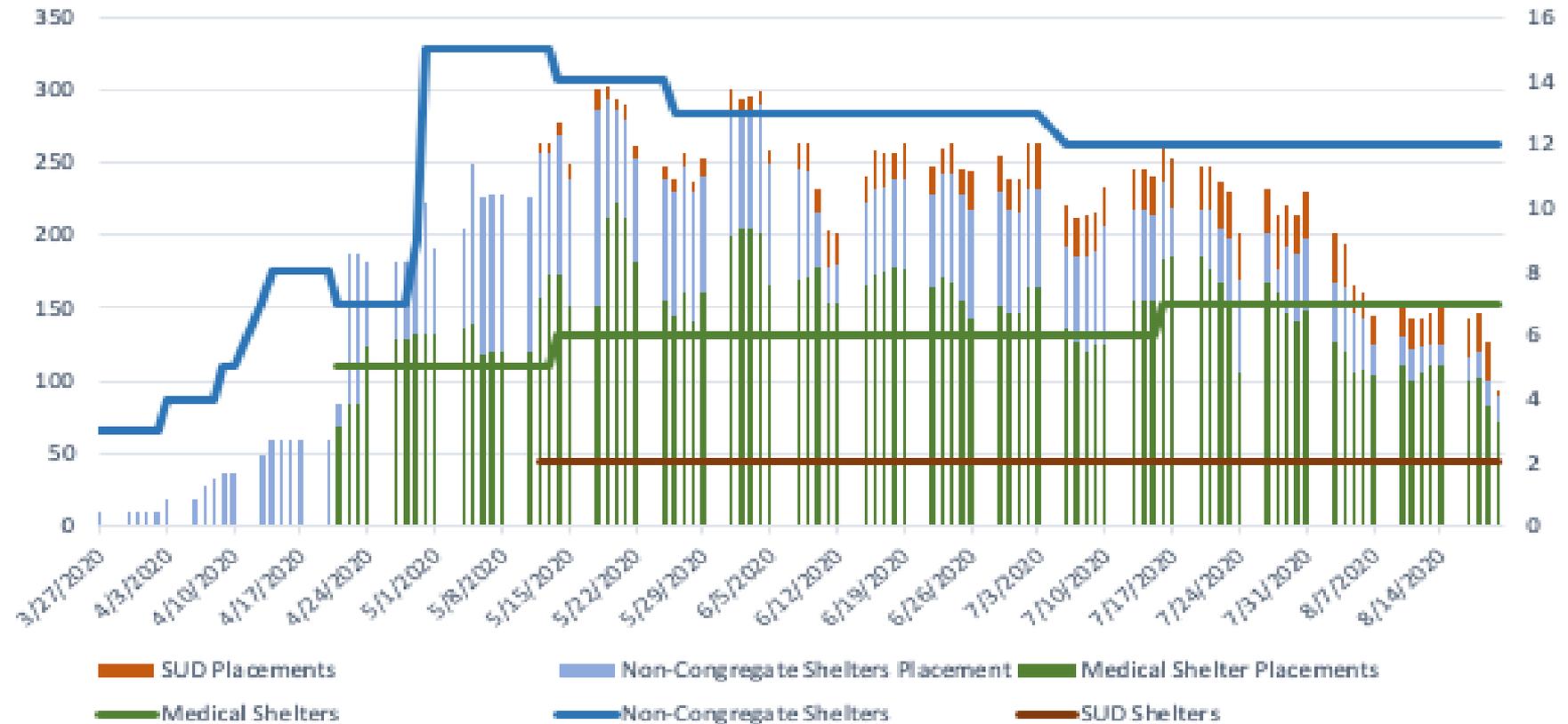


TOTAL FOOD DELIVERED (ALL PUBLIC)(LB)

2,346,112 LBS



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



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)



Domestic Violence Res. Center... 505-248-3165
 St. Martin's Hospitality Center... 505-242-4397
 ADA Healthcare For All... 505-704-5497
 600D Shepherd Center... 505-248-2575 (after 4)
 Sitka's Bridge... 505-348-4073 (44167)
 NN Coalition Against DV... 505-244-9249
 Veterans Integration Center... 505-244-5800
 Bear-Eagle Thunder Command Center... 505-899-2190
 NN Coalition of Social Assistance... 505-898-8020
 Alamosa Health & Social Serv. Ctr... 505-684-8800
 Los Gringos Health & Social Serv. Ctr... 505-781-4050
 John Marshall Health & Social Serv. Ctr... 505-848-1945
 East Central Health & Social Serv. Ctr... 505-787-5700
 ADA Healthcare Assistance... 505-706-4357
 ↑ Connect people to resources
 Helix Svr. Manager... 505-244-9809
 ABO EDC... 505-244-8624/517
 MRC PHONE... 505-407-9444
 MRC DDC... 505-225-4145
 MRC BLUE PD... 505-903-6557
 MRC PHONE... 505-382-7385 (social issues only)
 NRC PHONE... 1955-442-7474
 Protection Medical Services... 505-982-9585
 Petra Support Center... 505-476-1210
 LifeLink Training Institute... 505-463-0648
 ABO RA... 505-277-3013
 SAGE Home... 505-247-4219
 Regional Center of Central NM... 246-7711 (505)
 566 Junction... 505-877-1467
 Allina Co-opportunity Center... 505-244-2323
 Bonnett House... 505-243-4887
 Healing Home... 505-244-2323
 ... 505-262-2481 - 1st Nations



