

CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

OUTCOME STATEMENT: CHILDREN AND FAMILY SERVICES WILL MEASURE AND EVALUATE THE QUALITY AND EFFECTIVENESS OF OUR WORK WITH CHILDREN AND FAMILIES.

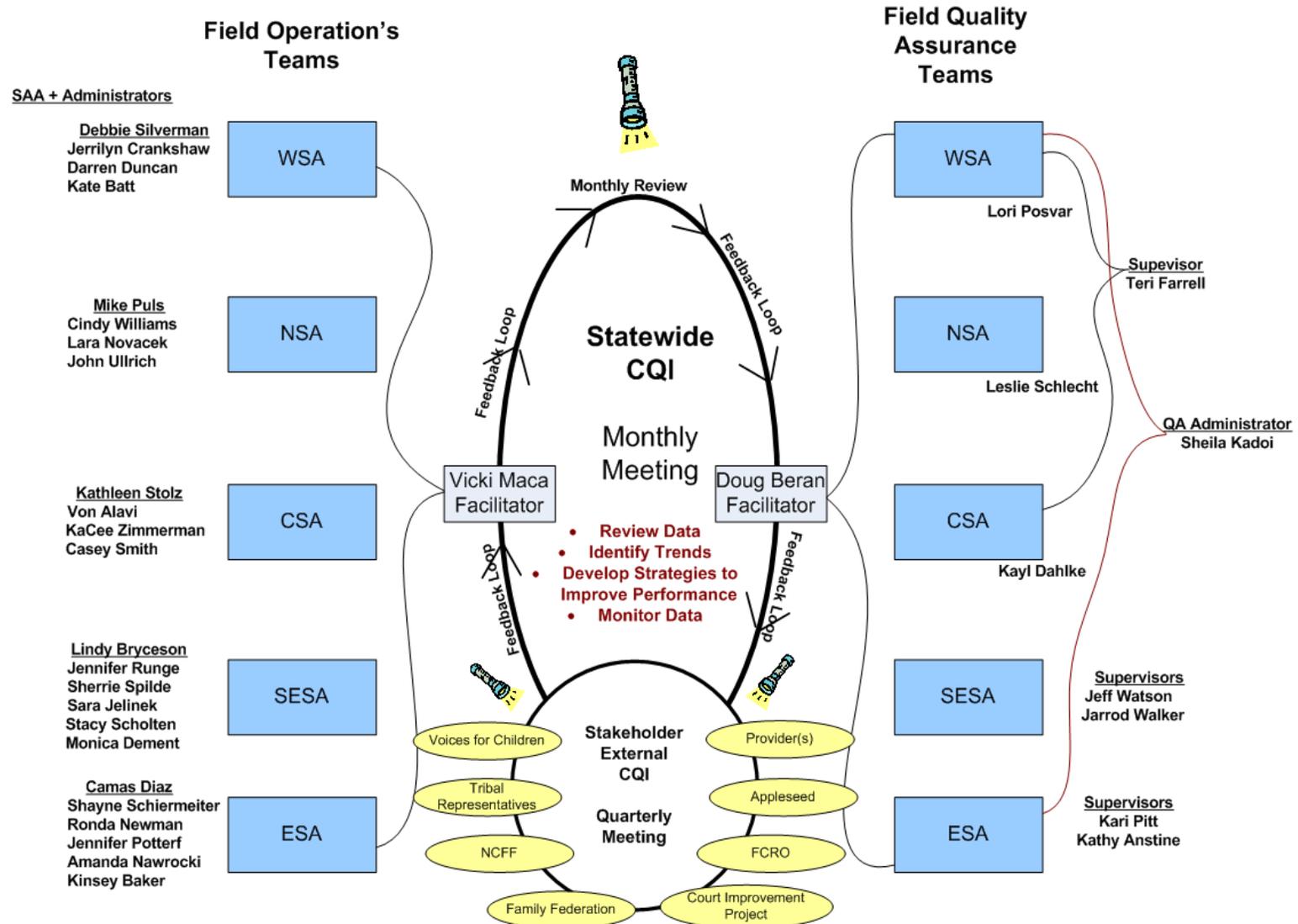
Schedule of Discussion Subjects 2013

- January
 - Process Measures
 - Operations Data
 - SDM Quality
- February
 - Process Measures
 - SDM Quality
 - Turnover/Vacancy
- March
 - Process Measures
 - SDM Quality
 - COMPASS
- April
 - Process Measures
 - Intake Results
 - Operations Data
 - SDM Quality
 - Denials/Disruptions
- May
 - Process Measures
 - Intake Results
 - SDM Quality
 - Turnover/Vacancy
 - Caseload
 - Denials/Disruptions
- June
 - Process Measures
 - WSA CQI Discussion
 - Intake Results
 - COMPASS
 - SDM Quality
 - Local CQI Update
 - Ward Count Review
 - Wild Card Discussion – Youth re-entering care
- July
 - Process Measures
 - SESA CQI Discussion
 - Intake Results
 - Operations Data
 - SDM Quality
 - Denials/Disruptions
 - Wild Card Discussion
- August
 - Process Measures
 - NSA CQI Discussion
 - Intake Results
 - SDM Quality
 - Turnover/Vacancy
 - Caseload
 - Wild Card Discussion
- September
 - Process Measures
 - CSA CQI Discussion
 - Intake Results
 - COMPASS
 - SDM Quality
 - Wild Card Discussion
- October
 - Process Measures
 - ESA CQI Discussion
 - Intake Results
 - Operations Data
 - SDM Quality
 - Denials/Disruptions
 - Wild Card Discussion
- November
 - Process Measures
 - Intake Results
 - SDM Quality
 - Local CQI Update
 - Wild Card Discussion
- December
 - Process Measures
 - Intake Results
 - COMPASS
 - SDM Quality
 - Ward Count Review
 - Caseload
 - Wild Card Discussion

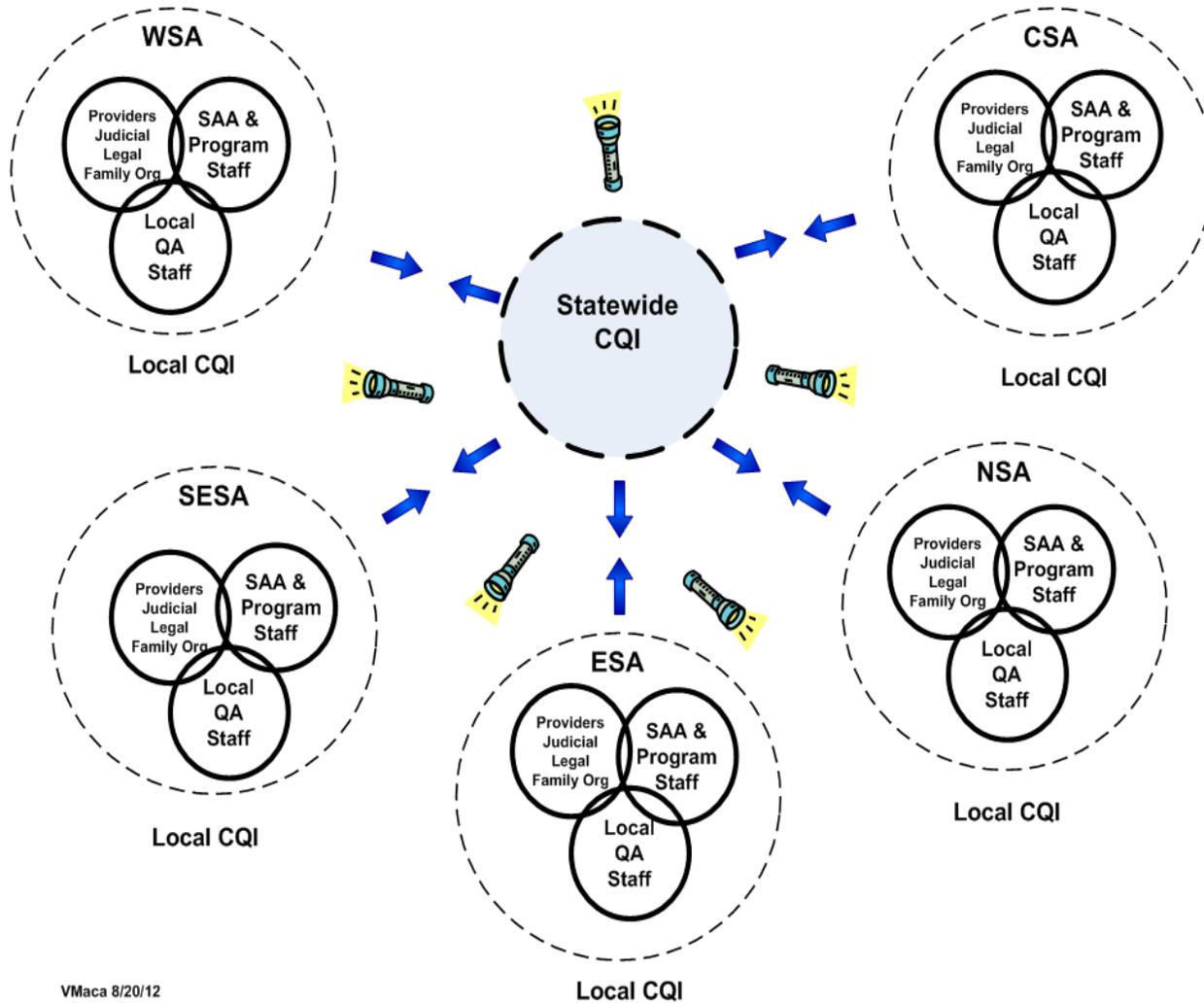
Federal IM 12-07

- **CQI Structure**
 - Statewide Quality Assurance program with autonomous oversight and dedicated staff
 - Continual training of CQI staff is occurring and QA is collaboratively working with Policy, Training and Administrators to ensure QA's decisions are based upon common policy and to help policy with Administrator's situations
 - Written policies and procedures are being updated and produced where they don't exist
- **Quality Data Collection**
 - Common data collection and measuring process statewide
 - All QA staff are trained and utilize the same QA Tools
 - CFSR reviews are performed by the same staff and reported consistently
 - 2nd level reviews occur on all processes to ensure consistent QA and learning opportunities
- **Case Record Review Data and Process**
 - Quality unit is responsible for all case reviews
 - Case review system has been developed to randomly select cases statewide, provide the QA person with correct review questions and stores results in a non-editable location.
 - Case review system has been modified to allow for testing of specific CFSR questions by service area as needed and generate an email to the worker.
 - Inter-rater reliability testing is ongoing to ensure consistent scoring.
- **Analysis and Dissemination of Quality Data**
 - Statewide case review system has been developed to review all cases selected for review
 - Data is reported statewide and by service area
 - An extensive array of performance reports are created and distributed at monthly CQI meeting
- **Feedback to Stakeholders**
 - Results are used to inform training, policy, stakeholders, community partnerships and others as a means to identify and communicate improvement opportunities and areas of strength
 - Supervisors and field staff understand how results link to daily casework practices; results are used by supervisors and field leadership to assess and improve practice.
 - First stage of CQI communications is monthly Statewide CQI meeting. Second stage of CQI communications is local CQI meetings. At the local level 4-6 areas of improvement have been selected and structured teams created to analyze the results and identify improvement opportunities.

Statewide CQI Process



Local CQI Process



CHAPTER 2: PREVENTION AND EARLY INTERVENTION

OUTCOME STATEMENT: DELIVER AN EFFECTIVE SYSTEMS RESPONSE THAT IS FLEXIBLE, FAMILY CENTERED AND FOCUSED ON PREVENTING CHILD ABUSE AND NEGLECT

Goal Statement: Identify and develop the community-based prevention supports that allow children to safely remain in their home without CFS involvement

Safely Decrease the Number of State Wards

Strengths/Opportunities:

June 25, 2012 = 6,073 Statewards
 June 17, 2013 = 5,369 Statewards
 Statewide Reduction of 704 statewards for time period June 2012 to June 2013

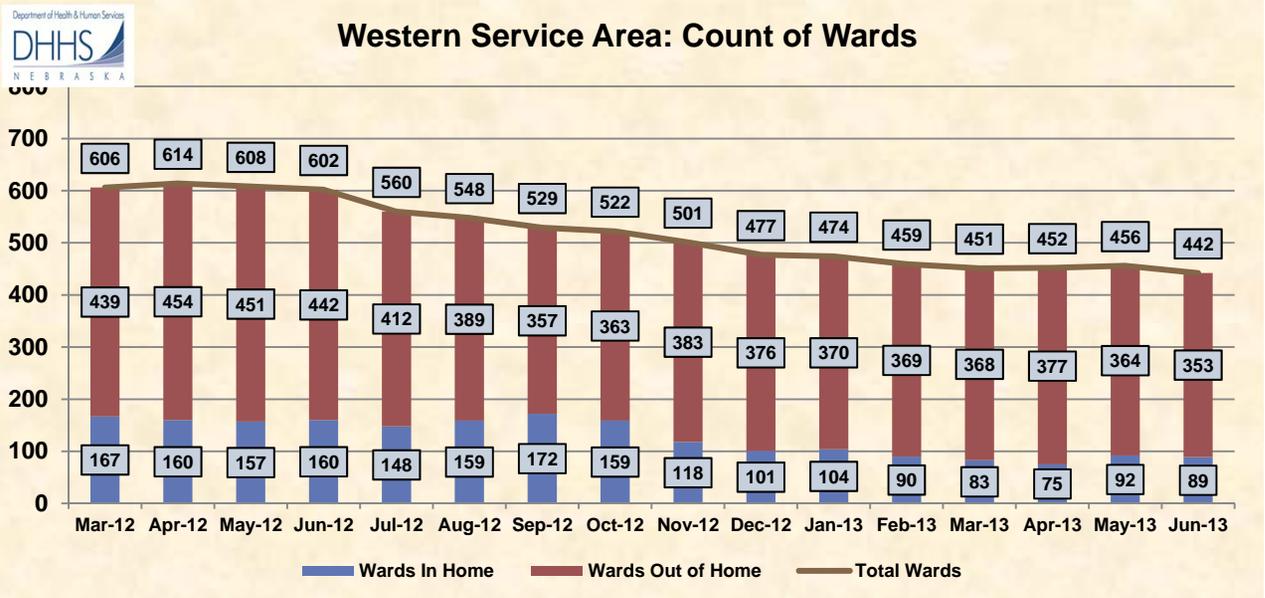
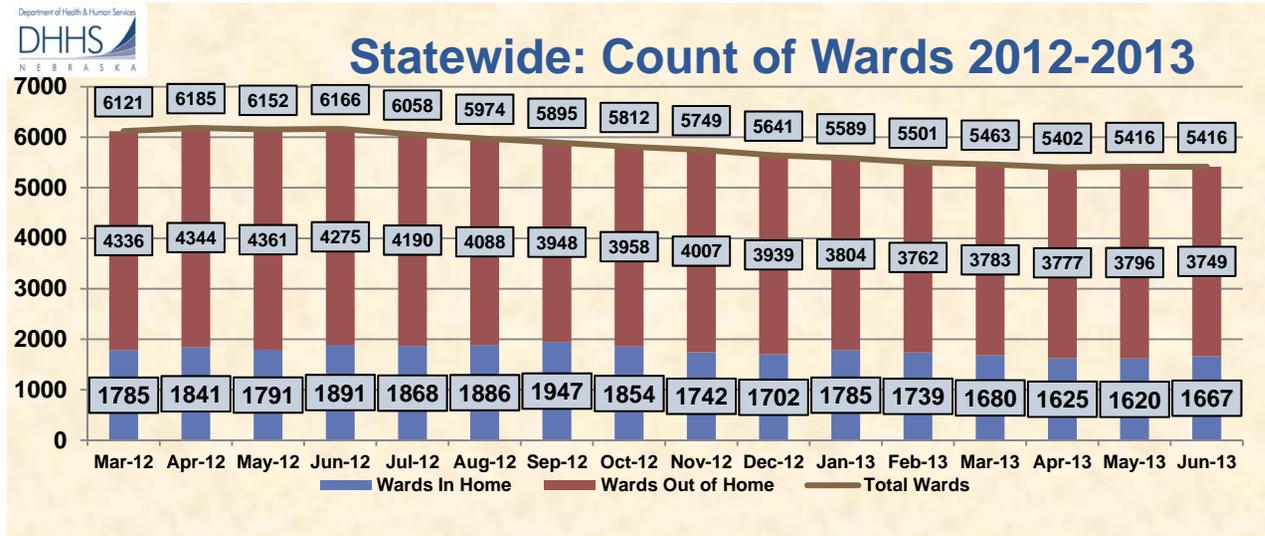
Barriers:

Action Items:

40 Day Focus Currently Underway to review Status Offenders (3b), OJS/Delinquents, and youth paroled from YRTC's (June 17 –August 12, 2013)

Local CQI Priority:

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect



Data Review Frequency: Quarterly

Safely Decrease the Number of State Wards

Strengths/Opportunities:

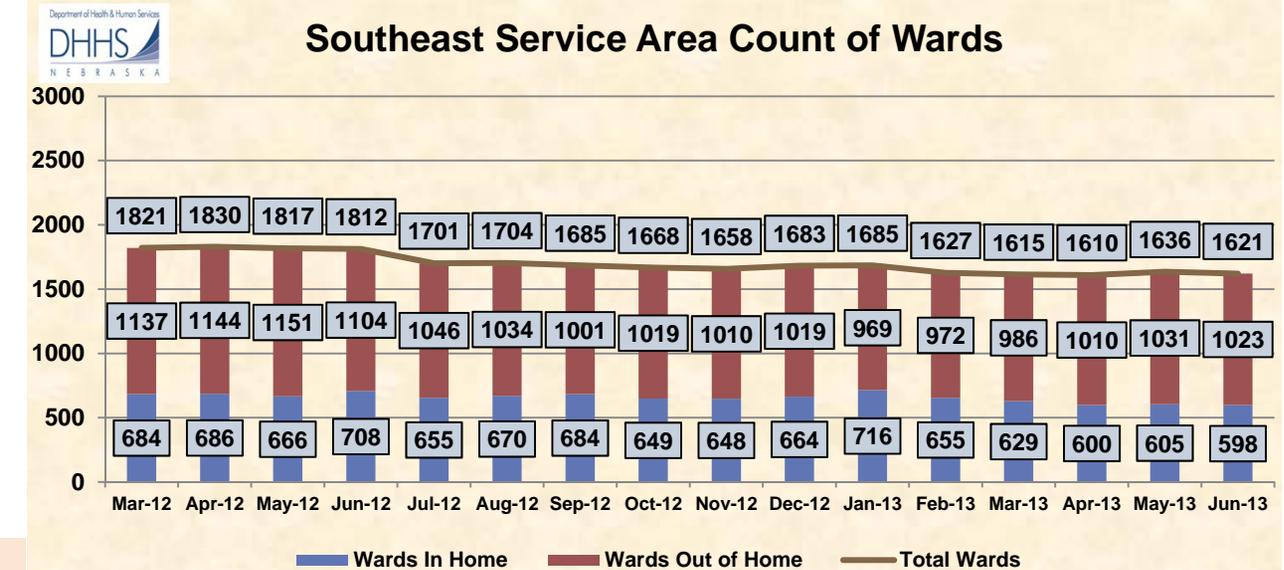
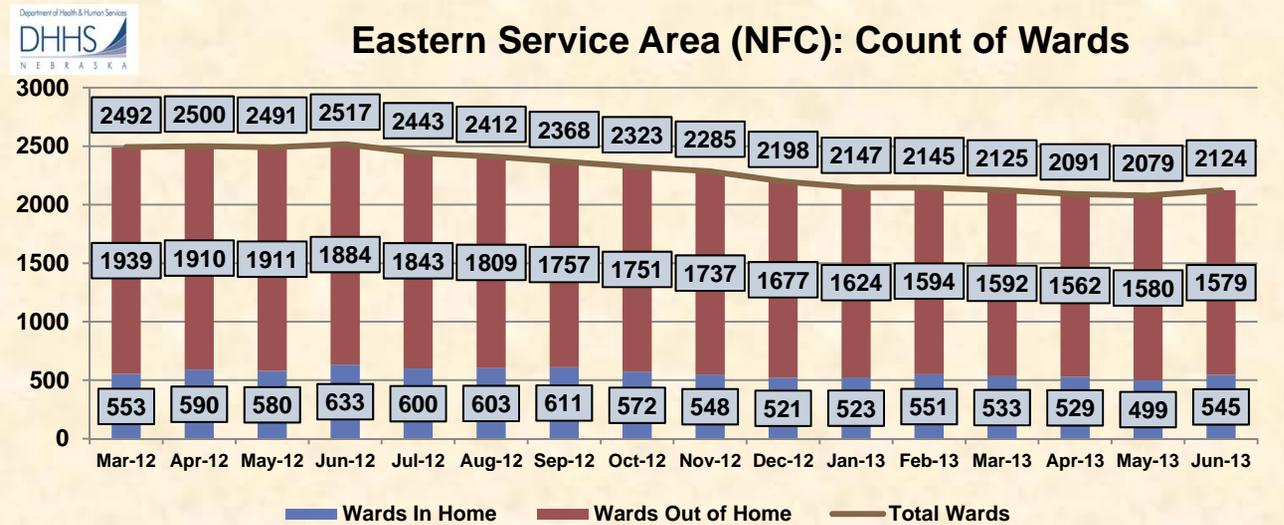
Barriers:

Action Items:

* OOH 40 Day Focus

Local CQI Priority:
Statewide Priority

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect



Data Review Frequency: Quarterly

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Barriers:

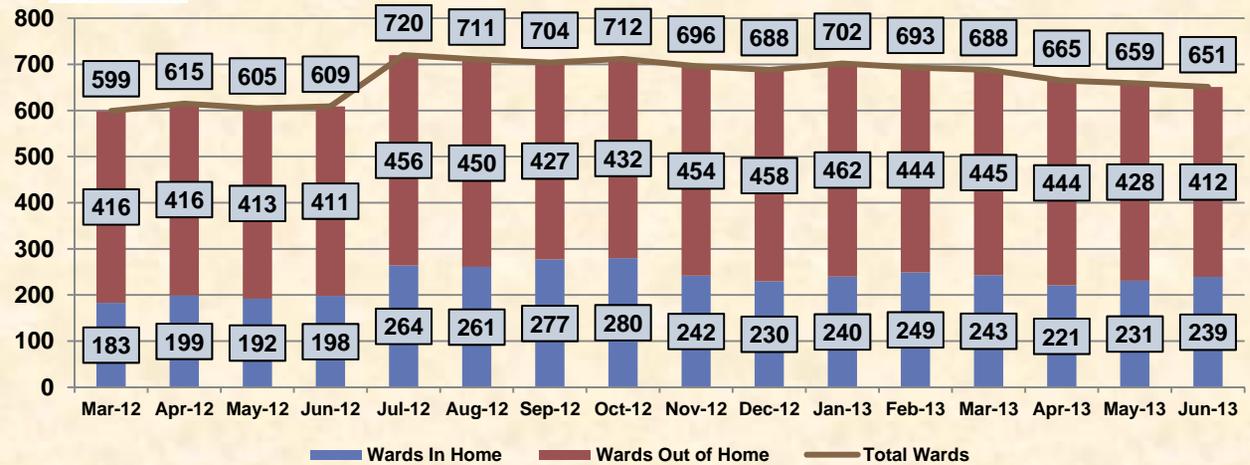
Action Items:

Local CQI Priority:

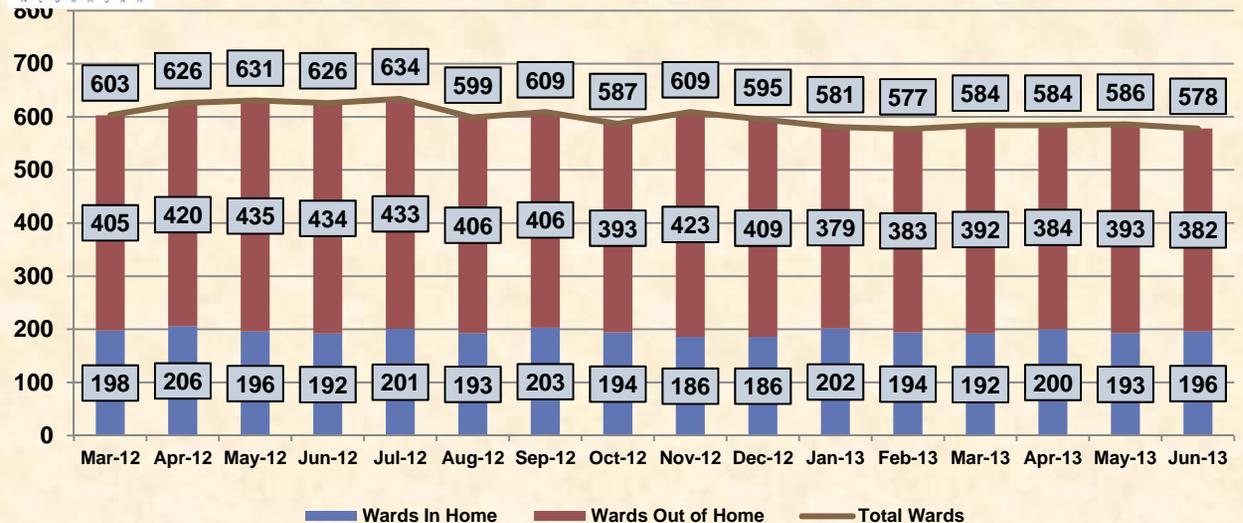
OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect



Northern Service Area: Count of Wards



Central Service Area: Count of Wards



Data Review Frequency: Quarterly

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect

Safely Decrease the Number of OOH Wards by Moving Them Back to In-Home Care

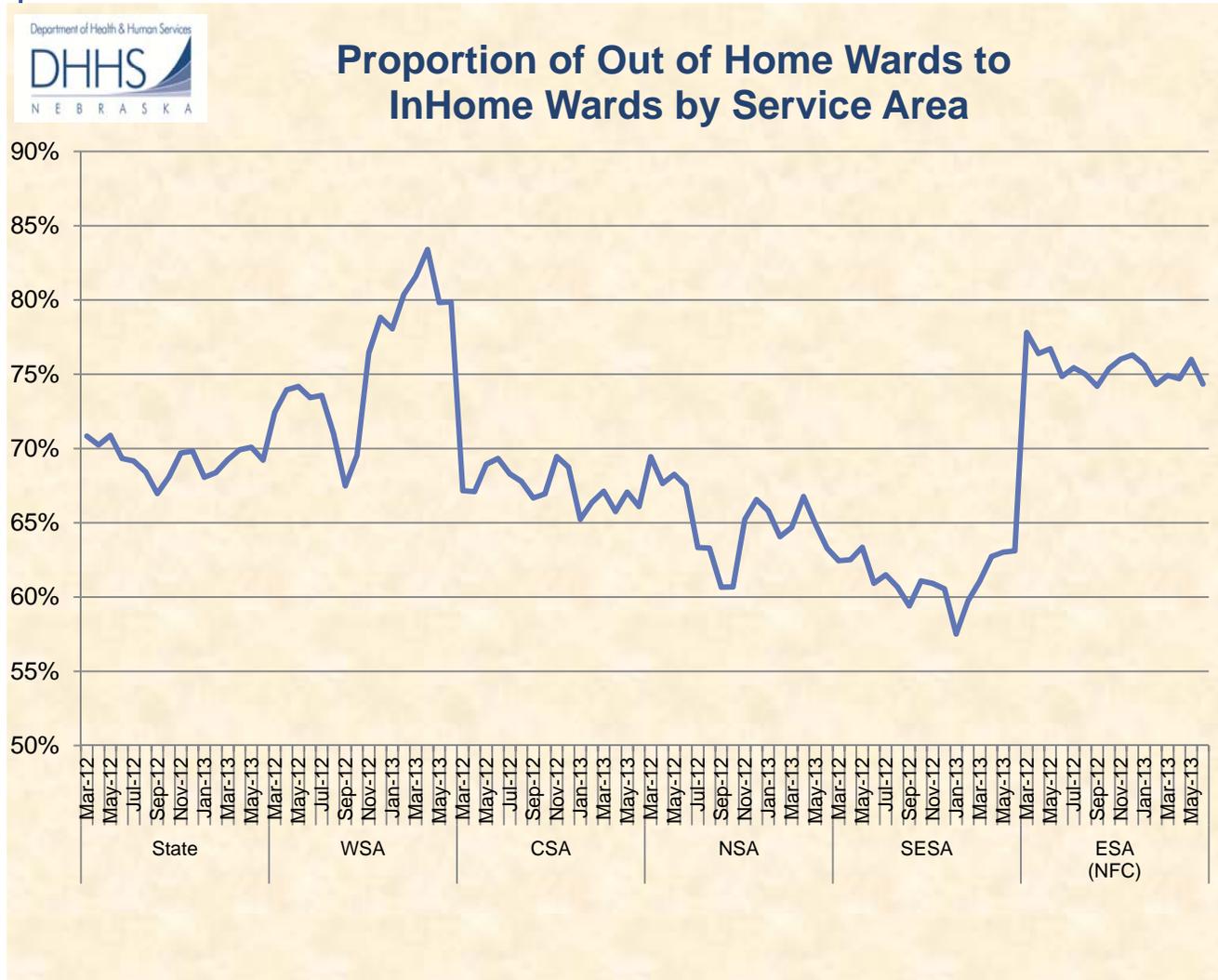
Strengths/Opportunities:

- WSA reduced IH count by 50% which increased their OH – IH proportion.

(Data as of June 3, 2013)

Barriers:

Action Items:



Data Review Frequency: Quarterly

Source – Point-in-Time 6/3/2013

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect

Safely Decrease the Number of State Wards

Strengths/Opportunities:

*In 2011 our ward count was 10.1/1000 youth. We are currently at 7.6/1000

Barriers:

Action Items:

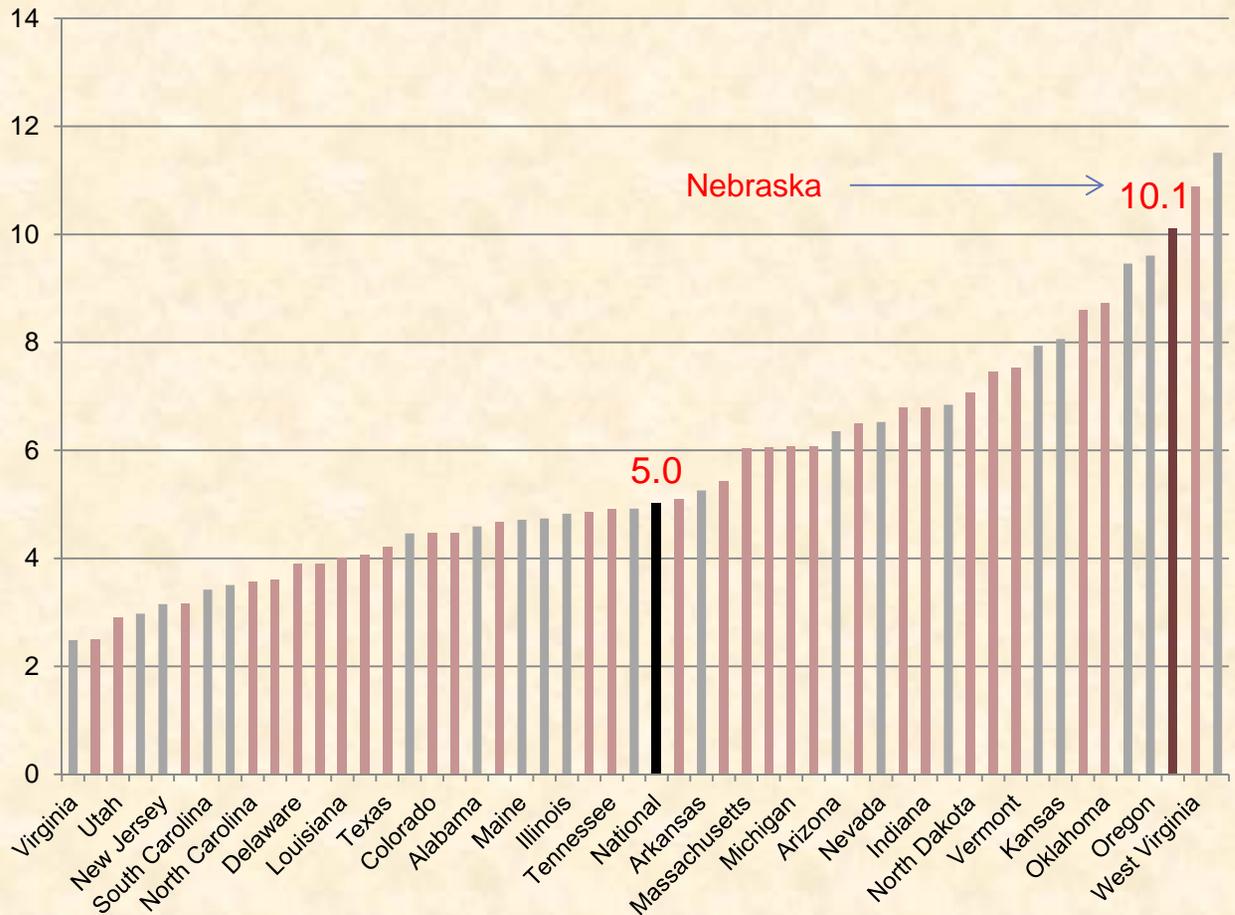
Below is the website for more information on the source of population information.

