NEBRASKA CONTINUOUS QUALITY IMPROVEMENT (CQI)

Child Protection & Safety

Our Vision: Children are safe and healthy and have strong, permanent connections to their families.

Our Commitments:

1. Children are our #1 priority
2. We respect and value parents and families
3. We value partnerships
4. We are child welfare professionals

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Nebraska Federal Indicators Matrix
Round 2 Indicators (COMPASS)
June 2016

DHHS NEBRASKA	Absence of Maltreatment Recurrence	Absence of Maltreatment in Foster Care	Timeliness and Permanency of Reunification	Timeliness of Adoption	Permanency for Children in Foster Care	Placement Stability
Federal Target:	94.60%	99.68%	122.6	106.4	121.7	101.5
Eastern	97.30%	99.89%	124.4	141.2	156.4	108.2
Southeast	98.14%	100.00%	122.2	172.2	139.7	110.7
Central	98.51%	99.85%	119.0	162.2	183.4	118.3
Northern	98.85%	99.88%	143.3	141.4	139.2	118.1
Western	97.03%	100.00%	136.4	181.7	183.1	120.1
State	97.68%	99.89%	125.5	151.7	154.6	111.4

= Passing the Federal

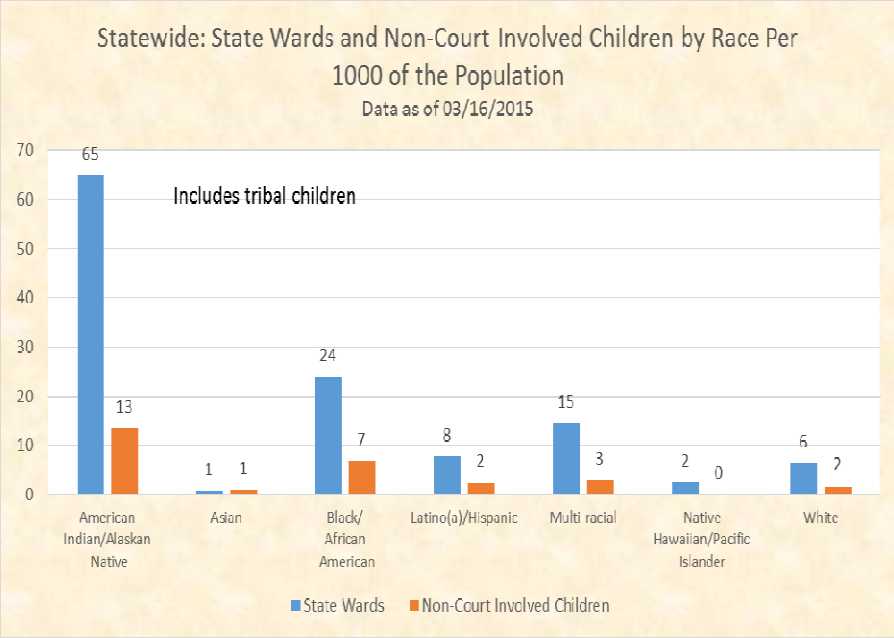
= Not Passing the Federal Indicator

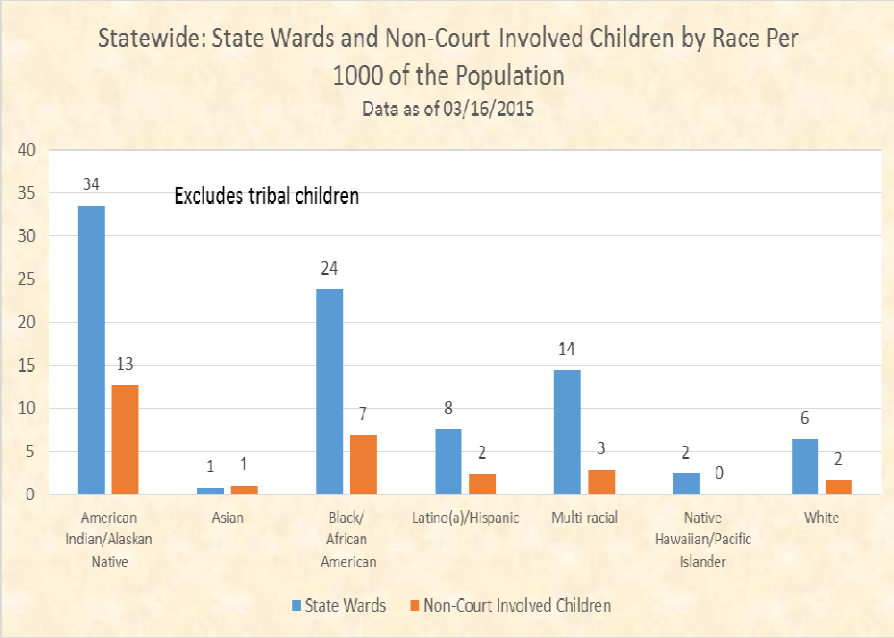
Note: Youth throughout the state who are placed in YRTC are reflected in the Federal Measures for the Central and Southeast Service Areas due to the YRTC's being located in Kearney and Geneva.

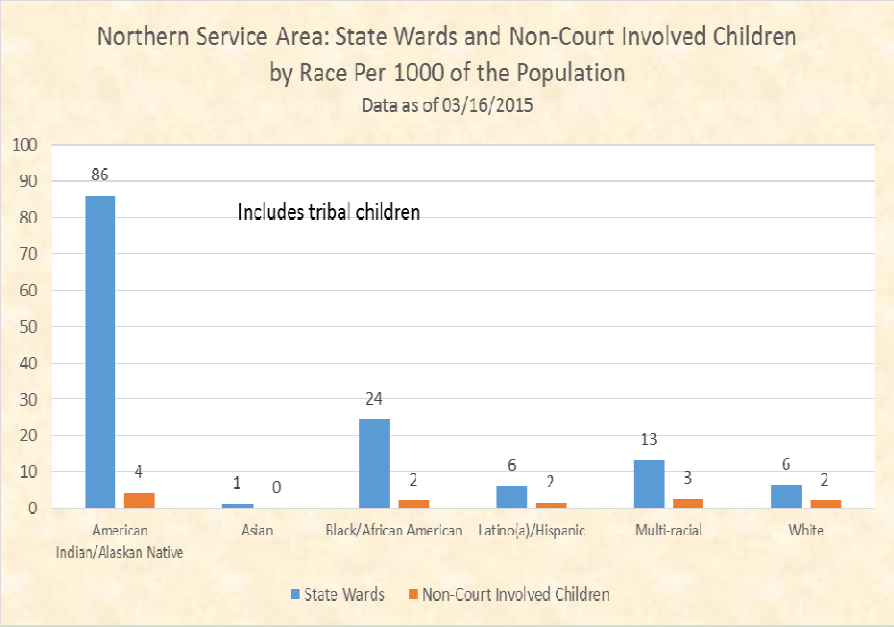
Nebraska Federal Indicators Matrix
Round 3 Indicators
June 2016

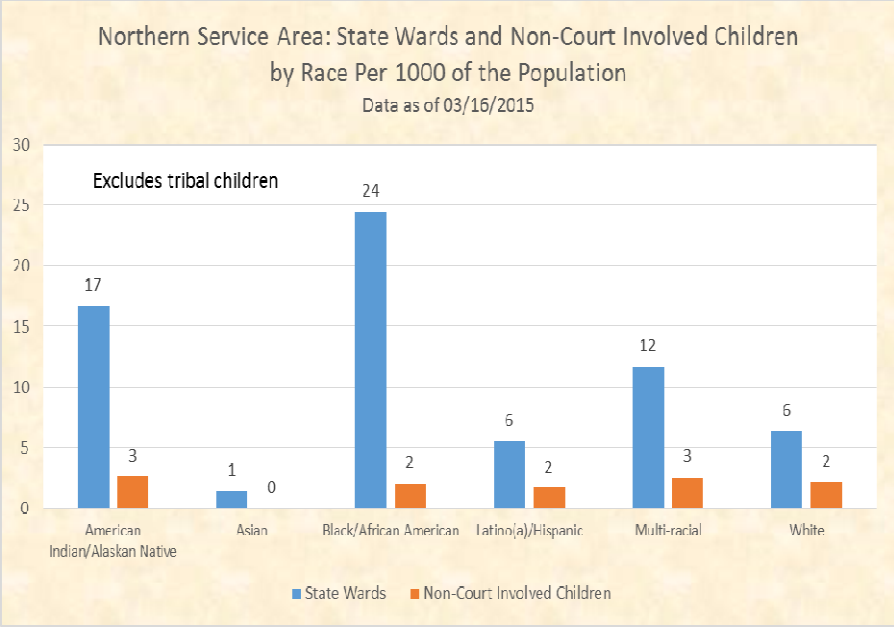
DHHS NEBRASKA	Recurrence of Maltreatment	Maltreatment in Care	Youth Entering Care Achieving Permanency in 12 Months	Re-Entry within 12 Months of Discharge	Youth in Care 12-23 Months Achieving Permanency in 12 Months	Youth in Care 24+ Months Achieving Permanency in 12 Months	Placement Stability
Target:	≤ 7.9%	≤ 7.00	≥ 43.8%	≤ 8.3%	≥ 46.2%	≥ 36.3%	≤ 4.12
Eastern	7.0%	4.03	39.7%	4.2%	46.2%	40.2%	3.24
Southeast	7.3%	1.53	41.6%	4.7%	66.3%	46.1%	3.13
Central	9.5%	4.09	34.1%	7.8%	57.9%	68.3%	2.77
Northern	6.1%	1.07	47.7%	7.5%	58.9%	32.9%	1.97
Western	8.0%	0.81	43.7%	10.7%	61.7%	66.7%	2.38
State	7.3%	2.84	41.5%	5.8%	54.1%	44.3%	2.98

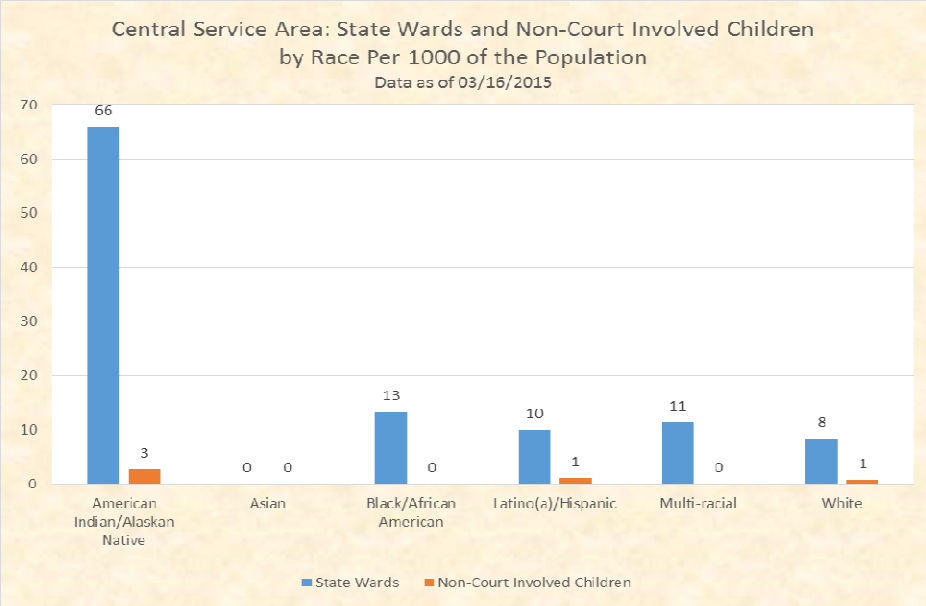
= Passing
= Not Passing

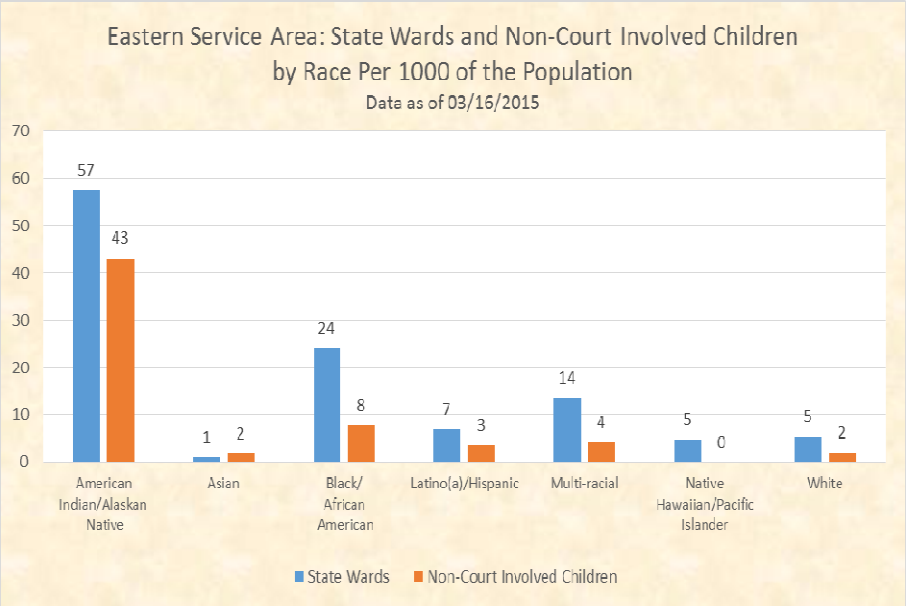

Statewide: State Wards and Non-Court Involved Children by Race Per 1000 of the Population
Data as of 03/16/2015
Includes tribal children
70
60
50
40
30
20
10
0
65
13
1
1
24
7
8
2
15
3
2
0
6
2
American Indian/Alaskan Native
Asian
Black/ African American
Latino(a)/Hispanic
Multi racial
Native Hawaiian/Pacific Islander
White
State Wards
Non-Court Involved Children

