

Children, Youth & Families Department

CYFD Strategic Plan
Legislative Health and Human Services Committee
Monday, August 24, 2015

CYFD Mission: Improve the quality of life for our children

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
- Behavioral Health and Program Support strategically enveloped in all programs
- Own mistakes and learn from them
- It's all about the quality of our workers!

Strategic Planks

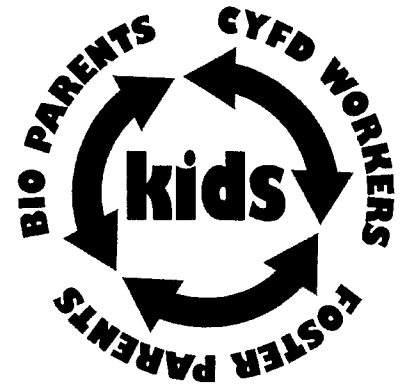
1. SHORE UP OUR CORE FUNCTIONS- Back to Basics

Protective Services

- Alleviate pressure points in the PS cycle
 - **CYFD Workers**
 - Proud, inspired and accountable
 - Focus on developing supervisors
 - Manageable Caseloads
 - Staffing plan (rural and urban)
 - Recruit (rapid hire, partnerships with Universities)
 - Retain (culture changes, compensation: base and loan repayment, basic safety, technology and transportation needs being met)
 - **Foster Families**
 - Streamline process from inquiry to license
 - Make training more accessible (i.e. Spanish training, remote training)
 - Retention efforts: reward and recognize
 - Note: once the above is completed we will do a recruitment effort
 - **Bio-Parents**
 - Service array

Juvenile Justice

- Foster success of Cambiar model in Juvenile Justice efforts
- Facilities:
 - Shore up operating principles



- Ensure appropriate staffing levels, hiring practices, and training
- Continue to develop programming

- Field: Inspire greatness in our staff, build out service array for our clients

Early Childhood Services

- Child Care Assistance:
 - Access: eligibility raised from 100% to 150% FPL, did swipe of waiting list up to 200% of FPL
 - Rate Structure: increased rates for rural, to incentivize quality, for older kids and across the board
 - Quality: continue to grow and refine FOCUS
- Home Visiting and Pre-K: assist communities in building infrastructure

Behavioral Health

- Develop a Behavioral Health needs assessment in every county and align services to ensure that NM has a balanced service array that is grounded in Evidence Based Practices

2. PREVENTION

- Ensure prevention initiatives are reaching at-risk families
 - Home Visiting, Child Care Assistance, PS/ECS pilot program, ECS/JJS partnerships
- Expand Family Support Worker Program
- Build comprehensive, trauma informed approach to serving 0-3 population
- Develop communications plan to address key areas of concern (i.e. sleep-safe, inappropriate care takers)

3. IMPROVE COMMUNICATION AND RELATIONSHIPS WITH LAW ENFORCEMENT

- Extend Virtual Desktop pilot program
- Expand Child Advocacy Center model throughout the State
- Establish and strengthen multi-disciplinary teams
- Joint training opportunities (i.e. Mental Health First Aid, safety, intake)

4. FINANCIAL CONTROLS

- Minimize reversions
 - Development of Integrated Financial Reporting (IFR) process will allow for monthly reconciliation of financial activity, agency-wide
- Contracts:
 - All contracts executed July 1st
 - Ensure accountability of contractors through consistent monitoring of both scope and payments
- Simplify processes (e.g. travel reimbursement for field workers, procurement)
- Eliminate fraud and abuse

5. COMMUNITY ENGAGEMENT

- Improved daily interactions
- Stakeholder outreach
 - Foster parents, Schools, LE, Providers, Community Leaders
 - Statewide Roadtrips
- Engage general public in our fight to make New Mexico the best place to be a child
 - Media: paid and unpaid