Shelter Clearance Card



Name: _____ DOB: _____

By CDC criteria, the **above named** person has been cleared from COVID isolation on: _____ (date)

Provider Name/Signature: _____

Provider's Facility Affiliation: _____

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

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

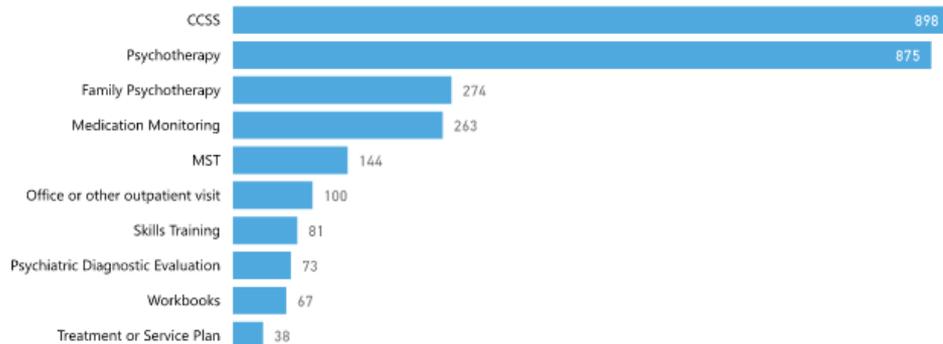
* <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7323662/>

How Many Services have been Rendered Telephonically ?

Fiscal Year: All Fiscal Years



Services Rendered (Top 10)



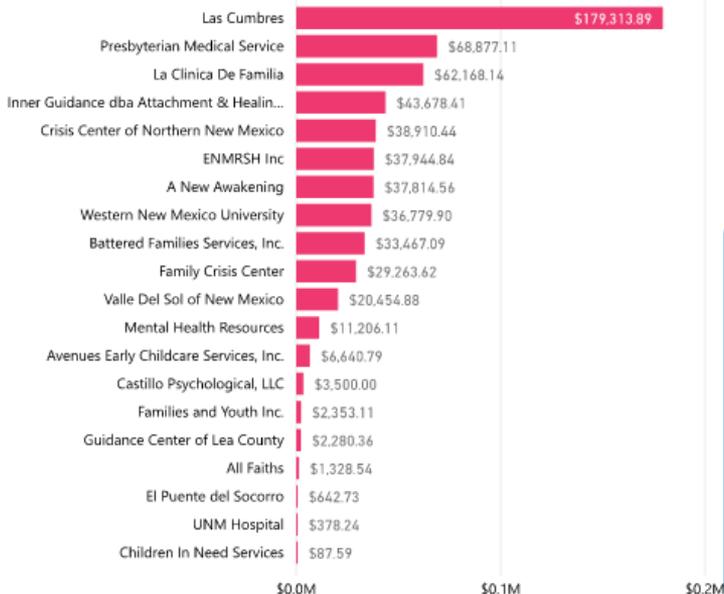
\$617,090.35

Total Expenditure

521

Clients Served

Expenditure by Provider (Top 20)