<http://www.claritas.com/sitereports/default.jsp>

Data Review Frequency: Static



The in-care rate in Nebraska (10.1 per 1,000 in FY11) is twice the national in-care rate (5.0 in FY11). (Pink shaded states also include some number of Juvenile Justice youth in their AFCARS reporting)



Data source: CASEY - AFCARS – population 0-18 years olds

Safely Decrease the Number of State Wards

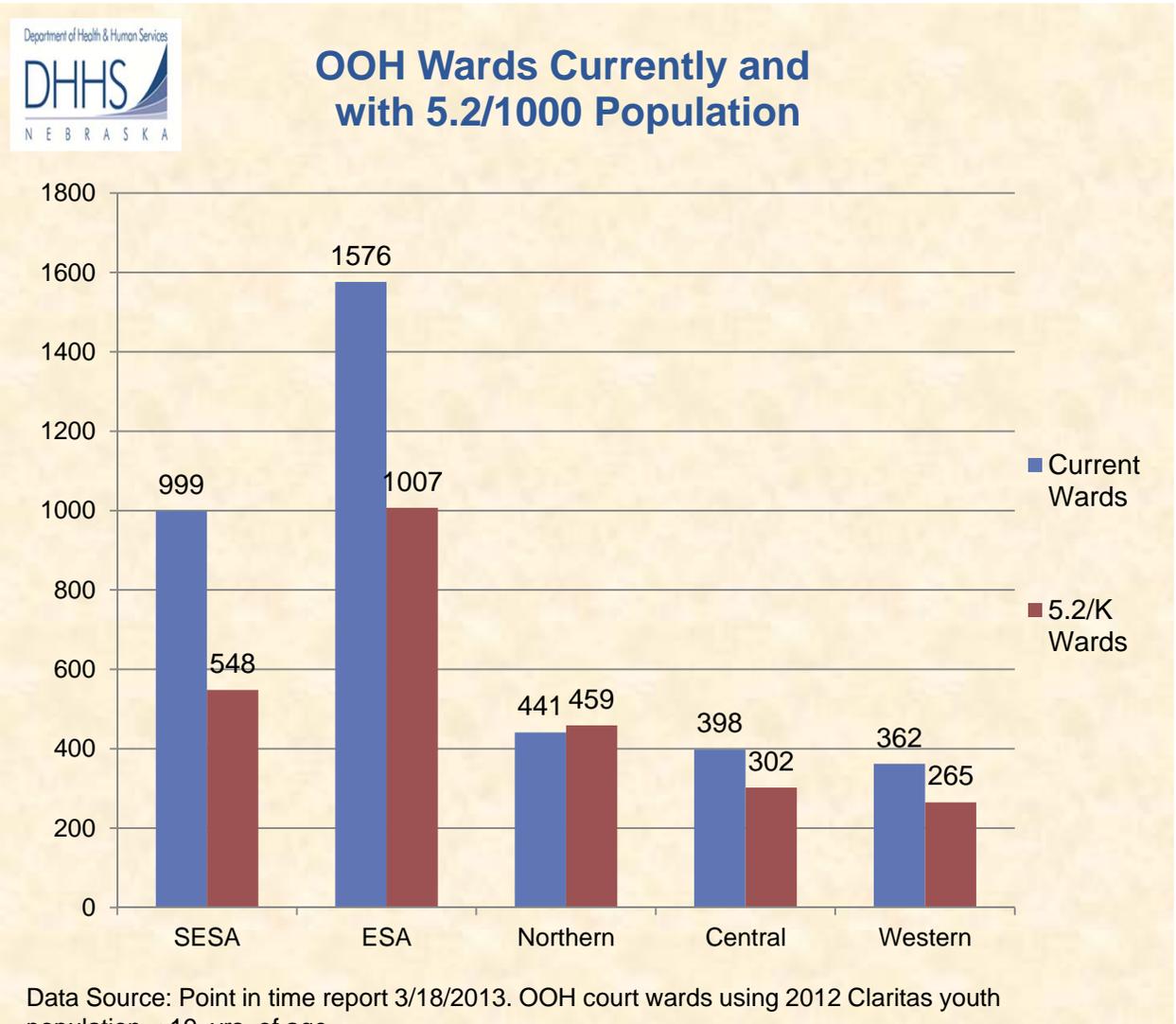
Strengths/Opportunities:

* Count by county report now available.

Barriers:

Action Items:

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect



Data Review Frequency: Monthly

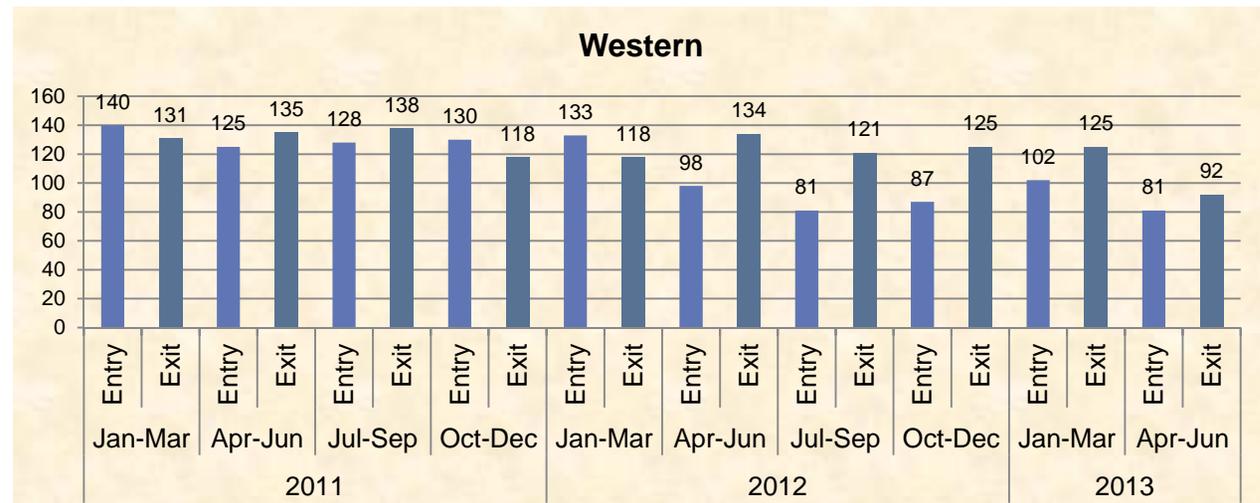
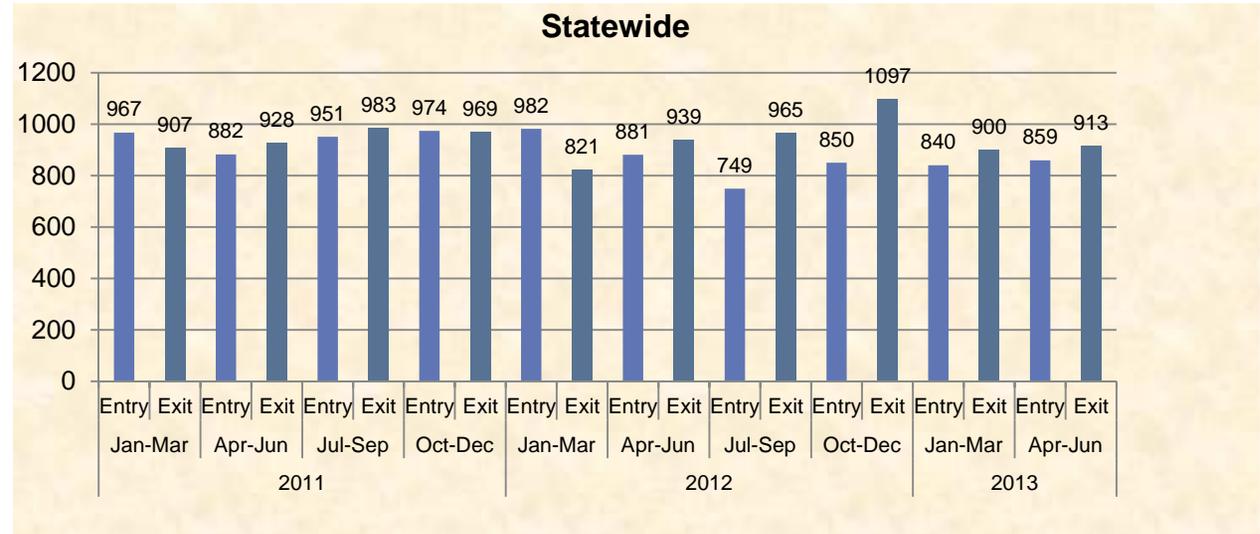
Safely Decrease the Number of State Wards

Strengths/Opportunities:

Barriers:

Action Items:

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect



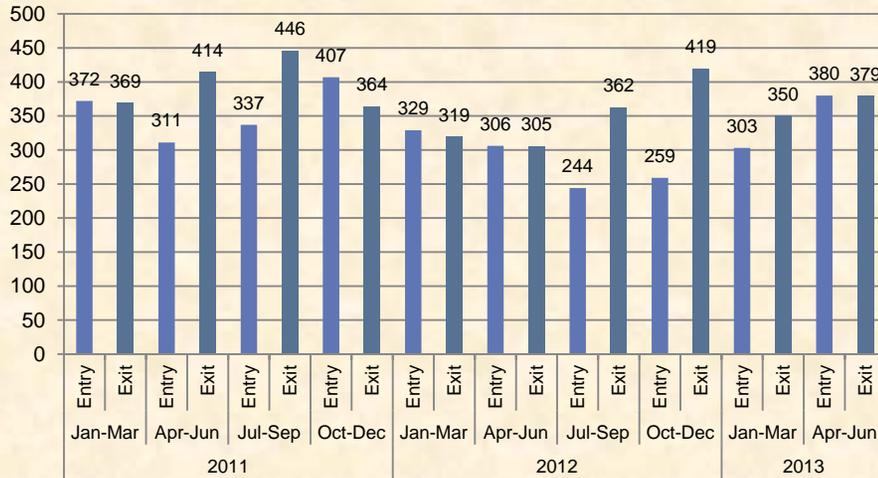
N-Focus Legal Status field. An entry occurs when a child is made a state ward. An exit occurs when the Legal Status changes to non-ward - not when it is entered into NFocus. Entries include youth that go from non-court to court. Counts based on date of action, not entry date into NFocus

Data Review Frequency: Quarterly

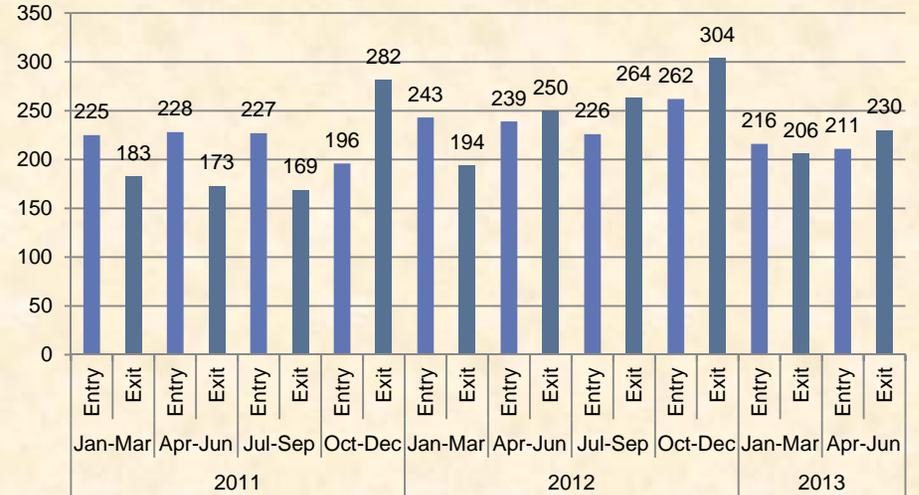
Safely Decrease the Number of State Wards

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect

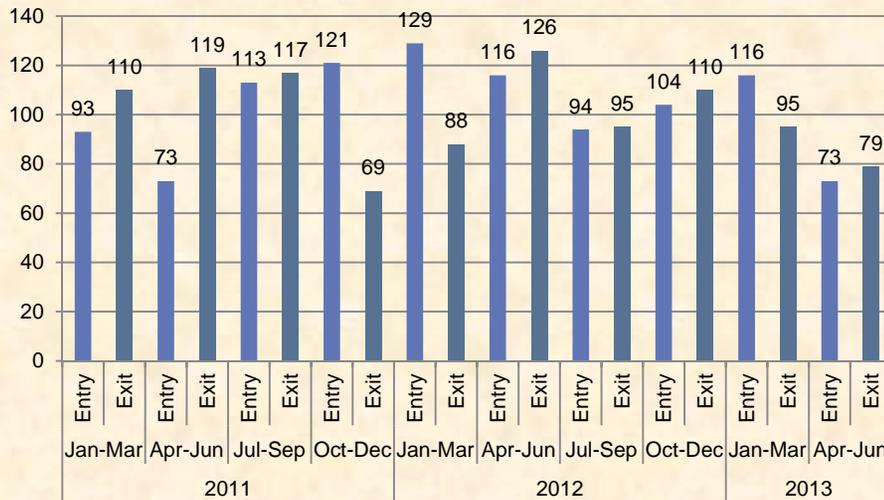
NFC Exits and ESA (DHHS) Entries



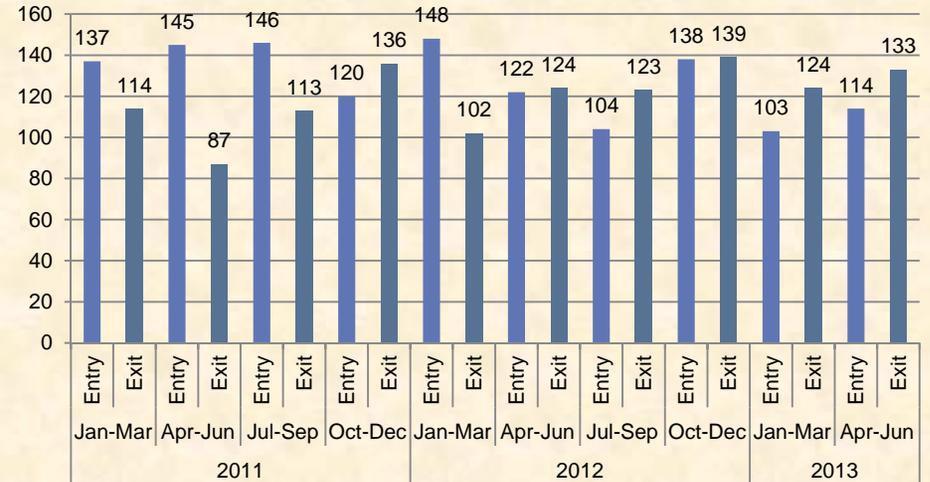
Southeast



Central



Northern



Safely Decrease the Number of State Ward

Strengths/Opportunities:

This chart illustrates the count of court ward entries per calendar quarter.

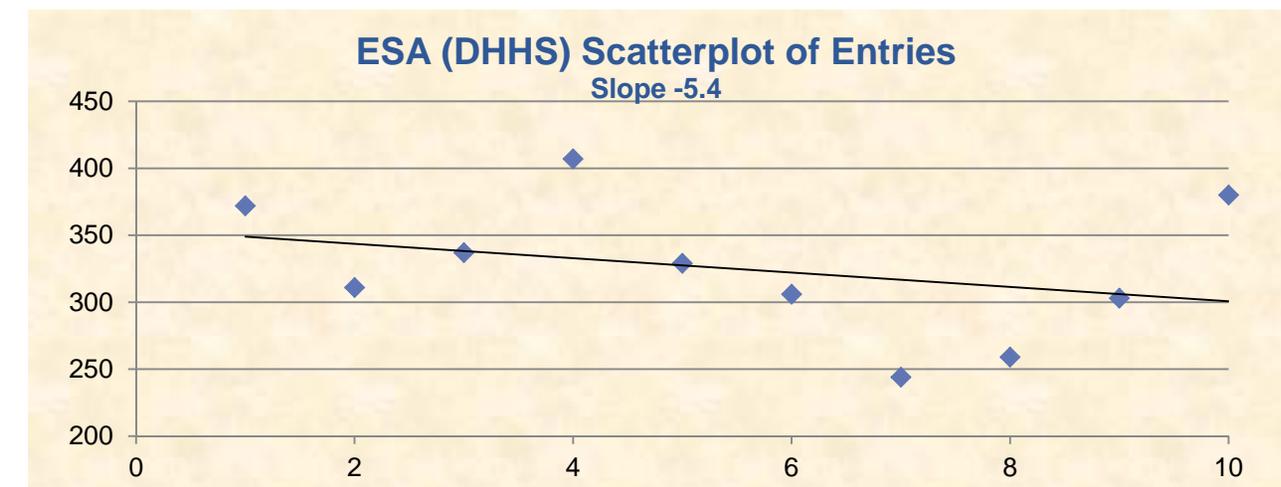
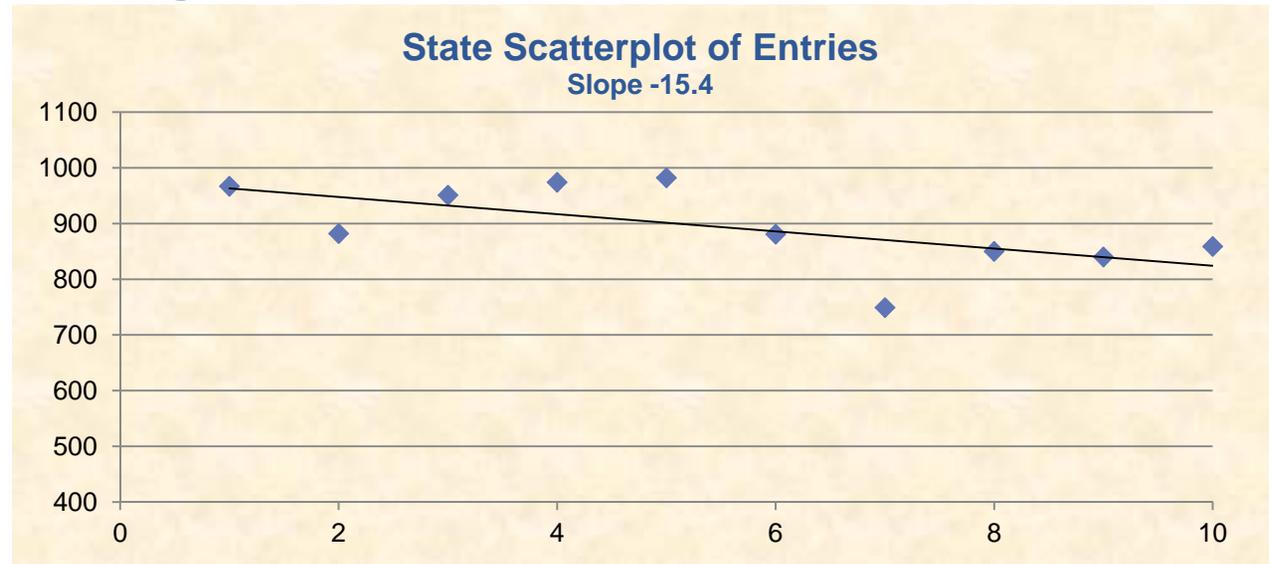
- 1 = Jan – Mar 2011
- 2 = Apr – June 2011
- 3 = July – Sep 2011
- 4 = Oct – Dec 2011
- 5 = Jan – March 2012
- 6 = April – June 2012
- 7 = July – Sep 2012
- 8 = Oct – Dec 2012
- 9 = Jan – Mar 2013
- 10 = Apr – June 2013.

The line is a regression 'line-of-best-fit.' This line, and its slope, aids in our ability to forecast future values and determine direction (increasing or decreasing). A negative slope indicates decreasing values while a positive slope indicates increasing values. The higher the number, the steeper the slope.

Barriers:

Action Items:

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect



Entry Period is Measured Quarterly from Jan 2011 – July 2013

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect

Safely Decrease the Number of State Entries

Strengths/Opportunities:

This chart illustrates the count of entries per calendar quarter.

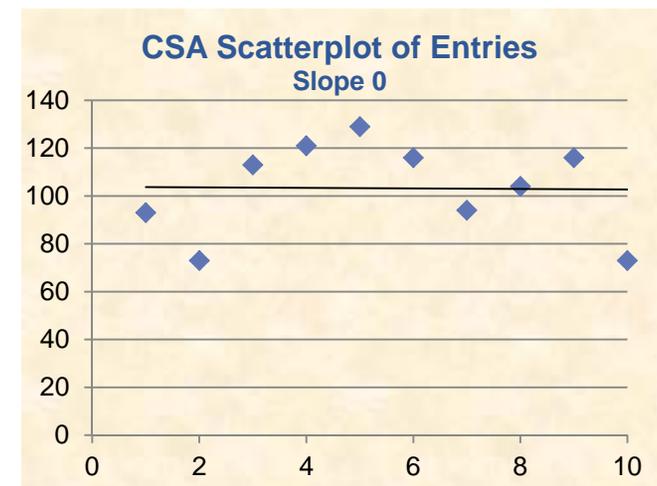
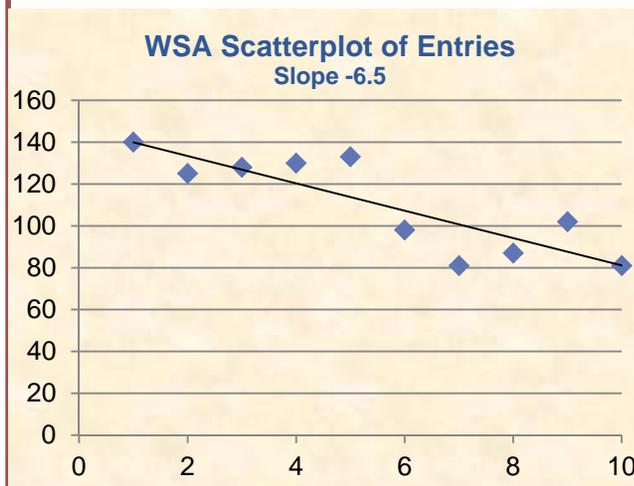
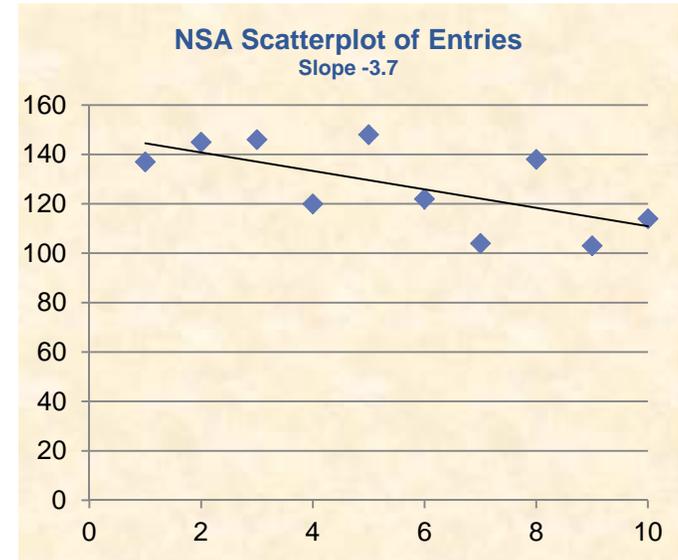
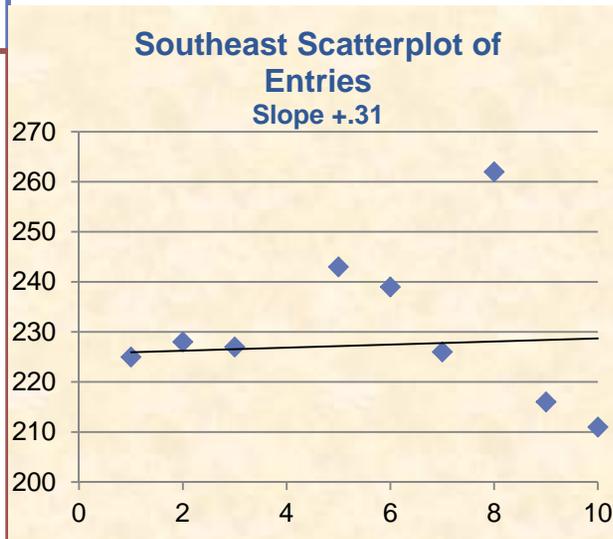
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The line is a regression 'line -of -best -fit.' This line , and its slope, aids in our ability to forecast future values and determine direction (increasing or decreasing). A negative slope indicates decreasing values while a positive slope indicates increasing values.

WSA and ESA(DHHS) have a notable negative slope of entries. This indicates a decrease of entries as court wards.

Barriers:

Action Items:



Data Review Frequency: Quarterly

Exit Period is Measured Quarterly from Jan 2011 – July 2013

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect

Safely Decrease the Number of State Wards

Strengths/Opportunities:

This chart illustrates the count of exits per calendar quarter.

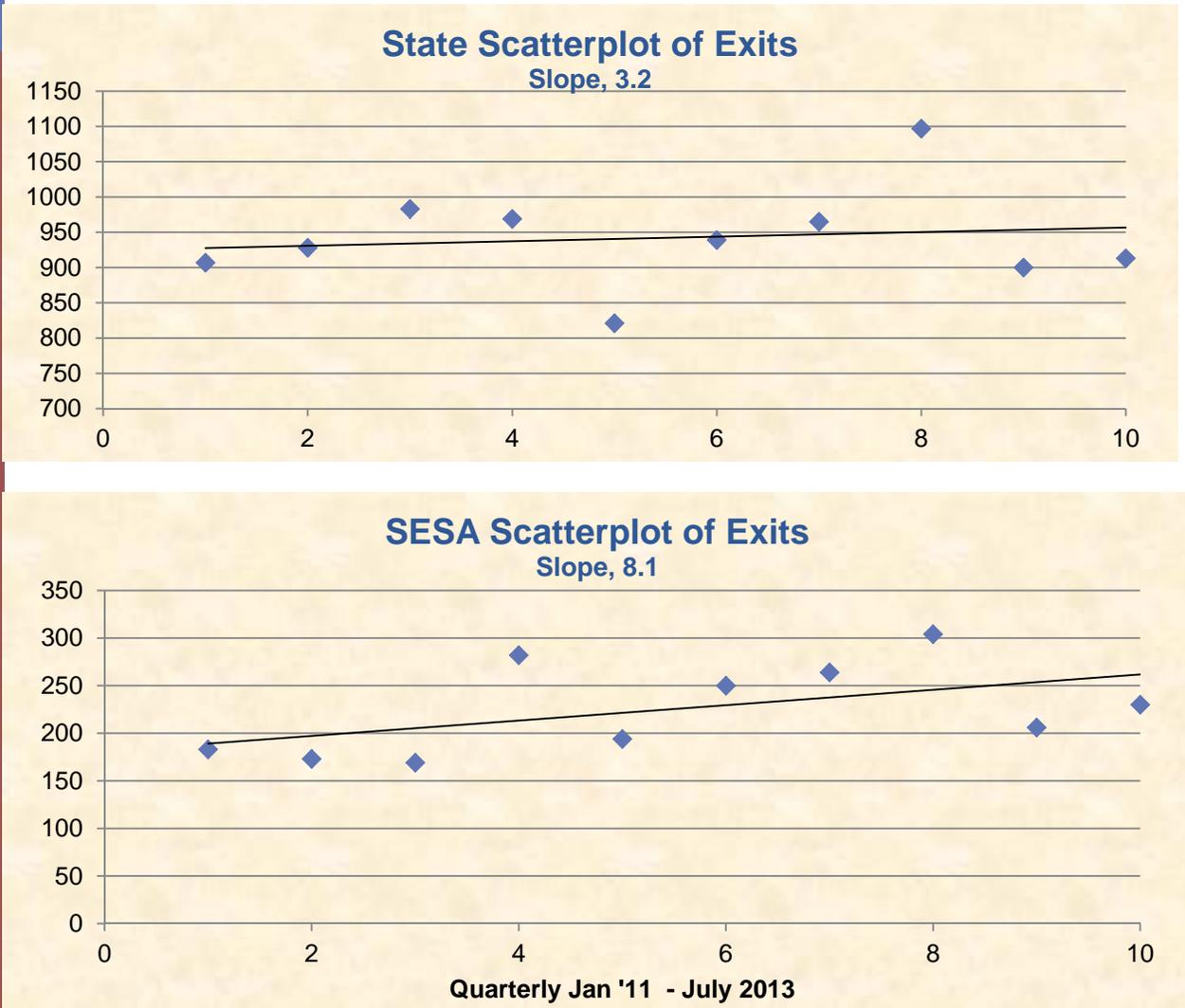
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The line is a regression 'line-of-best-fit.' This line, and its slope, aids in our ability to forecast future values and determine direction (increasing or decreasing). A negative slope indicates decreasing values while a positive slope indicates increasing values.

SESA has the highest positive slope of discharges Statewide!

Barriers:

Action Items:



Exit Period is Measured Quarterly from Jan 2011 – July 2013

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect

Safely Decrease the Number of State Wards

Strengths/Opportunities:

This chart illustrates the count of exits per calendar quarter.

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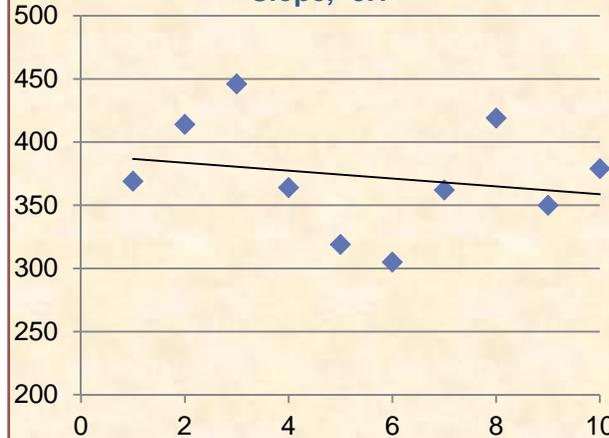
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Barriers:

Action Items:

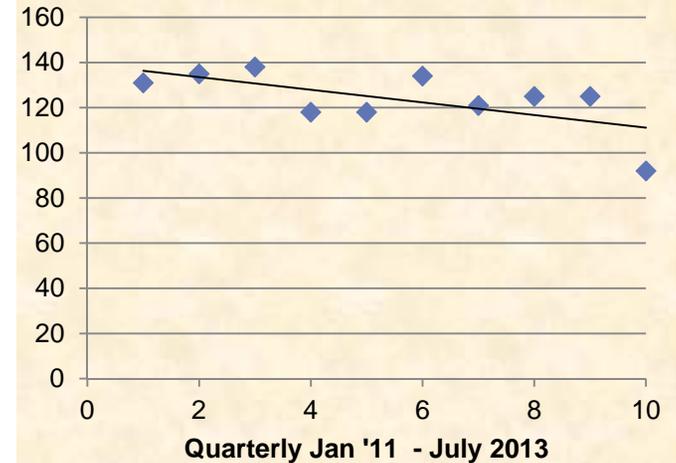
NFC Scatterplot of Exits

Slope, -3.1



WSA Scatterplot of Exits

Slope, -2.8



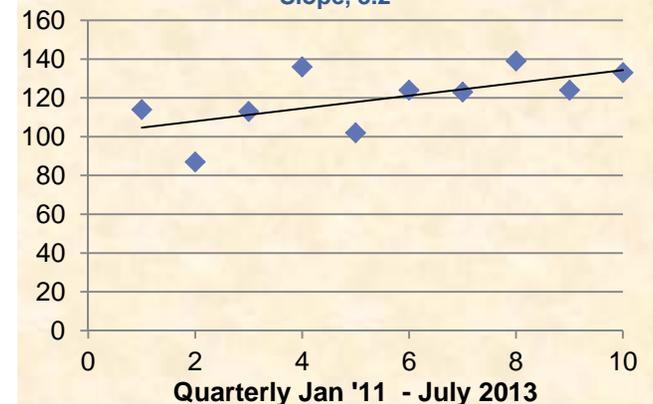
CSA Scatterplot of Exits

Slope, -2.2



NSA Scatterplot of Exits

Slope, 3.2

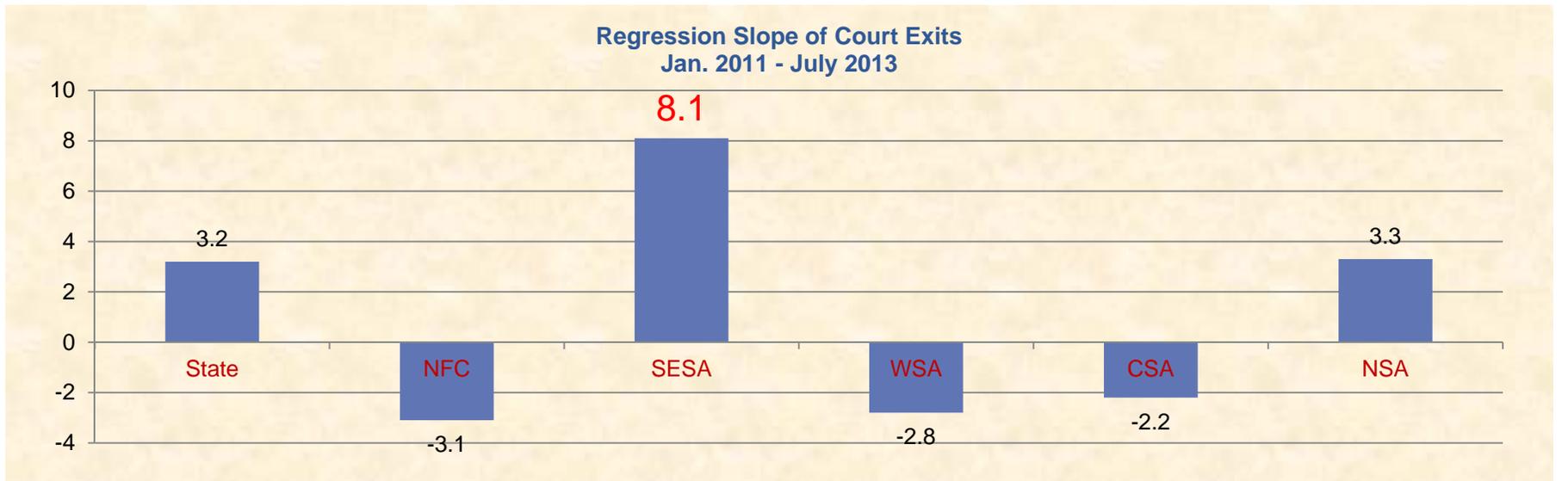


Data Review Frequency: Quarterly

Exit Period is Measured Quarterly from Jan 2011 – July 2013

Safely Decrease the Number of State Wards

OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect



Exit Period is Measured Quarterly from Jan 2011 – July 2013

CHAPTER 3: PERFORMANCE AND ACCOUNTABILITY

**OUTCOME STATEMENT: CHILDREN
ARE SAFELY MAINTAINED IN THEIR
HOMES WHENEVER POSSIBLE AND
APPROPRIATE**

**Goal Statement: Measure youth's Safety,
Permanency and Well-being.**

In-home versus out-of-home placements

Strengths/Opportunities:

