

LHHS Presentation 2017

Mission Statement

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.
- It's all about the quality of our workers.

Protective Services

Initiatives to Increase Number of PS Workers in the Field

- Added 25% more field workers since FY15 (86 positions)
- Conducted nine "Rapid Hire" events
- Reclassified and re-organized staff to increase number of employees who provide direct client services
- Decreased vacancy rate from 24% in FY15 Q1 to 11% in FY16 Q4

Initiatives to Improve Retention of Workers

- Decreased turnover rate from 33% in FY 14 to 25.3% in FY16
- With HED, established the Student Loan Repayment Program
- Granted three general pay increases for PS workers since 2014
- Updated strategic training plan for workers focused on foundational skills and advanced learning
- Developed safety measures to include:
 - Individual office safety plans
 - Improved safety training
 - Created a new text/email alert system
 - "Safe Signal" tether to quickly alert law enforcement if worker is in unsafe situation

Initiatives to Reduce Burnout for Workers

- Creation of an after-hours unit in Bernalillo County
- Reduction of overtime expenditures—in FY16, OT expenses were reduced by \$200k
- Development of trauma-informed response strategy to support agency staff on the effects of secondary or vicarious trauma
- Promotion of critical incident debriefing for traumatic events to include therapy options

Initiatives to Improve Outcomes

- Developed county-by-county approach to data-driven decision making
- Expanded Child Advocacy Centers (16 counties served: Bernalillo, Valencia, Doña Ana, Otero, Lincoln, Eddy, Lea, Chaves, Taos, Colfax, Union, Mora, Guadalupe, San Miguel, Rio Arriba, Santa Fe, Rio Arriba, Los Alamos, San Miguel, Mora, and Guadalupe)
- Expanded Family Support Worker Program to nine counties (Taos, Rio Arriba, Los Alamos, Santa Fe, Bernalillo, Sandoval, Doña Ana, Chaves, San Juan)
- Expanded the Virtual Desktop Initiative which now resides with 11 of 12 NMSP Districts and approximately 40 users; this includes the District 5 Investigations unit that also covers the entire state. We will be training 10-15 BCSO investigators from their SVU in November. APD CACU will be trained following the rollout to BCSO.
- Providing Advanced Training for Workers and Supervisors related to assessment of child abuse, domestic violence and family engagement, safety assessment and safety planning
- Development of new procedures and IGAs to comply with new Indian Child Welfare Act regulations

Initiatives to Improve Conditions for Foster Parents

- Increased the number of foster homes by 10% in the last year (from 1,146 in September 2015 to 1,266 in August 2016)
- Implemented the use of licensing navigators to support and assist potential foster parents navigate through the process and reduce the amount of time it takes to become licensed
- Rollout of Prudent Parenting
- Annual foster parent appreciation luncheon and award presentation
- Piloting of online foster parent training (RAFT)
- PullTogether partnerships:
 - State Parks
 - Department of Cultural Affairs
 - Ski NM
 - Isotopes
 - Meow Wolf

Initiatives to Improve Placement Stability and Timely Adoptions

- Kinship Guardianship Program (GAP) to provide permanent subsidies to relative foster families
- Collaboration with Judiciary to reduce adoption backlog
- Increasing the number of placement workers to improve timeliness of home studies
- Roswell Experiment to improve engagement of parents and relatives
- Greater focus on identifying and engaging relatives of children who come into care

Key JJS outcomes from August LFC Report on Juvenile Justice Facilities and Community-Based Services

- Since 2008, the Children, Youth, and Families Department (CYFD) has *transformed New Mexico's juvenile justice system* into one based on rehabilitation rather than punishment through its Cambiar initiative in secure facilities and a range of community-based programs. (1st sentence on page 1 of report)
- As a result, fewer youth are entering Juvenile Justice Services (JJS), and those that do are generally less likely to recidivate. LFC's analysis of CYFD data shows that JJS Facility one-year recidivism rates dropped by half for clients released in FY05 and those released in FY13. The data also shows that Juvenile justice clients violating terms of probation declined 22 percent between FY09 and FY15. And on page 2 of the report (2nd paragraph), LFC staff analysis says New Mexico's recidivation rates compare favorably to a 2010 study of Missouri's results.
- In addition, the number of clients receiving high school diplomas is increasing (page 15 of report- 62 GEDs, 21 HS diplomas for 2015-2016 school year) and JJS facilities are expanding educational offerings through post-secondary and vocational training.
- And, according to data from Performance-Based Standards (a national system that collects data from 37 states), the performance of New Mexico's secure juvenile commitment facilities is improving relative to other states on national outcome standards for various justice, safety and order related items. (page 27 of report)