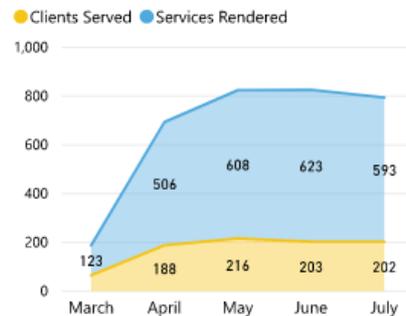


Increase in Telephonic Services During Covid-19 Pandemic

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

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Categories

Home

Top charts

New releases

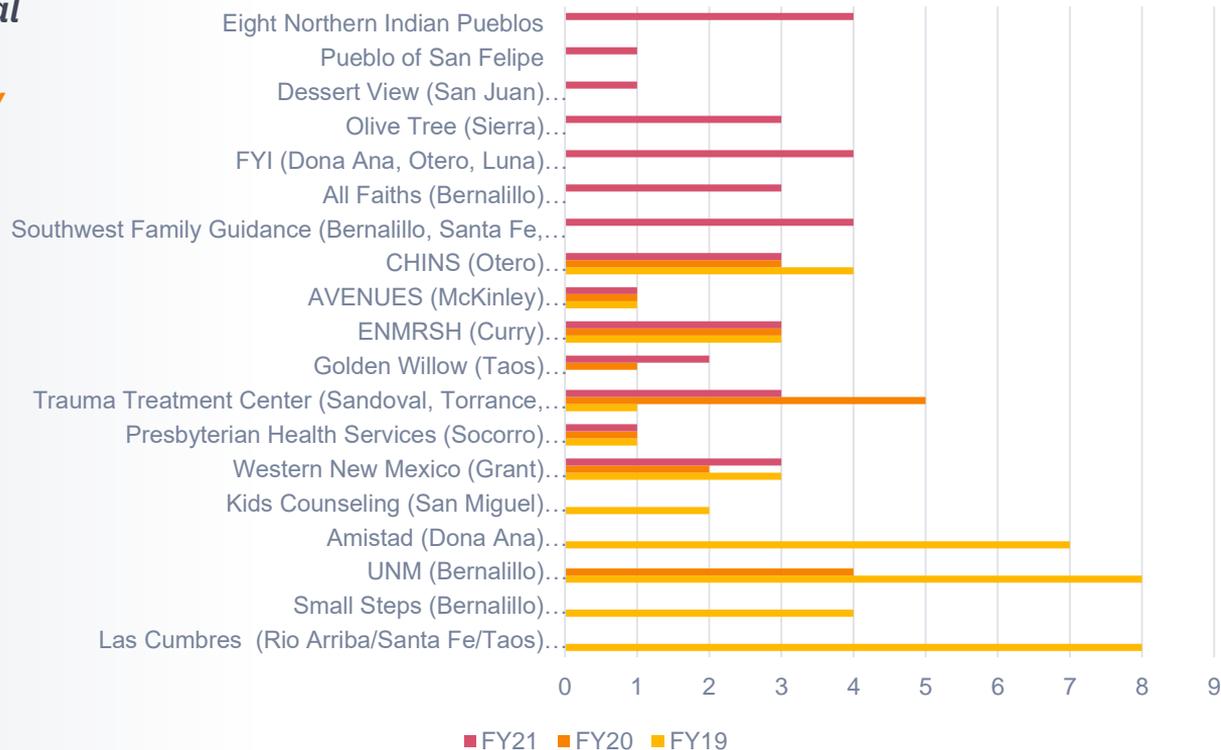


The New Mexico Statewide Crisis and Access Line and Peer-to-Peer Warmline have been serving New Mexicans since 2013. Our trained professional counselors and peer supports are available to provide free and confidential access to support when it's needed most. Keep us in your pocket and take us with you! 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%+*

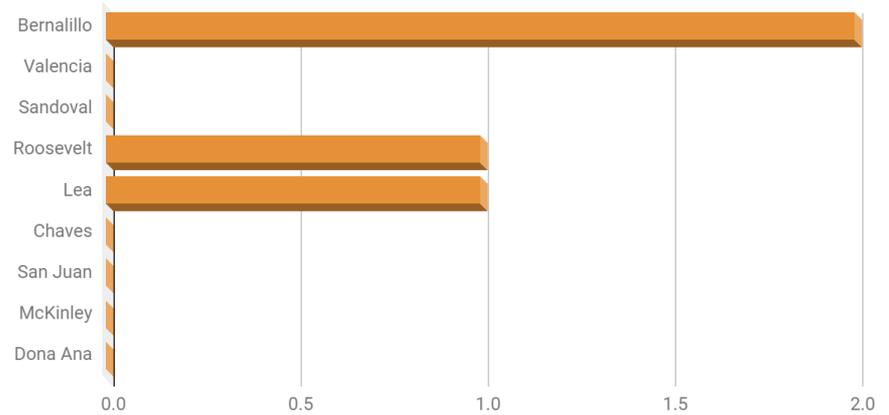
Number of Infant Mental Health CPP Clinicians Per Site