* June 2013 OOH Rates

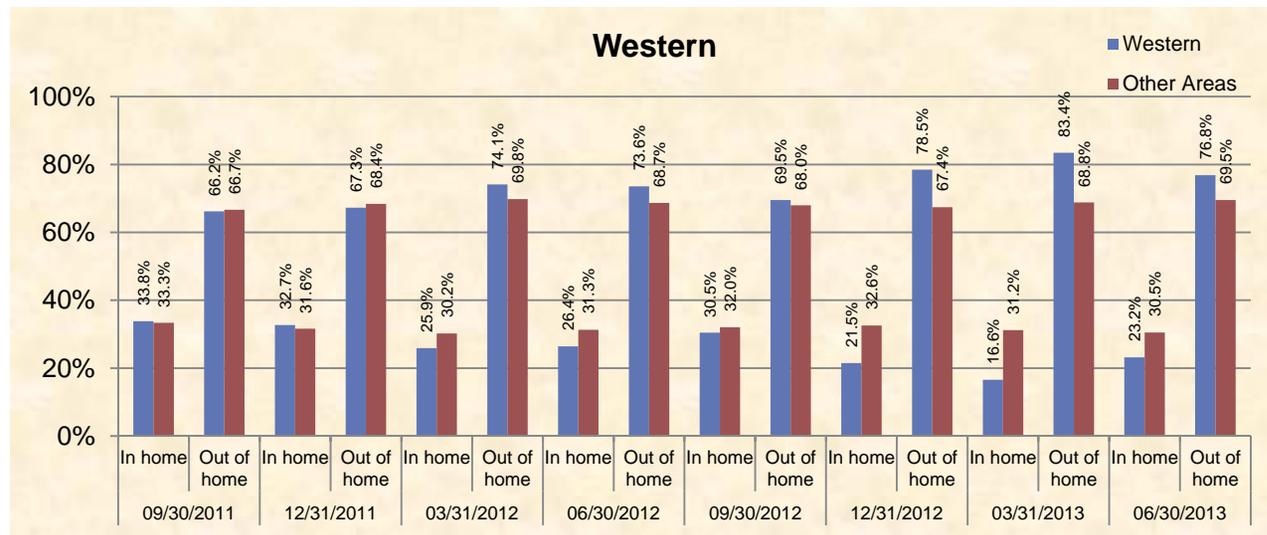
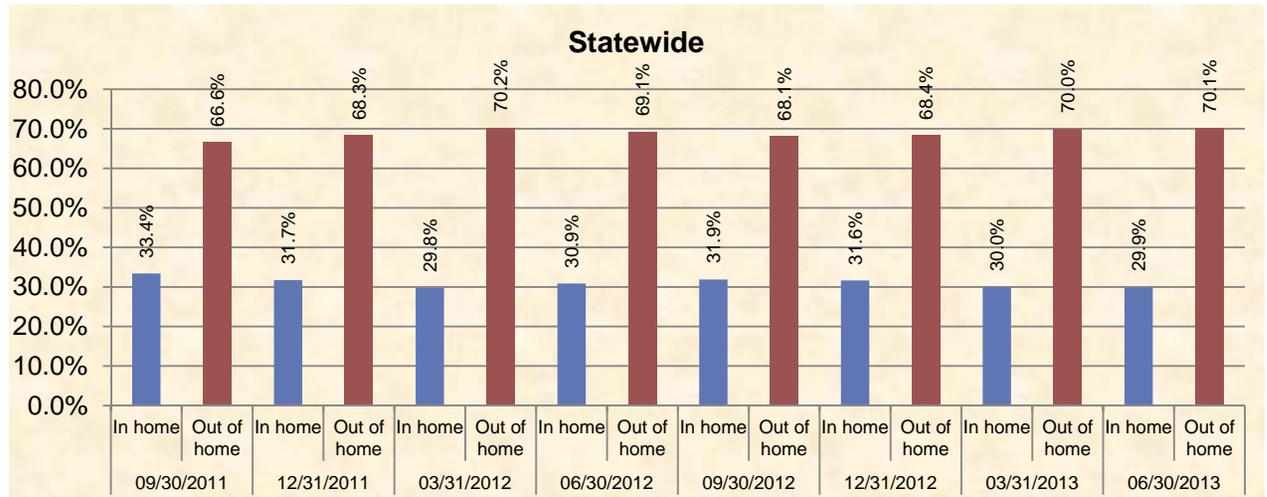
- State – 70.1%
- NFC – 75.6%
- SESA – 63.5%
- CSA – 67.2%
- NSA – 66.7%
- WSA – 76.8%

Data includes all court wards measured at point-in-time on last day of quarter.

Barriers:

Action Items:

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.

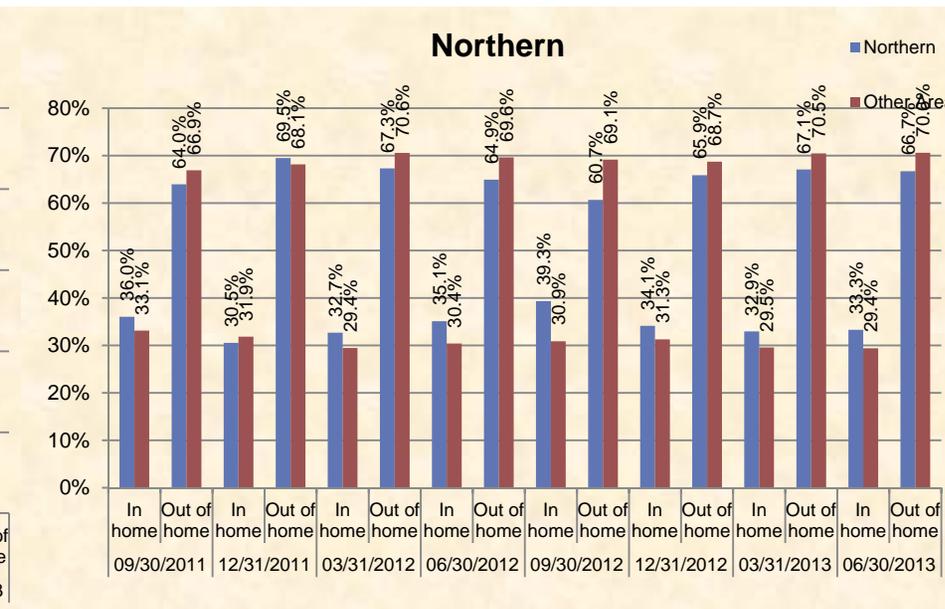
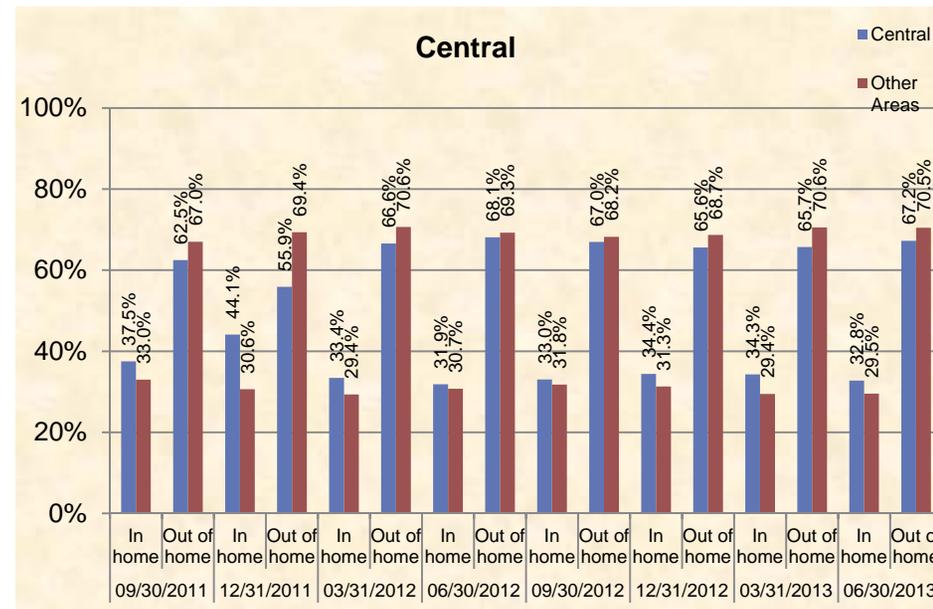
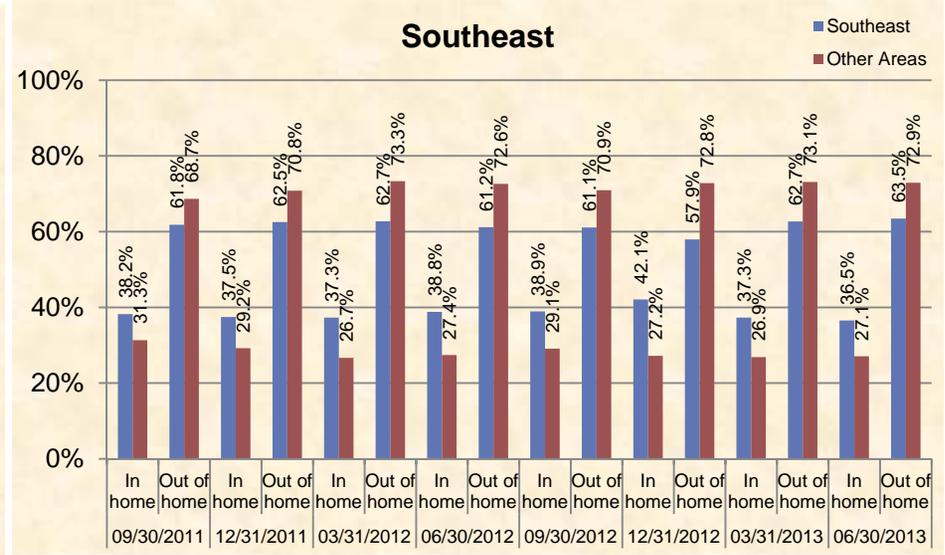
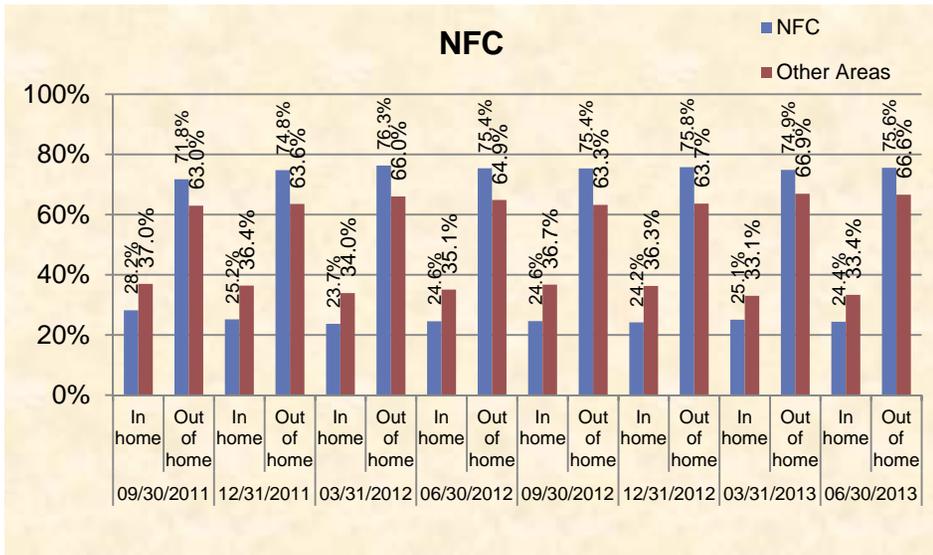


N-Focus Placement field. The In Home category includes state wards living with a parent, guardian or independently. The Out of Home category includes state wards in all types of out of home placements and those on runaway status.

Data Review Frequency: Quarterly (April, July, November & January)

In-home versus out-of-home placements

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.

Intake Calls/Responses

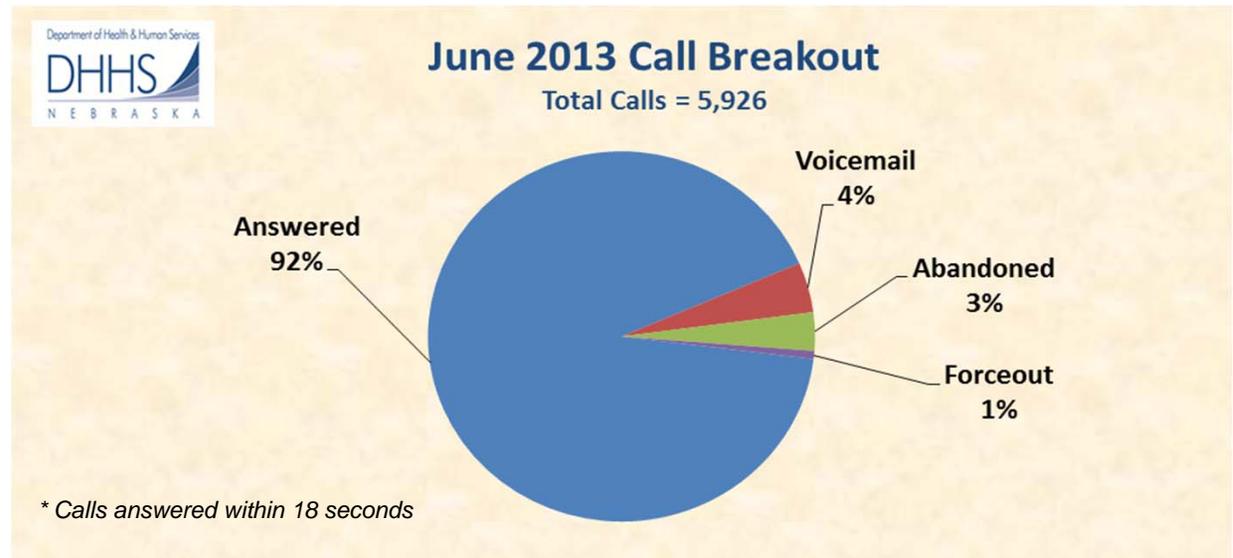
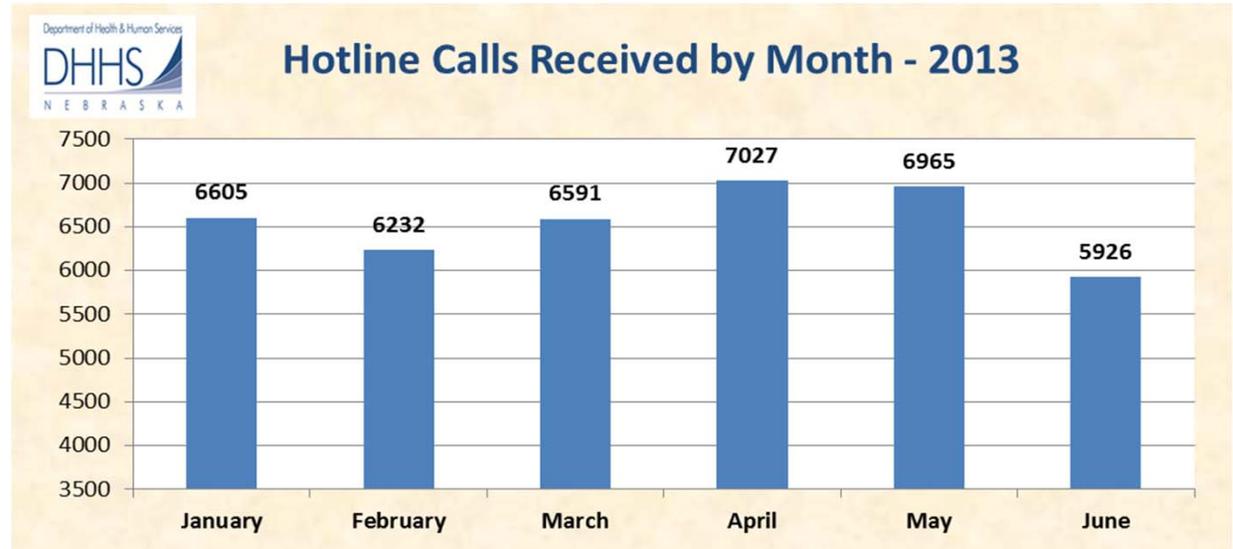
Strengths/Opportunities:

- In June 2013, 92% of all calls to the hotline were answered. This is up from 88% in May 2013.
- Count of hotline calls fell to a 6 month low in June.

Barriers:

Action Items:

Data Review Frequency: Monthly



OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.

Intake Quality Measures

Strengths/Opportunities:

Barriers:

Action Items:

Intake QA Review Plan

Review Begin Date: July 1st, 2013

Review Tool: Intake QA Review Tool & Guide

Frequency of Review: Monthly Reviews

Of cases to be reviewed: Approximately 150-200 cases statewide each month. A percentage of all QA reviews completed by the primary reviewers will also be reviewed by a second level reviewer to ensure reviewer reliability and consistency.

Review Details:

Reviews will occur in the Omaha and Lincoln Offices where the Primary QA reviewers are located.
The Reviewers will rely on information in N-Focus for their reviews.

Review Results (Feedback Intake/Hotline Supervisors and Workers)

Completed Review tools will be made available to Intake/Hotline Supervisors and Workers.

Review Results (Monthly Report)

- * The QA Review Lead will complete a report with information from the reviews. *First review results will be available on August 15th, 2013.*
- * QA Review Results will be discussed during the Intake Systems Team Conference Calls.
- * QA Review Results will be utilized by the local CQI teams and Statewide CQI team to develop strategies for improvement.

Data Review Frequency: Monthly

IA – Contact Timeframes

Strengths/Opportunities:

- Need to address the following:
 - Intakes not tied to Assessments
 - ARP ID # errors
 - Remind staff that P1 time is based on 24 hours from the time the call was received by the hotline, so 8:00 am means we must respond by 8:00 am the following day.
 - When a meeting occurs prior to the hotline received date, the worker should either notify the hotline that the received date was in the past review the SDM report and set the received date to the proper date.

Barriers:

Action Items:

- We are going to be sending out a Quick Tip with a video that shows staff how to utilize the SDM report.
- All hotline staff must restart N-Focus at midnight in order to reset their clock.
- 4/30/13 Doug emailed document to all CFS Admin/Supervisors providing guidance accessing the report to identify items not tied. Not tied includes instances where the ARP ID on Assessment does not match ARP ID on Intake.

STATEWIDE PRIORITY

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Initial Assessment - Contacts made according to Priority Timeframes Statewide

- Apr-13
- May-13
- Jun-13

**Data excludes Refusals, Unable to Locate, and Law Enforcement Holds*



IA – Contact Timeframes

Strengths/Opportunities:

- Need to address the following:
 - Intakes not tied to Assessments
 - ARP ID # errors
 - Remind staff that P1 time is based on 24 hours from call, so 8:00 am means we must respond by 8:00 am following day.

Barriers:

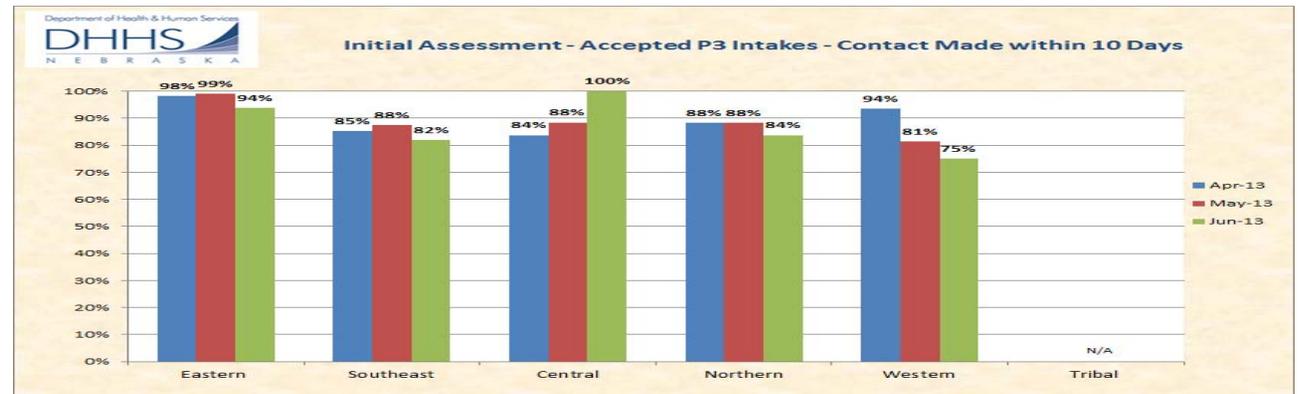
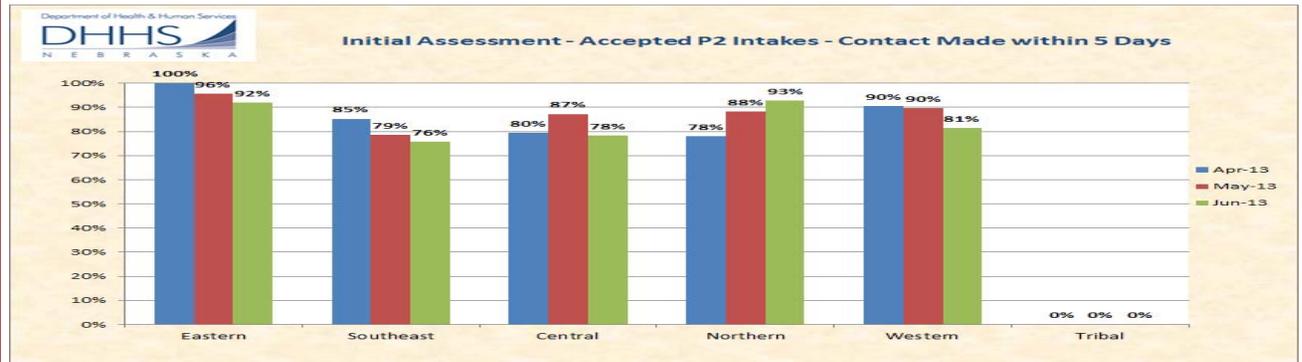
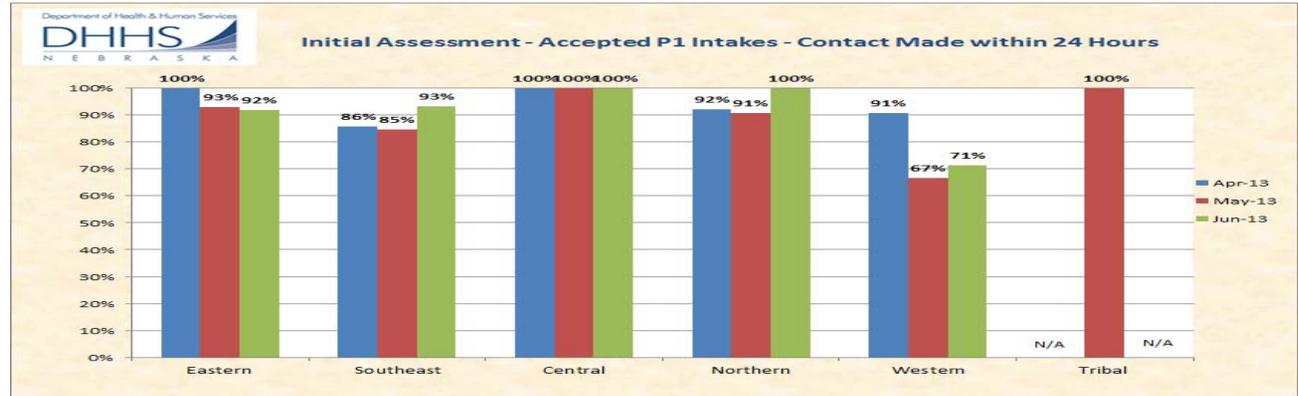
- Contact Lori Koenig if you need assistance with this report. This report is in the in the Performance Accountability file on Infoview

Action Items:

- All hotline staff must reboot their system at midnight in order to reset their clock.
- Modify chart to show recent data in addition to current month
- Data excludes Refusals, Unable to Locates and Law Enforcement Holds.

Data Review Frequency: Monthly

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Initial Assessments Not Finalized in 30 days

Strengths/Opportunities:

Barriers:

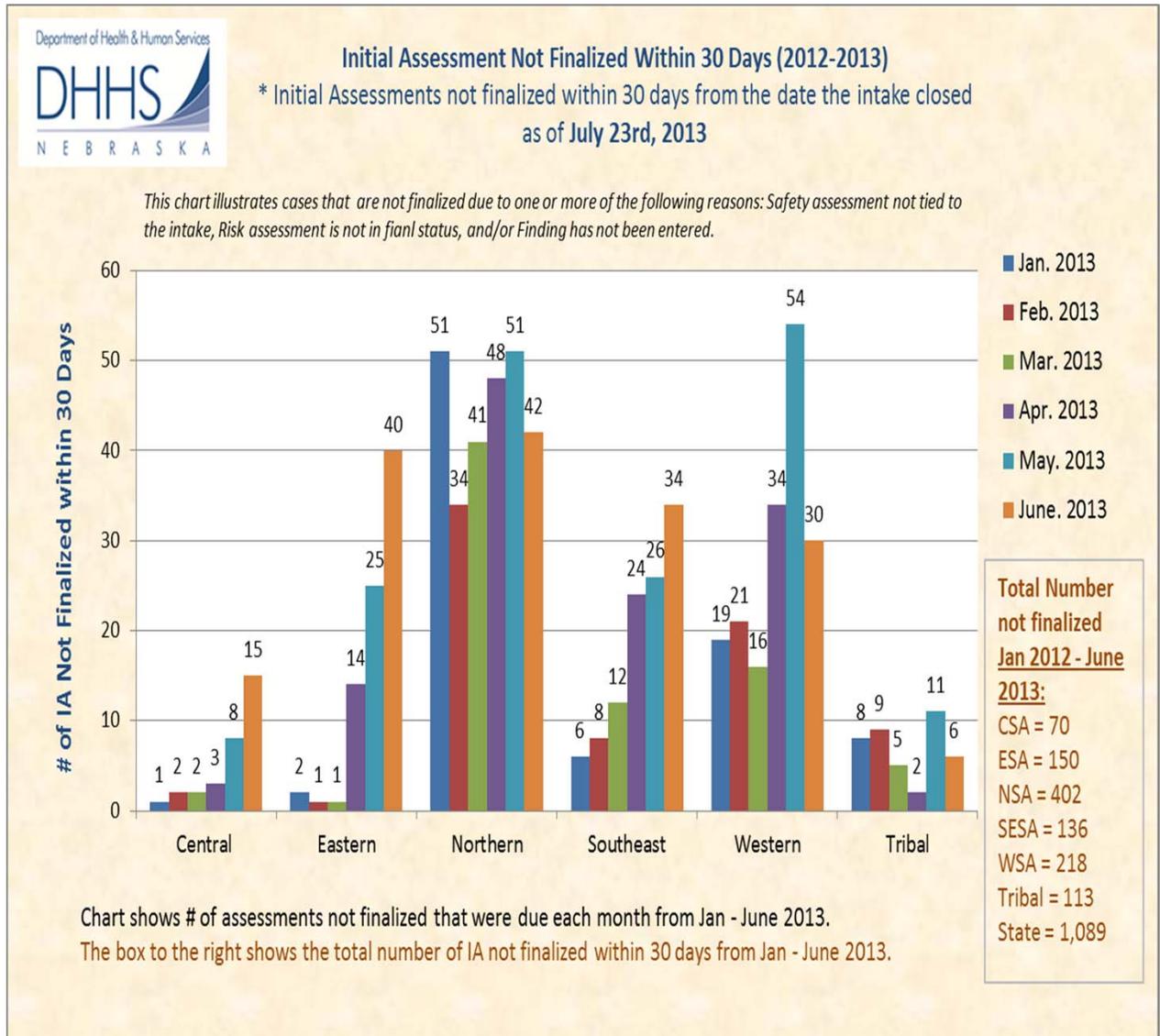
- This chart illustrates cases that have one of the following errors.
 - Safety Assessment not tied to intake
 - Risk Assessment needs to be in Final Status
 - Finding must be entered (this is the biggest issue)

Action Items:

- New/Improved SDM Intake and Assessment Reports are now posted on InfoView.
- Upcoming Quick Tip will include a video on how to use the report
- Greg Brockmeier will begin working with Supervisors & CQI staff
- There are 2,098 IA's not finalized according to the InfoView report on 4/23/2013.

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



Absence of Maltreatment in Six Months

Strengths/Opportunities:

- NSA trending lower but still meeting target goal.

Barriers:

Action Items:

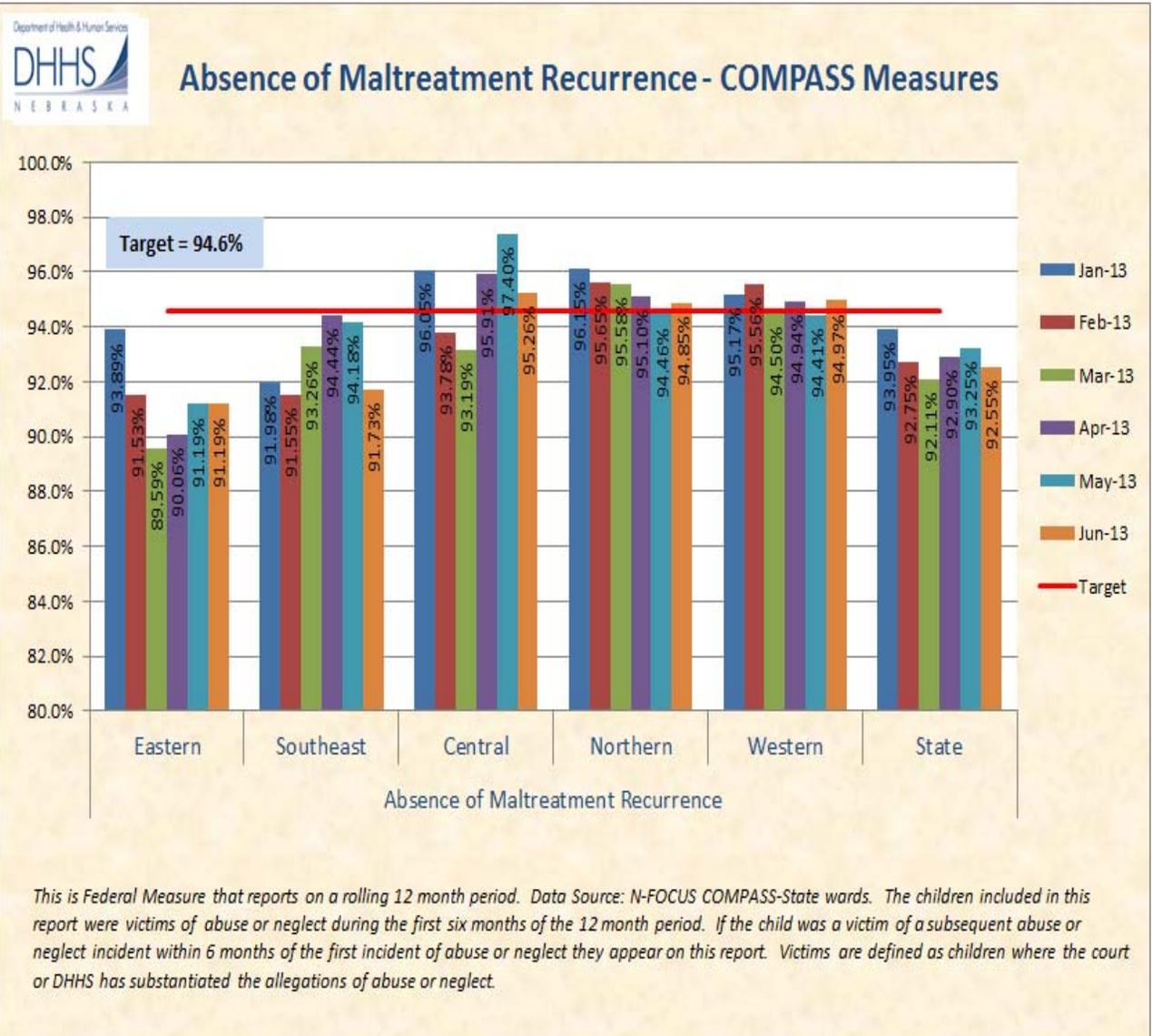
- Need to drill down into this data and stratify by IH/OOH, OJS/HHS and type of maltreatment. Can we identify services provided?
- Lindy Bryceson and Kim Hawekotte will meet to discuss how FCRO can help with reviews and gathering of information regarding barriers/issues related to repeat maltreatment.
- Sheila Kadoi -will discuss with Doug and add the following details as possible to the charts: How many were open/closed cases? If open, how many were court or non court involved.
- Sherri Haber – Double check the language in the most recent Program Update and send a reminder to staff about regarding changes to intakes within 6 months.