Initiatives to Improve Recruitment and Retention

- Reclassified and re-organized staff to increase number of employees who provide direct client services
- Conducted four "Rapid Hire" events
- Decreased vacancy rate from 20% in FY15 to 18% in FY16
- Decreased turnover rate of Youth Care Specialist I classification from as high as 36.7% in FY12 to 18.5% in FY16
- Collaborated with Training Academy to modify curriculum to focus on foundational skill to ensure workers' success and improve safety with verbal de-escalation training

Initiatives to Improve Day-to-Day Operations

- Implemented Prison Rape Elimination Act
- Working with LFC and DFA to develop/fine-tune effective performance measures
- Updated critical policies and procedures:
 - Electronic monitoring
 - Client grievances
 - Supervision of probation clients
 - Use of force procedure
 - Room restriction procedures

Juvenile Justice Services CONTINUED

Initiatives to Enhance Programming for Clients in Facilities

- Life skills programming:
 - Re-established team athletics program in facilities
 - Built a hoop house (green house) at Camino Nuevo
 - Developed courses in personal finance and family consumer science
 - Implementation of Dog Obedience Training Program
- Vocational/certification programming:
 - Implementation of the C-Tech program which has two certifications: intro and cop-per.
 - Working on Basic OSHA and Safe Serve certifications to qualifying post-secondary students.
 - Working on implementing National Center for Construction Education and Research (NCCER) certification courses. We have partnered with Associated Builders and Contractors (ABC) and are focusing on the craft areas of safety, and eventually, electrical, framing, plumbing, and sheet rock (taping, texturing, and painting).

Initiatives to Enhance Programming for Clients in the Field

- Increasing the inclusion of Wraparound services and Shared Decision Making to enhance engagement between the JPO and families
- Developed new probation agreements now being piloted in Farmington, Albuquerque, Las Cruces, Portales, Hobbs, and Clovis
- Enhancing Transition Services to include housing, employment, education, and behavioral health services

Early Childhood Services

Initiatives to Improve/Expand Access

Child Care

- FY16: Establishment of at-risk child care pilot project with Protective Services
 - FY17: Expansion of child care assistance for PS at-risk children statewide
- Implementation of 12-month certification for the child care assistance program
- Work with PullTogether campaign to increase awareness of the availability of child care services
- Continued collaboration with child care providers to examine key issues through quarterly meetings
- In FY16, increased the average daily attendance in the Family Nutrition Child and Adult Care Food Program to 35,590, from 35,080 in FY15

NM PreK

- 220% increase in PreK funding since FY10
- Implemented Extended Day PreK
- Implemented Early PreK for three year olds
- Further Expansion of Early PreK (additional \$3m from PreK fund balance)

Initiatives to Improve/Expand Access CONTINUED

Home Visiting

- Increased number of families served in Home Visiting (FY16 had 4475 actually served compared to 1417 families in FY11)
- April 2016: New Mexico was awarded over \$3m to support the continuation and expansion of Nurse Family Partnerships (NFP) as well as Parents as Teachers (PAT) Home Visiting Programs
- Home Visiting Level II to target families at greater risk for adverse childhood experiences (ACEs)

Initiatives to Improve Quality

Child Care

- In June 2016, 253 Child Care programs now participating in FOCUS—up from 100 in June 2014
- Development of specialized training program and consultation focused on infant and toddler care
- Development of a quality differential payment to providers who achieve higher levels of quality
- Exploration of TQRIS for registered home child care
- Production of Child Care Annual Report to provide data-informed picture of NM child care and comparisons to national trends to be released by December 2016

NM PreK

- Expanded the Tiered Quality Rating and Improvement System (TQRIS)—FOCUS—in to CYFD PreK programs

Home Visiting

- Created scholarships specific to Home Visiting programs
- Expanded the Tiered Quality Rating and Improvement System (TQRIS)—FOCUS—in to Home Visiting programs

Behavioral Health Services

Initiatives to Improve Service Array

- Conducted statewide service array study
- Assigned service array regional liaisons to support interface with PS and JJS field offices
- Expanded Infant Mental Health Training to increase state-wide capacity
- Added three Infant Mental Health Teams (Bernalillo, Curry/Roosevelt, Lincoln/Otero)

Initiatives to Improve Quality of Services

- Conducted Mental Health First Aid Training with external partners (law enforcement and behavioral health providers), CYFD staff and foster parents
- Developed statewide high-fidelity NM Wraparound Cares model
- Implementing system to measure service effectiveness (Child and Adolescent Needs and Strengths—CANS)