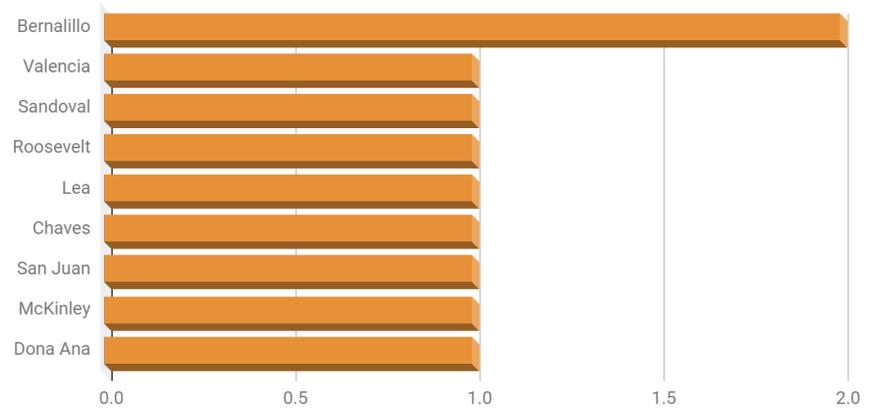
COMMUNITY BASED MENTAL HEALTH SERVICES

Wraparound Sites increased by more than 100%

Wraparound Sites Before 2019



Wraparound Sites as of July 2020

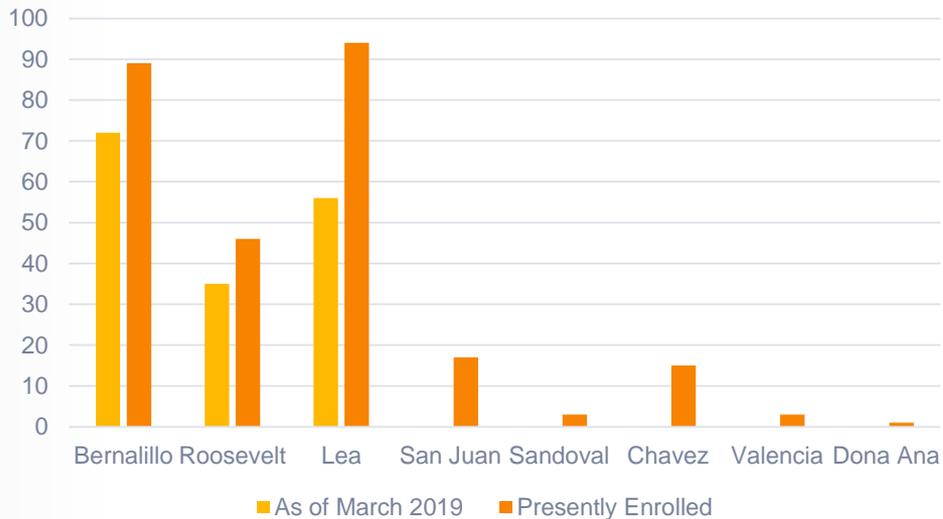


July 2020

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

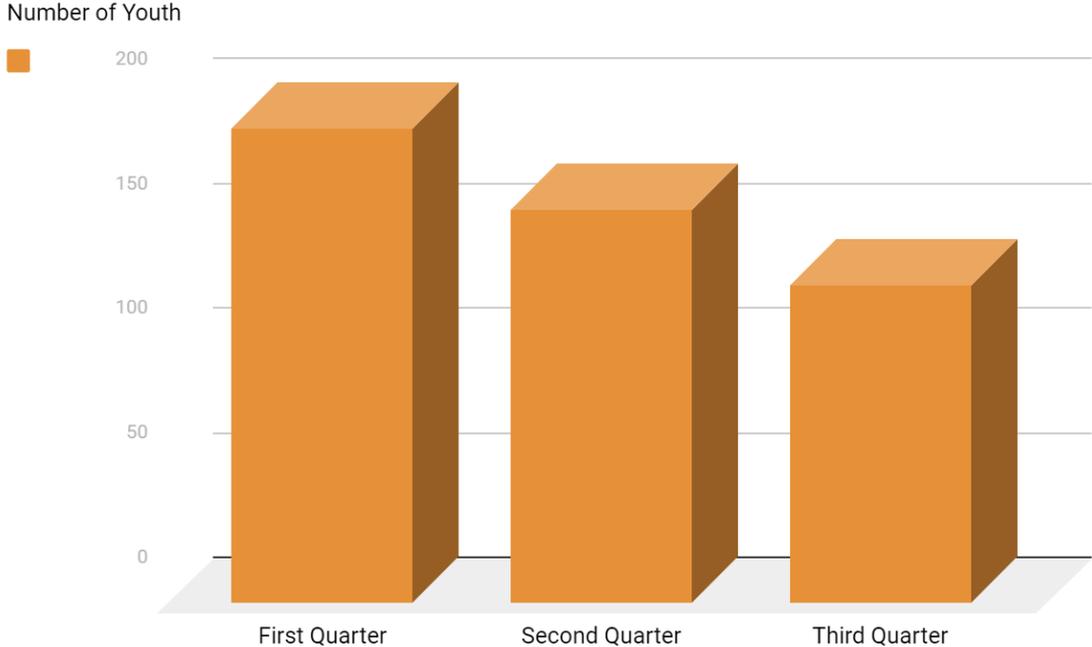
PENDING INVESTIGATIONS

Bernalillo County