External CQI Priority

Local CQI Priority:

* WSA, SESA and ESA

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Data Review Frequency: Sept. 2013

Absence of Maltreatment in Foster Care

Strengths/Opportunities:

- CSA & WSA at 100% for several months. NSA exceeded the target goal in Feb & Mar 2013.
- ESA is trending down

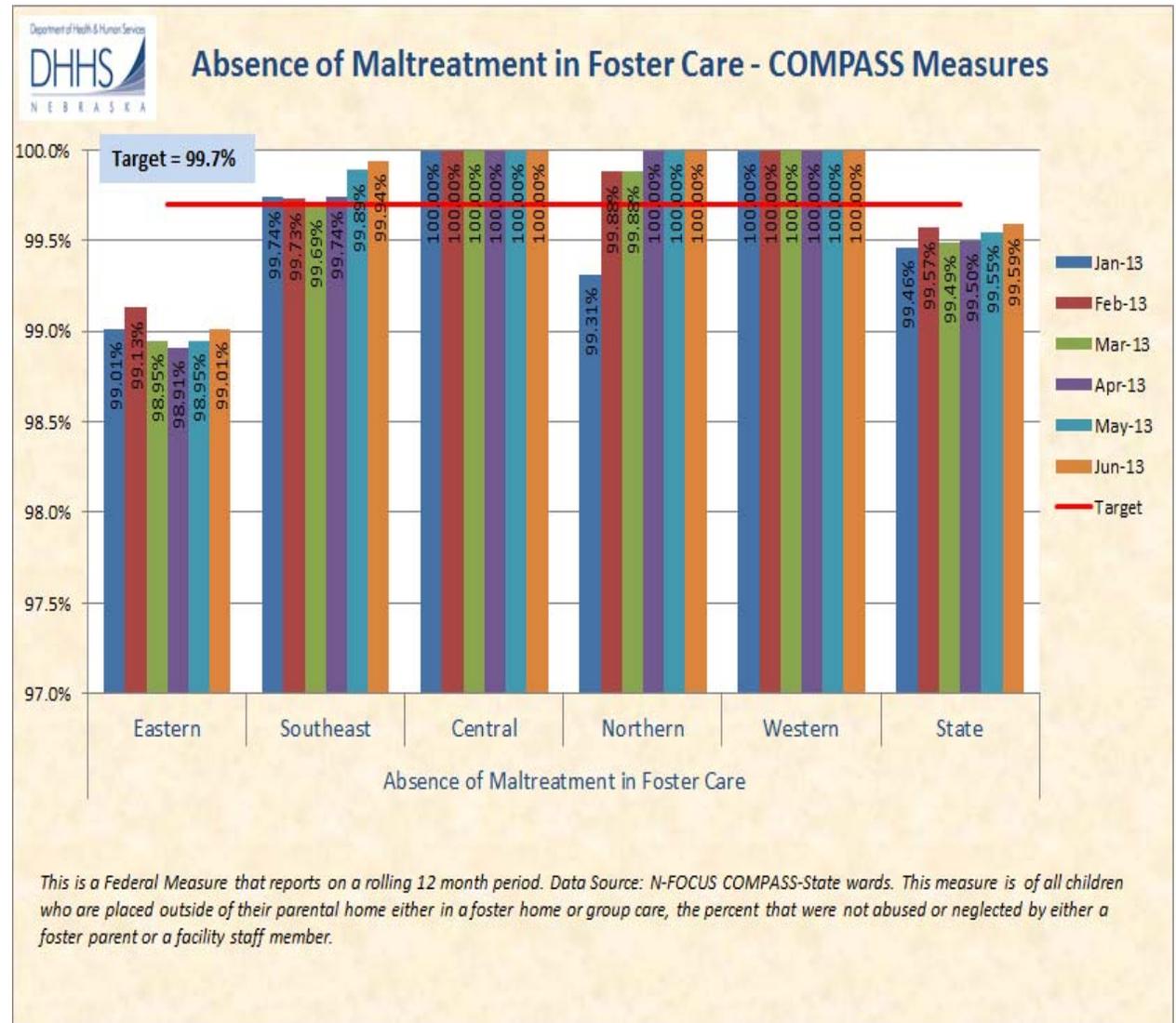
Barriers:

*Hold providers accountable to ensure safety. Lack of attention/awareness?

Action Items:

*ESA will bring to the June CQI meeting an analysis of their maltreatment findings

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Permanency for Children in Foster Care

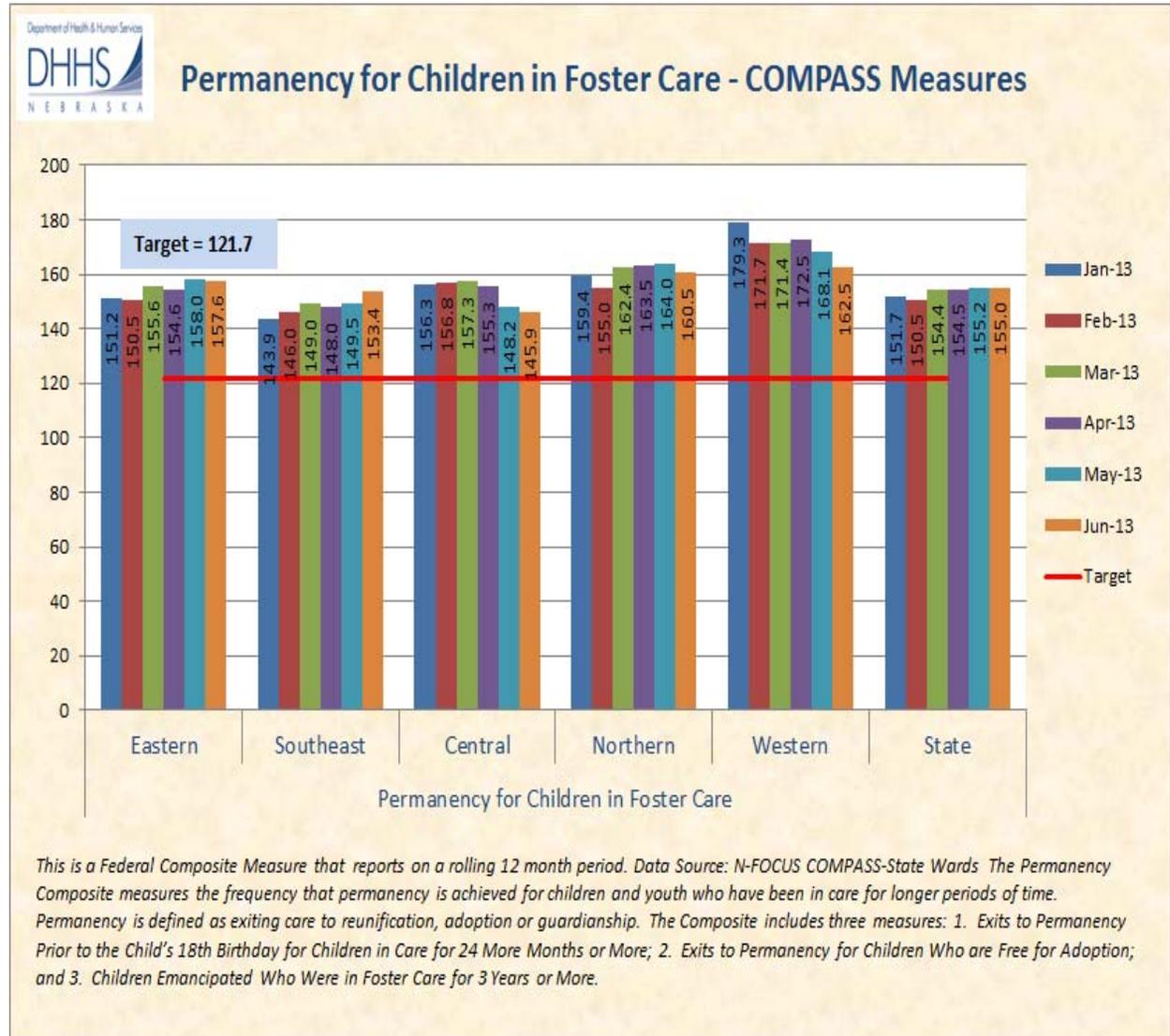
Strengths/Opportunities:

* All Service Areas continue to exceed target goal.

Barriers:

Action Items:

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Timeliness of Adoption

Strengths/Opportunities:

- * ESA – achieved goal for the first time!
- SESA, NSA and WSA continue to meet the target goal.
- CSA fell below the goal

Barriers:

Action Items:

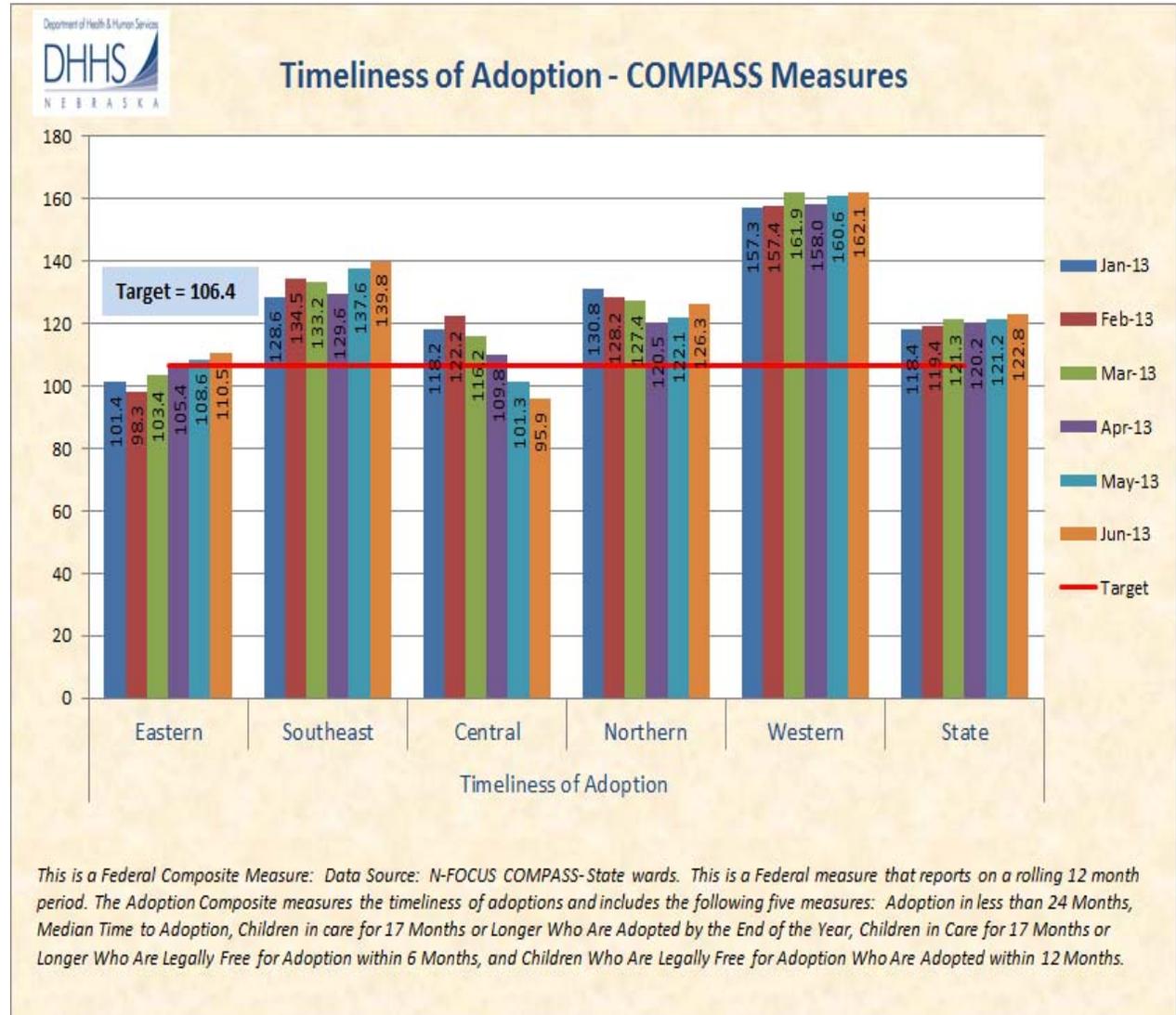
1. Corrected definition of Free For Adoption to no longer include the existence of a TPR hearing.
2. Camas Diaz and Donna Rozell will lead a workgroup to identify barriers in ESA (Look at data for time to adoption by OJS vs. CFS HHS youth, length of TPR filing by judge, review of CA contracts).
3. Donna Rozell: Can NFC look at the 119 youth –
 - Was the concurrent planning established and what efforts were made to meet the concurrent goal.
 - Are the courts asking about efforts towards concurrent planning during the hearings?
 - How many of the cases included pre hearing conferences or staffing on relinquishments.
4. Donna Rozell- Bring concerns for discussion to ESA Court Collaboration Meeting

External CQI Priority

Local CQI Priority:

- ESA

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Timeliness of Adoption

Strengths/Opportunities:

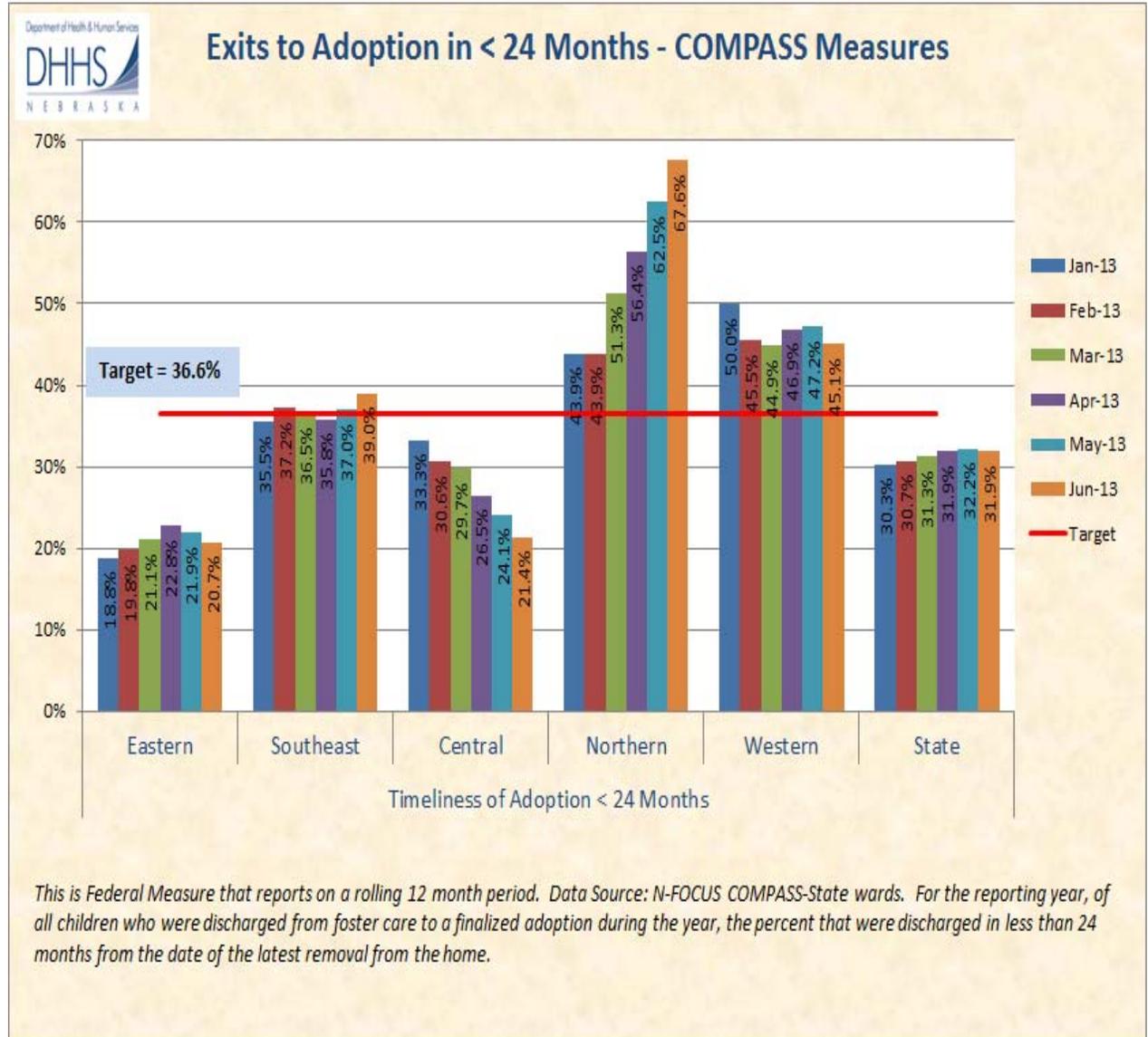
Barriers:

Action Items:

External CQI Priority

Local CQI Priority
- ESA

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Data Review Frequency: June 2013

Timeliness & Permanency of Reunification

Strengths/Opportunities:

- None of the service areas are meeting the target goal at this time. WSA met the goal in Dec 2012 but has seen a decrease since then. WSA continues to lead the state and is near this target!

Barriers:

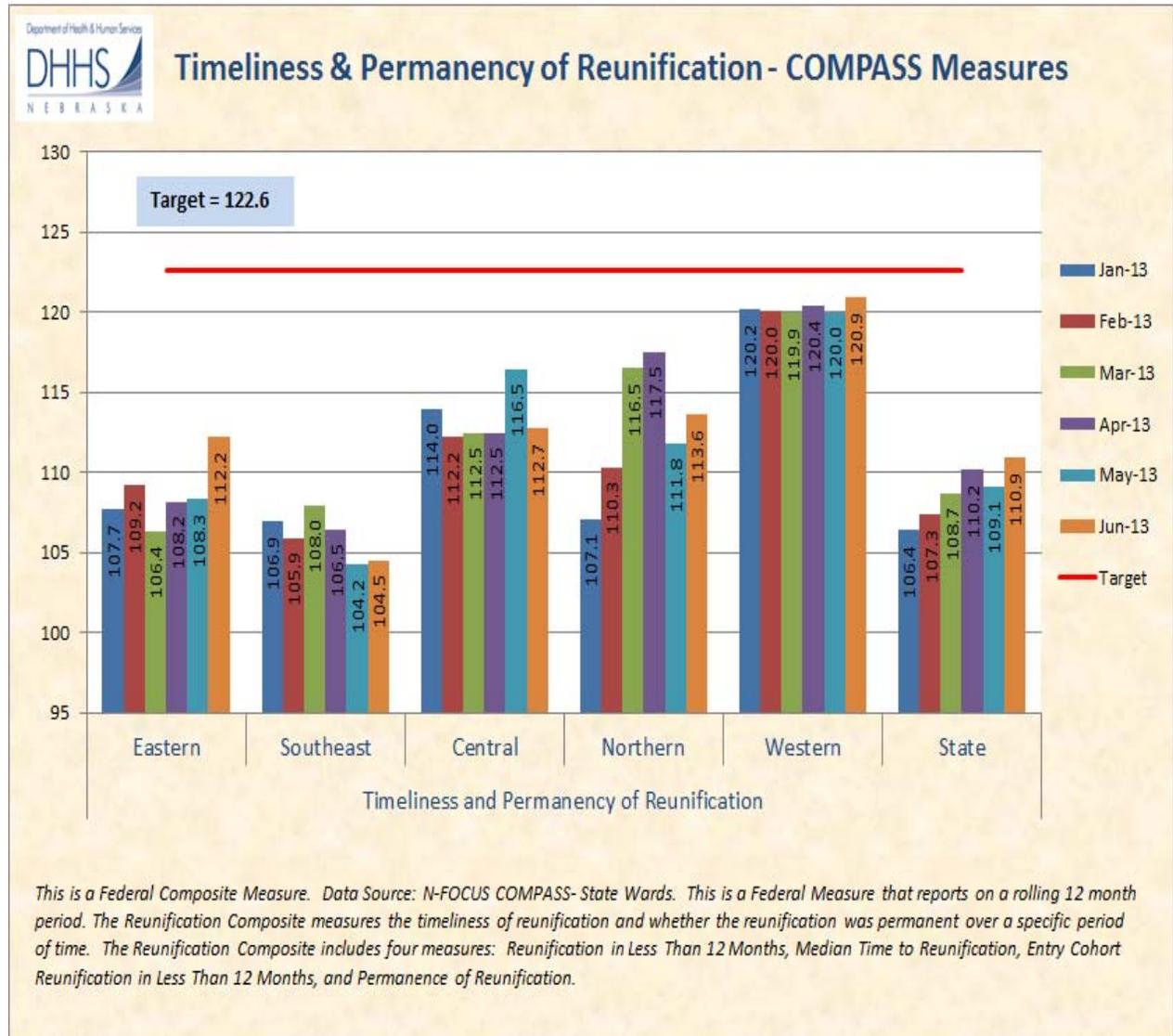
Action Items:

- * See pages 29 and 30 for individual measures that make up this composite score

Local CQI Priority:

- * WSA, SESA and ESA

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



OUTCOME STATEMENT: Children Will Experience Stability and Permanency In Their Lives

Placement Stability

Strengths/Opportunities:

- * NSA continues to meet the target goal.
- * All other service areas are trending higher.

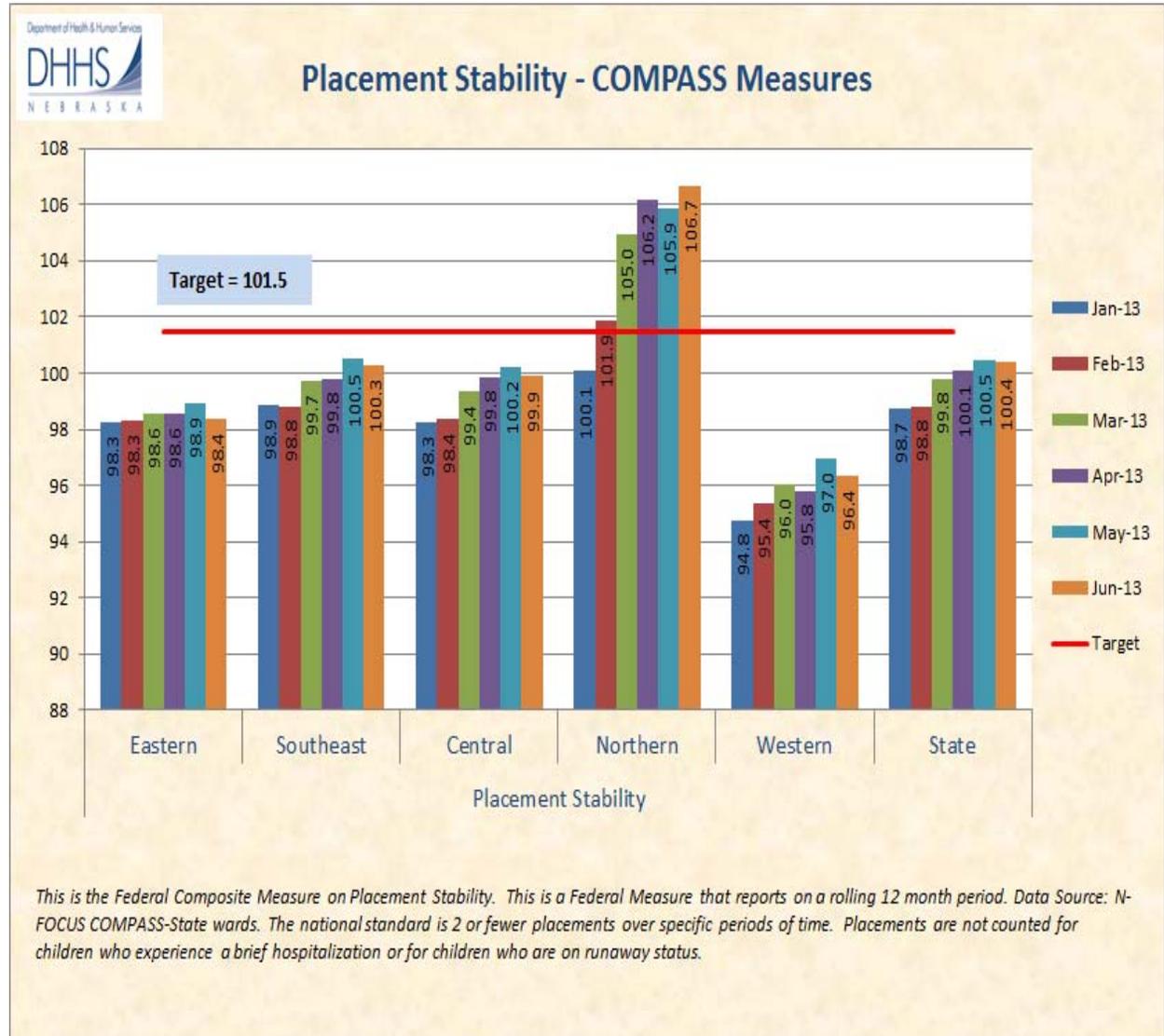
Barriers:

Action Items:

- When the facility type changes, we must add a new placement and this must be done within 72 hours. This does not count as a placement change but if not completed in 72 hours from placement will result in an error on the 72 hour report.
- Doug Beran has access to placement information and specific data that can be provided to local CQI teams to identify specific barriers.

Local CQI Priority:

- * NSA, SESA, WSA and ESA



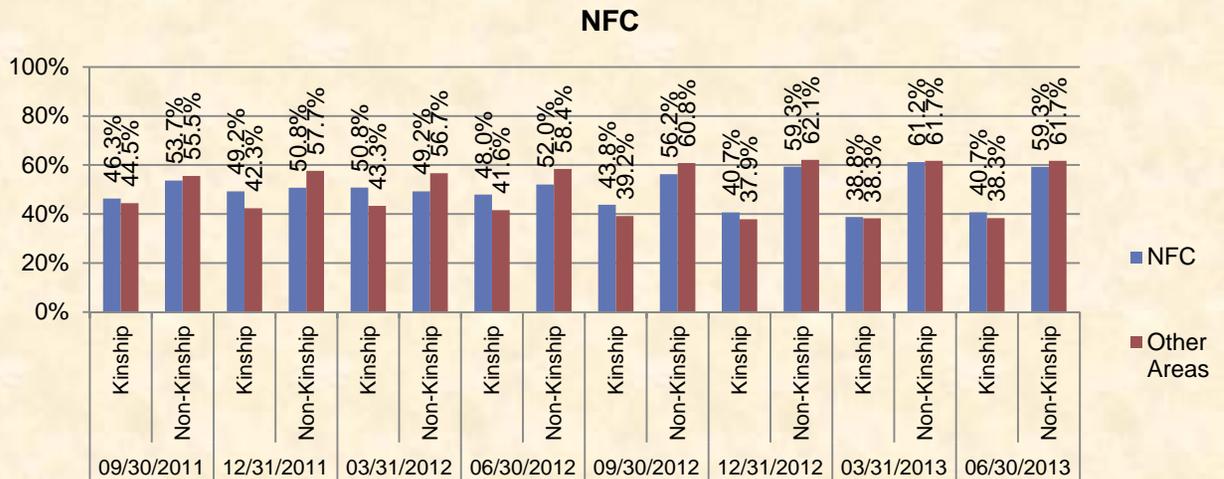
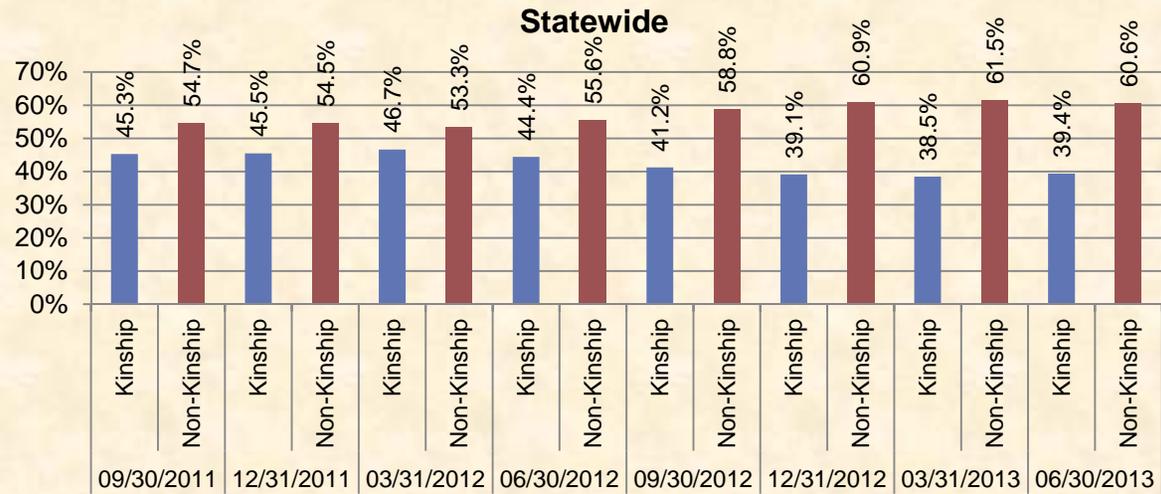
OUTCOME STATEMENT: Children Will Experience Stability and Permanency In Their Lives

Kinship Care for Out of Home Wards

Strengths/Opportunities:

Barriers:

Action Items:



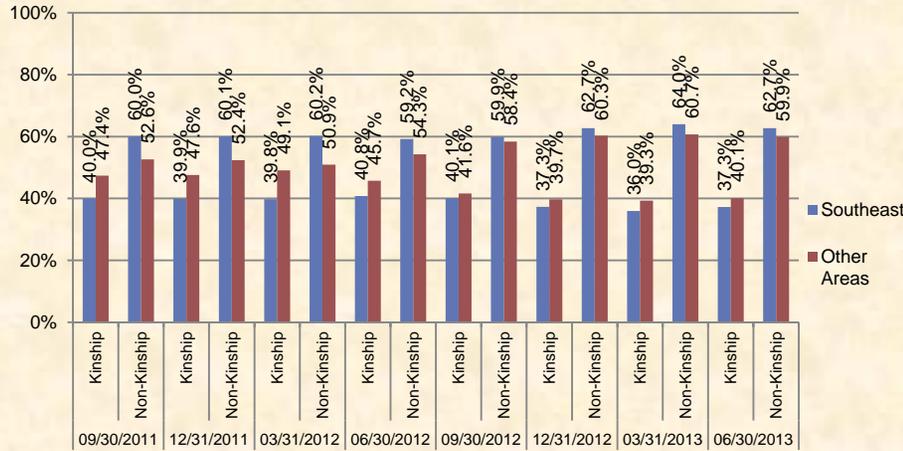
Per LB 265 (July 2013) a "kinship home means a home where a child or children receive foster care and at least one of the primary caretakers has previously lived with or is a trusted adult that has a pre-existing, significant relationship with the child or children or a sibling of such a child or children...."

Data Review Frequency: Quarterly (April, July, November & January)

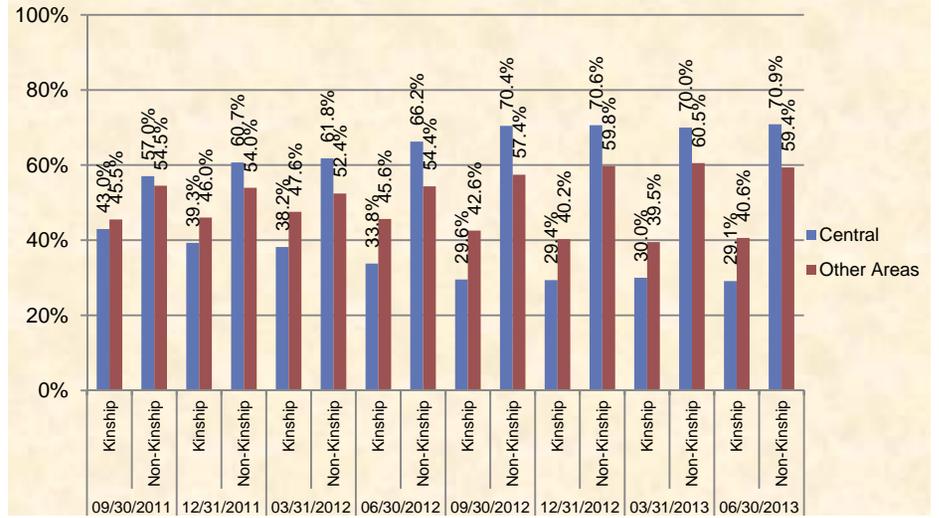
Kinship Care for Out of Home Wards

OUTCOME STATEMENT: Children Will Experience Stability and Permanency In Their Lives

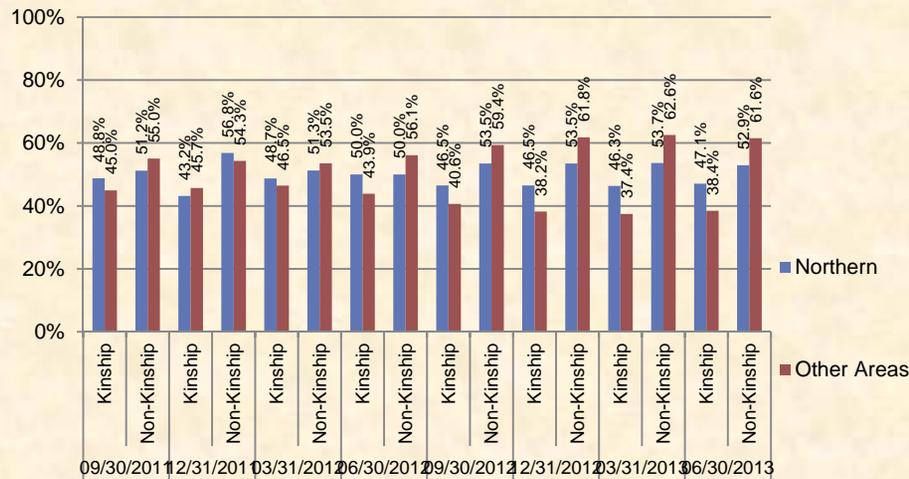
Southeast



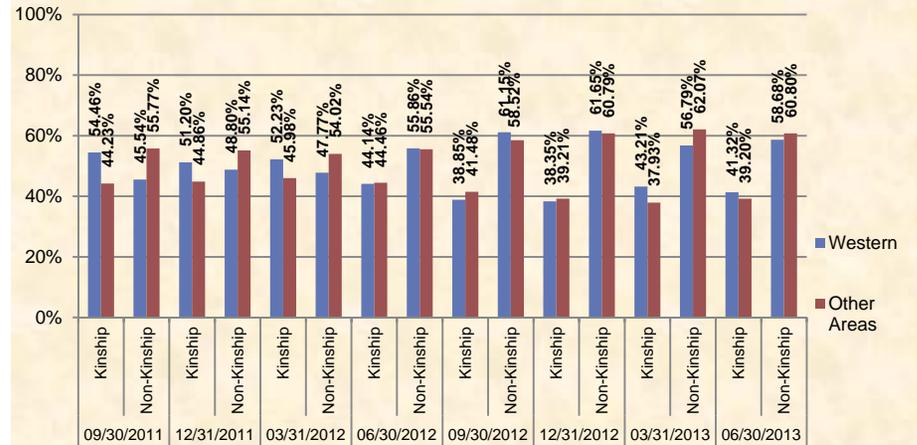
Central



Northern



Western



Placement Change Documentation w/in 72 hours

Strengths/Opportunities:

***The State hit a record high!! Great job, we are trending in the right direction!!!**

Nice improvements by the Tribes!!!