Initiatives to Improve Services to Youth

- Provided Youth Engagement Training to CYFD staff and external partners
- Established statewide Youth MOVE chapter for former CYFD-involved youth
- Implemented Transitions Supportive Housing program for CYFD-involved young adults
- Developed and Implemented Youth Support Services for transition age youth
- Worked with MAD and BHSD increase Medicaid approved Adolescent Intensive Outpatient Programs across the state (currently 15 sites up from 11 sites in 2015)
- Increased youth and family voice through regular meetings with the Cabinet Secretary
- Secured federal funds for behavioral health services and statewide infrastructure development:
 - Communities of Care Expansion (\$1M per year/5years)
 - NM AWARE /Mental Health First Aid (\$125K per year/3 years)
 - Healthy Transitions (\$1M per year/5 years)
 - Treatment Drug Court (\$325K/3 years)
 - Statewide Youth Treatment-Planning (\$250K/3 years)

Decrease Fragmentation

- New contract requirements
- Establishment of 13 Community Hubs
- Focus of FY17 Children's Cabinet
- Regular meetings with providers and partners

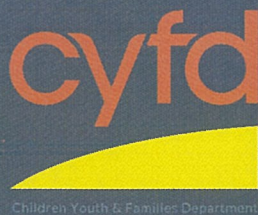
Change Mindset—Inspire Action

"While most people agree that a one-stop shop for family services is a good idea, PullTogether initially drew critics who questioned whether funds spent on a website and slick TV ads could reduce child maltreatment or adequately address the realities of the state's high rate of poverty. But reports in recent years suggest that well-designed campaigns can help combat social problems. The U.S. Centers for Disease Control and Prevention, for example, recommends mass-media marketing as a tool to prevent child abuse". —SANTA FE NEW MEXICAN, SEPTEMBER 2016

- These are all of our children; no one agency, person, non-profit can do it alone
- The number of New Mexicans reached with the media plan is 1.34M, about 64% of the state's population. On average, individuals have been exposed to an ad three to six times. There have been over 19 million digital impressions.
- 36 speaking engagements
- Backpack program: over 500 collected
- #SAFE awareness
- Development of school plans to help raise awareness of child abuse, how to report, helping children recognize abuse
- Donations have increased to partners and offices around the state

Connecting People with Existing Services

- Distributed over 200,000 pamphlets that describe available resources to families (partnership with law enforcement, courts, schools, public health offices, workforce solution offices, CYFD offices)
- There are now close to 50,000 users of the PullTogether.org website with over 104,000 page views to simplify how people navigate existing resources in their communities
- Over 600 calls to the Resource and Referral Phone line
- Improving collaboration/ communication with schools, medical personnel, and law enforcement
- Participated in 19 community events
- Establishment of 13 Community Hubs
- Formation of Ambassador Teams
- Improved partnership with LE to assist families with needed services
- Building "Am I Eligible" for one-stop eligibility information



CYFD Legislative Priorities 2017

Crimes Against CYFD Workers (Battery on a CYFD Worker)

- Increases penalty for assaulting or battering a CYFD worker. Puts CYFD workers on par with sports officials and health care workers.

Dual Sentencing for Youthful Offenders

- Creates new “dual disposition” sections in the Delinquency Act of the Children’s Code.
- These provisions authorize the imposition of both a juvenile disposition with a suspended adult sentence for youthful offenders who are found to be amenable to treatment.

Delinquency Act Terms & Absconders

- Updates language in the Children’s Code from “parole” to “supervised release” and from “parole board” to “public safety advisory board.”
- Allows for the filing of a new petition for juveniles who willfully abscond from supervised release, if the Court finds that it is necessary to safeguard the welfare of the child or the public’s safety.
- Currently, there is nothing in statute which might discourage absconding from supervised release.

Intentional Child Abuse Resulting in Death

- Extends the Baby Brianna legislation to provide for life in prison if defendant commits intentional child abuse resulting in death of any child, not just a child younger than 12 years old.

Intentional Child Abuse Penalties

- Increases penalties for offenders who intentionally abuse a child that does not result in death or great bodily harm.

Criminal Sexual Offense Definition

- Holds offenders in a position of authority accountable for sexually penetrating a child.
- Removes requirement that a child be injured when a perpetrator touches a child.

Communication of Certain Images to Children

- Ensures that the intentional sending of any pictures of private or intimate parts to a child is a crime.
- Currently, the image must be the offender’s private or intimate parts.

Enticement of a Child Penalty

- Enticement of a child in person is only a misdemeanor, whereas enticement of a child using an electronic device is a third- or second-degree felony. This proposal seeks to amend 30-9-1 so that the penalties are, at a minimum, equal to those listed in 30-37-3.2.

Expand Voyeurism to Include Attempt to View

- Expands voyeurism to offenders to “attempt to view” another person without their knowledge or consent.
- Adds circumstances in which a person tries to view a child who is nearly unclothed, such as undergarments or a towel.

Families in Need of Court-Ordered Services

- In instances where a CYFD investigation reveals credible evidence of child abuse or neglect, this proposal seeks to allow CYFD to be able to petition the court as a family in need of services. These services can include things like treatment plans, substance abuse counseling, or parenting classes.