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

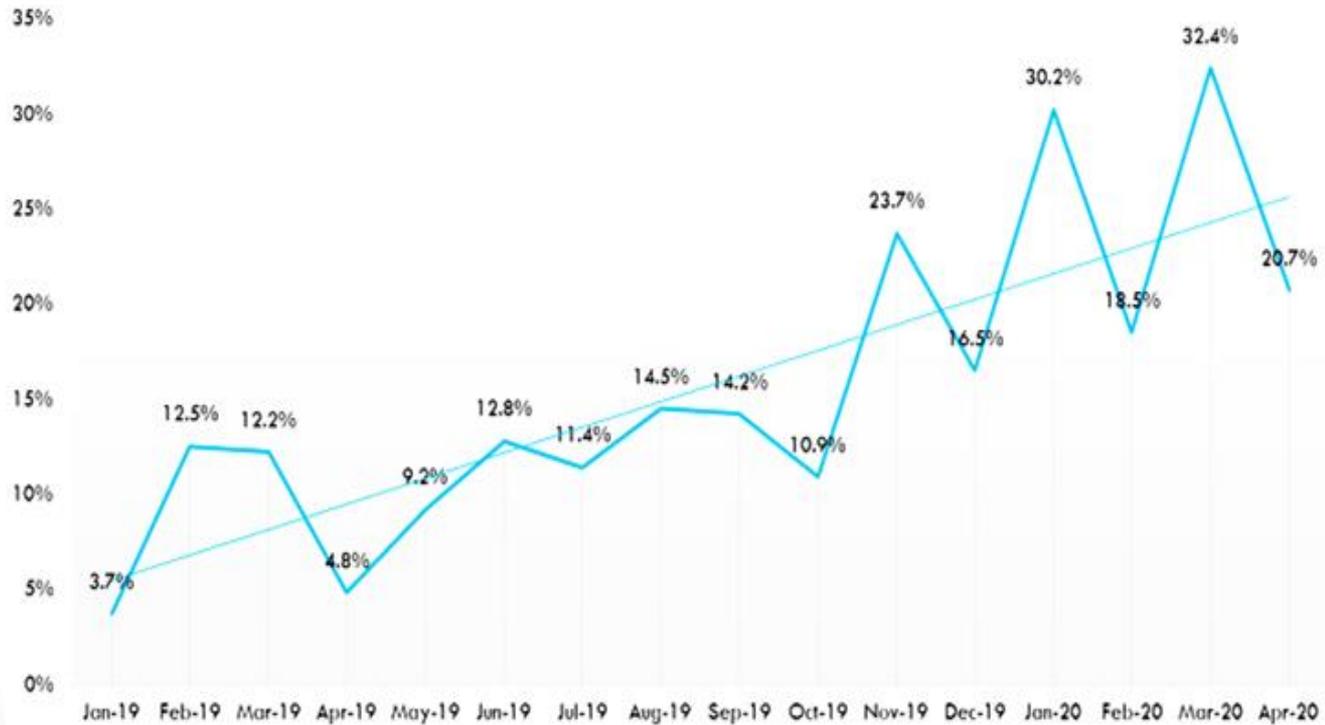
YOUTH PLACED OUT OF STATE

Residential Treatment Centers



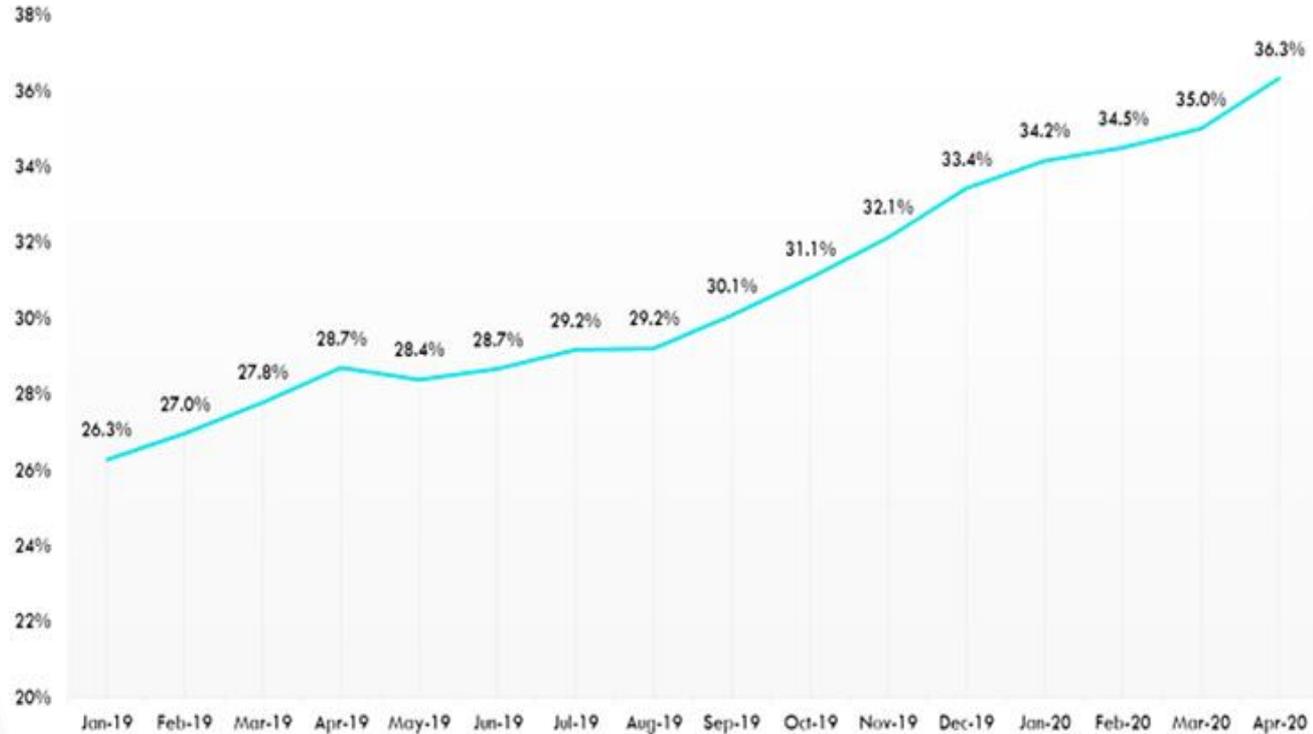
PLACEMENT METRICS

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



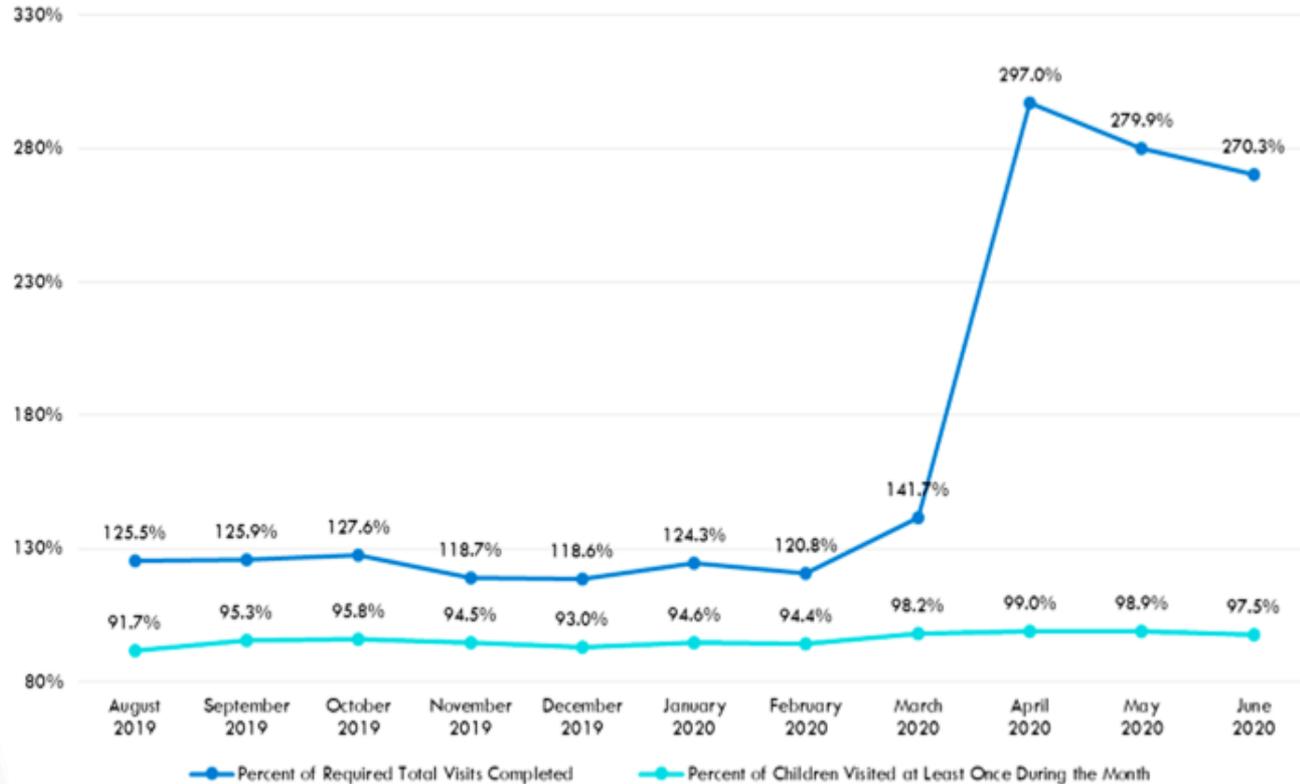
PLACEMENT METRICS

*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	View Details	16%	0%	0 / 3	0 / 22	0 / ?	0%	Not signed	?	Actions