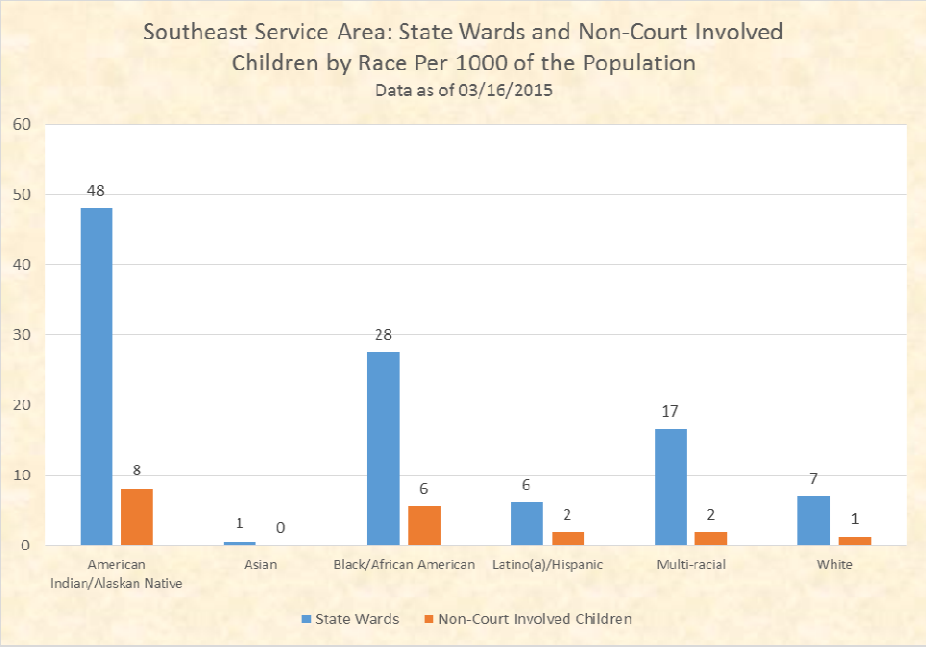

Statewide: State Wards and Non-Court Involved Children by Race Per 1000 of the Population
Data as of 03/16/2015
Excludes tribal children
40
35
30
25
20
15
10
5
0
34
13
1
1
24
7
8
2
14
3
2
0
6
2
American Indian/Alaskan Native
Asian
Black/ African American
Latino(a)/Hispanic
Multi racial
Native Hawaiian/Pacific Islander
White
State Wards
Non-Court Involved Children

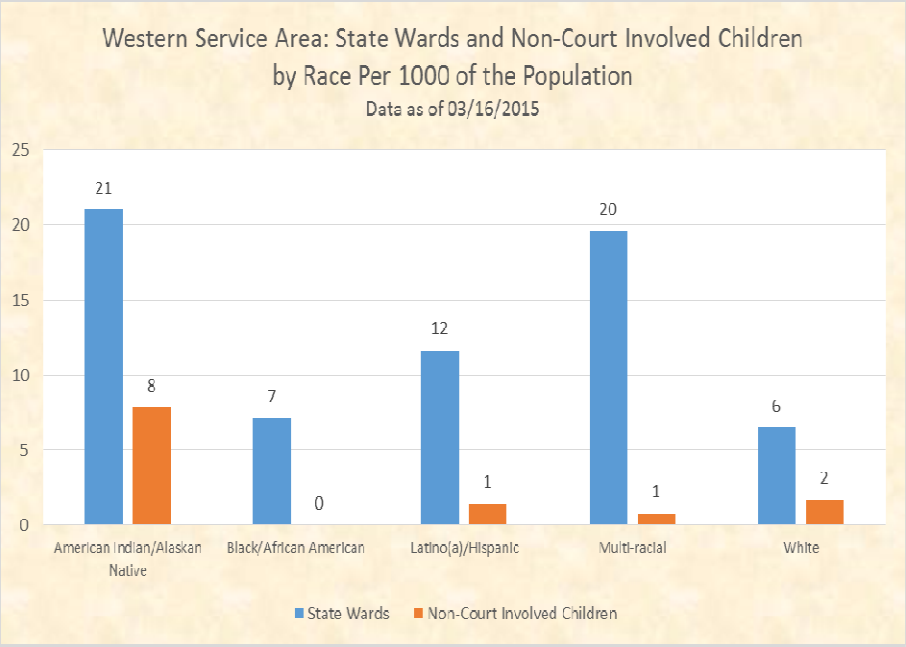

Northern Service Area: State Wards and Non-Court Involved Children by Race Per 1000 of the Population
Data as of 03/16/2015
Includes tribal children
100
90
80
70
60
50
40
30
20
10
0
86
4
1
0
24
2
6
2
13
3
6
2
American Indian/Alaskan Native
Asian
Black/African American
Latino(a)/Hispanic
Multi-racial
White
State Wards
Non-Court Involved Children


Northern Service Area: State Wards and Non-Court Involved Children by Race Per 1000 of the Population
Data as of 03/16/2015
Excludes tribal children
30
25
20
15
10
5
0
17
3
1
0
24
2
6
2
12
3
6
2
American Indian/Alaskan Native
Asian
Black/African American
Latino(a)/Hispanic
Multi-racial
White
State Wards
Non-Court Involved Children


Central Service Area: State Wards and Non-Court Involved Children by Race Per 1000 of the Population
Data as of 03/16/2015
70
60
50
40
30
20
10
0
66
3
0
0
13
0
10
1
11
0
8
1
American Indian/Alaskan Native
Asian
Black/African American
Latino(a)/Hispanic
Multi-racial
White
State Wards
Non-Court Involved Children


Eastern Service Area: State Wards and Non-Court Involved Children by Race Per 1000 of the Population
Data as of 03/16/2015
70
60
50
40
30
20
10
0
57
43
1
2
24
8
7
3
14
4
5
0
5
2
American Indian/Alaskan Native
Asian
Black/ African American
Latino(a)/Hispanic
Multi-racial
Native Hawaiian/Pacific Islander
White
State Wards
Non-Court Involved Children


Southeast Service Area: State Wards and Non-Court Involved Children by Race Per 1000 of the Population
Data as of 03/16/2015
60
50
40
30
20
10
0
48
8
1
0
28
6
6
2
17
2
7
1
American Indian/Alaskan Native
Asian
Black/African American
Latino(a)/Hispanic
Multi-racial
White
State Wards
Non-Court Involved Children


Western Service Area: State Wards and Non-Court Involved Children by Race Per 1000 of the Population
Data as of 03/16/2015
25
20
15
10
5
0
21
8
7
0
12
1
20
1
6
2
American Indian/Alaskan Native
Black/African American
Latino(a)/Hispanic
Multi-racial
White
State Wards
Non-Court Involved Children

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CHAPTER 1: PREVENTION AND EARLY INTERVENTION

OUTCOME STATEMENT: CHILDREN AND FAMILY WILL HAVE TIMELY ACCESS TO THE SERVICES AND SUPPORT THEY NEED.

Goal Statement: Build infrastructure to support at-risk families;

- Primary Prevention – Targeted to general population, aimed at educating the public about child abuse and neglect, with the goal of stopping abuse before it happens.
- Secondary Prevention – Targeted to individual or families in which maltreatment is more likely
- Tertiary Prevention – Targeted toward families in which abuse has already occurred

Safely Decrease the Number of State Wards

Strengths/Opportunities:

July 2016: Reduction of 1,298 wards since January 2013.

* We have seen a 35% decrease in state wards since 2012.

Barriers:

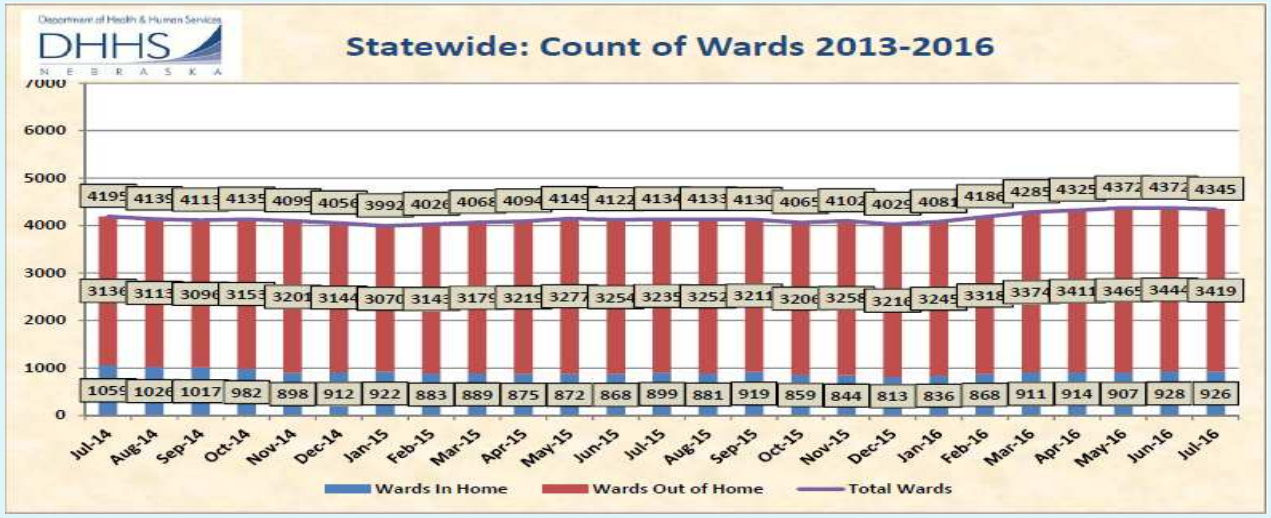
Action Items:

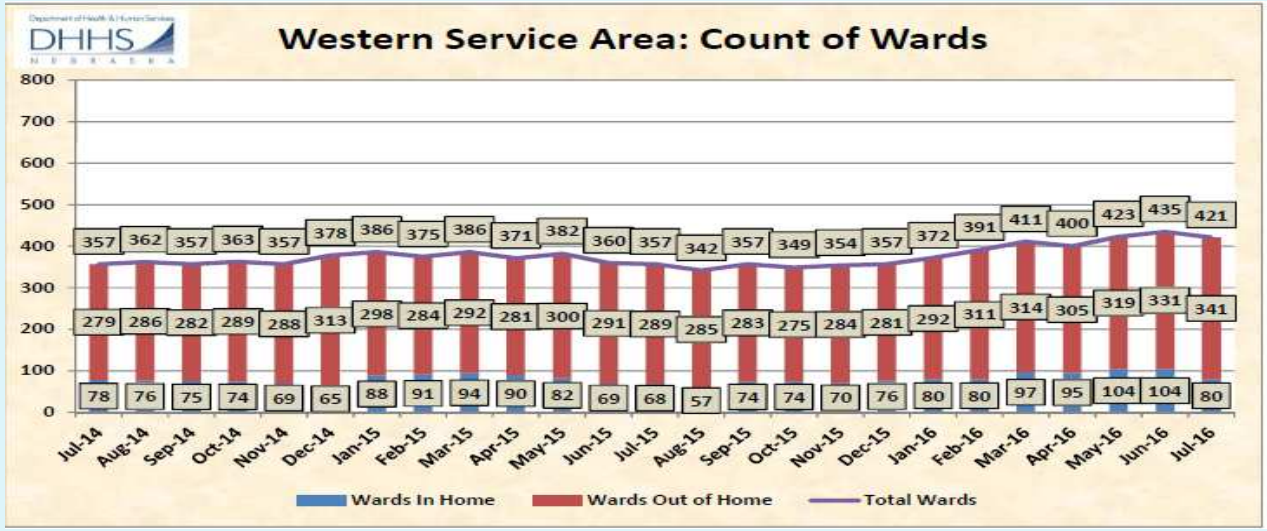
CQI Team Priority:

* Statewide

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need





*LB 961 directs DHHS to realign the Western, Central, and Northern Service Areas to be coterminous with the District Court judicial districts. The baseline data from July 2, 2012 reflects this geographical change.