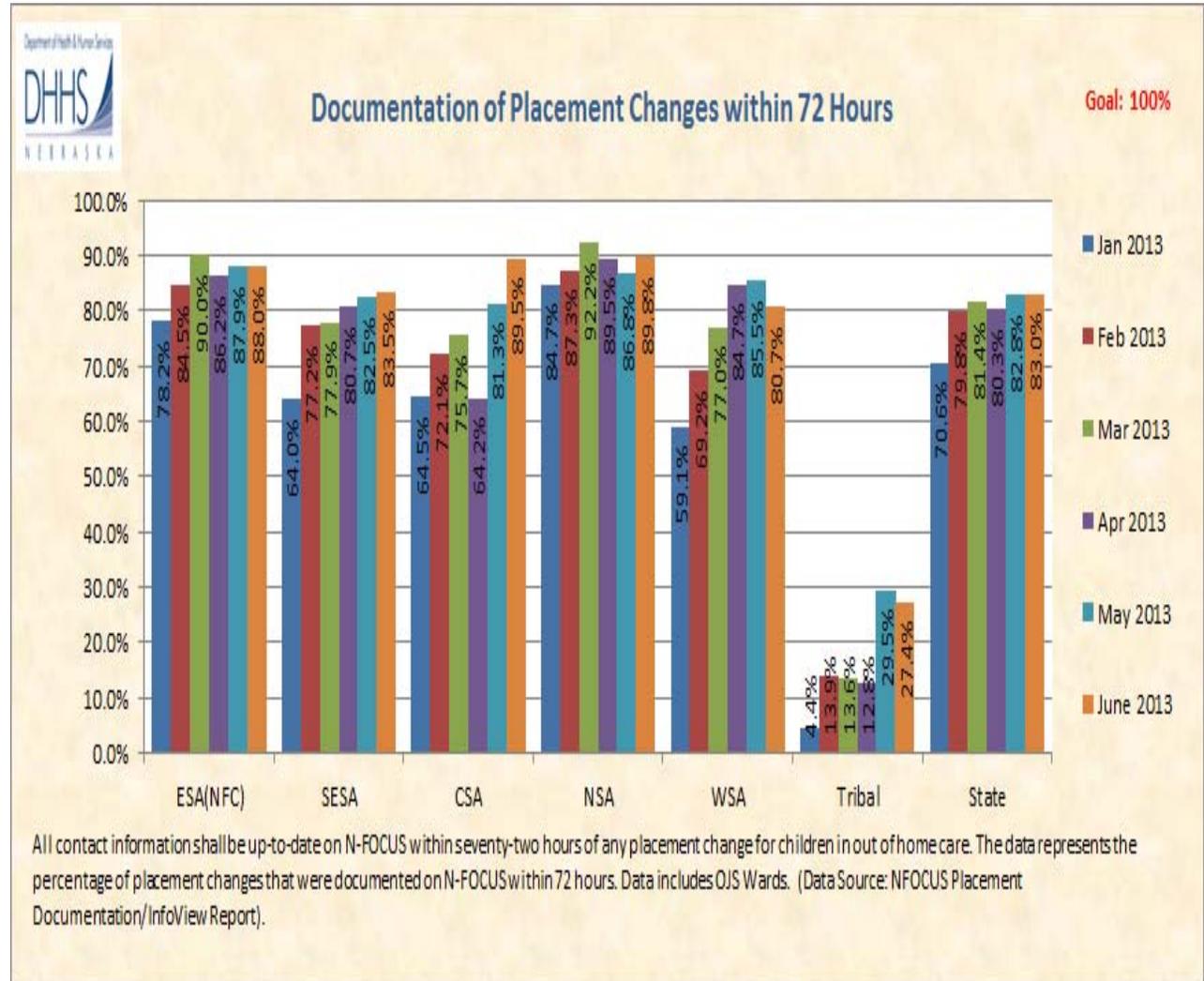
Barriers:

* Additional analysis was performed and determined that placements that occur on Thursday and Friday are a major factor with documentation not being completed within 72 hours. **SUPERVISORS and ADMINISTRATORS need to problem solve to address this.**

Action Items:

1. July 2013 release will include the ability for Admins/Supps to make corrections to placement changes in N-FOCUS.
2. When the facility type changes, a new placement is required. However, if the address is the same, this does not count as a placement change. If the placement change is loaded beyond the 3 days, even though the placement didn't change, it will count as an error.
3. Stacy Scholten leading a workgroup to review when to remove and place a youth e.g., out of home ward going to hospital. Is this a removal and placement? **We need a consistent policy for this.**
4. Sheila Kadoi and/or Stacy Scholten will follow up with training to update materials with definitions:
 1. Add AFCARS definitions of removal instructions.
 2. Add Instructions for Police Holds
 3. Add Instructions for Hospitalization
 4. Add Instructions regarding Court Ordered Removal from one parent to the other.
5. **When a placement occurs on Thursday or Friday, we need to make certain those get documented as this is a contributing factor to this measure**

OUTCOME STATEMENT: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Data Review Frequency: Monthly

* CSA, NSA, SESA, WSA and ESA

OUTCOME STATEMENT: Children Will Experience Stability and Permanency In Their Lives

Family Team Meeting

Strengths/Opportunities:

- ESA performance continues in the high 90% range!!!
- All service areas continue to trend higher.

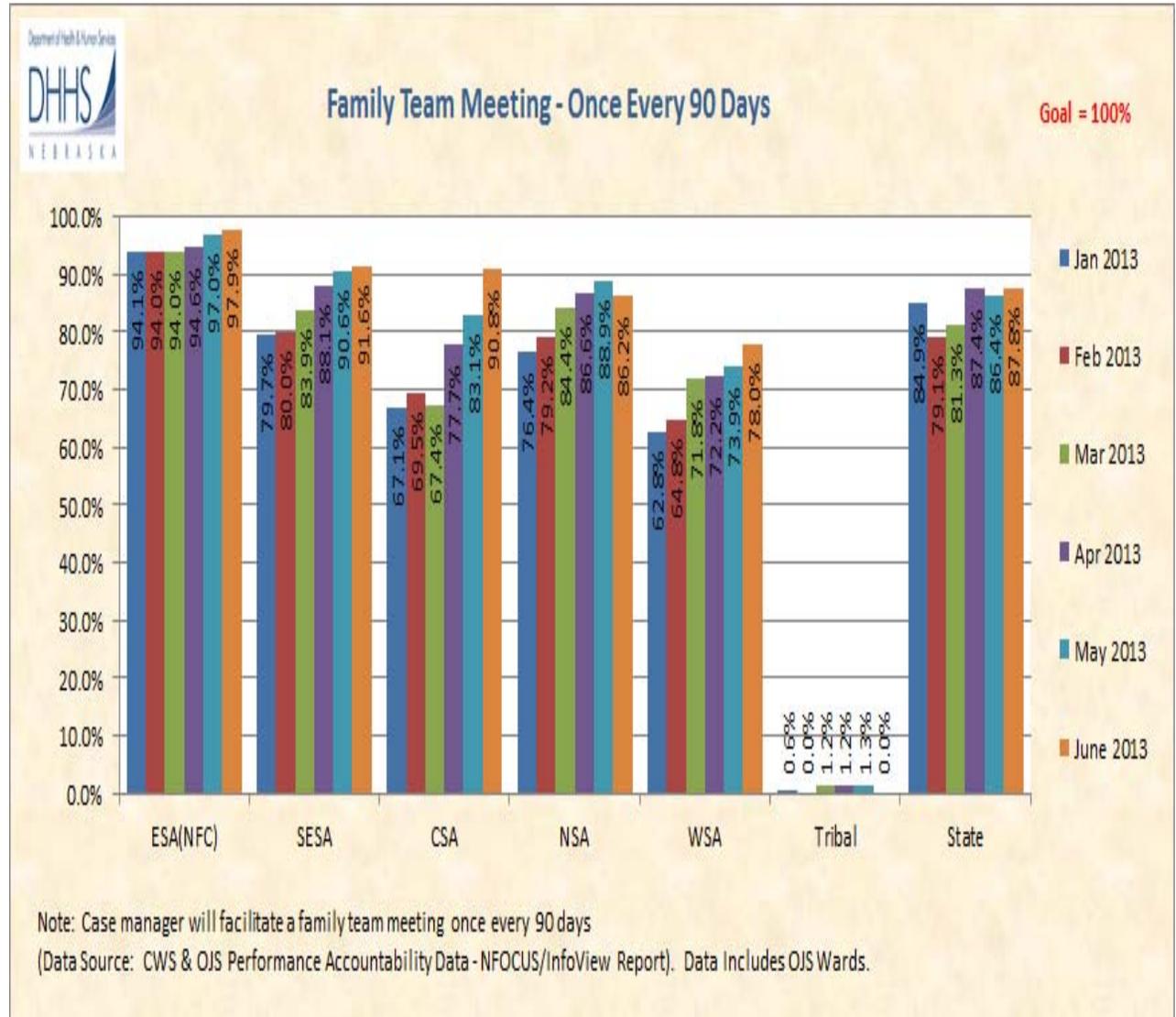
Barriers:

Action Items:

- 1.) Service Area Admin/Staff – Send FTM templates to S.Johnson, Training Administrator, to put together a common guide/template for new worker and current worker training.
- 2.) Case Management Due Date Report is now available on InfoView.
- 3.) Procedure Update #15-2013 regarding Family Team Meetings was issued on 4/19/13.

Local CQI Priority:

* CSA, NSA, and WSA



Data Review Frequency: Monthly

Federal Visitation with State Wards

Strengths/Opportunities:

- All Service Areas continue to exceed the goal of 95%
- GREAT WORK-SUSTAINABILITY IS CRITICAL!!!

Barriers:

- Lack of documentation in Tribal Cases,

Action Items:

- Case Management Due Date Report is now available on InfoView
- Sherri Haber and Sherri Eveleth will work with Vicki Maca to identify and provide support to the tribes

The Federal Measure is 90%, this will increase to 95% in 2015
 NE has set goal at 95% in preparation for the change with the federal measure.

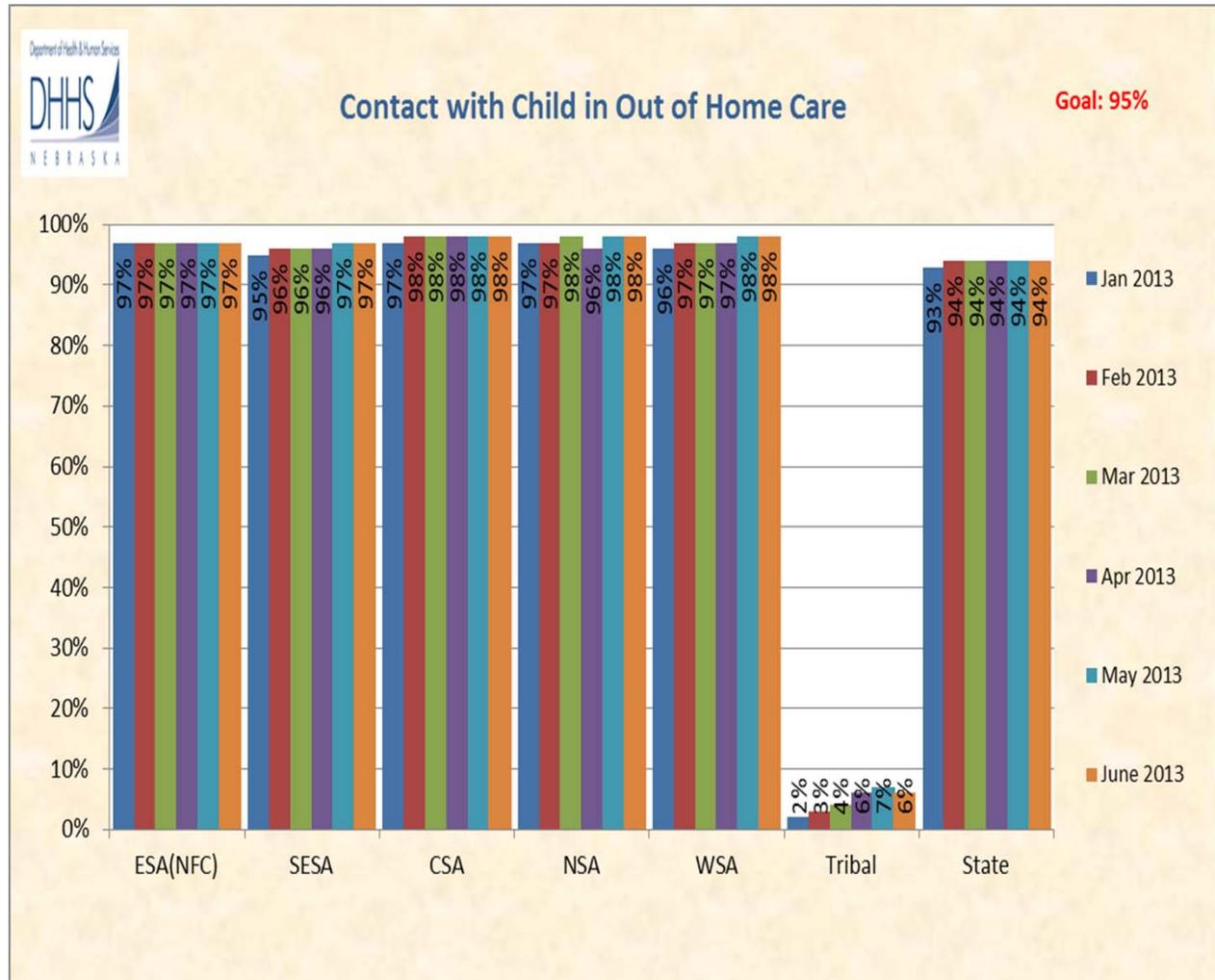
Note: In SFY11, NE reported 48.4% monthly child contact with this federal measure! WOW!!!

Local CQI Priority:

* CSA, SESA and ESA

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Experience Stability and Permanency In Their Lives



Case manager will have monthly face to face contact with the child. This federal visitation requirement is a cumulative measure for the federal fiscal year (October to December). Youth are required to be visited 95% of the months they are in out of home care. Data includes OJS Wards. (Data Source: Federal Visitation Data - NFOCUS/InfoView Reports).

Monthly Contact with Non-Court Involved Child

Strengths/Opportunities:

Due Date Report has been developed, this Report needs to be consistently used!

Barriers:

Action Items:

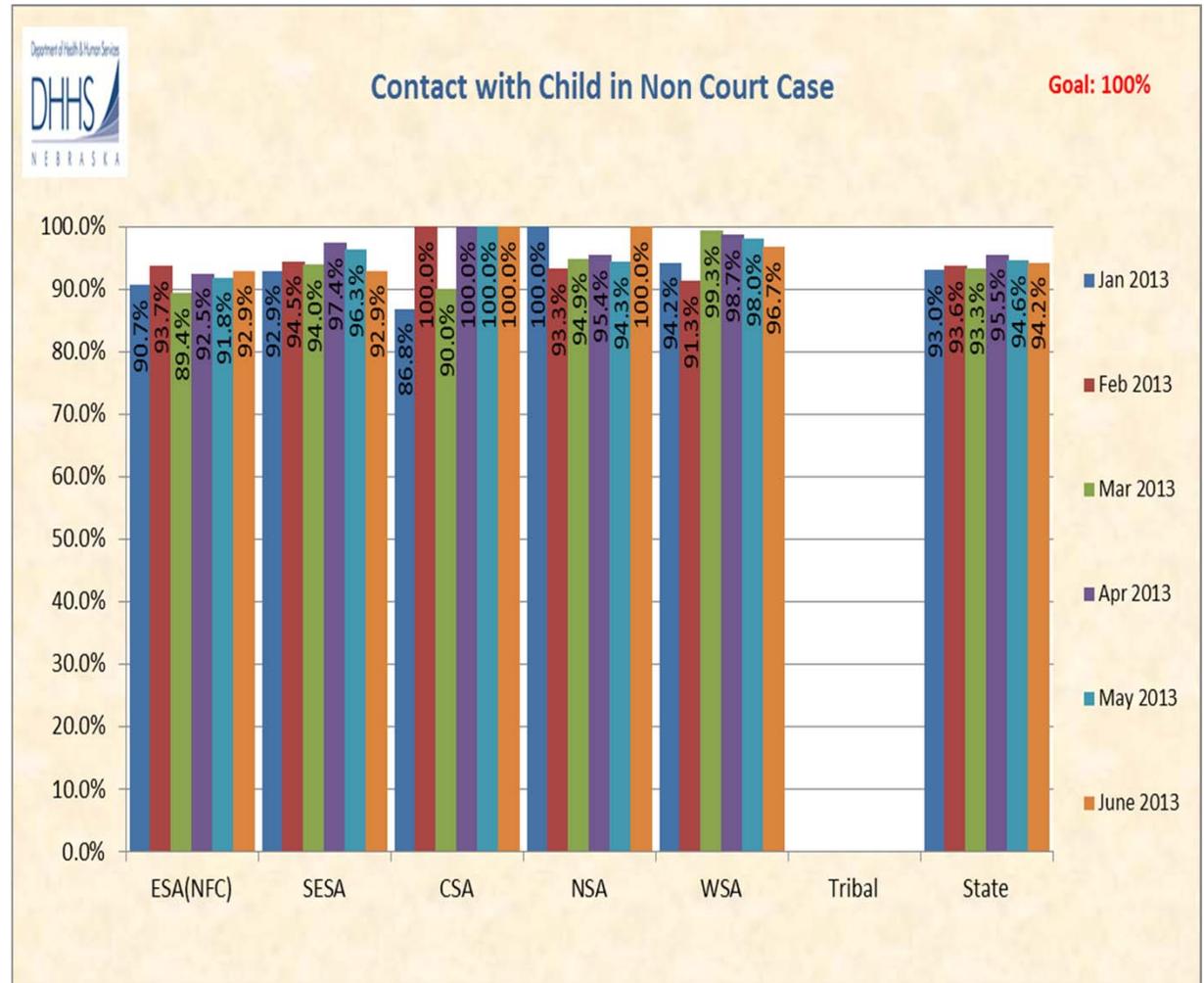
* Case Management Due Date Report is now available on InfoView

Local CQI Priority:

* CSA, SESA and ESA

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



Case manager will have monthly face to face contact with the child (Data Source: CWS & OJS Performance Accountability Data - NFOCUS/InfoView Reports).

Monthly Contact with IH/OOH Court Involved Youth

Strengths/Opportunities:

Barriers:

* Lack of documentation in Tribal Cases

Action Items:

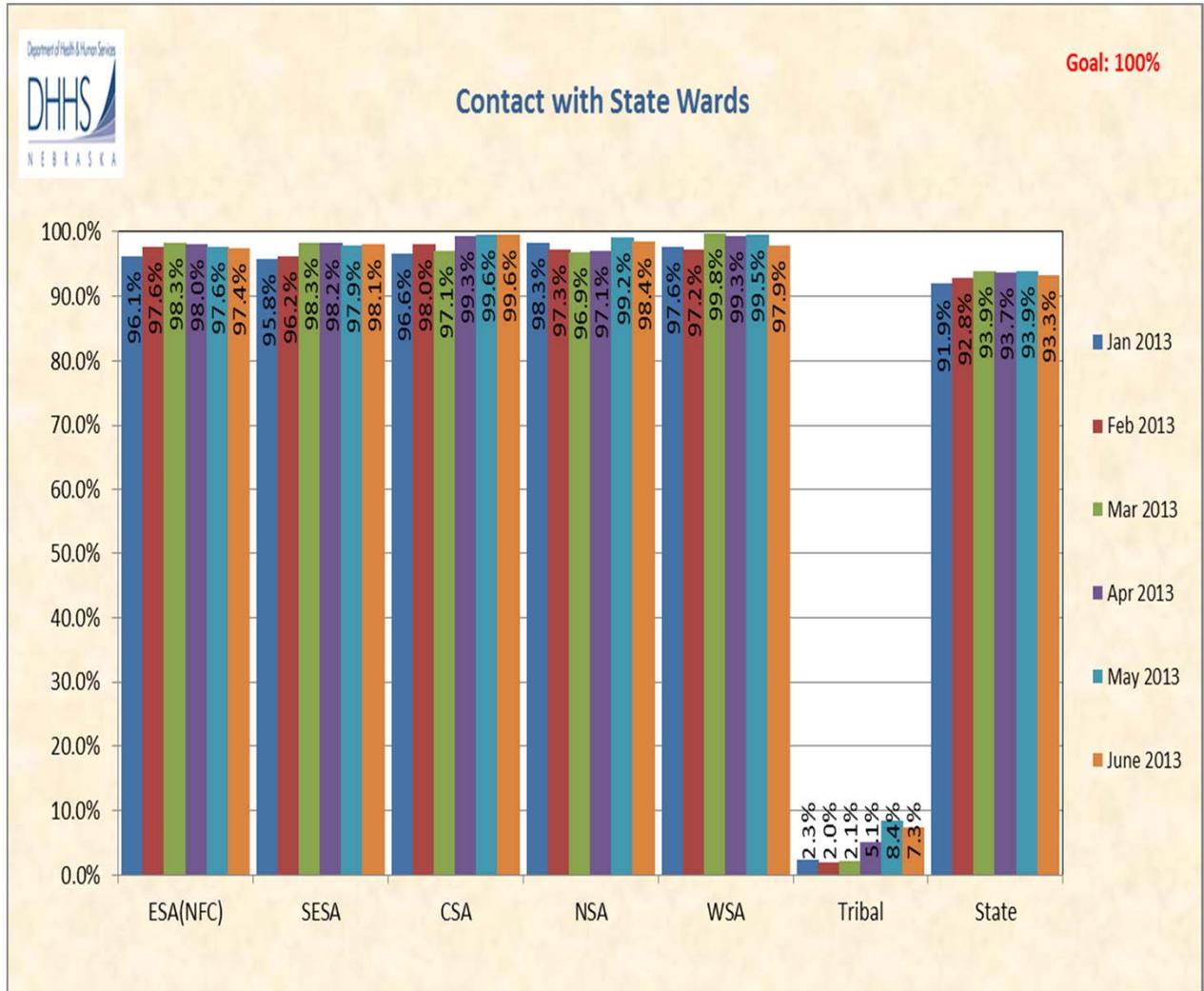
* Case Management Due Date Report is now available on InfoView

Local CQI Priority:

* CSA, SESA and ESA

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



NE GOAL is 100%. Case manager will have monthly face to face contact with all statewards. (Data Source: CWS & OJS Performance Accountability Data - NFOCUS/InfoView Reports).

STRUCTURED DECISION MAKING (SDM)

**OUTCOME STATEMENT: CHILDREN
ARE SAFELY MAINTAINED IN THEIR
HOMES WHENEVER POSSIBLE AND
APPROPRIATE**

**Goal Statement: Measure youth's Safety,
Permanency and Well-being.**

SDM Reunification Assessments

Strengths/Opportunities:

Proportion with at least 1 Reunification Assessment in Final Status

- Statewide – May 66%
- Statewide – June 75%
- CSA – 55% - 67%
- ESA – 78% - 88%
- NSA – 58% - 64%
- SESA – 60% - 69%
- WSA – 44% - 51%

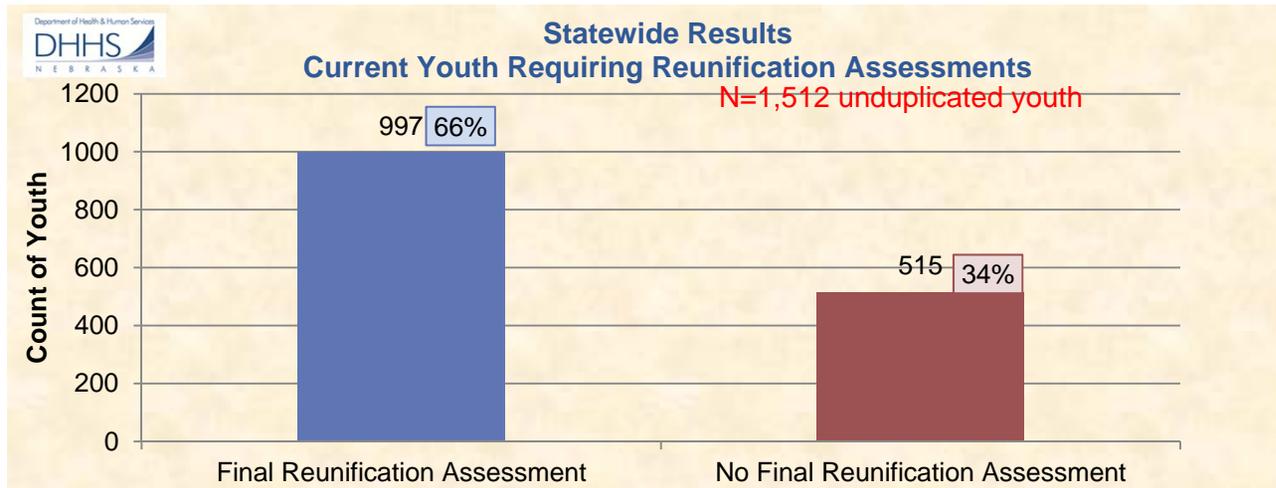
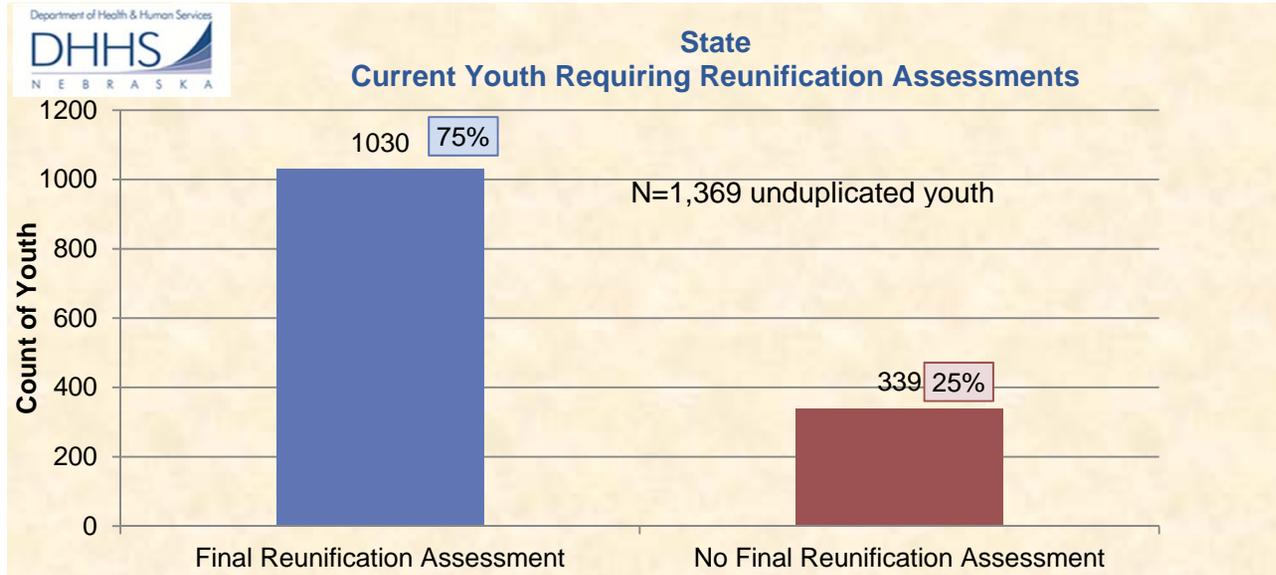
Barriers:

Action Items:

- * Full day SDM training facilitated by Training, CQI and Policy;
 - WSA June 6, 2013
 - CSA June 7, 2013
 - SESA July 11, 2013
 - ESA July 15, 2013
 - NSA Sept 18th, 2013

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



This chart illustrates the proportion of youth that do/do not have a reunification assessment in finalized status. Youth in this measure are limited to those out-of-home 90 days or more, with a permanency goal of reunification. OOH youth only. Due every 90 days from the initial case plan and in concert with FSNA.

SDM FSNA Assessments

Strengths/Opportunities:

Proportion with at least 1 Reunification Assessment in Final Status

- CSA – 86% - 84%
- ESA – 98% - 97%
- NSA – 89% - 82%
- SESA – 93% - 89%
- WSA – 72% - 68%
- State – 92%

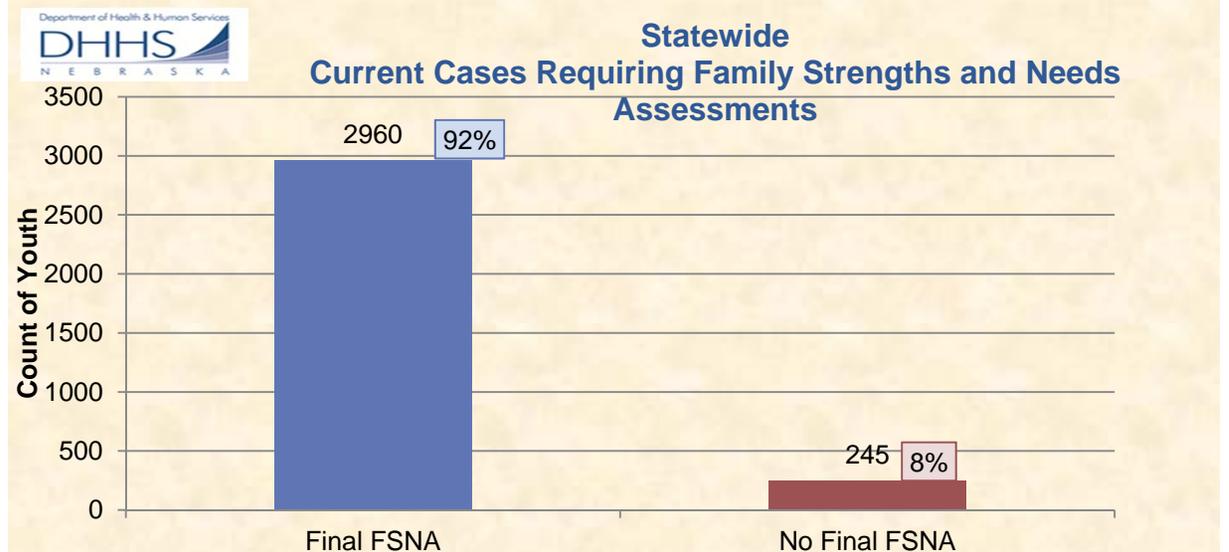
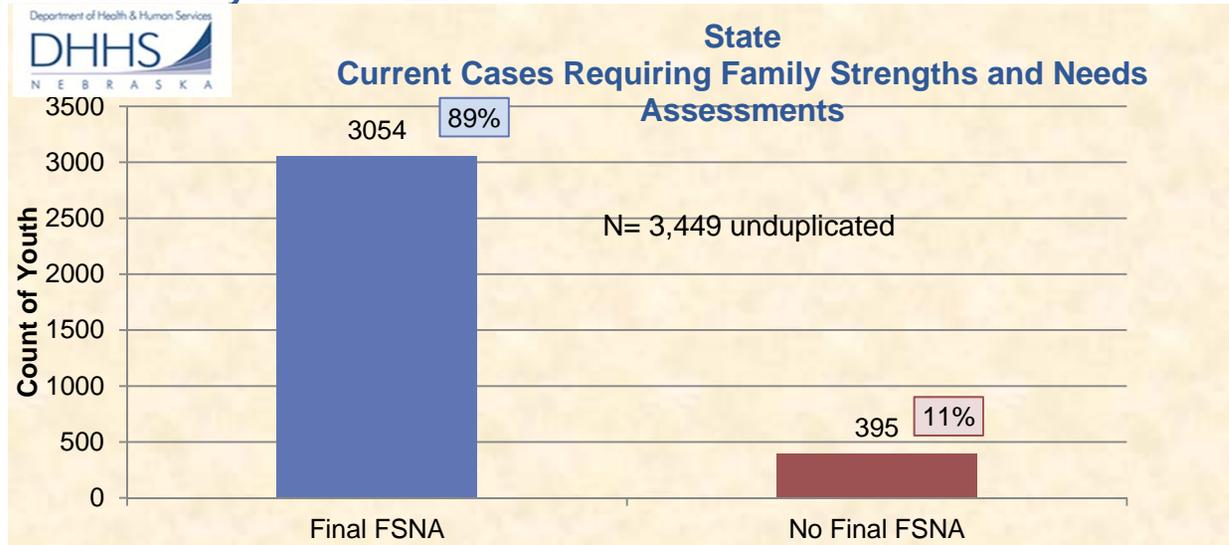
Barriers:

Action Items:

- * Full day SDM training facilitated by Training, CQI and Policy;
 - WSA June 6, 2013
 - CSA June 7, 2013
 - SESA July 11, 2013
 - ESA July 15, 2013
 - NSA Sept 18th, 2013

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



This chart illustrates the proportion of youth that do/do not have a FSNA in finalized status where one is required on 6/5/2013. Initial due prior to case plan development within 30 days of assignment to ongoing and reassessment every 90 days or as needed.