Family Name	View Details	16%	13%	0 / 3	0 / 44	0 / 10	0%	Not signed	No child	Actions
Family Name	View Details	16%	0%	0 / 3	0 / 22	0 / ?	0%	Not signed	?	Actions
Family Name	View Details	0%	0%	0 / 3	0 / 44	0 / 15	0%	Not signed	No child	Actions



Juvenile Justice Services in the Pandemic

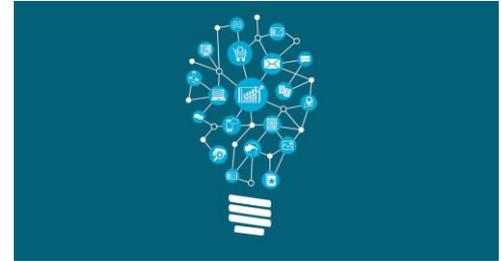
Out-of-State placements and bringing our children home

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 foster care involvement and proactive reaching out to provide additional supports.

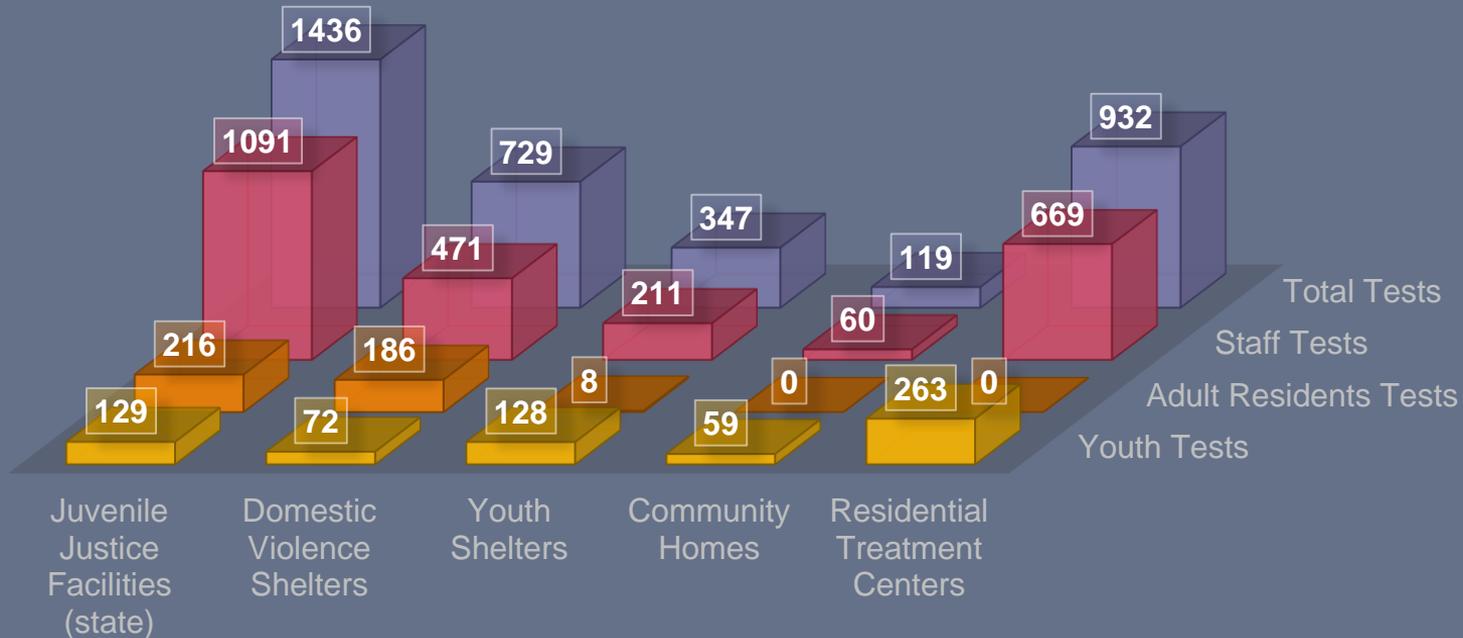
The background features a large, abstract graphic on the left side consisting of overlapping, semi-transparent shapes in shades of orange and white, creating a layered, paper-like effect. The rest of the background is plain white.