Safely Decrease the Number of State Wards

Strengths/Opportunities:

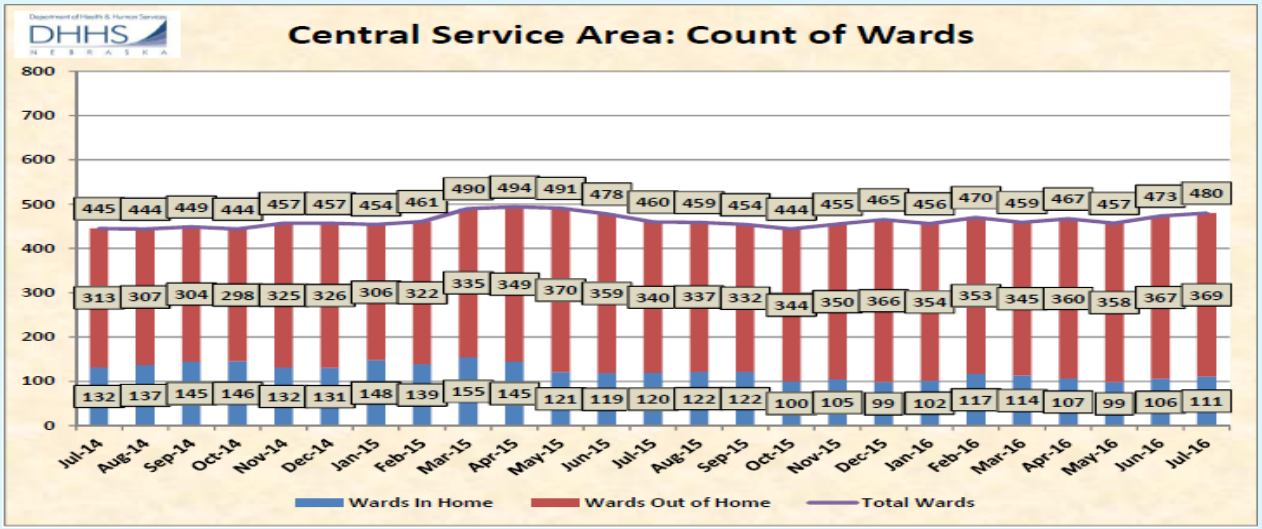
Barriers:

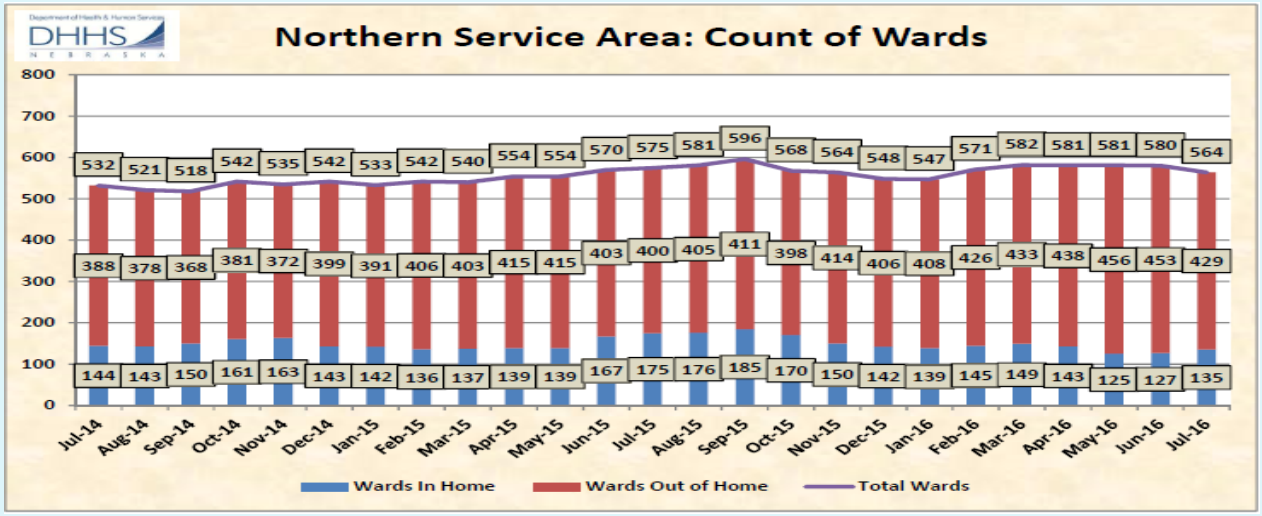
Action Items:

CQI Team Priority:
* Statewide

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need





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Safely Decrease the Number of State Wards

Strengths/Opportunities:

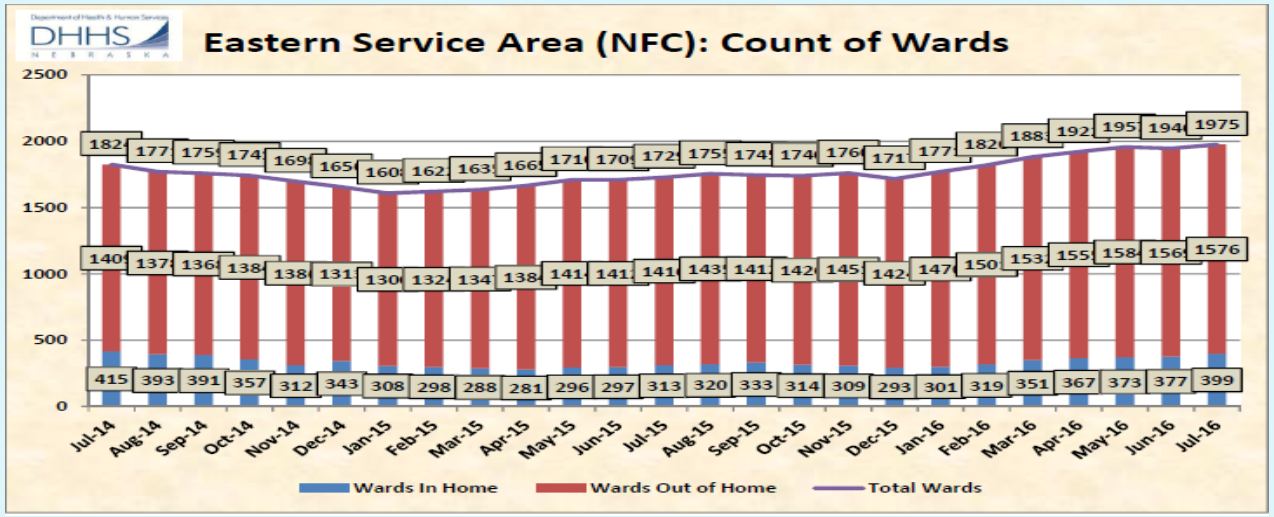
Barriers:

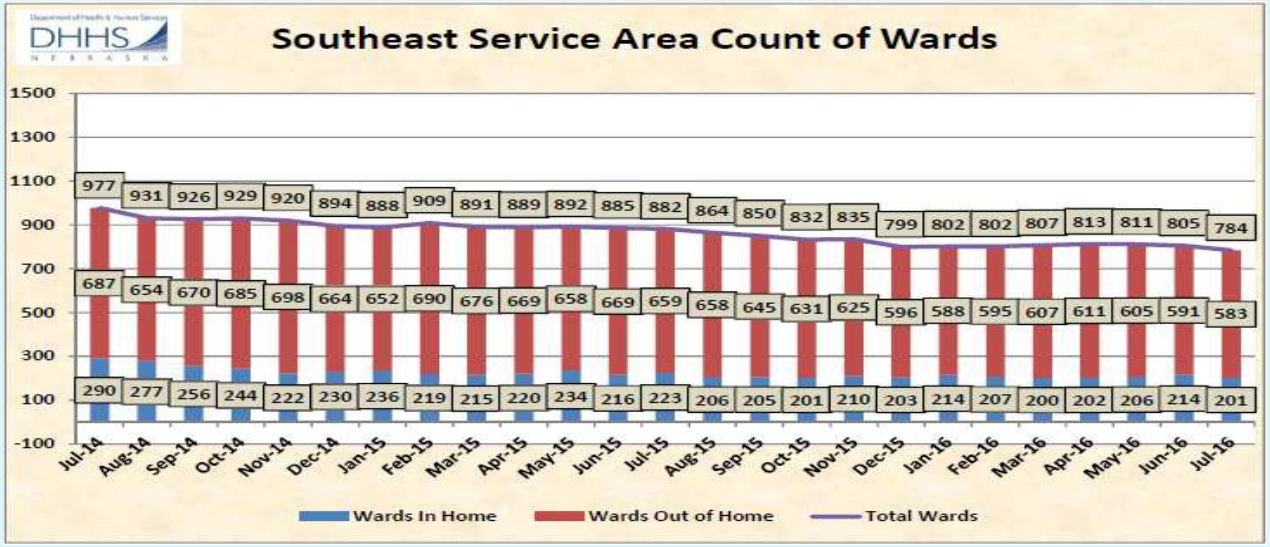
Action Items:

CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need





Data Review Frequency: Quarterly

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Safely Decrease the Number of State Wards

Strengths/Opportunities:

Barriers:

Action Items:

**Completed:*

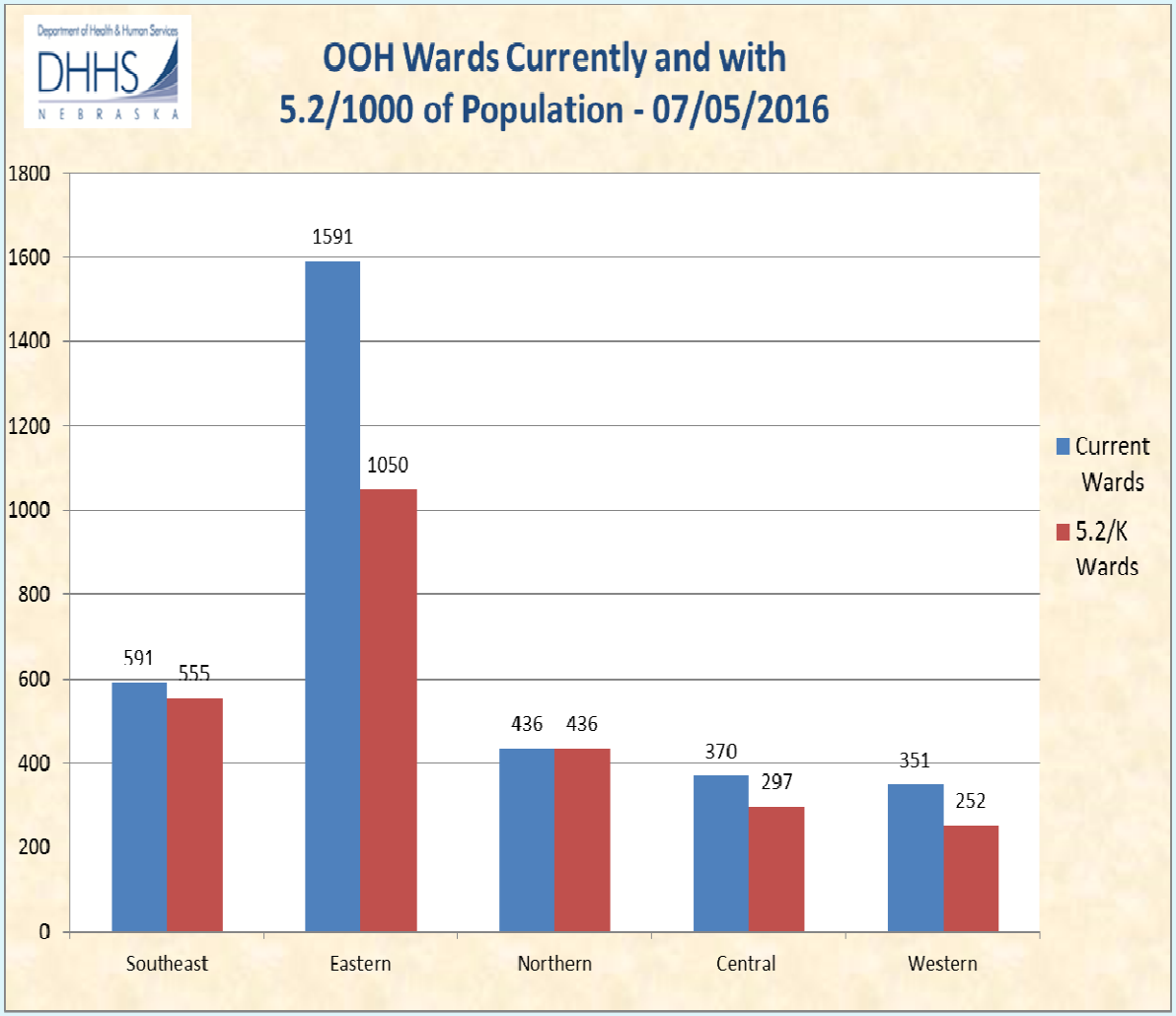
**Planned:*

CQI Team Priority:

* Statewide

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need



Out of Home Court wards using Nielsen Youth Population.

Note: Count by County Report is now available.

Safely Decrease the Number of State Wards

Strengths/Opportunities:

July 2016: Statewide decrease to 6.9

Note: Nielsen Youth Population Details:

	2012	2014	2015	Difference
Eastern	193,685	198,681	201,956	3,275
Southeast	105,316	105,840	106,737	897
Northern	88,434	84,503	83,886	-617
Central	58,229	56,839	57,079	240
Western	50,896	48,775	48,440	-335
State	496,560	494,638	498,098	3,460

Barriers:

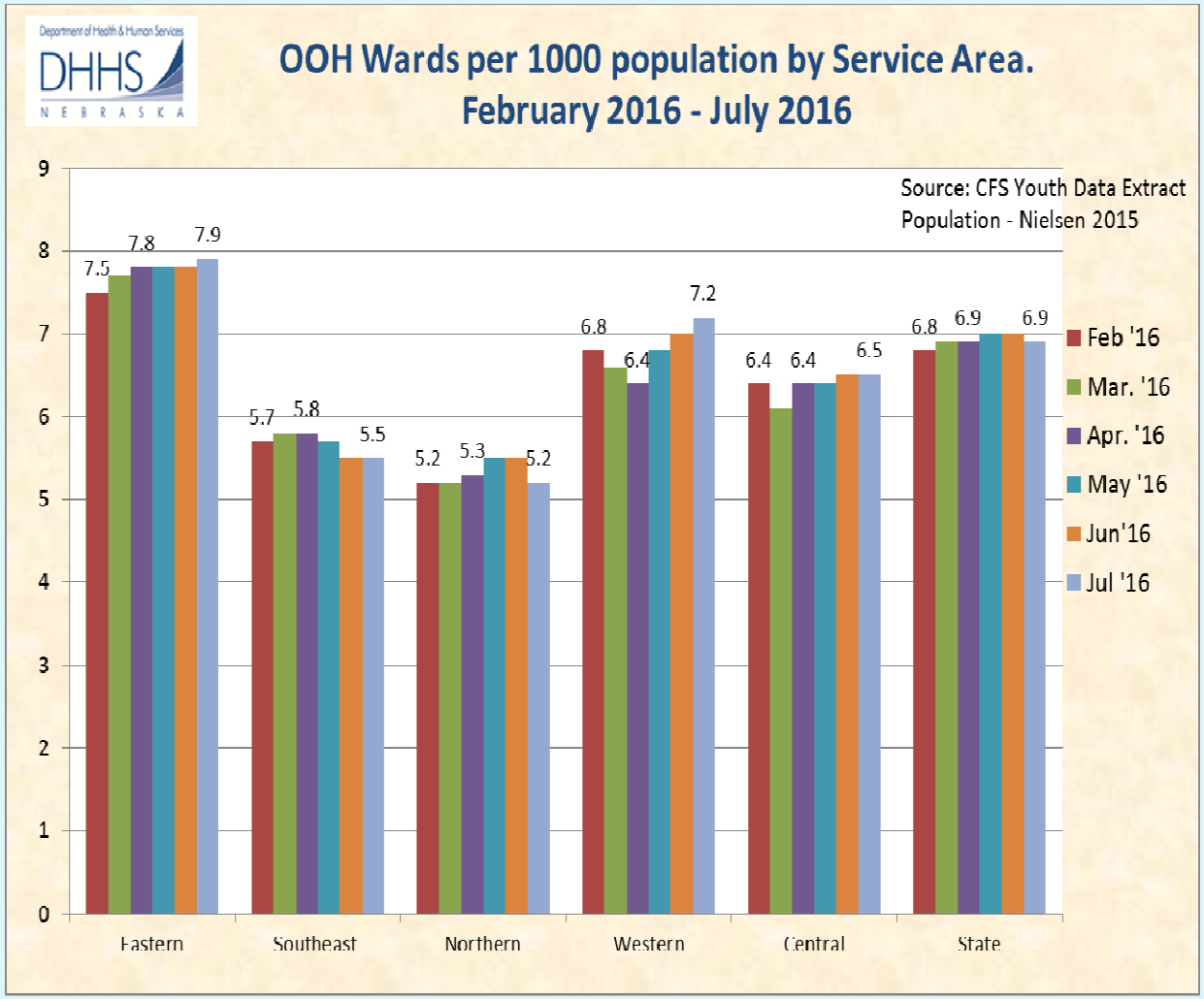
Action Items:

CQI Team Priority:

* Statewide

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need



-As of August 2015, rate per 1000 calculated using 2015 Nielsen population data for youth < 19 yrs. of age.