SDM Risk Reassessment

Strengths/Opportunities:

Proportion with at least 1 Reunification Assessment in Final Status

CSA – 79% - 90%

ESA – 72% - 80%

NSA – 46% - 60%

SESA – 67% - 79%

WSA – 54% - 38%

State – 66% - 76%

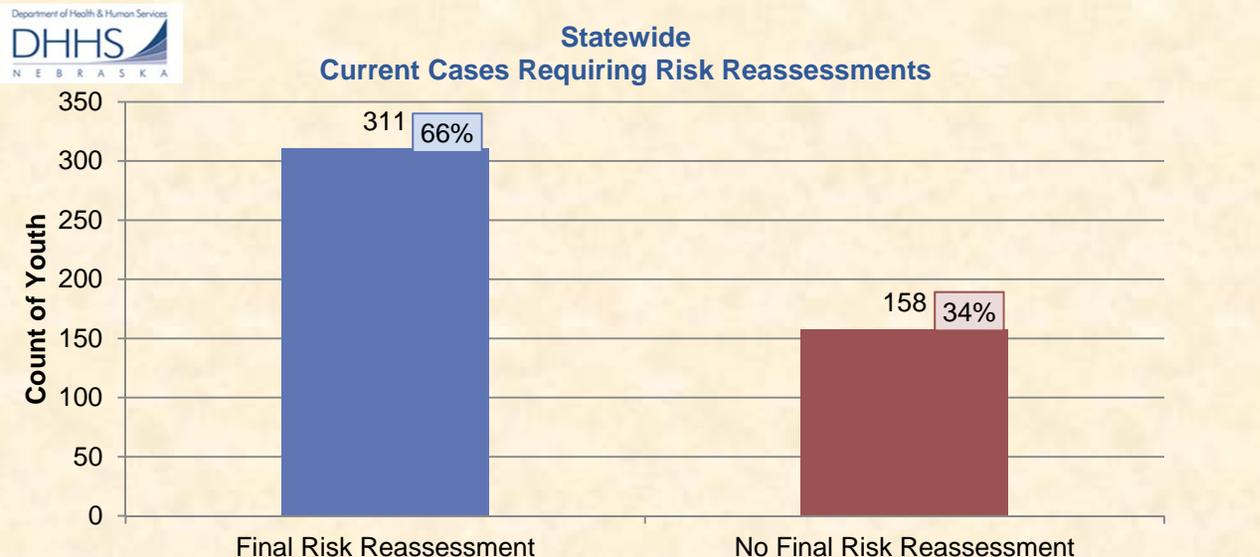
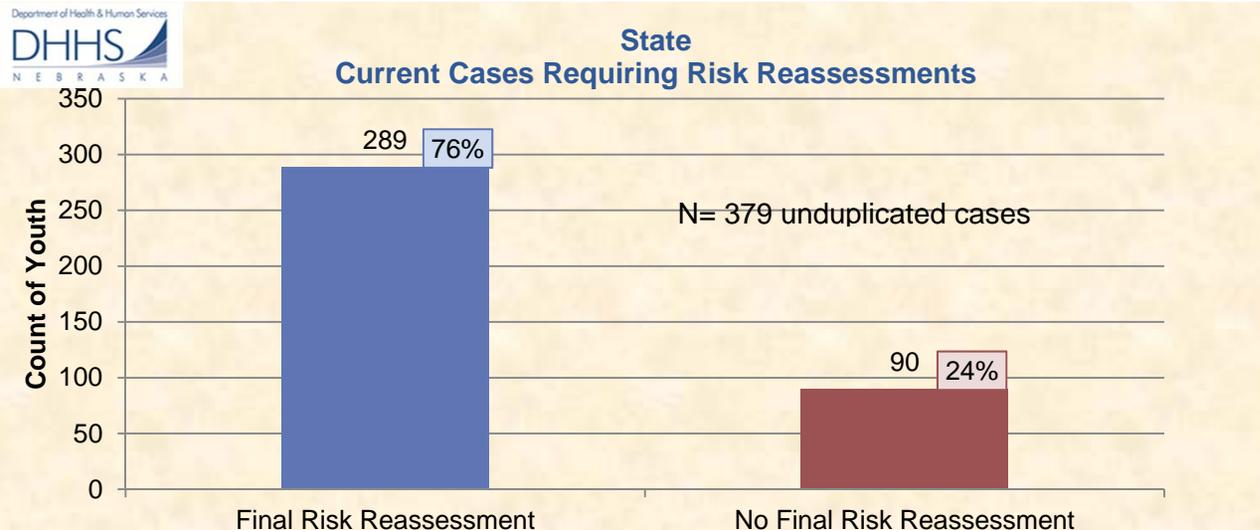
Barriers:

Action Items:

- * Full day SDM training facilitated by Training, CQI and Policy;
 - WSA June 6, 2013
 - CSA June 7, 2013
 - SESA July 11, 2013
 - ESA July 15, 2013
 - NSA Sept 18th, 2013

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



This chart illustrates the proportion of youth that do/do not have a Risk Reassessment in finalized status where one is required on 6/5/2013. In home youth. Due 90 days from the initial case plan or every 3 months or anytime case closure is considered.

SDM Administrative Reviews

Strengths/Opportunities:

* Number of reviews decreased to 18 from 29 in March!

Barriers:

Notes – SDM Admin Reviews June 2013

Count by Concern Summary:

- 5-Insufficient Information
- 2-Other
- 2-Mismatch

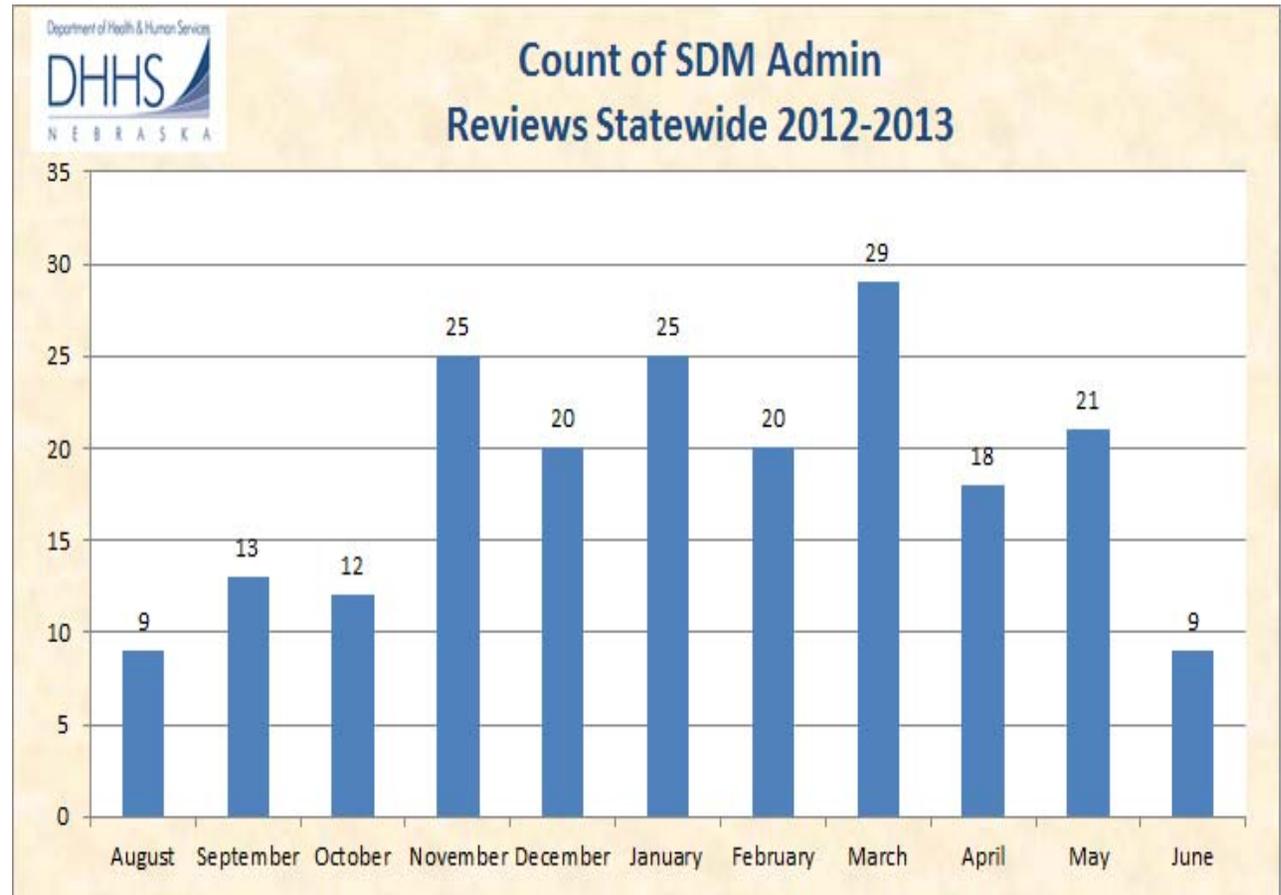
Count by CFS Admin with >2 Admin Rev.

3 – J.Crankshaw

Action Items:

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



This represents the count of Administrative Reviews sent by the QA unit to alert the Worker, Supervisor and Administrator of possible safety concerns due to lack of information or error in completion and scoring of the SDM assessment.

Note: The total number of SDM Assessments applicable for review increased in the month of November 2012 due to the following reasons: QA unit began reviewing Ongoing SDM assessments completed by NFC staff; and more ongoing SDM assessments were due and completed in CSA, NSA and WSA since SDM was implemented in July 2012.

SDM Initial Assessment Quality Results

Strengths/Opportunities:

*The assessment narratives continue to fail to explain the selected scores.

Barriers:

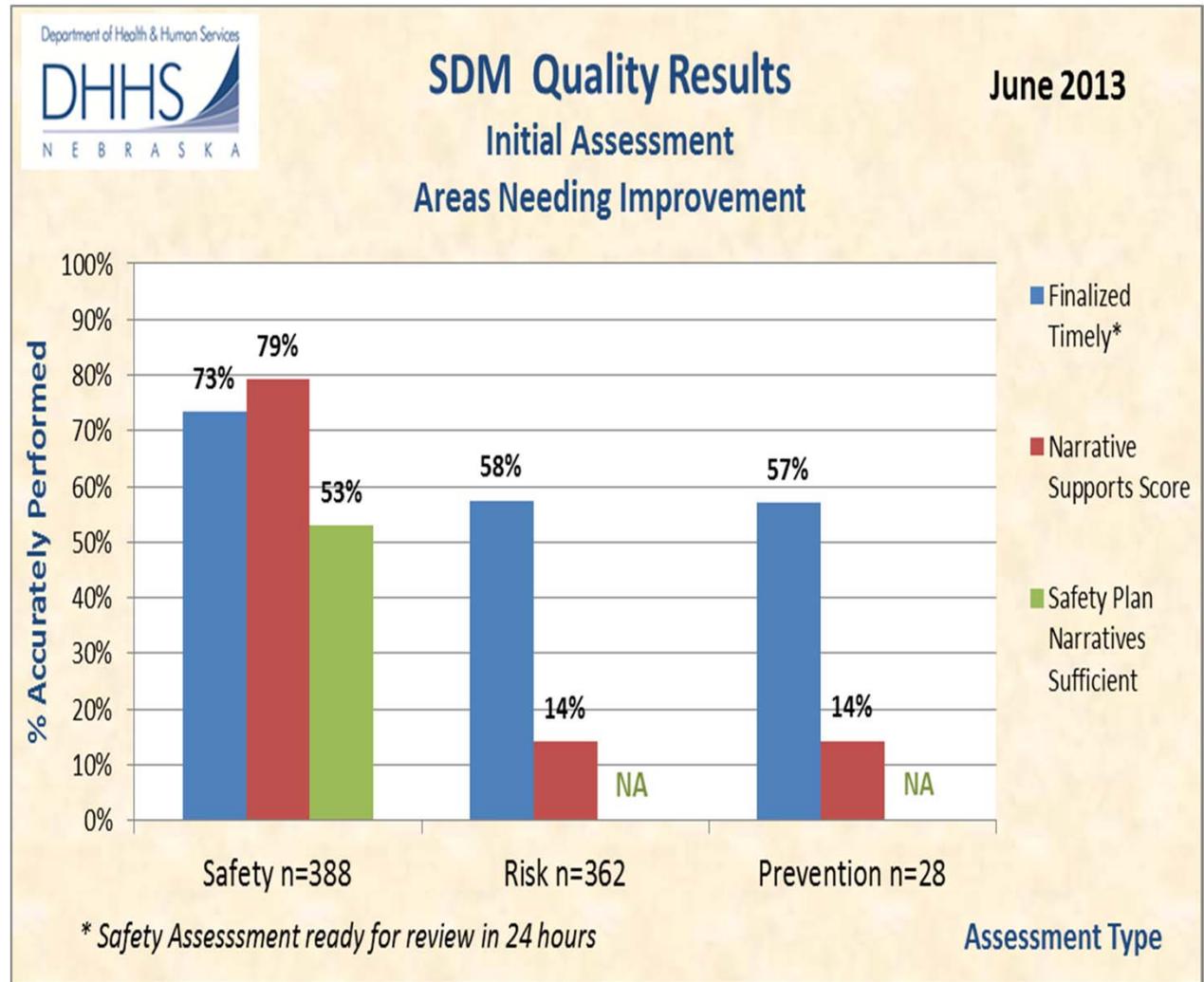
Action Items:

1. July 2013 N-FOCUS release will include individual narrative boxes for each question on the FSNA Assessment. Narrative Boxes will be added in other assessments in future releases.
2. 10 Week SDM Quality Quick Tips and Refresher Trainings – 2/6/13 to 6/12/13
3. QA team is collecting additional details to determine which specific questions are not addressed in the SDM assessments.
4. Case Management Due Date report is now available on InfoView

Local CQI Priority:

* CSA, NSA, SESA, WSA

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



Data Review Frequency: Monthly

SDM Ongoing Assessment Quality Results

Strengths/Opportunities:

*The SDM documentation/narratives continue to fail to explain the selected scores.

Barriers:

Action Items:

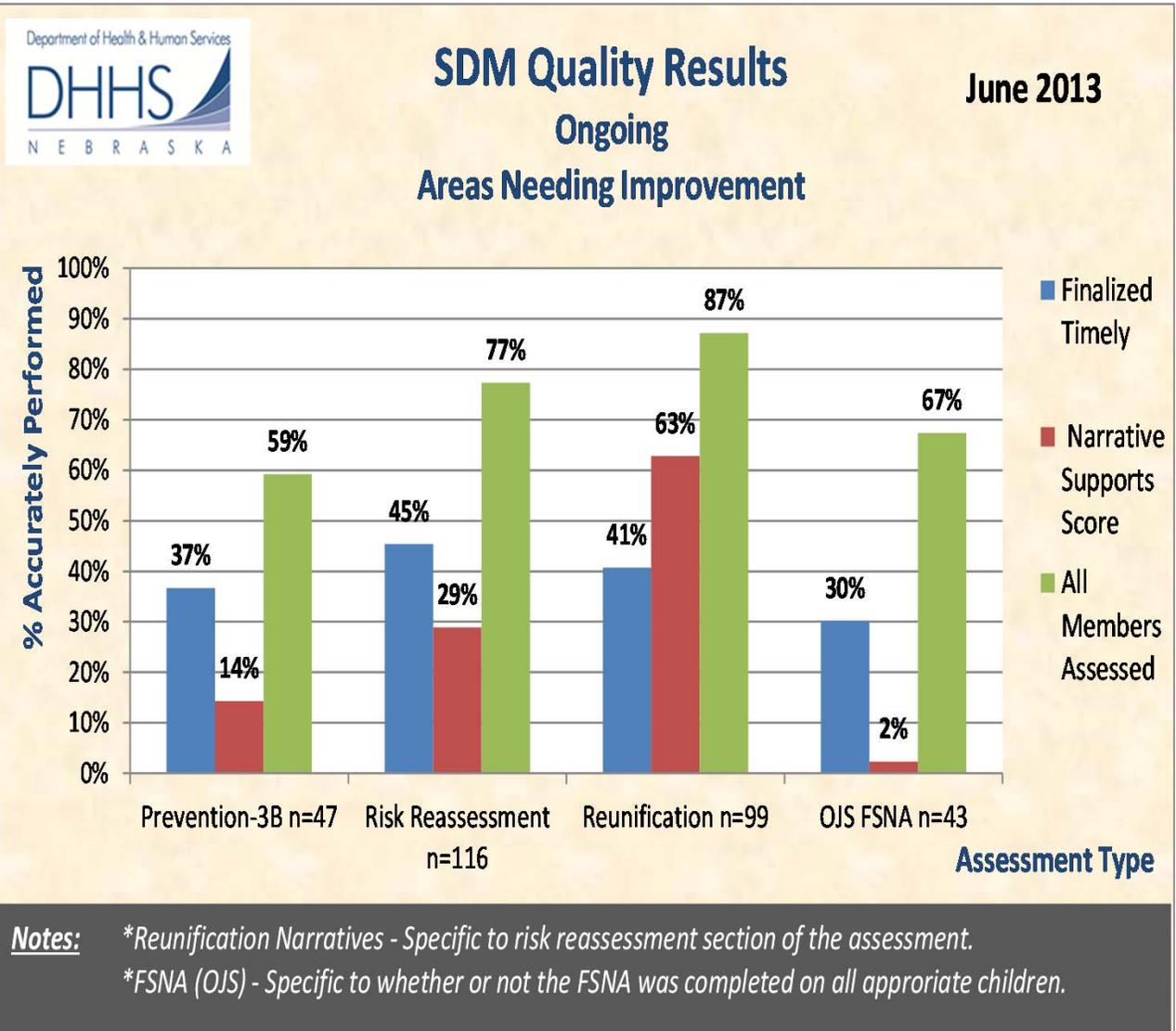
1. July 2013 release will include individual narrative boxes for FSNA only...Other Assessments to follow.
2. 10 Week SDM Quality Quick Tips and Refresher Trainings – 2/6/13 to 6/12/13
3. QA team is collecting additional details to determine which specific questions are not addressed in the SDM assessments.
4. Case Management Due Date Report is now available on InfoView

Local CQI Priority:

* CSA, NSA, SESA, WSA

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



SDM Assessment Quality Results

Strengths/Opportunities:

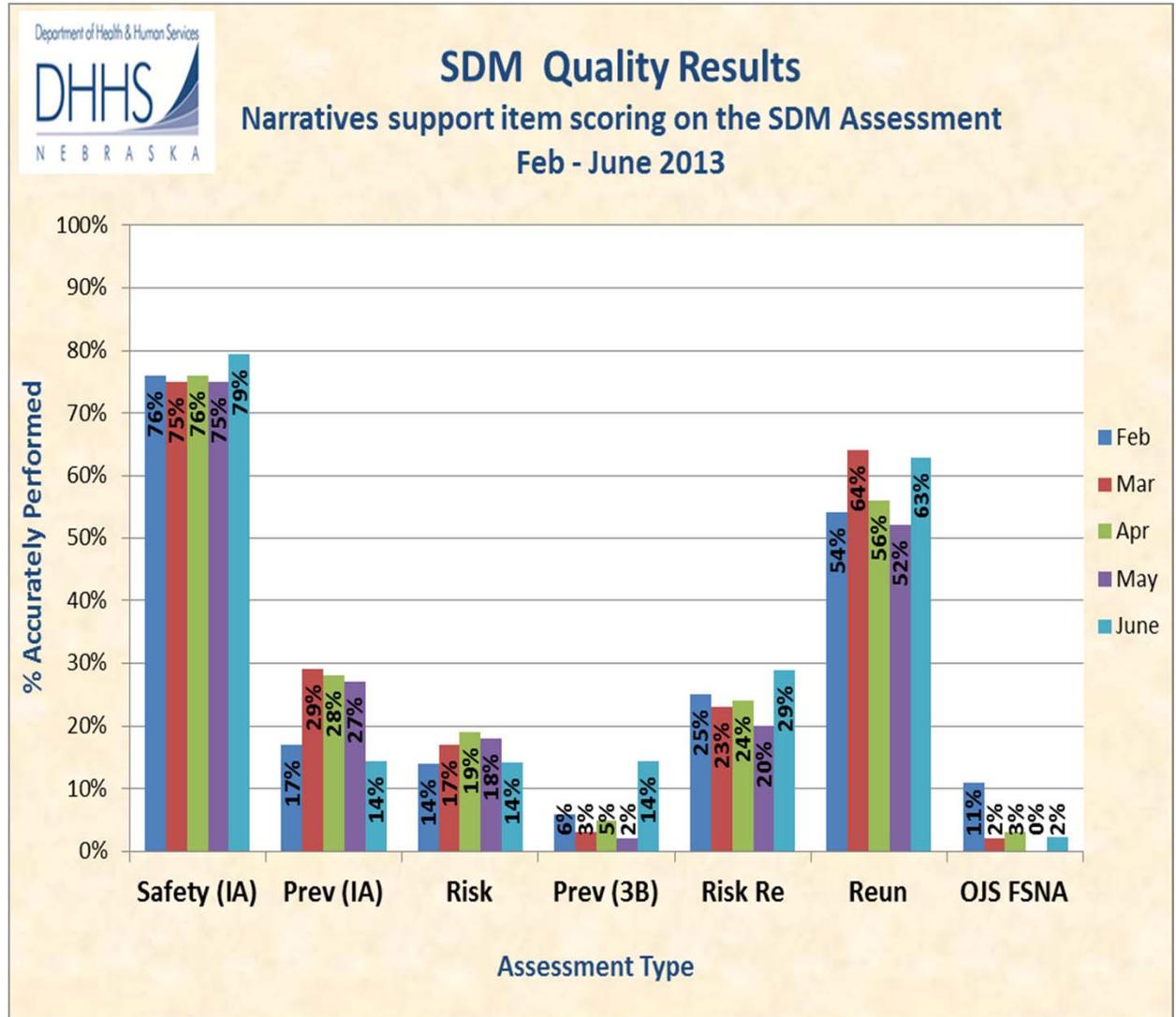
Barriers:

Action Items:

Local CQI Priority:
 * CSA, NSA, SESA, WSA

Data Review Frequency: Monthly

OUTCOME STATEMENT #3: Children Will Experience Stability and Permanency In Their Lives



CHAPTER 4: WORKFORCE STABILITY

OUTCOME STATEMENT: THE DIVISION OF CHILDREN AND FAMILY SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED AND SUPPORTED

Goal Statement: The number of employees who do their jobs with confidence and competency will increase and caseloads will align with CWLA standards

OUTCOME STATEMENT: The Division of CFS Workforce is Well-Qualified , Trained, Supervised and Supported.

Caseload Sizes for IA Workers

Strengths/Opportunities:

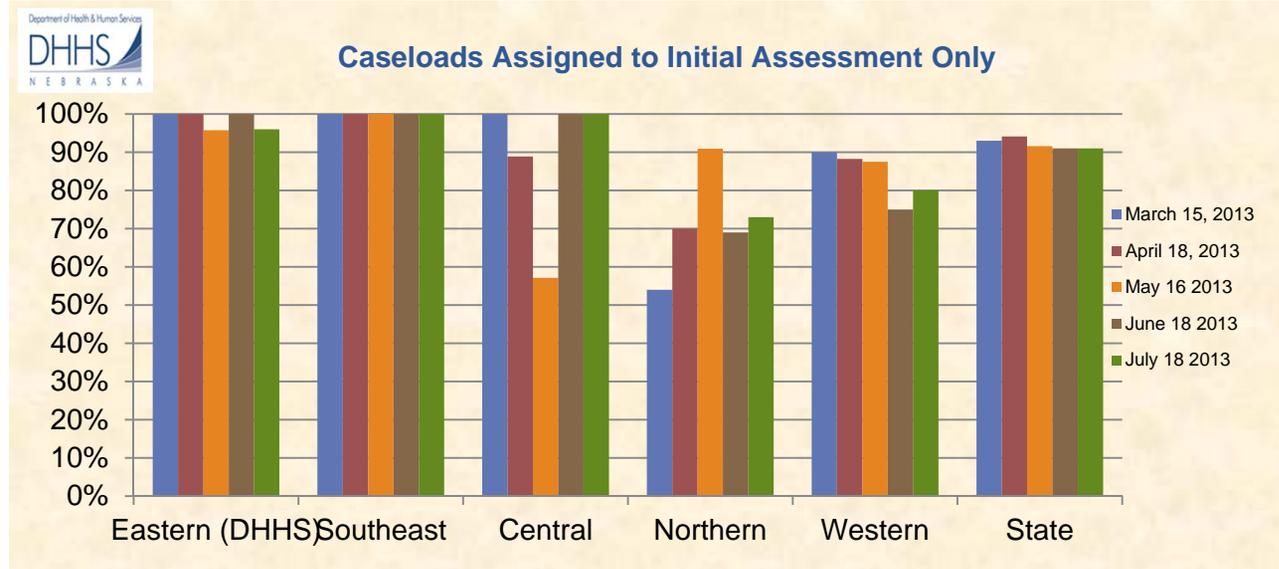
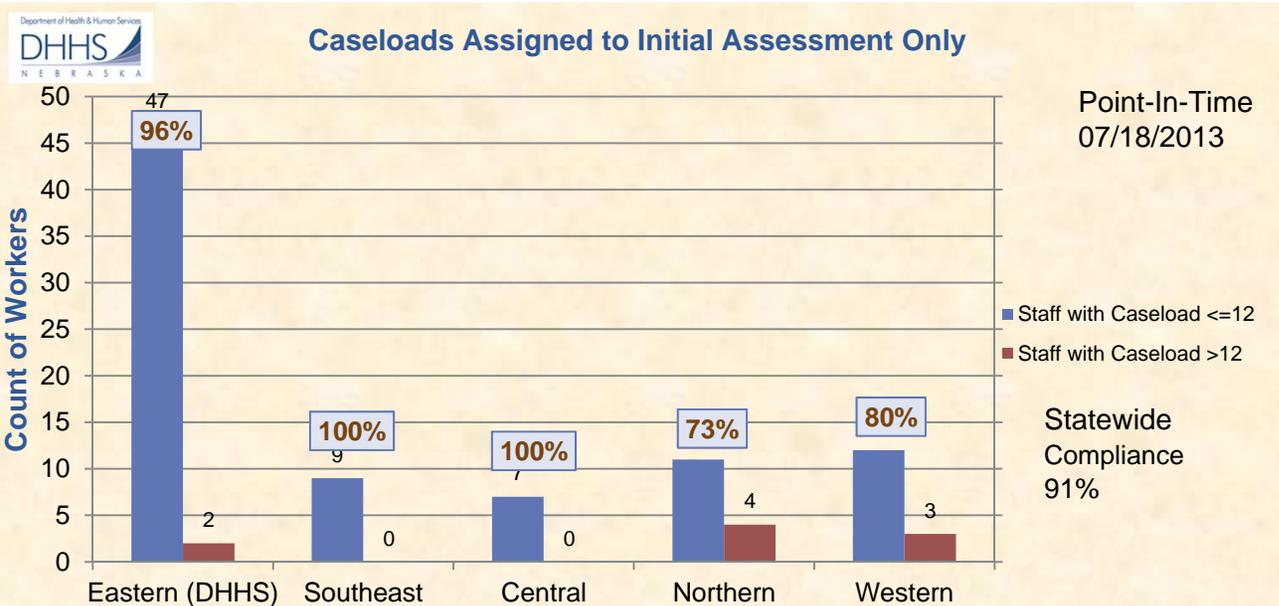
* Statewide compliance = 92%

This is directly tied to Priority Response Data!!!

Barriers:

Action Items:

Data Review Frequency: Monthly



OUTCOME STATEMENT: The Division of CFS Workforce is Well-Qualified , Trained, Supervised and Supported.

Caseload Sizes for IA & Ongoing

Strengths/Opportunities:

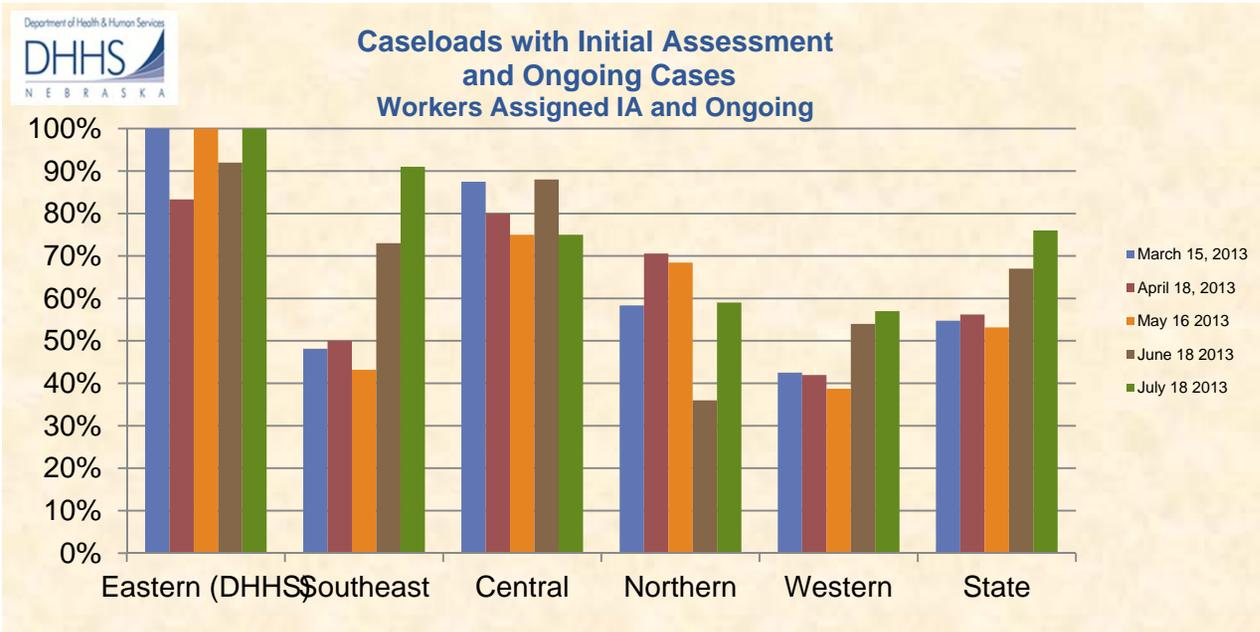
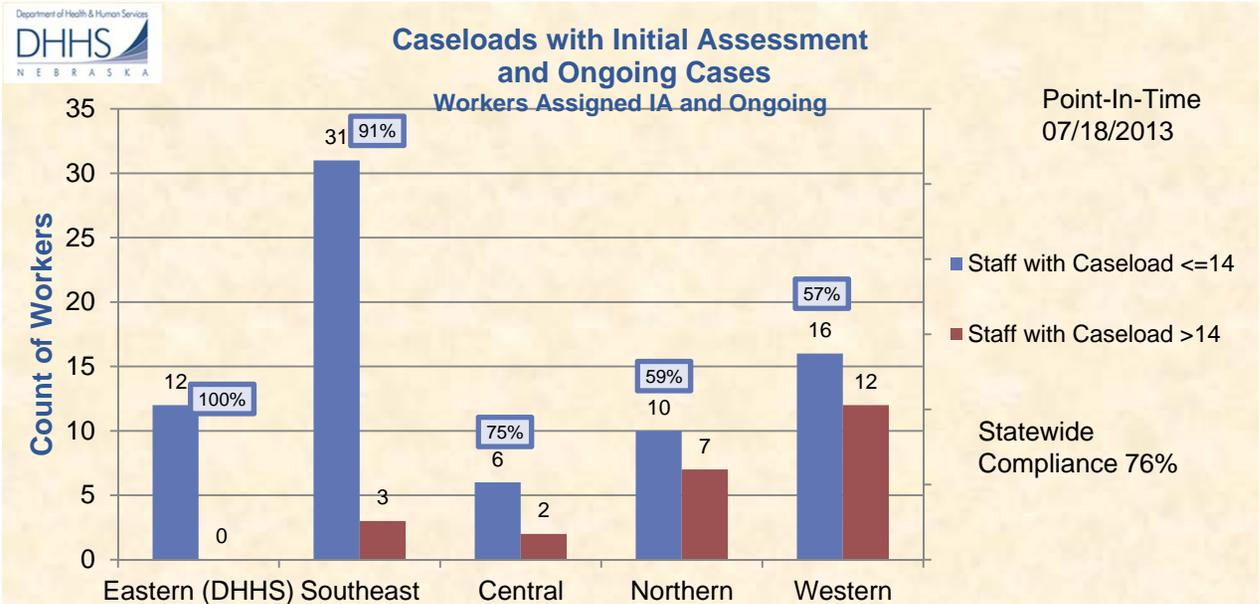
- Statewide Compliance = 67%

Barriers:

****An Error was discovered in the weighted algorithm for past reports. 6/18/2013 report contains this correction. The correction resulted in an increase in compliance for all Service Areas. SESA realized the most significant increase.

Action Items:

Data Review Frequency: Monthly



OUTCOME STATEMENT: The Division of CFS Workforce is Well-Qualified , Trained, Supervised and Supported.