Protecting our Congregate Care Partners

Total Tests: Through 8/16/2020

TESTS: 8/16

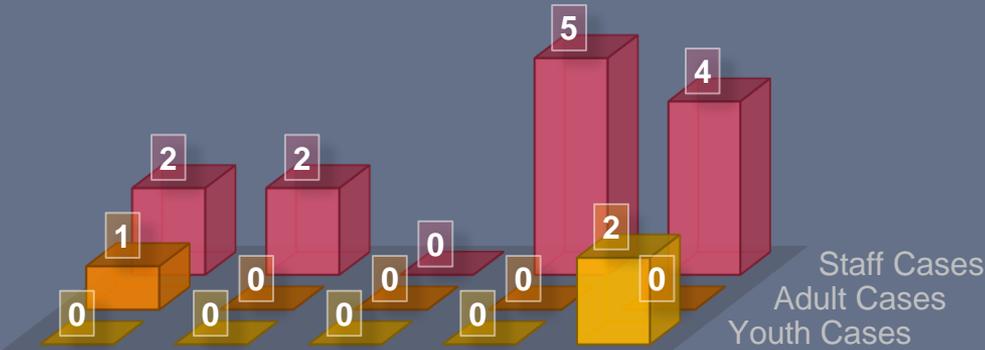
■ Youth Tests ■ Adult Residents Tests ■ Staff Tests ■ Total Tests



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

During Pandemic, Training Continues and Grows



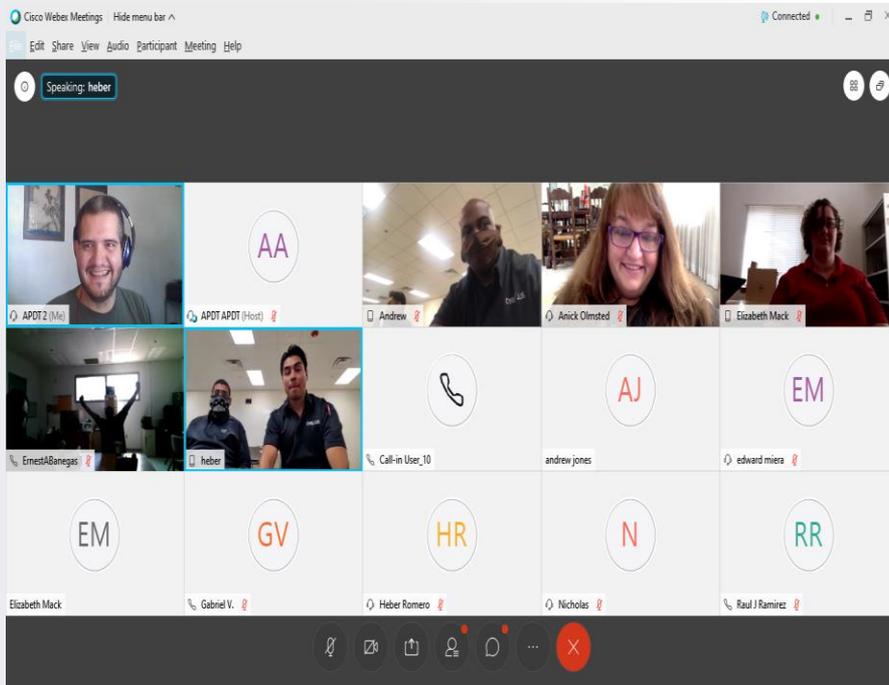
New Employee Training
Went Virtual

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](#)



CYFD

Resource Family
Conference

VIRTUAL WEBINAR SERIES

Maintaining Our Community Development Training:

Virtual Foster Parent Conference

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

CYFD Workforce Development Division

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

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



Individualized Foster Provider Training



Individualized Training Plans
Developed for each Foster
Provider

Regional Specific Responsive
Training

Building Communities of Care



QUESTIONS???