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Higher number of entries than exits.

LB-561 became effective Oct 1, 2013. This resulted in youth being cared for by probation rather than CFS

Barriers:

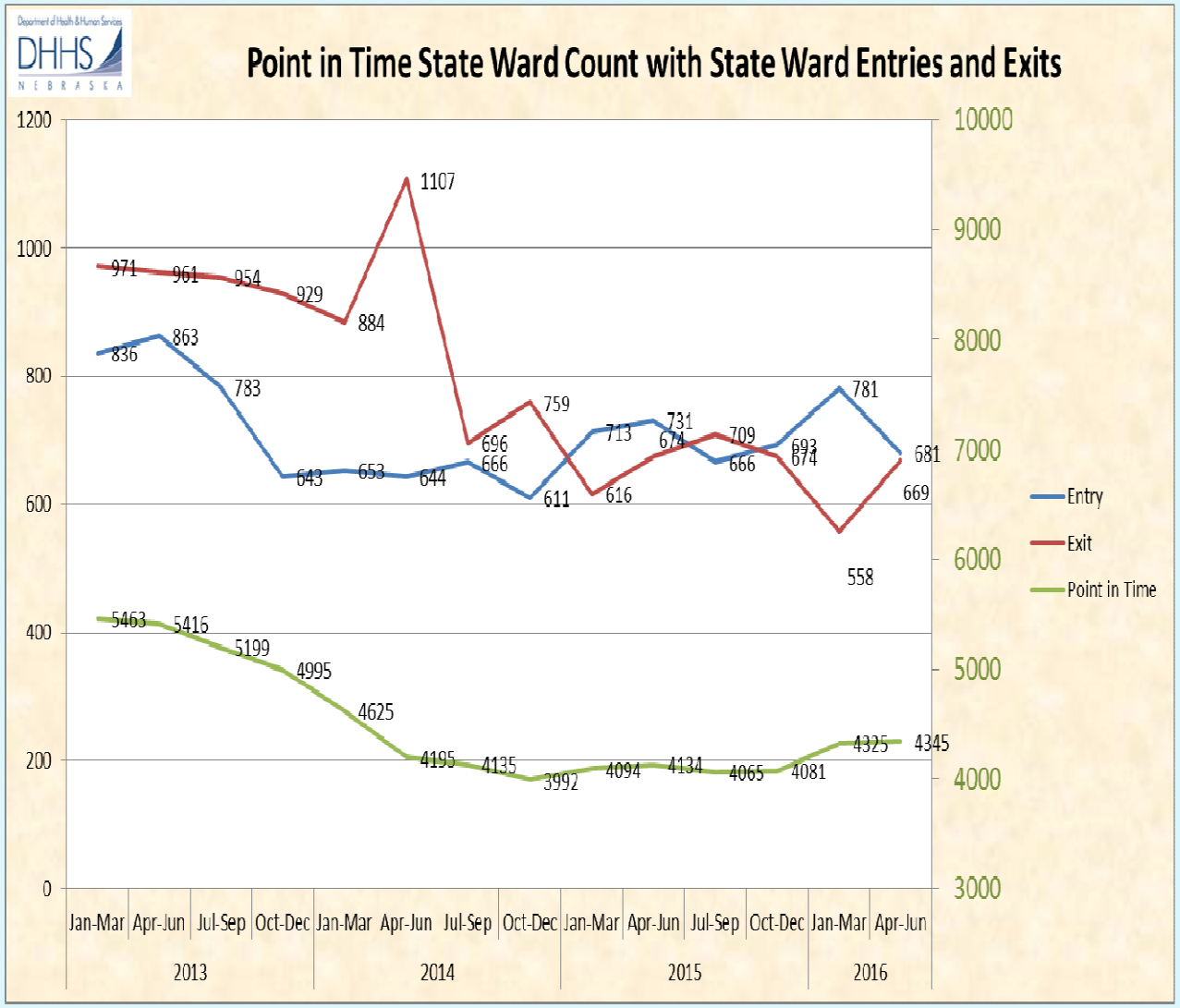
Action Items:

CQI Team Priority:

* Statewide

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need



Safely Decrease the Number of State Wards

Strengths/Opportunities:

Statewide: Entry numbers are currently higher than exit numbers.

NOTE: Starting April 2014 – The statewide numbers include counts for the YRTC.

Barriers:

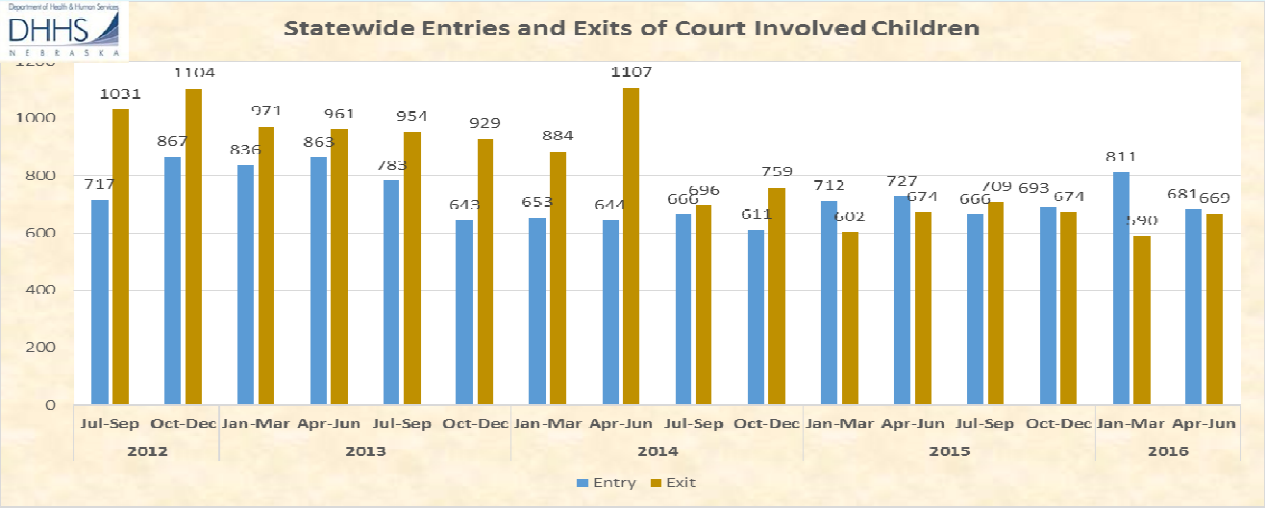
Action Items:

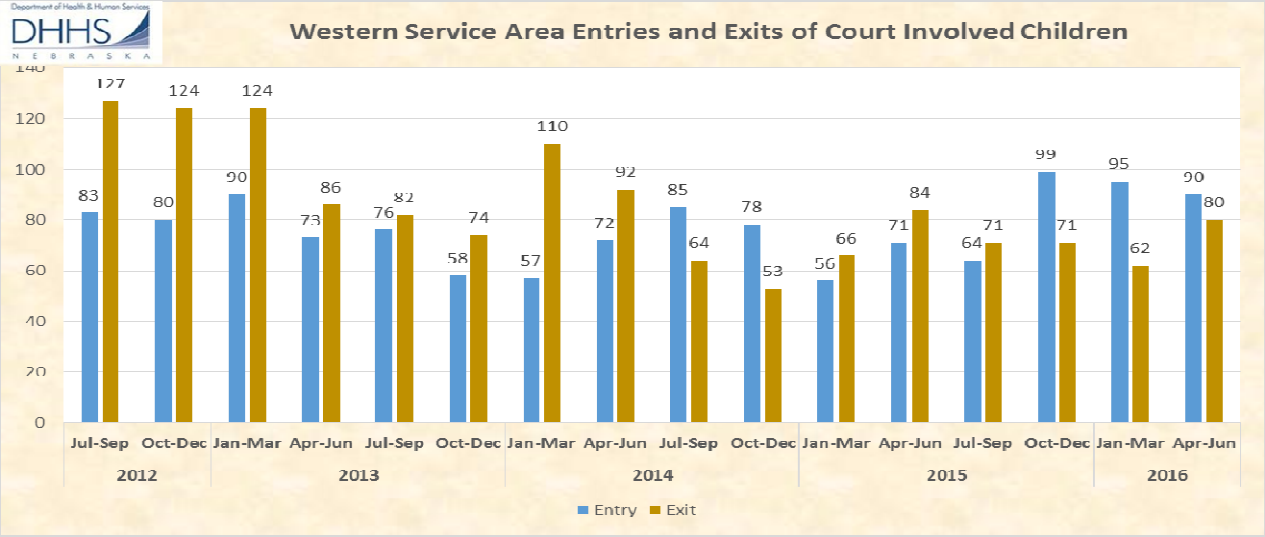
CQI Team Priority:

* Statewide

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need

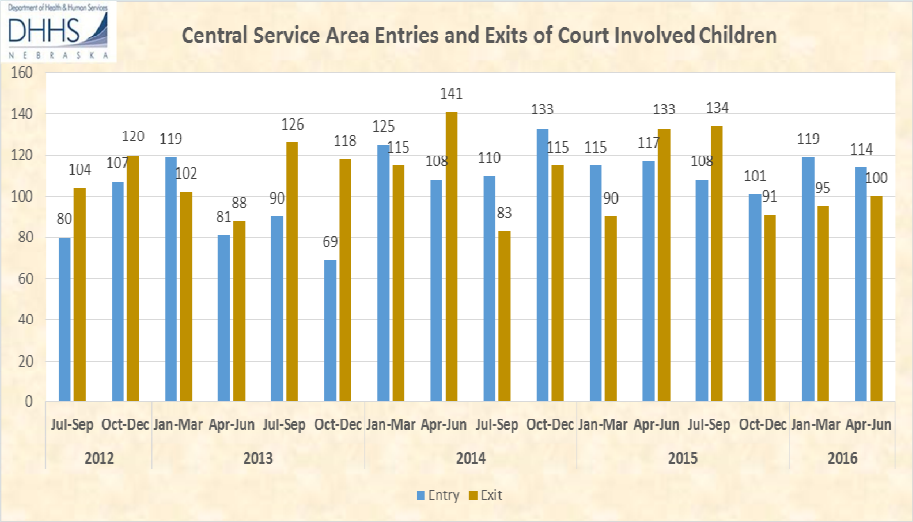


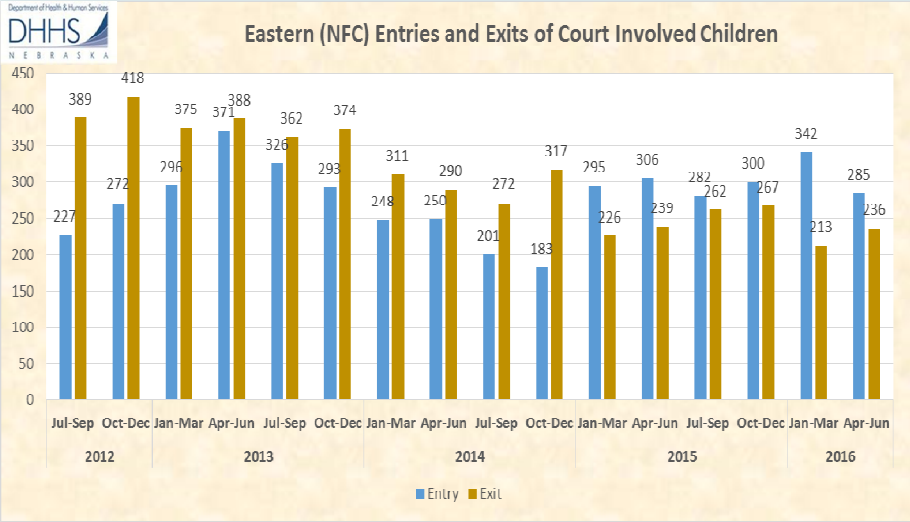


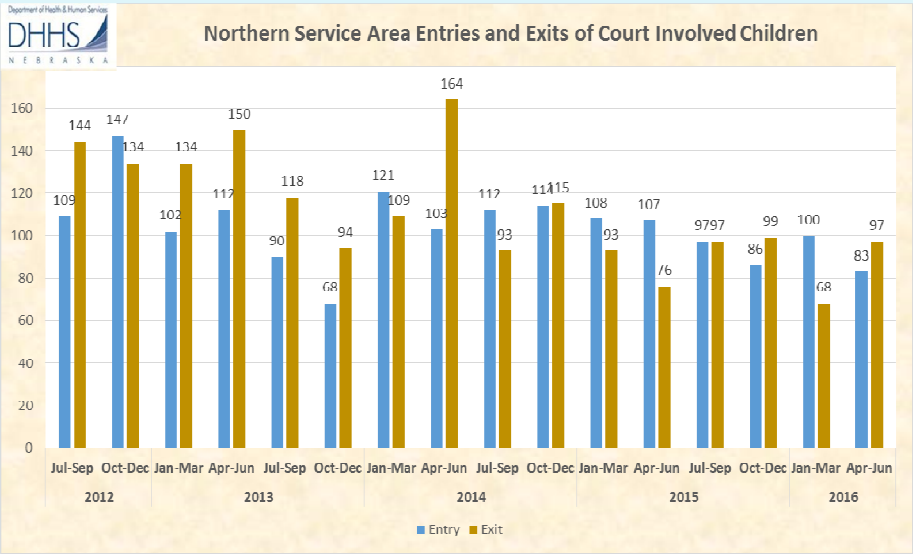
N-Focus Legal Status field. An entry occurs when a child is made a state ward. An exit occurs when the Legal Status changes to non-ward - not when it is entered into NFocus. Entries include youth that go from non-court to court . Counts based on date of action, not entry date into NFocus