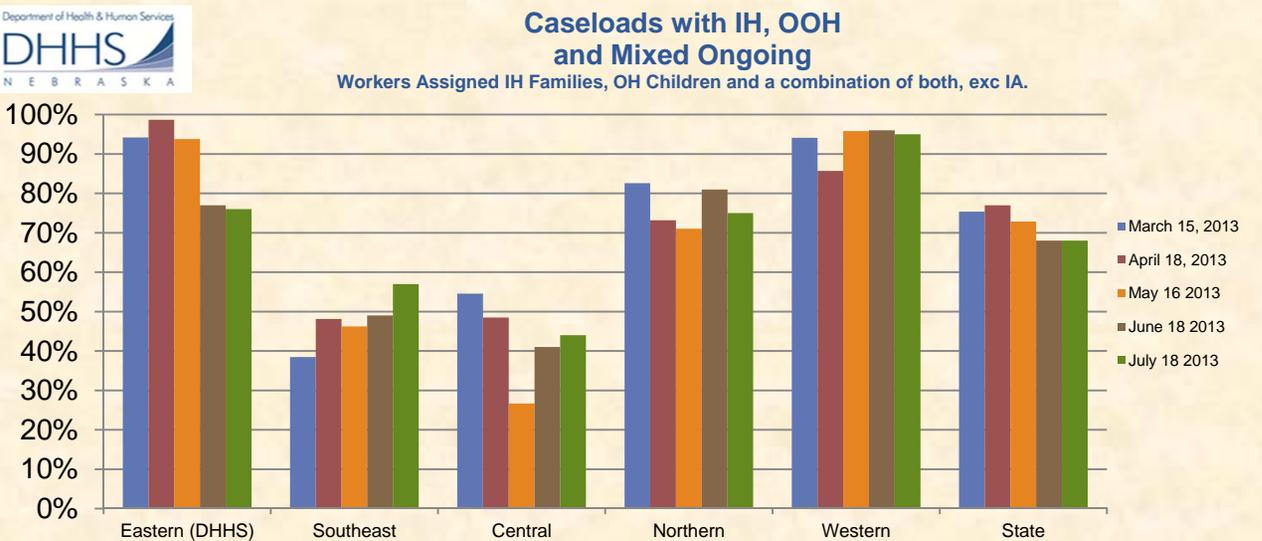
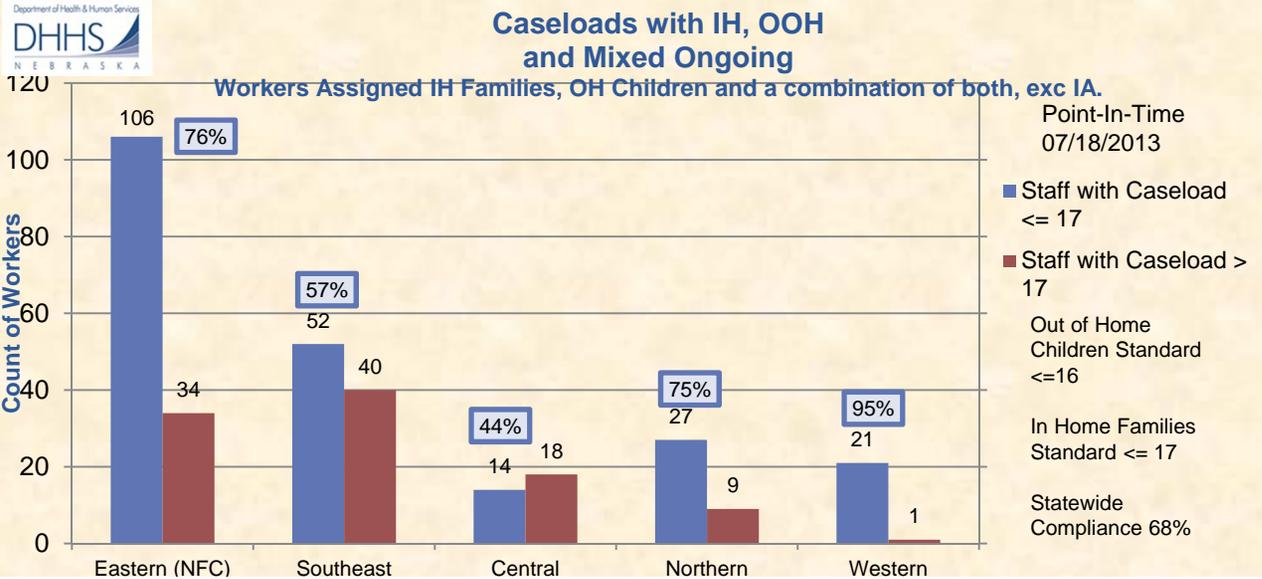
Caseload Sizes

Strengths/Opportunities:

* Statewide Compliance = 68%
 Notable changes;
 ESA decreased from 94% to 77%
 CSA increased from 27% to 41%

Barriers:

Action Items:



Data Review Frequency: Monthly

OUTCOME STATEMENT: The Division of CFS Workforce is Well-Qualified , Trained, Supervised and Supported.

Caseload Rates

Strengths/Opportunities:

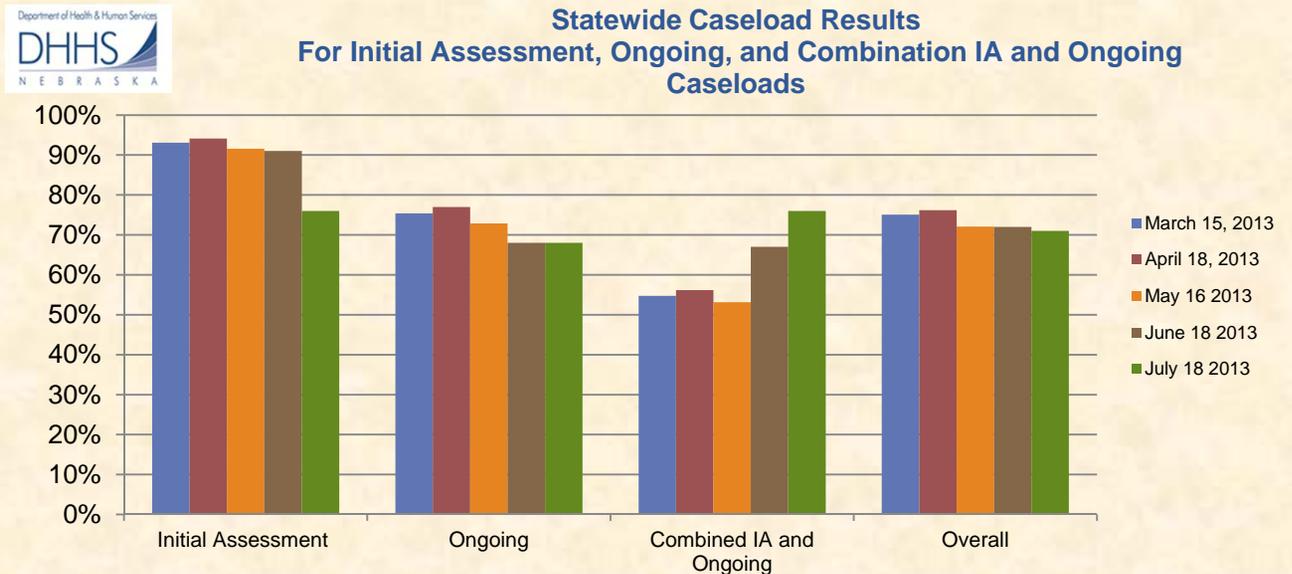
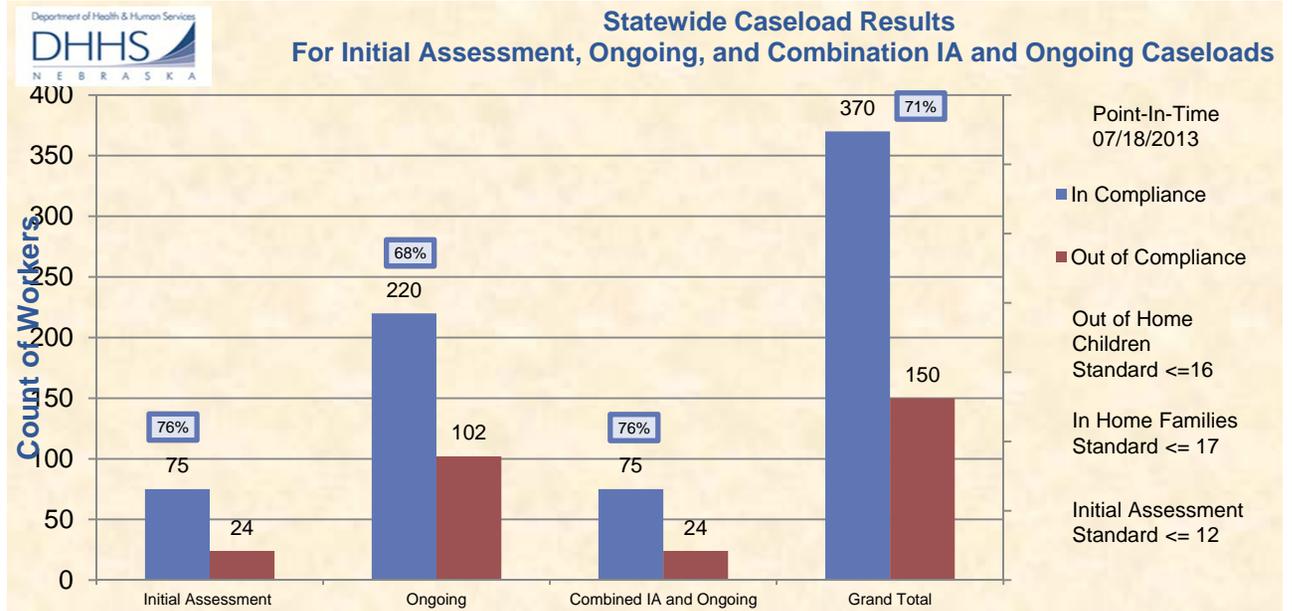
* Statewide Total Compliance=71%

Barriers:

The passage of LB-561 is likely to adversely affect our caseload rates.

Action Items:

Data Review Frequency: Monthly



CFS Staff Turnover

Strengths/Opportunities

:

Barriers:

Action Items:

OUTCOME STATEMENT: The Division of CFS Workforce is Well-Qualified , Trained, Supervised and Supported.

Protection and Safety Turnover Percent*									
Title	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	June 2013
CFS Spec Trainee	0.00%	2.60%	0.00%	4.26%	0.00%	0.00%	1.89%	1.89%	6.12%
CFS Specialist	1.41%	2.35%	1.73%	1.17%	1.81%	2.04%	1.26%	1.99%	2.21%
CFS Supervisors	0.00%	1.37%	0.00%	0.00%	0.00%	0.00%	1.32%	1.32%	2.74%
Turnover Percent June 2013									
Title	CSA PS	ESA PS	NSA PS	SESA PS	WSA PS				
CFS Spec Trainee	0.00%	0.00%	9.09%	5.26%	33.33%				
CFS Specialist	2.30%	1.04%	6.56%	0.70%	3.13%				
CFS Supervisors	0.00%	0.00%	0.00%	9.52%	0.00%				
Turnover Counts									
Title	CSA PS	ESA PS	NSA PS	SESA PS	WSA PS				
CFS Spec Trainee	0	0	1	1	1				
CFS Specialist	1	1	4	1	2				
CFS Supervisors	0	0	0	2	0				
Aggregate Counts									
Title	Total Employees	Term Employees	TurnOver						
CFS Spec Trainee	49	3	6.12%						
CFS Specialist	406.5	9	2.21%						
CFS Supervisors	73	2	2.74%						

*Note: Turnover rates are calculated using filled positions at the end of the month and includes only those employees who left state government during that month. It does not include employees who transferred from one program or Division to another within DHHS or from DHHS to another state agency. Turnover is as of the last day of posted month.

NFC Staff Turnover

Strengths/Opportunities:

Barriers:

Action Items:

OUTCOME STATEMENT: Nebraska Family Collaborative Workforce is Well-Qualified , Trained, Supervised and Supported.

NEBRASKA FAMILIES COLLABORATIVE TURNOVER PERCENT*									
Title	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
FPS Trainee	4.50 %	16.60 %	0%	0%	0%	66.60 %	0%	14.20 %	0%
FPS	2.94 %	2.02%	1.34%	4.92%	2.04%	4.22%	5.00%	2.15%	4.44%
FP Supervisor	0%	4.50%	4.76%	4.50%	0%	0%	0%	0%	0%

Aggregate Counts - June 2013			
Title	Total Employees	Term Employees	Turnover
FPS Trainee	6	0	0%
FPS	135	6	4.44%
FP Supervisor	24	0	0%

Data Review Frequency: Quarterly

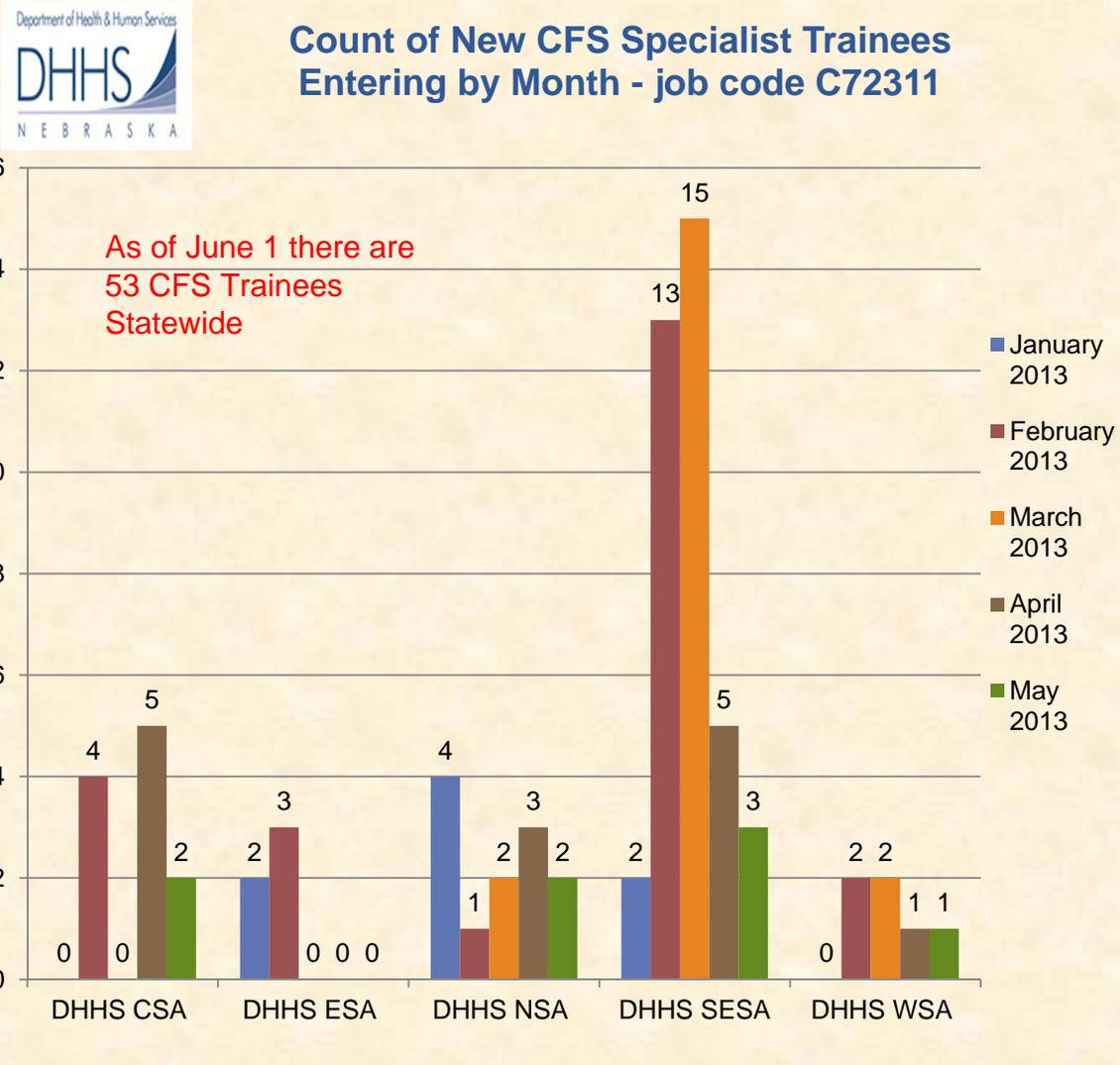
OUTCOME STATEMENT: The Division of CFS Workforce is Well-Qualified , Trained, Supervised and Supported.

New CFS Trainees by Month

Strengths/Opportunities:

Barriers:

Action Items:



Data Review Frequency: Quarterly

Date is effective as of last day of posted month

OUTCOME STATEMENT: The Division of CFS Workforce is Well-Qualified , Trained, Supervised and Supported.

Vacancies are allocated positions not filled, excluding frozen positions

CFS Staff Vacancy Rate

Strengths/Opportunities:

Date is effective as of first day of posted month

Barriers:

Action Items:

Location	May-13			Jun-13			Jul-13		
	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area*	5	56	8.9%	3	57	5.3%	4	58	6.9%
Eastern Service Area*	7	108	6.5%	4	109	3.7%	4	108	3.7%
Northern Service Area*	11	83	13.3%	8	83	9.6%	10	83	12.0%
Southeast Service Area*	10	169	5.9%	10	162	6.2%	3	165	1.8%
Western Service Area*	1	70	1.4%	3	70	4.3%	5	71	7.0%
Total	34	486	7.0%	28	481	5.8%	26	485	5.4%

May 2013 as of 05/01/2013			June 2013 as of 06/03/2013			July 2013 as of 07/01/2013			
Location	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
YRTC Geneva	2	10	20.0%	2	10	20.0%	1	10	10.0%
YRTC Kearney	0	14	0.0%	0	14	0.0%	1	14	7.1%
Total	2	24	8.3%	2	24	8.3%	2	24	8.3%

May 2013 as of 05/01/2013			June 2013 as of 06/03/2013			July 2013 as of 07/01/2013			
Location	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
YRTC Geneva	5	30	16.7%	4	30	13.3%	2	30	6.7%
YRTC Kearney	4	50	8.0%	8	51	15.7%	9	51	17.6%
Total	9	80	11.3%	12	81	14.8%	11	81	13.6%

Data Review Frequency: Quarterly

ADULT PROTECTIVE SERVICES (APS)

APS Quality Measures

Strengths/Opportunities:

Barriers:

Action Items:

Adult Protective Services QA Review Plan

Review Begin Date: July 1st, 2013

Review Tool: APS Investigation Summary QA Review Tool & Guide

Frequency of Review: Monthly Reviews

Of cases to be reviewed: Approximately 100-150 cases statewide each month. A percentage of all QA reviews completed by the primary reviewers will also be reviewed by a second level reviewer to ensure reviewer reliability and consistency.

Review Details:

Reviews will occur in the Southeast Service Area Lincoln Office where the Primary QA reviewers are located. The Reviewers will rely on information in N-Focus for their reviews, primarily documentation located in the Investigation Summary for APS investigations.

Review Results (Feedback IMFC Supervisors and Workers)

Completed Review tools will be made available to APS Supervisors and Workers.

Review Results (Monthly Report)

- * The QA Review Lead will complete a report with information from the reviews. *First review results will be available on August 15th, 2013.*
- * QA Review Results will be discussed during the APS Systems Team Conference Calls.
- * QA Review Results will be utilized by the local CQI teams and Statewide CQI team to develop strategies for improvement.

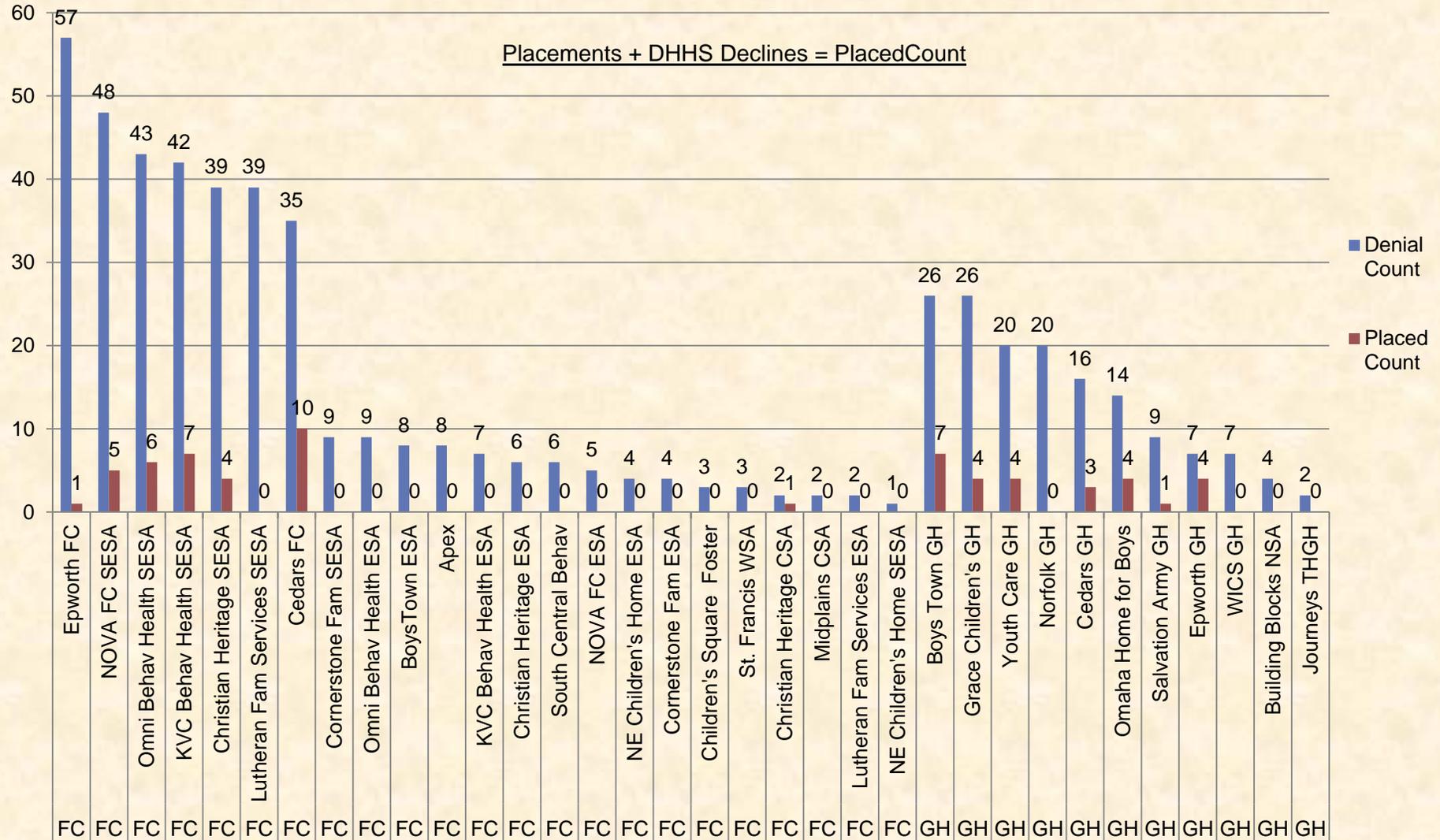
Data Review Frequency: Monthly

PLACEMENT DENIALS AND DISRUPTIONS

Southeast Service Area June 2013

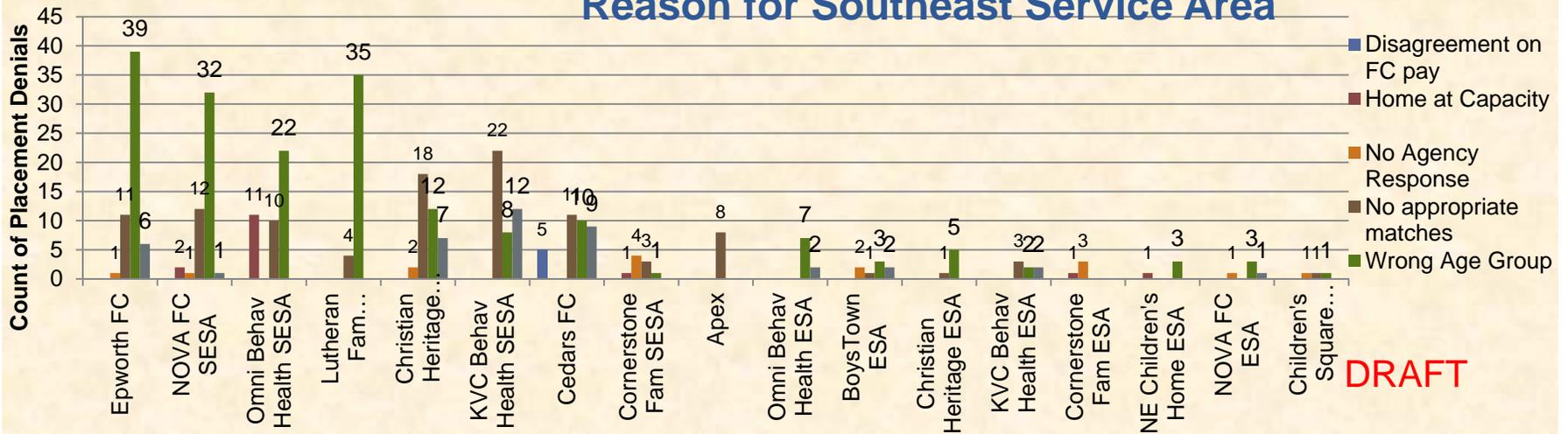


June 2013, Number of Placement Denials per Agency and Percent of Referrals Accepted SESA





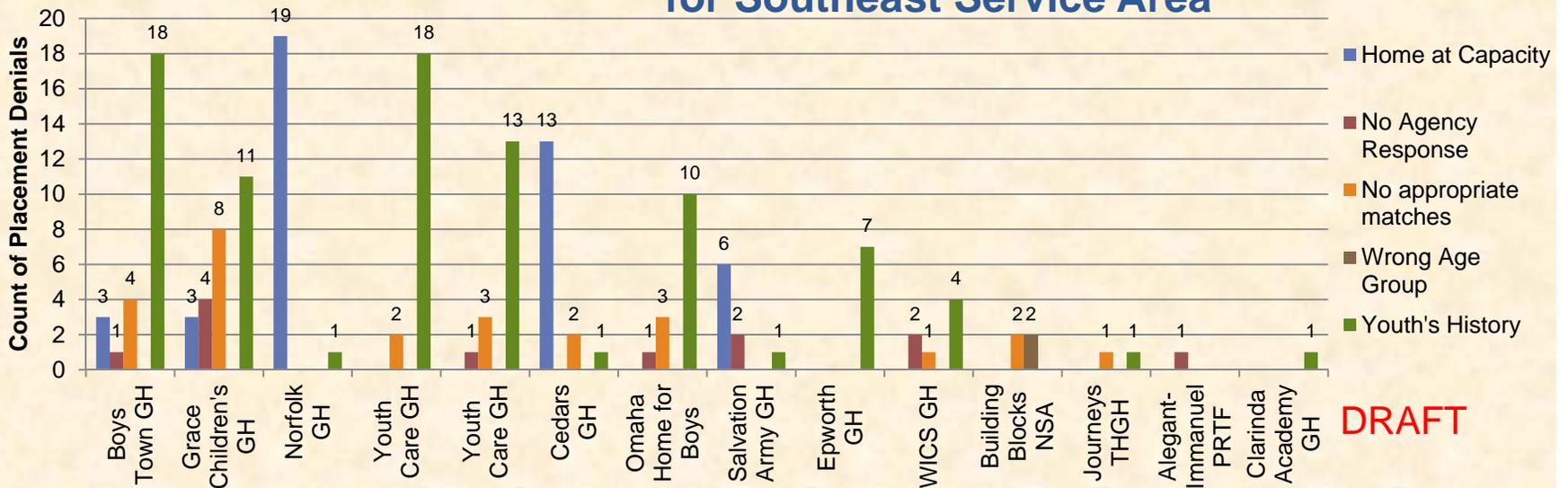
June 2013 Placement Denials for Foster Care Agencies and Reason for Southeast Service Area



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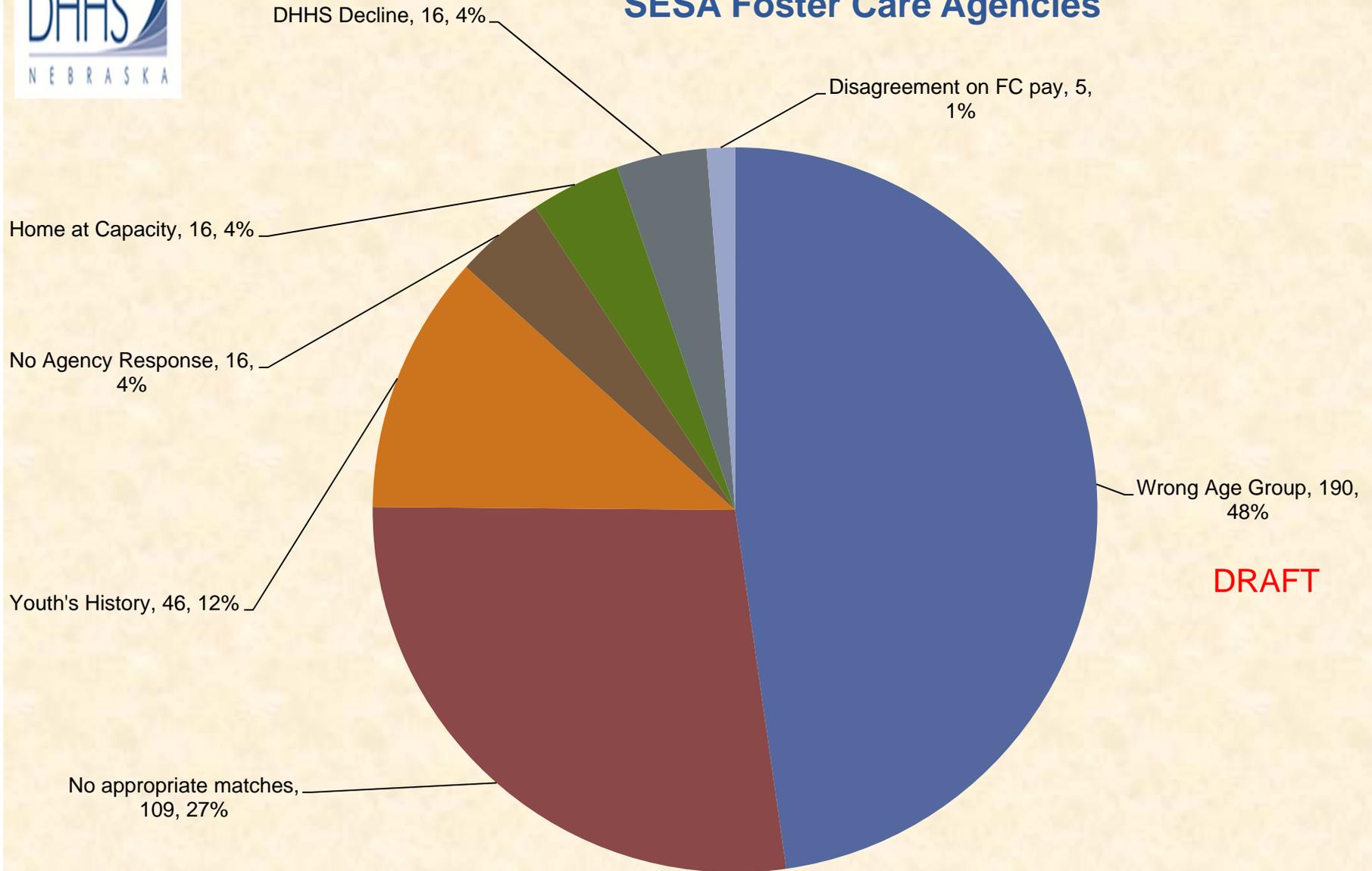
June 2013 Placement Denials for Group Homes and Reason for Southeast Service Area



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June 2013, Placement Denial Reasons for SESA Foster Care Agencies

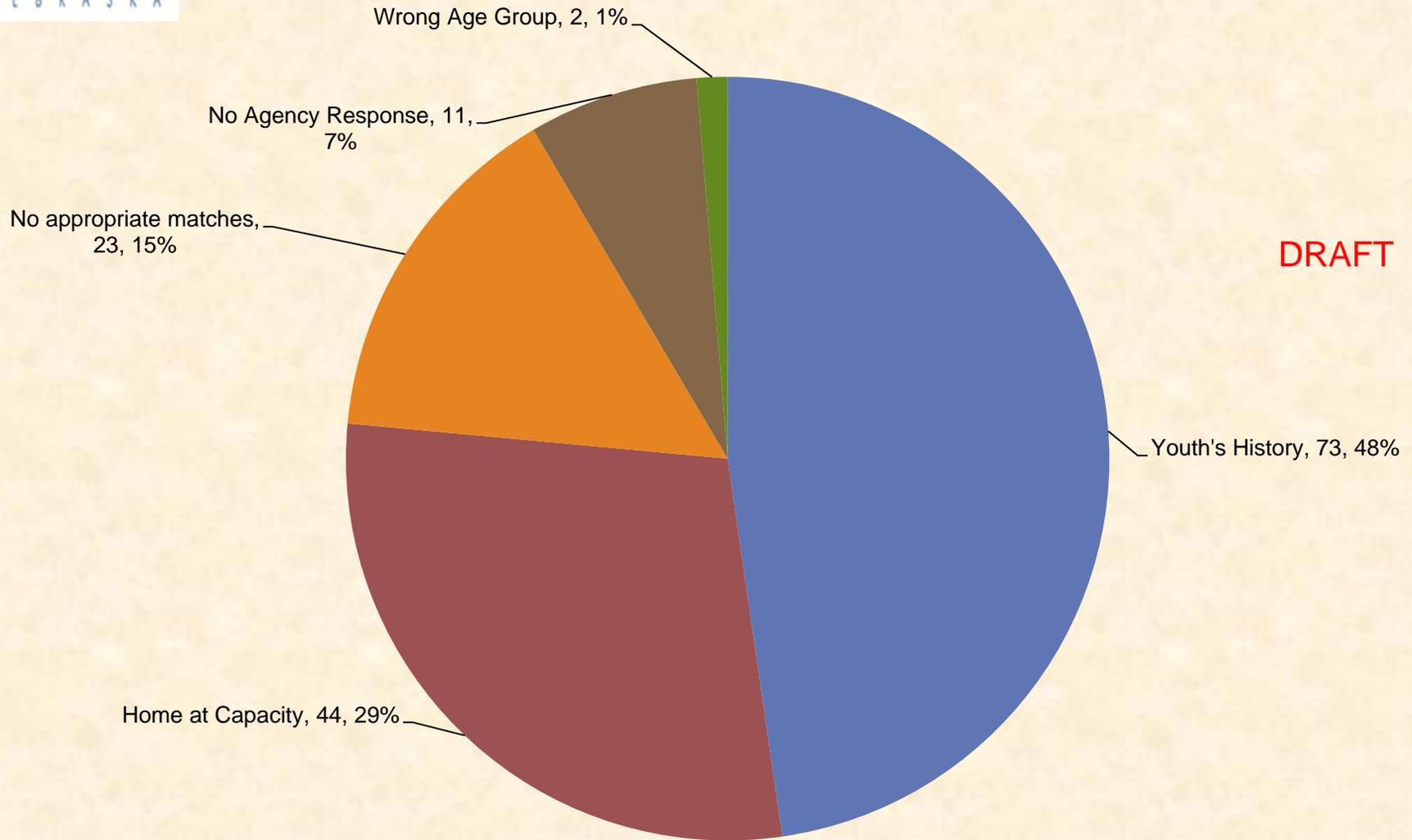


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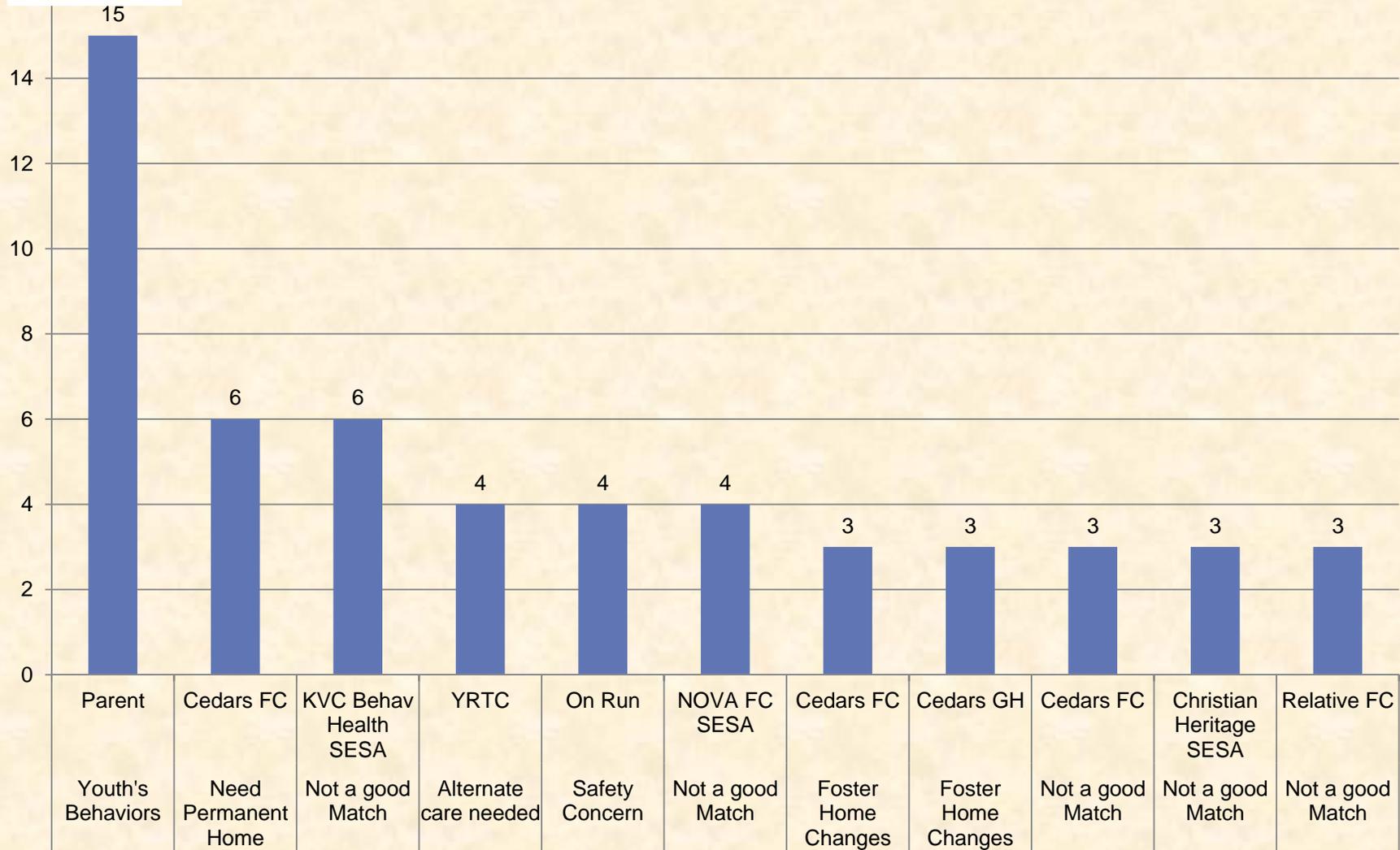
June 2013, Placement Denial Reasons for SESA Group Homes

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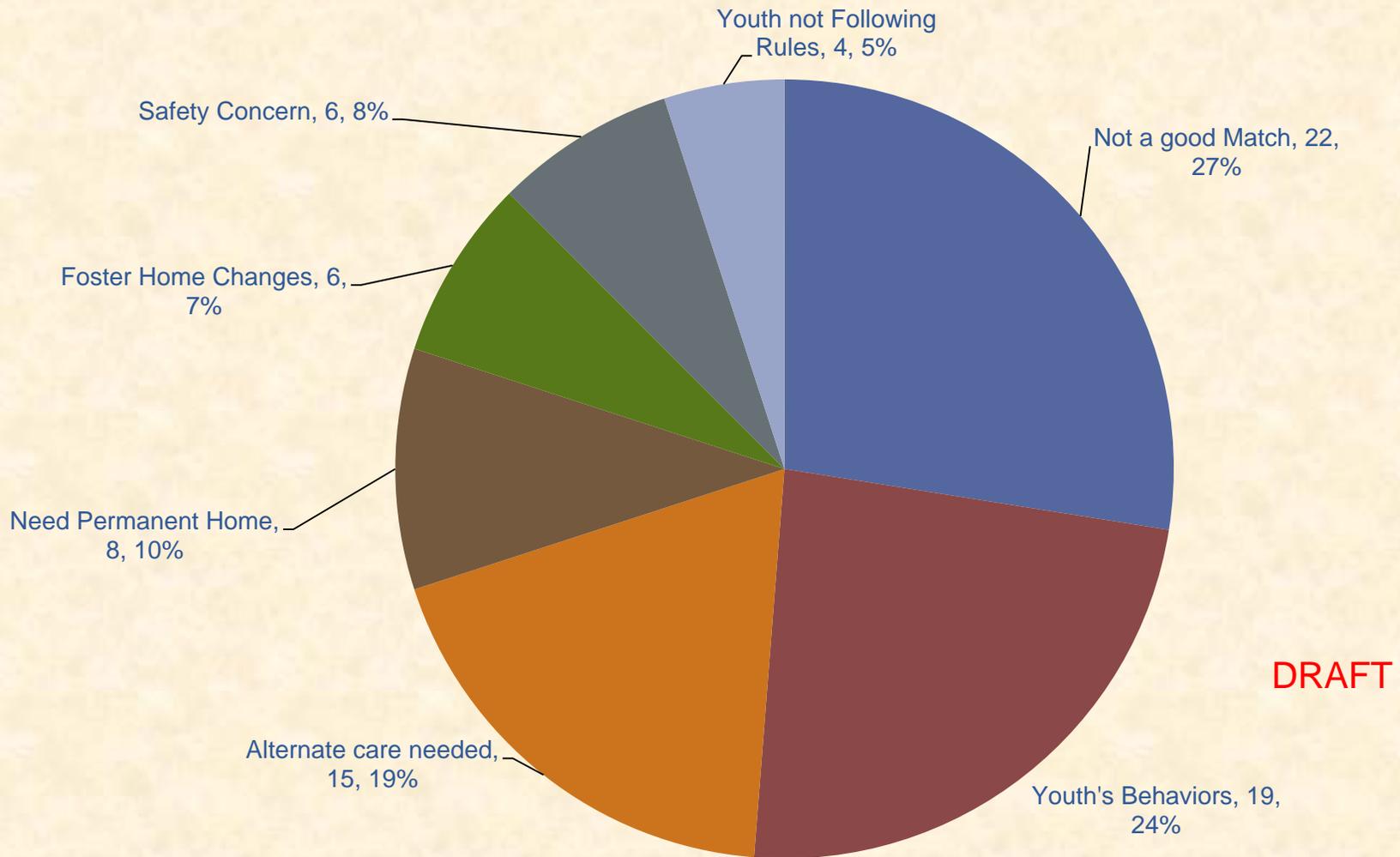


June 2013 Placement Disruptions by Placement and Reason Southeast Service Area - > 2 Instances





June 2013. Placement Disruption by Reason for Southeast Service Area



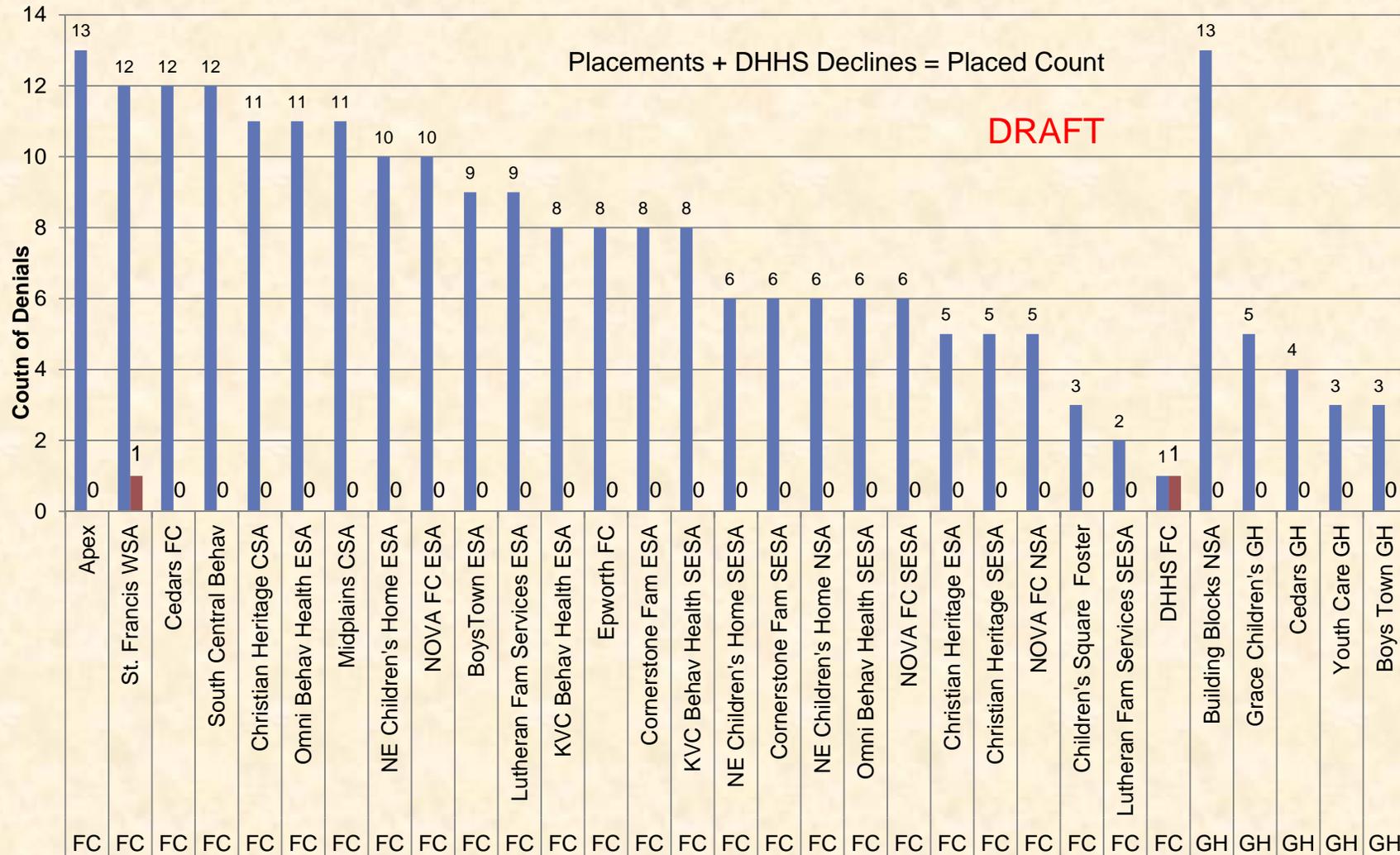
PLACEMENT DENIALS AND DISRUPTIONS

Western Service Area June 2013

This data is incomplete due to this being the first month of gathering this data.

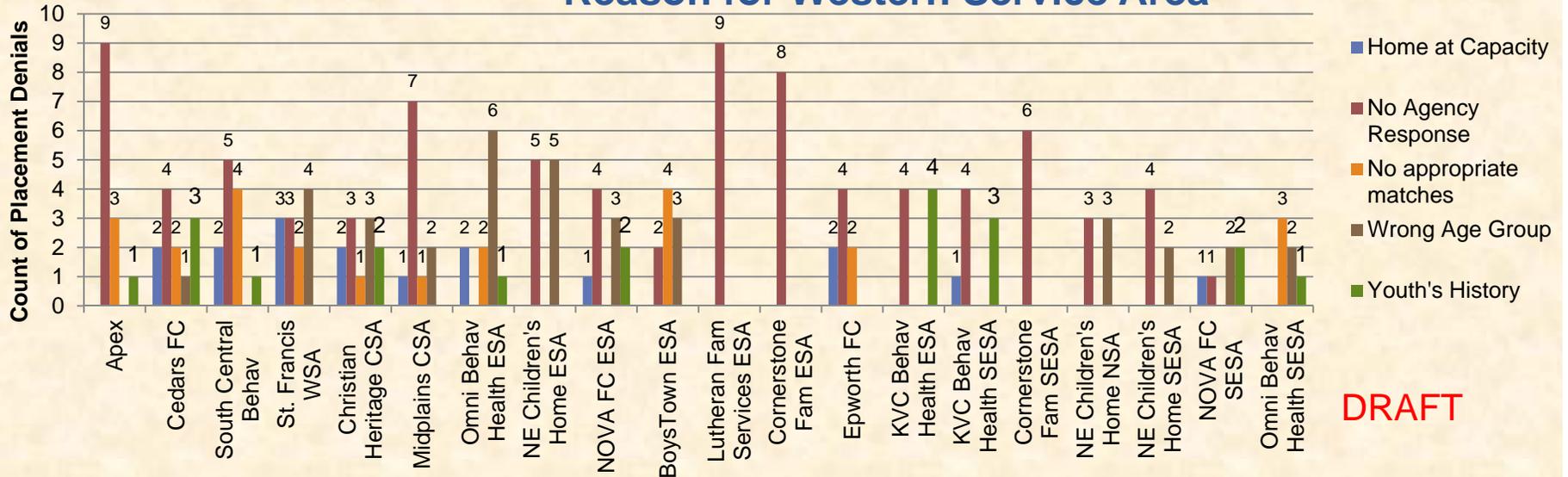


June 2013, Number of Placement Denials per Agency and Percent of Referrals Accepted - WSA





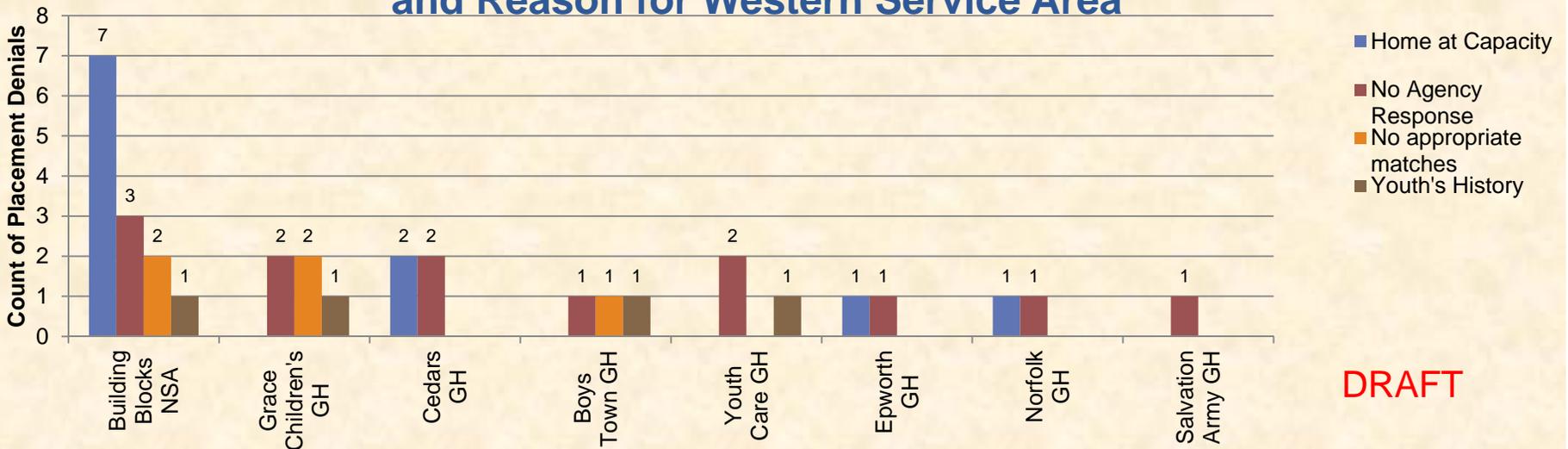
June 2013 Placement Denials for Foster Care Agencies and Reason for Western Service Area



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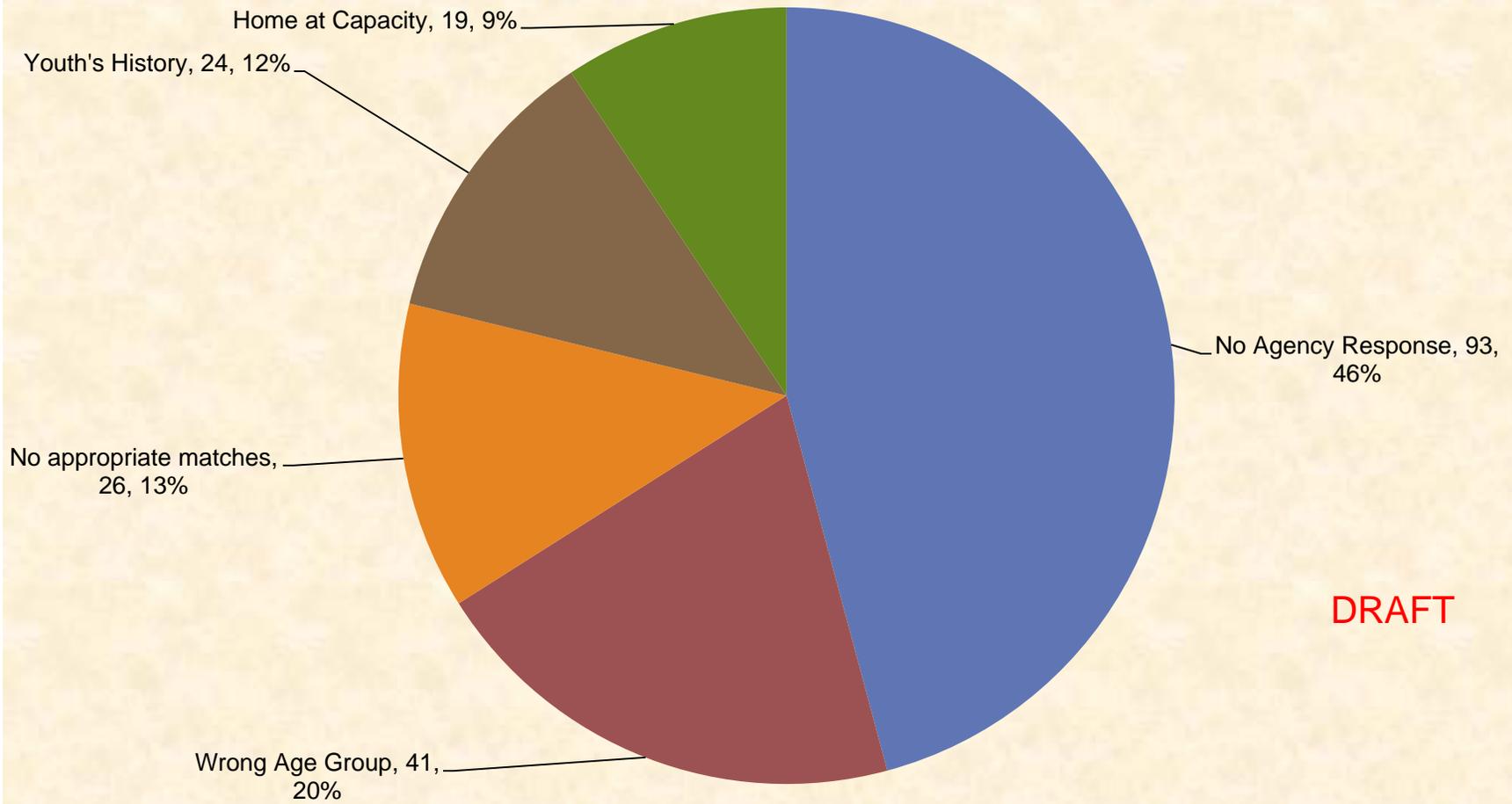
June 2013 Placement Denials for Group Homes and Reason for Western Service Area



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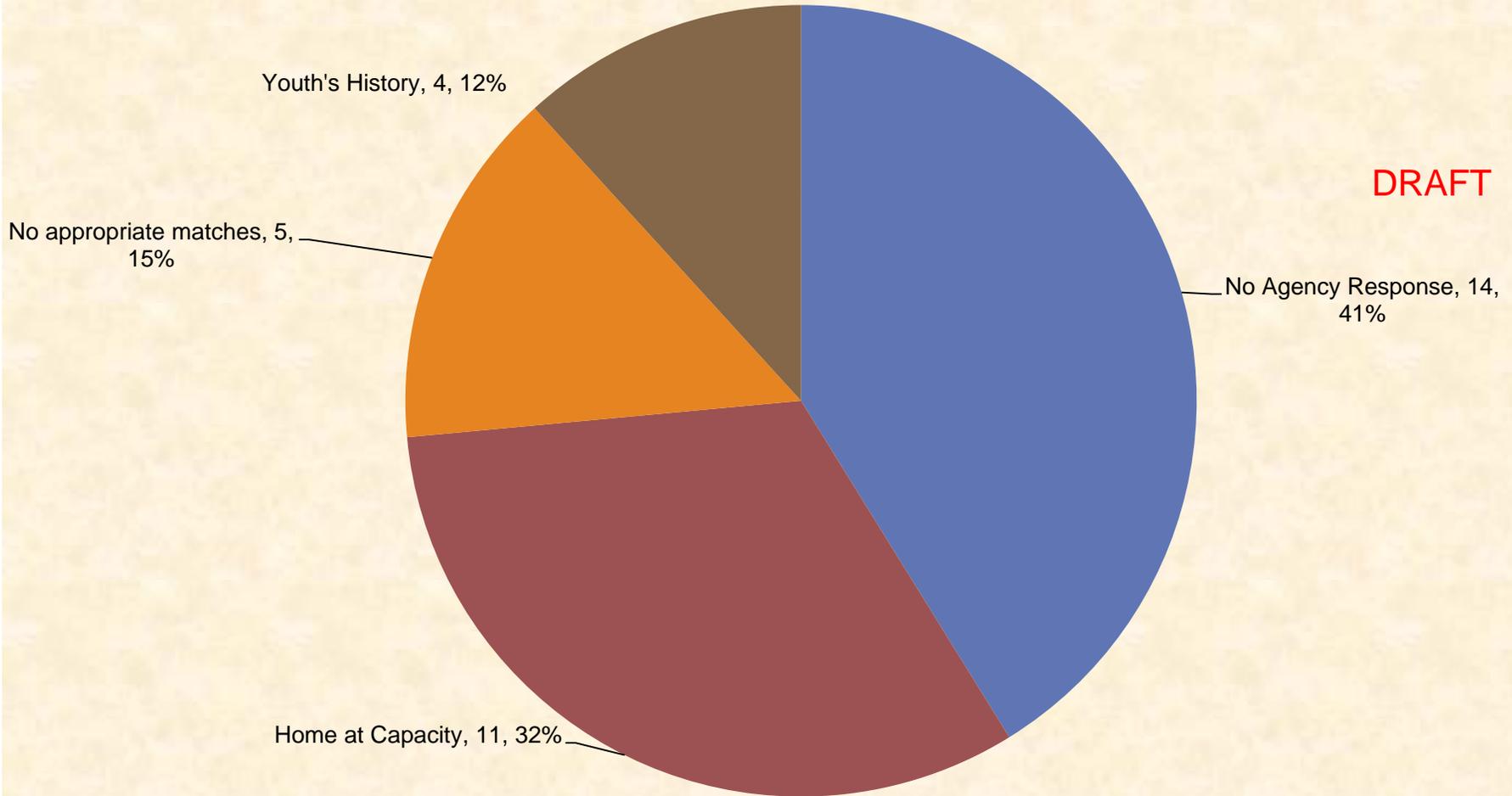
June 2013, Placement Denial Reasons for WSA Foster Care Agencies





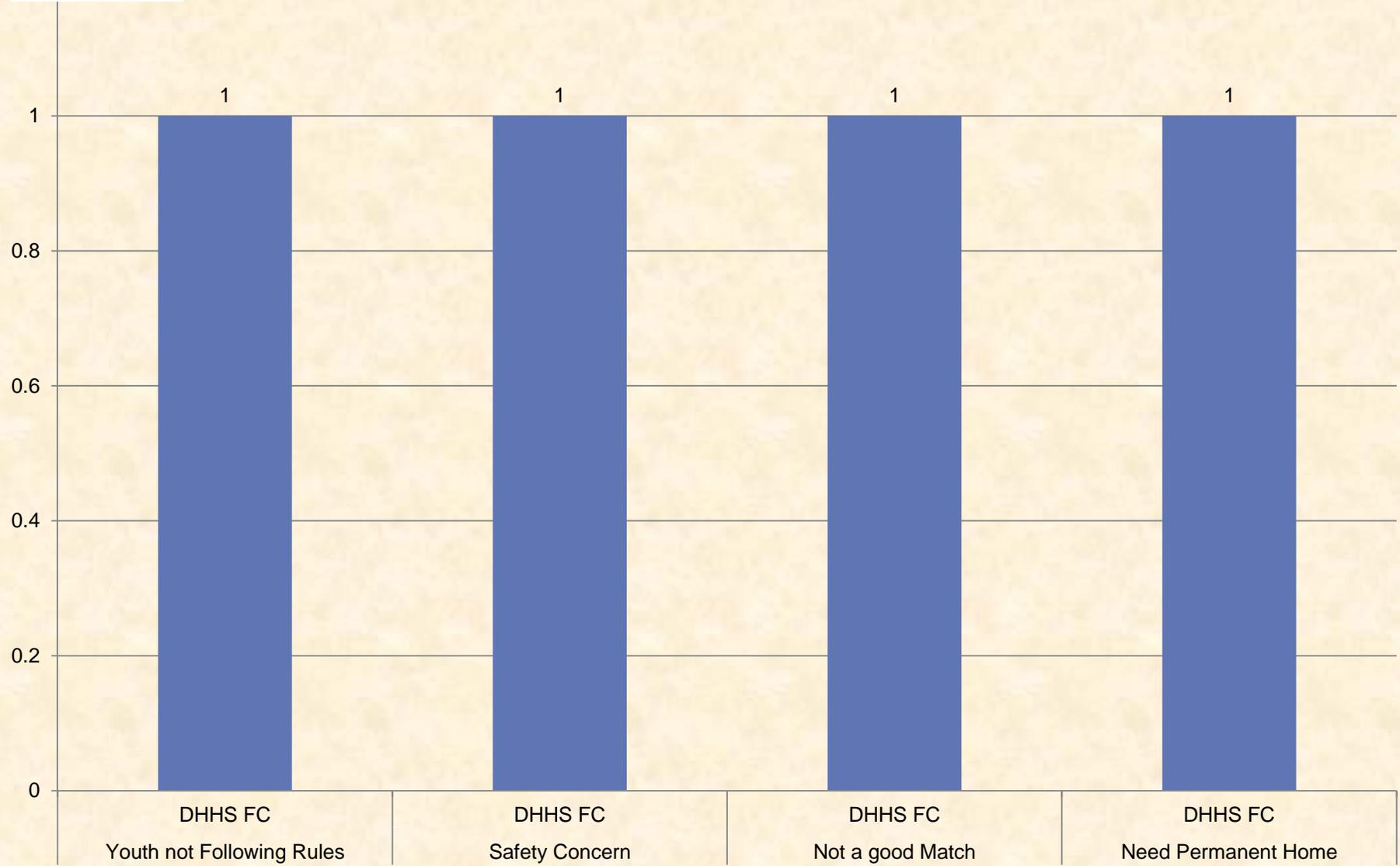
June 2013, Placement Denial Reasons for Group Homes

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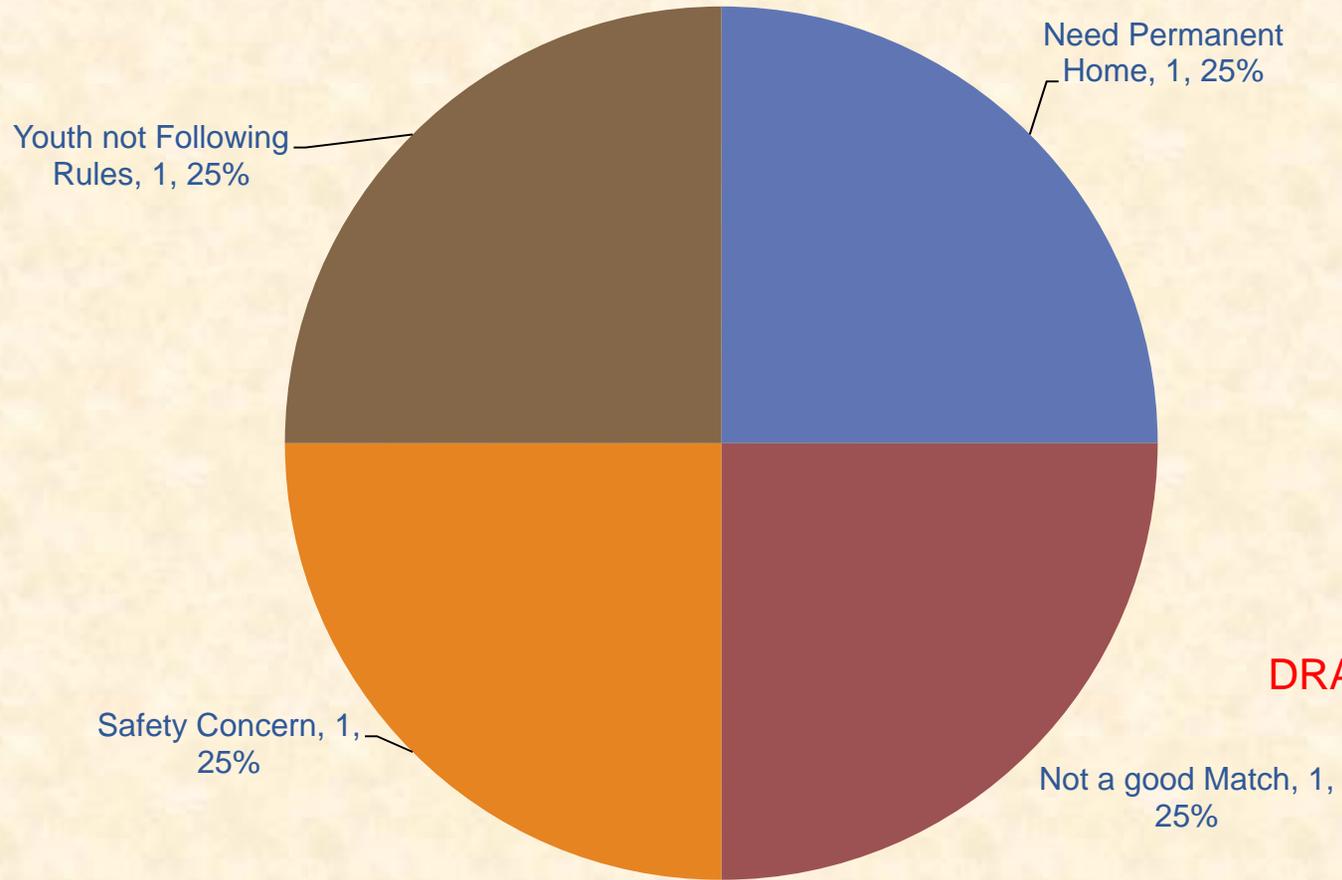


June 2013 Placement Disruptions by Placement and Reason Western Service Area





June Placement Disruption Reasons for Western Service Area



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