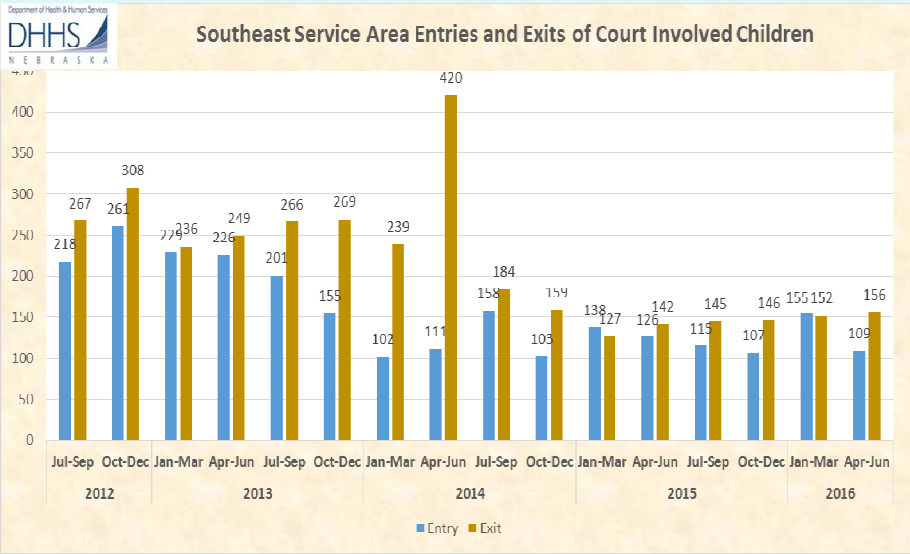
Safely Decrease the Number of State Wards

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need









Safely Decrease the Number of Non-Court Cases

Strengths/Opportunities:

Statewide: Exit numbers are currently higher than entry numbers.

Barriers:

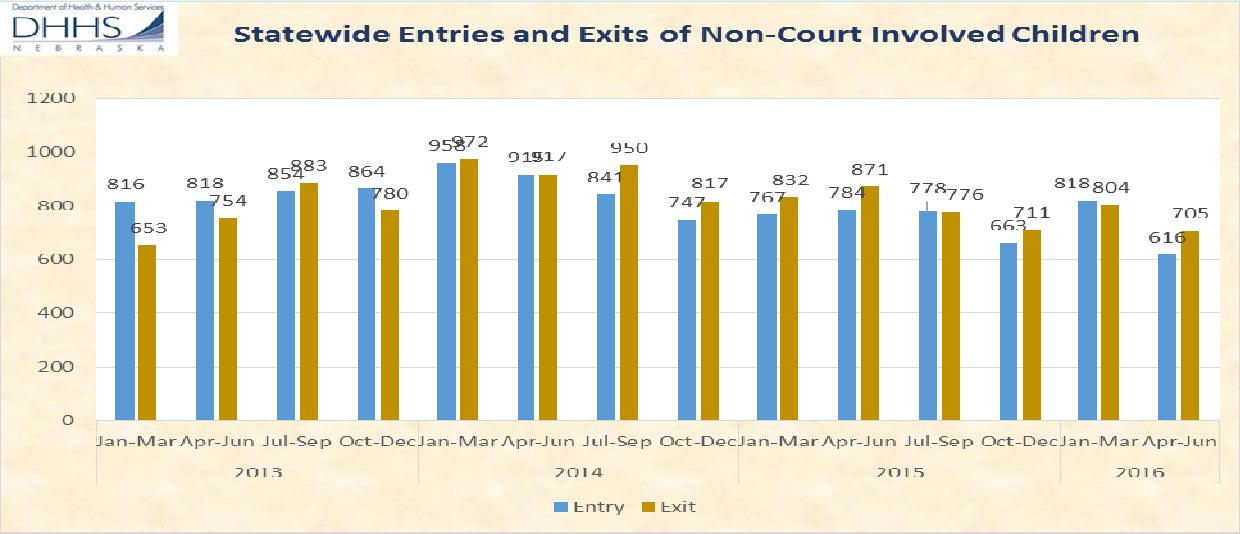
Action Items:

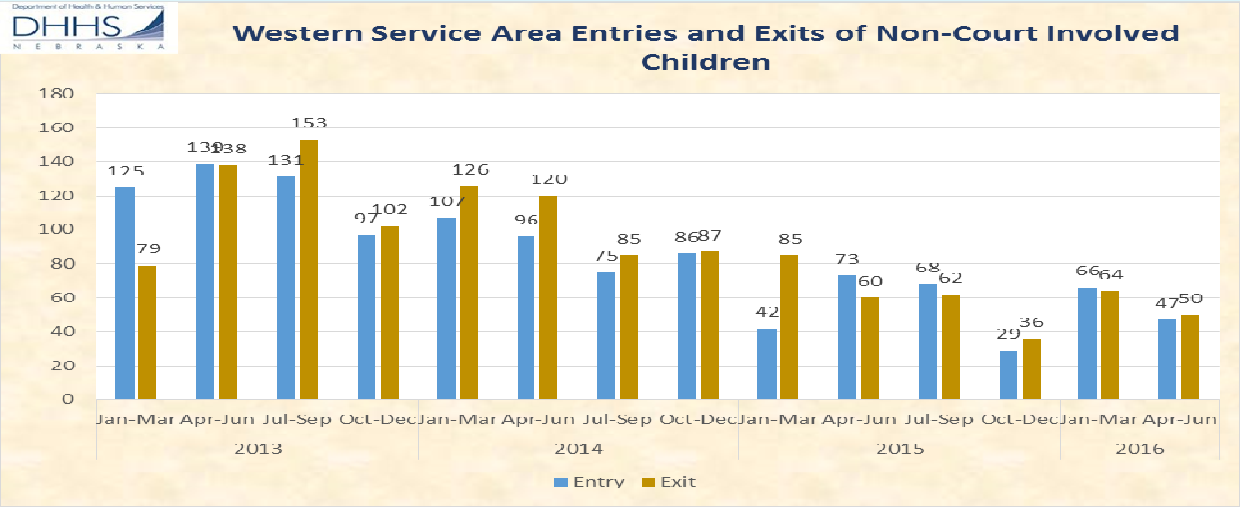
CQI Team Priority:

* Statewide

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need

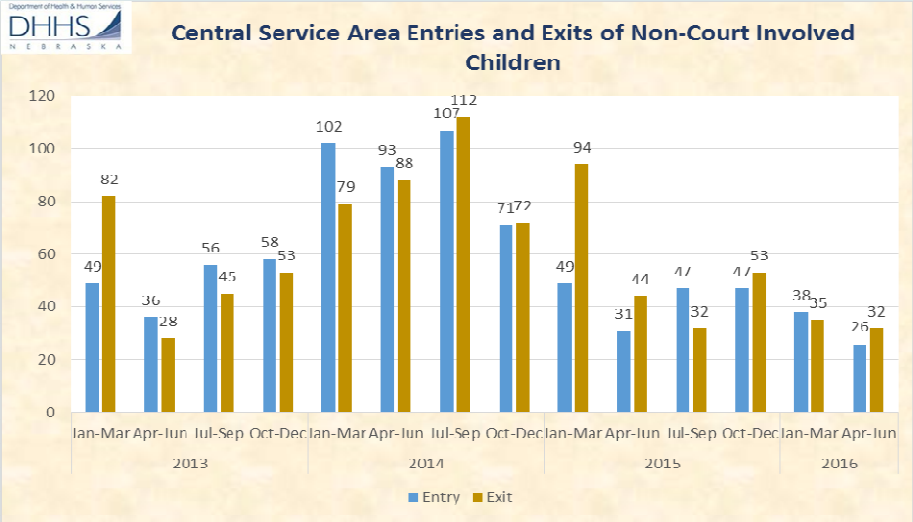


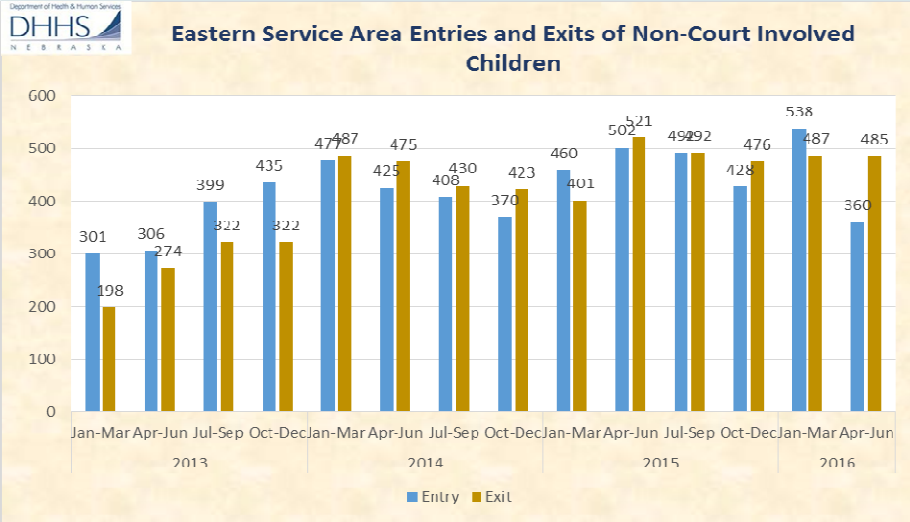


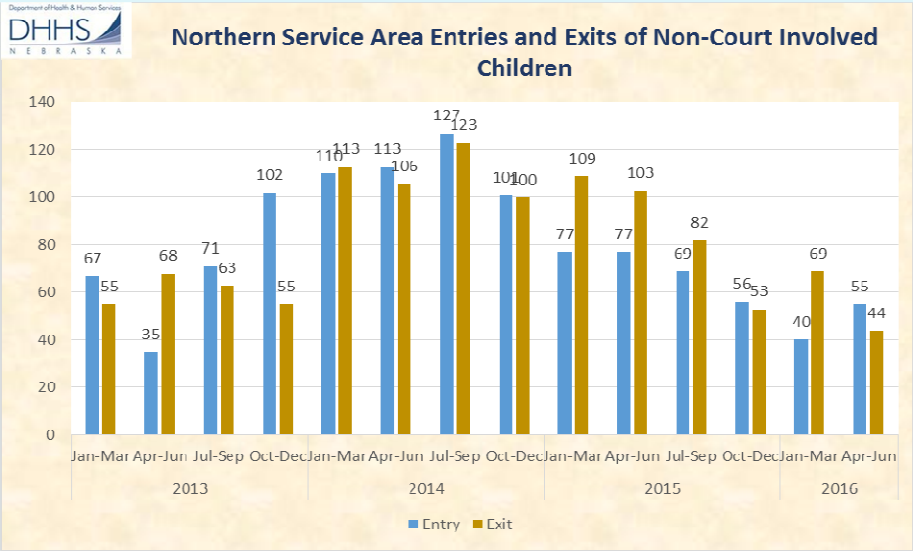
N-Focus Legal Status field. An entry occurs when a child is made a state ward. An exit occurs when the Legal Status changes to non-ward - not when it is entered into NFOCUS. Entries include youth that go from non-court to court . Counts based on date of action, not entry date into NFOCUS

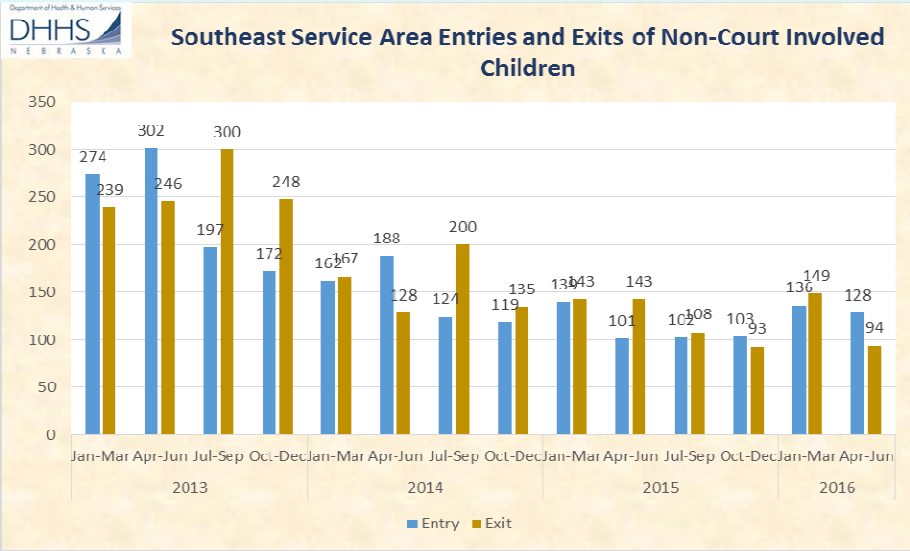
Safely Decrease the Number of Non-Court Cases

OUTCOME STATEMENT: Children and Families Will Have Timely Access to the Services and Support They Need









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CHAPTER 2: SAFETY

OUTCOME STATEMENT: CHILDREN INVOLVED IN THE CHILD PROTECTION SYSTEM ARE SAFE

Goal Statement: CFS will have a timely response to reports of child abuse and neglect reports and conduct quality safety and risk assessments.

Intake Calls/Responses

Strengths/Opportunities:

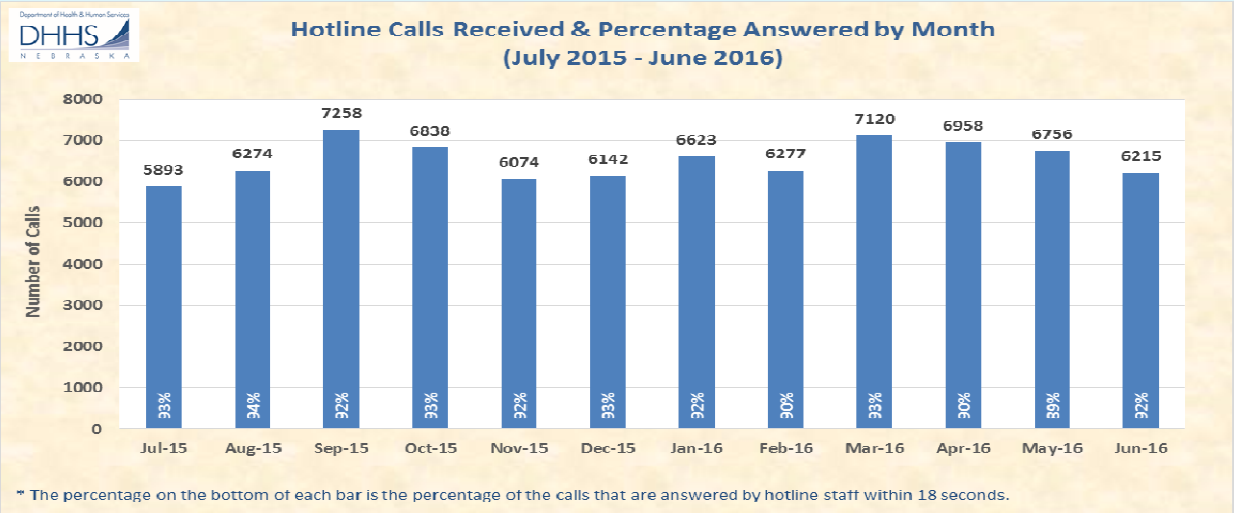
June 2016: 92% of all calls to the hotline were answered within 18 seconds. 3% of the calls went to voicemail and were returned within 1 hour.

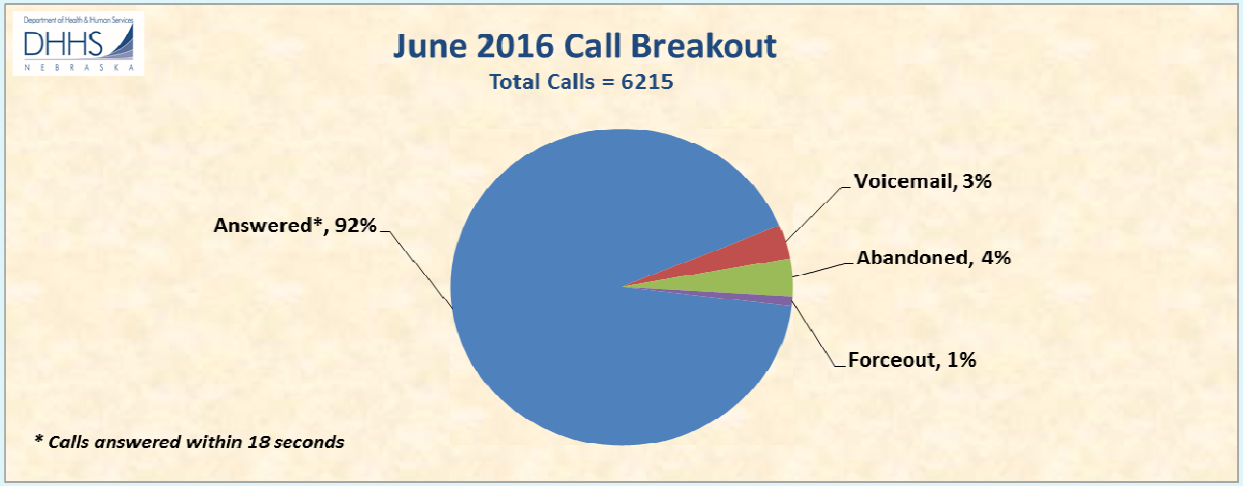
Barriers:

Action Items:

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe





Definitions:
** Abandoned-call comes in and is not answered due to something in the ACD system which caused a reason for a disconnect or caller hung up.*
** Forceout-call comes in and call was sent to worker and worker did not answer –(maybe due to…forgot to log off while faxing)*
** Voicemail-calls unanswered that go to voicemail. The goal is to return the call within 1 hour. Case Aides track when the message came in and when the call is returned.*

Intake Quality Measures

Strengths/Opportunities:

June 2016: 99%-100% achievement in all 4 measures.

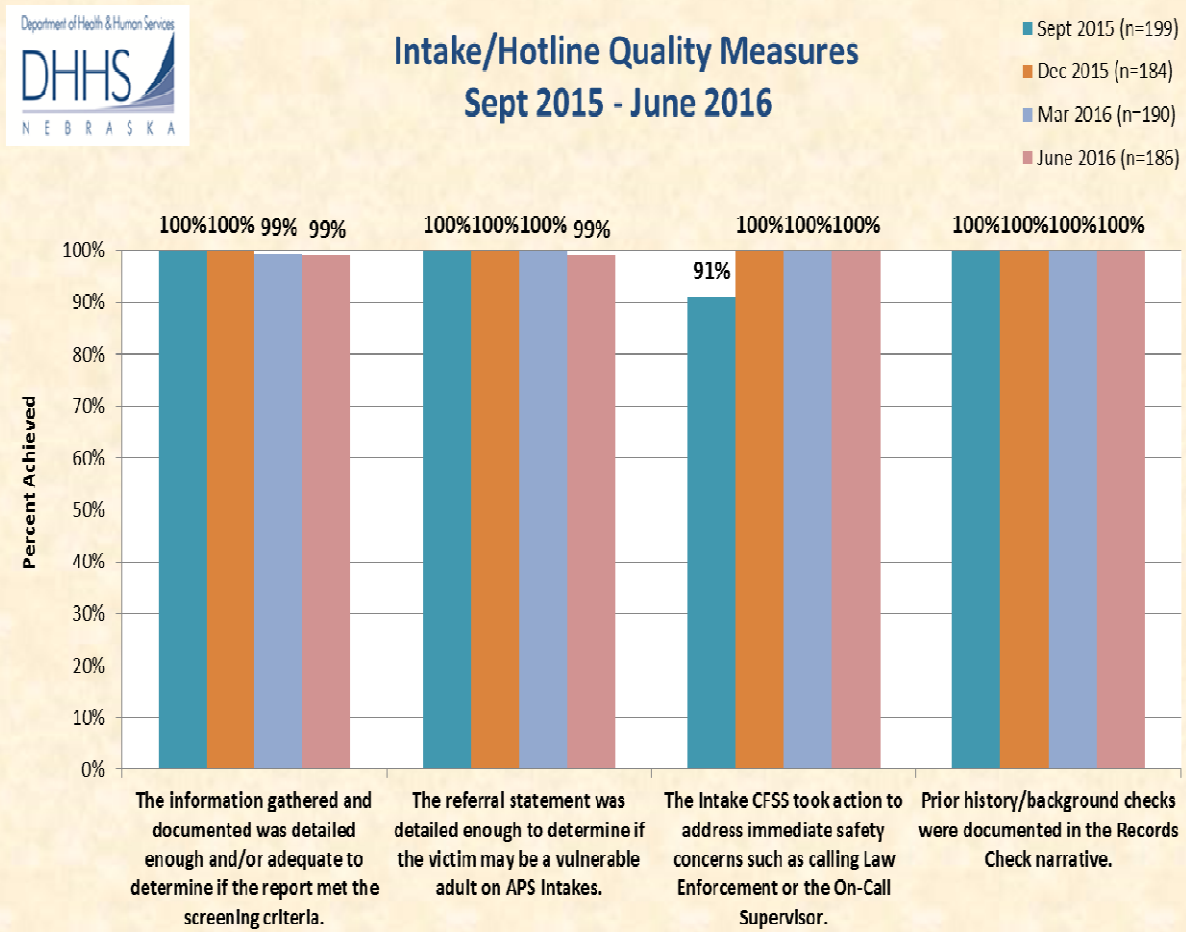
Barriers:

Action Items:

* Hotline Phone Call Observation QA Reviews were implemented in August 2015. Data is available in a separate report.

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



This chart illustrates the percentage achieved for four measures that are part of the Intake QA Review. The QA Review tool looks at all aspects of the Intake process. The Intake QA reviews are completed on a quarterly basis on a random sample of the total CPS and APS Intakes completed by hotline staff.

CPS Intakes Accepted

Strengths/Opportunities:

*Eastern, Southeast, Northern, and Western saw an increase in CPS Intakes accepted from January through June 2016 compared to the same timeframe in 2015.

*NSA saw the most increase between 2015 and 2016 (5.6%)

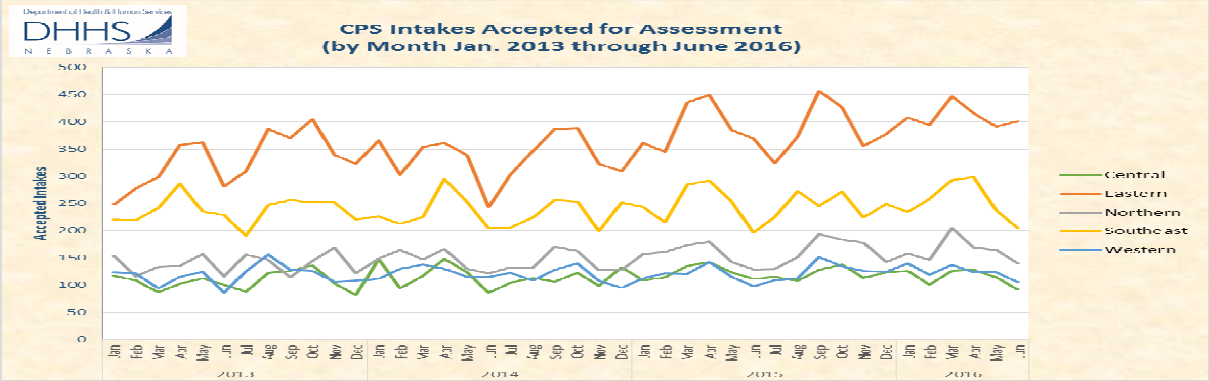
Note: This data does not include Law Enforcement Only Intakes.

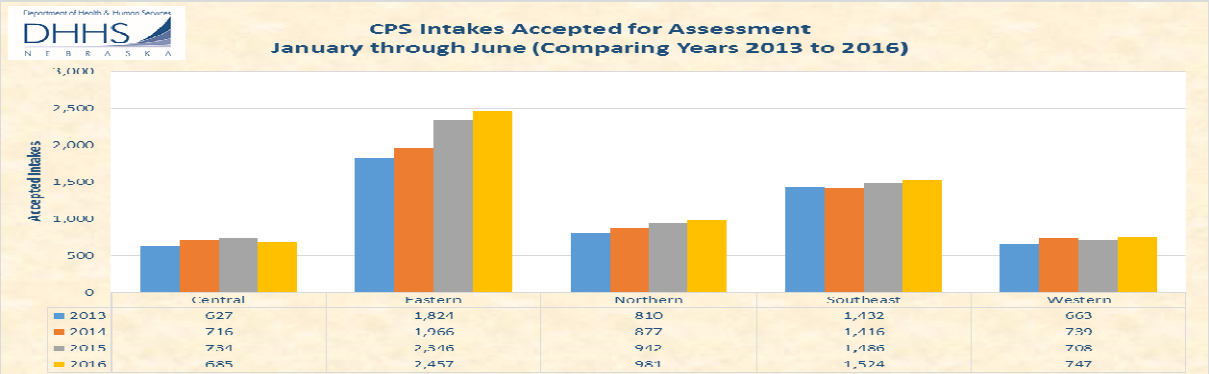
Barriers:

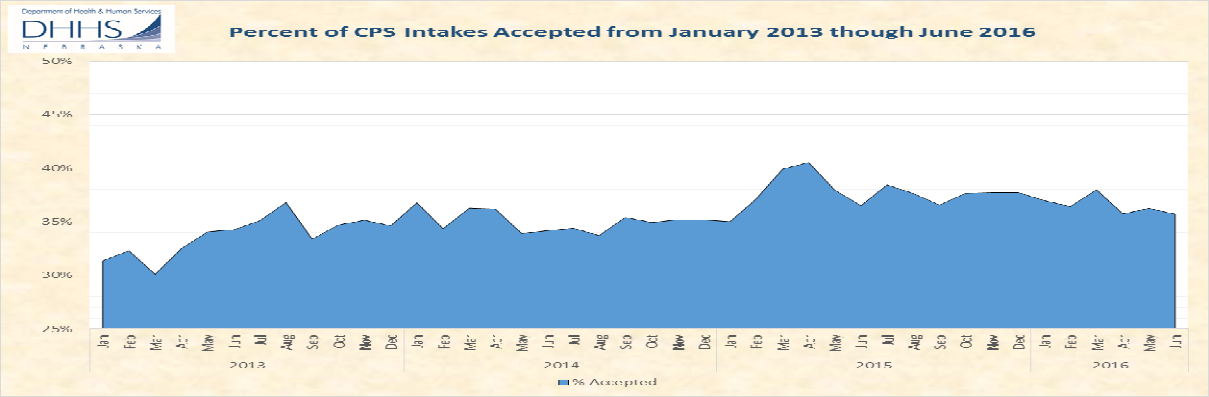
Action Items:

Data Review Frequency: Quarterly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe







Recurrence of Maltreatment

Strengths/Opportunities:

Round 2: State and all service areas are meeting the target goal.

Round 3: State, ESA, SESA and NSA are meeting the target goal. CSA and WSA are currently not meeting the goal for this measure.

Barriers:

Action Items:

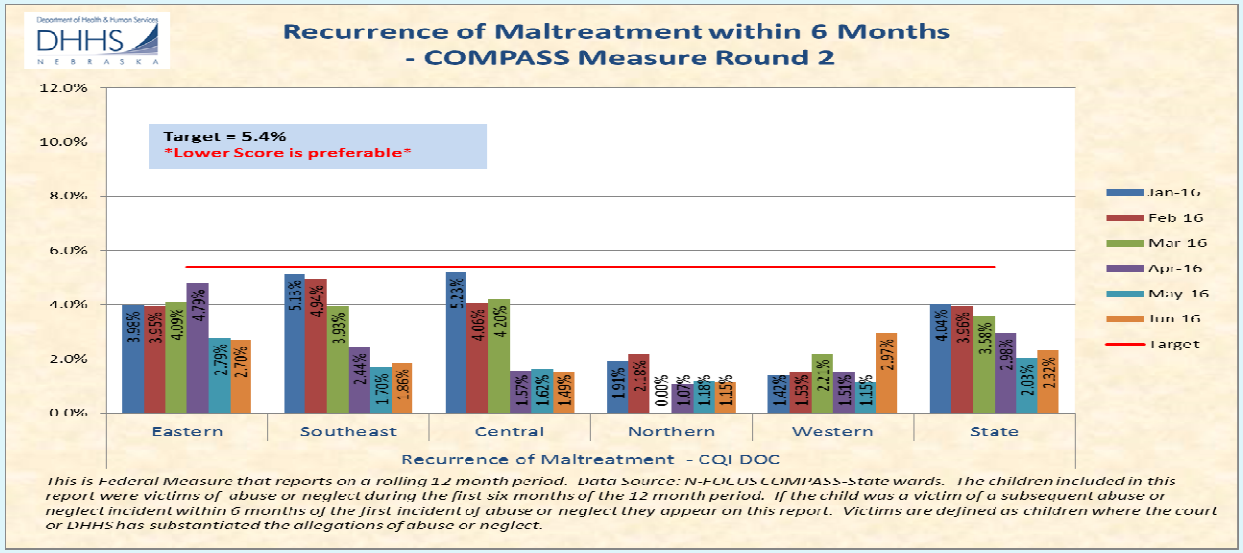
CQI Team Priority:

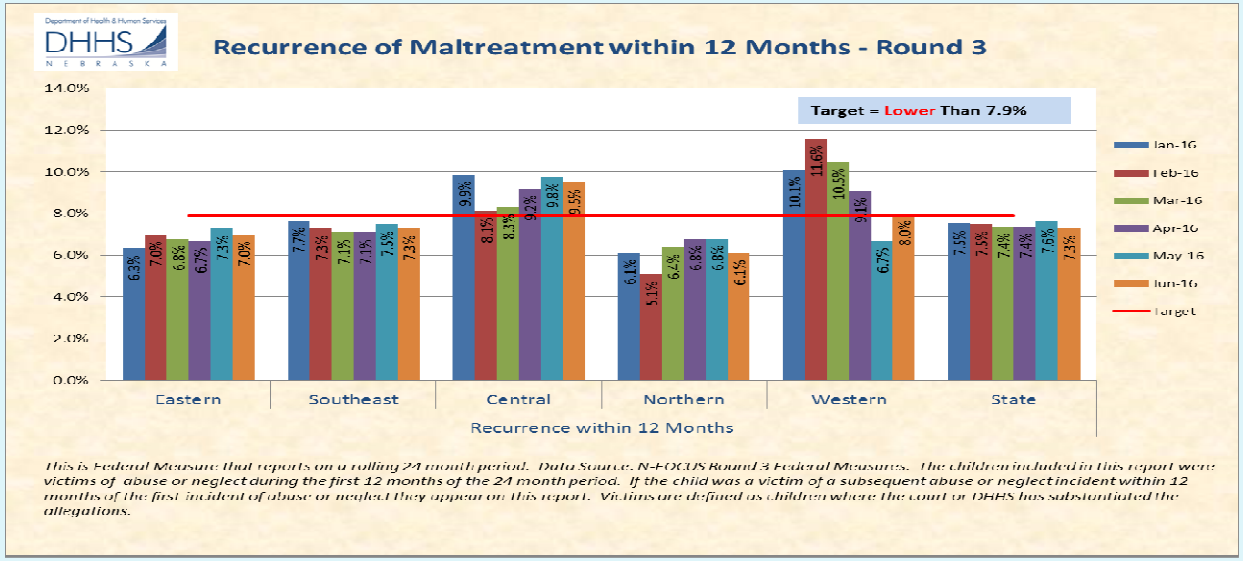
*Statewide External Stakeholder Team

*Western and Southeast Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe





Data Review Frequency: Quarterly (March, June, September, December)

IA – Investigation Timeframes

Strengths/Opportunities:

July 2016: CSA has the lowest number of IA's not finalized while Tribal has the highest number.

On 7/12/16 there were 1,671 Initial Assessments that were not finalized for the entire State for this same period. 32% of those belong to the Tribes.

Barriers:

- ESA & NSA: Staff Vacancies
- Tribes: Time to document assessments and increase knowledge and ability to document SDM Assessments on N-FOCUS.

Action Items:

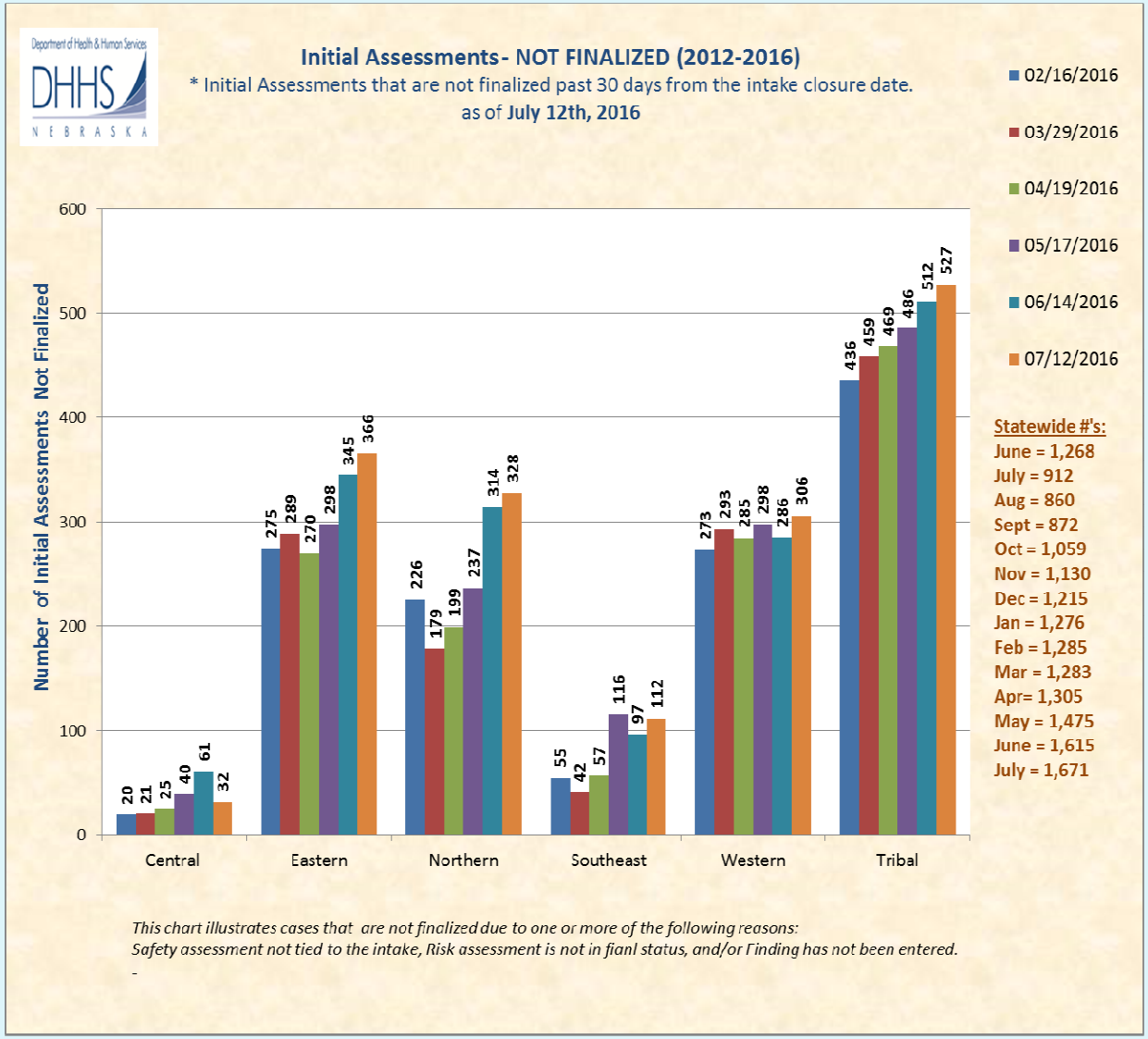
CQI Team Priority:

- Western Service Area

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protectio System are Safe



Data is part of CFSR Item #4 (Risk and Safety Management).

IA – Contact Timeframes

Strengths/Opportunities:

June 2016: There was an increase in P2 and P3 contact timeliness. The most common reason for missed contacts is assessment not documented.

Barriers:

Action Items:

- Program guidance and clarification will sent to the field to address the requirement to contact ALL child victims within the required timeframe per designated intake response priority.

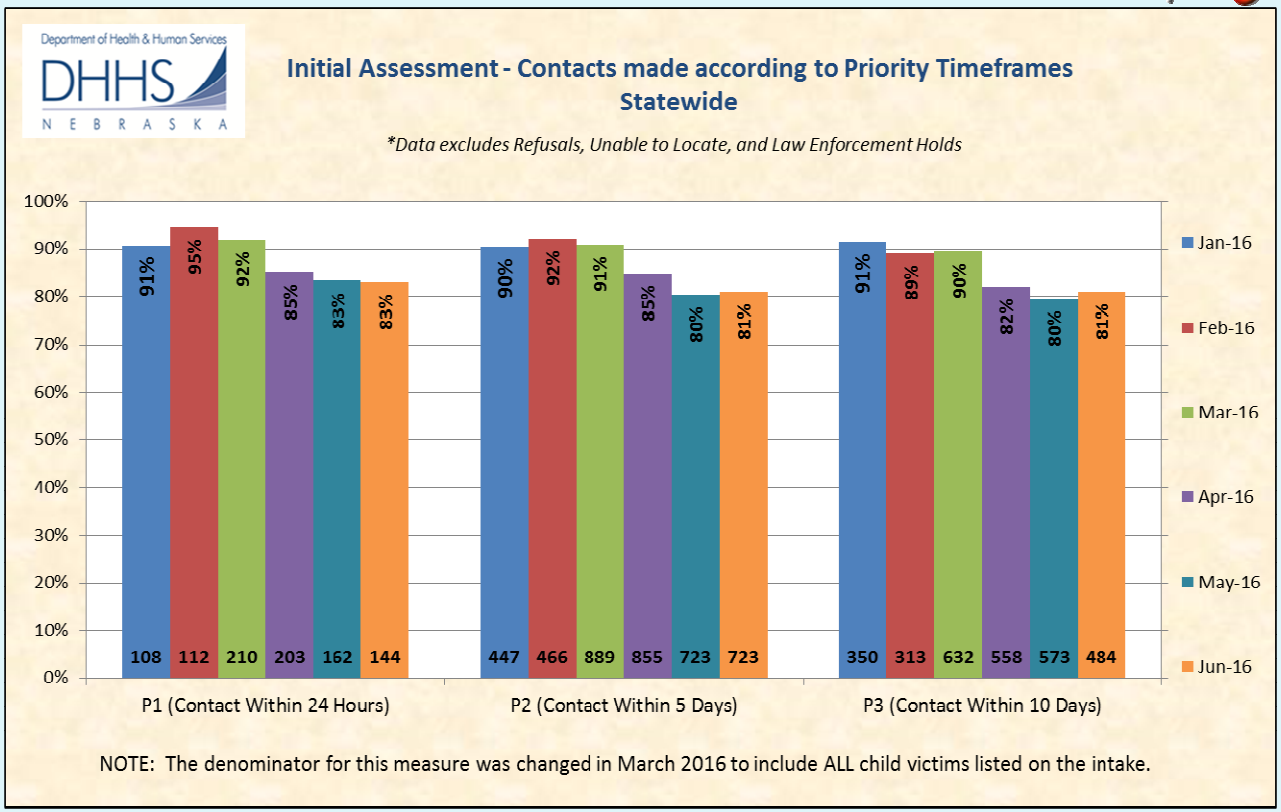
CQI Team Priority:

- Western Service Area

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Reason for Missed Contacts	
Assessment Not Documented	64
Contact Entered After Report Run Date	6
Contact Not Timely	21
Unable to Locate without an Exception	5
Protocol changed without Exception located	1
No contact documented	18
Unable to Locate with Exception	3
Wrong ARP Numbers	1
Victim not included in SDM Household	8
Contact Made Before Intake Receive Date	0
Total	127

Count Missed by Admin	
Omaha-Spears	5
Santee-Frazier	15
Winnebago-Painter	5
SESA-Jelinek	2
SESA-Dement	0
SESA-Runge	0
SESA-Bro	11
ESA-Potterf	6
ESA-Hansen	18
ESA-Baker	19
ESA-Steuter	1
ESA-Nawrocki	1
ESA-Pitt	17
WSA-Batt	0
WSA-Brooks	11
NSA-Swerczek	1
NSA-Williams	0
NSA-Ullrich	8
CSA-Zimmerman	7
Total	127

Note: Intakes accepted for APSS or OH investigations were included in this measure for the first time in November 2013.

Data is part of CFSR Item #1 (Timeliness of Initiating Investigations)

IA – Contact Timeframes

Strengths/Opportunities:

June 2016: WSA and SESA achieved 100% for P1 this month.

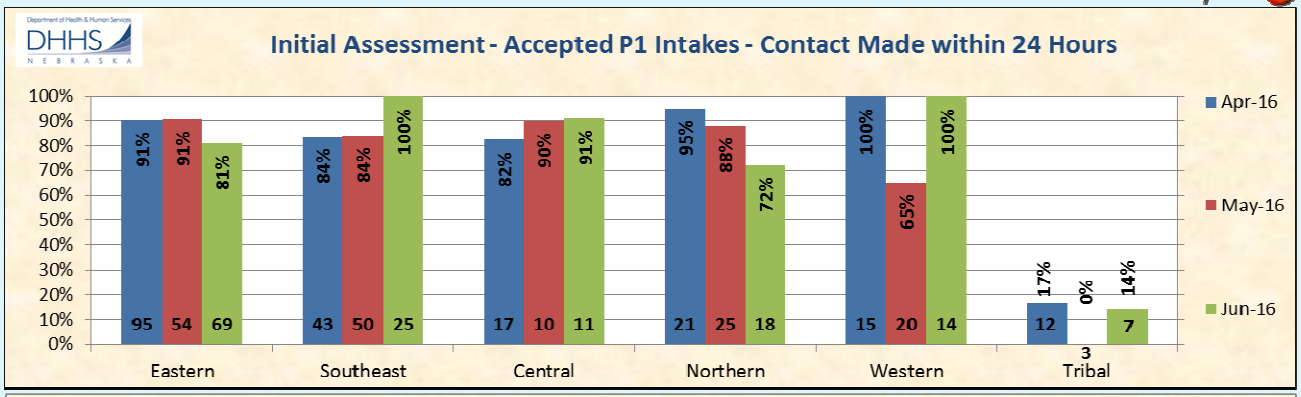
Barriers:

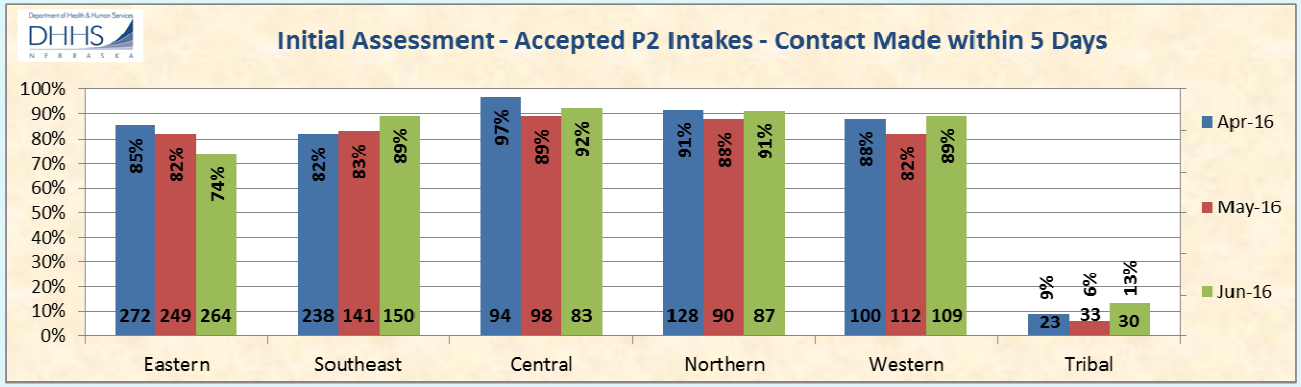
Action Items:

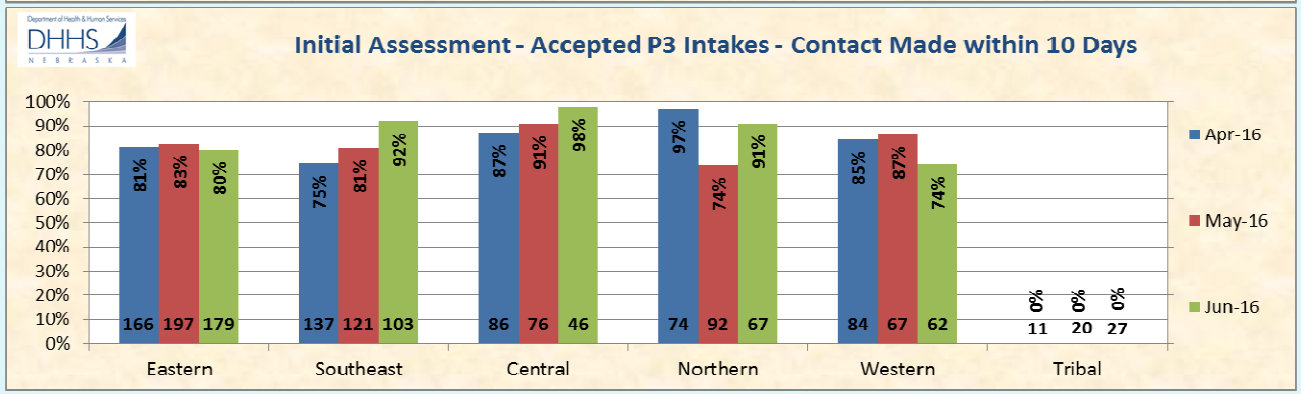
Note: The denominator for this measure was changed in March 2016 to include all child victims listed on the intake.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe







Data is part of CFSR Item #1 (Timeliness of Initiating Investigations)

Services to Family to Protect Children – CFSR Item 2

Strengths/Opportunities:

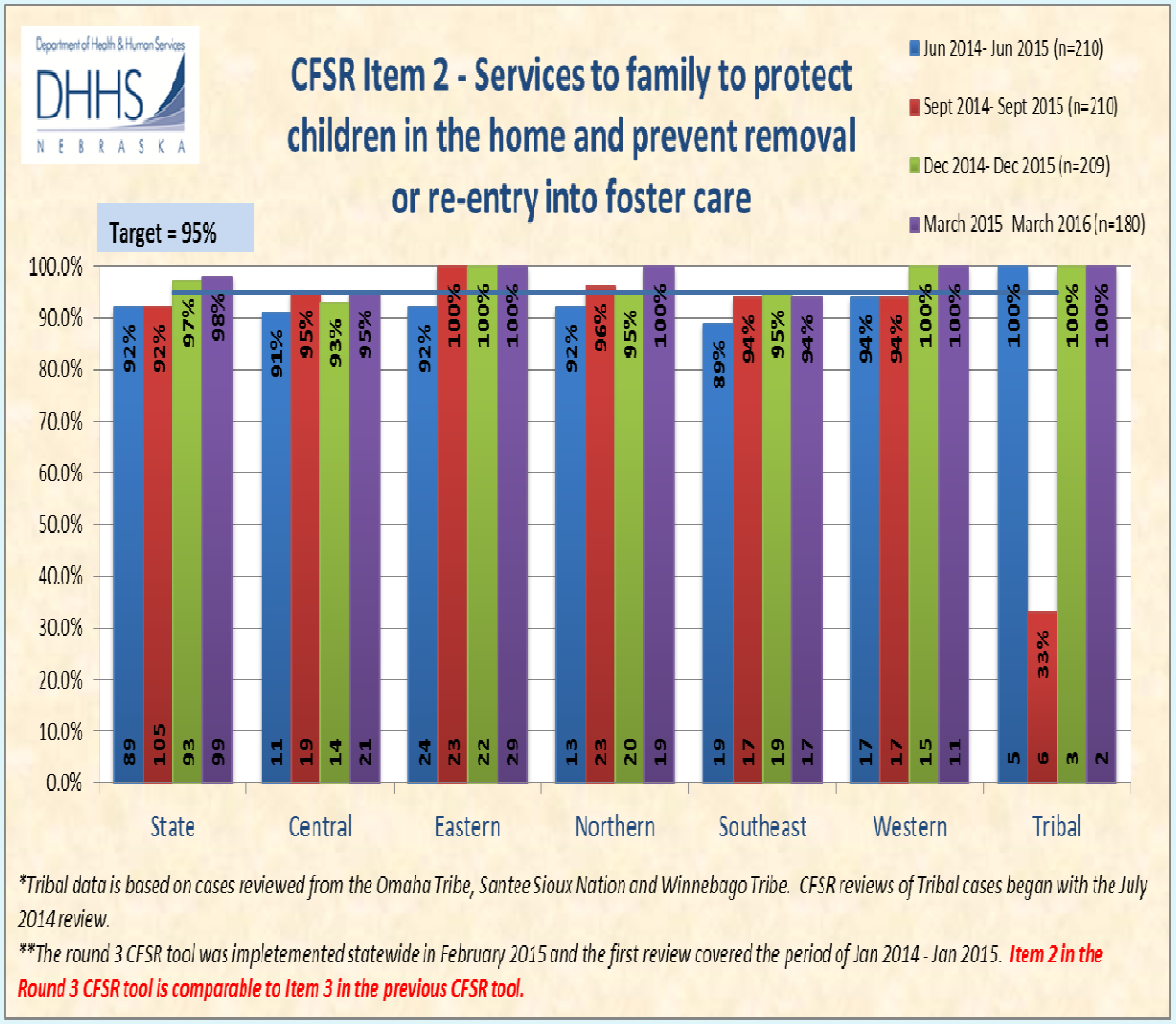
- Good documentation of efforts to maintain the children in the home.

Barriers:

Action Items:

CQI Team Priority:

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe



Data Review Frequency: Bi-Monthly

Maltreatment in Foster Care

Strengths/Opportunities:

Round 2: The State and all Service Areas are meeting this measure.

Round 3: The State and all Service Areas are meeting this measure.

There are currently 10 youth that were investigated for maltreatment while in foster care and the finding has been court pending for > 8 & < 12 months. These are the youth that could be excluded from the report if the court case is not finalized.

8 – ESA
1 – SESA
1 - YRTC

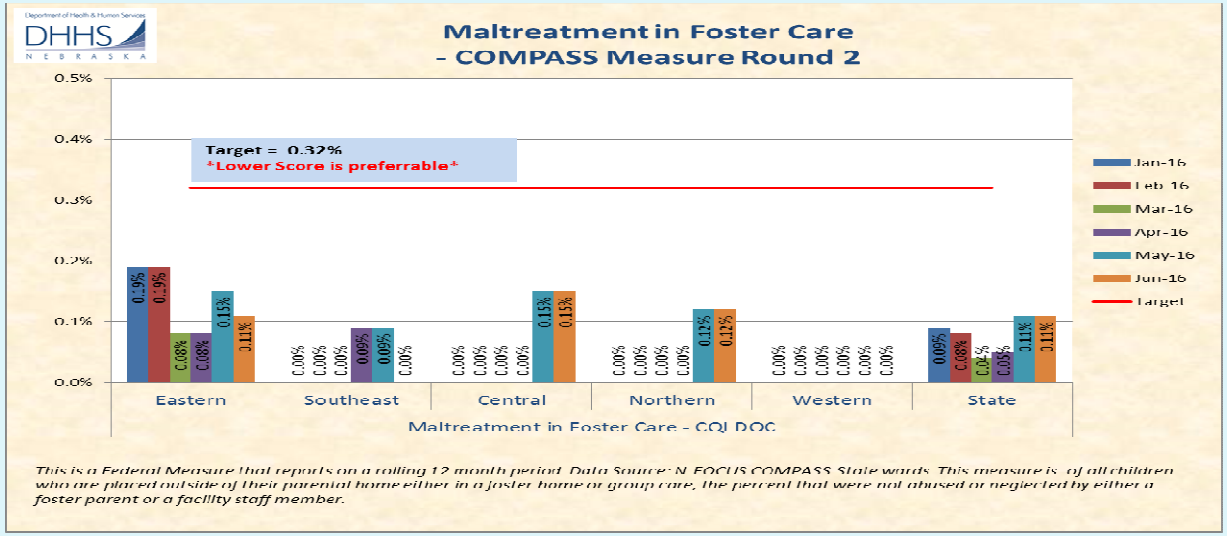
Barriers:

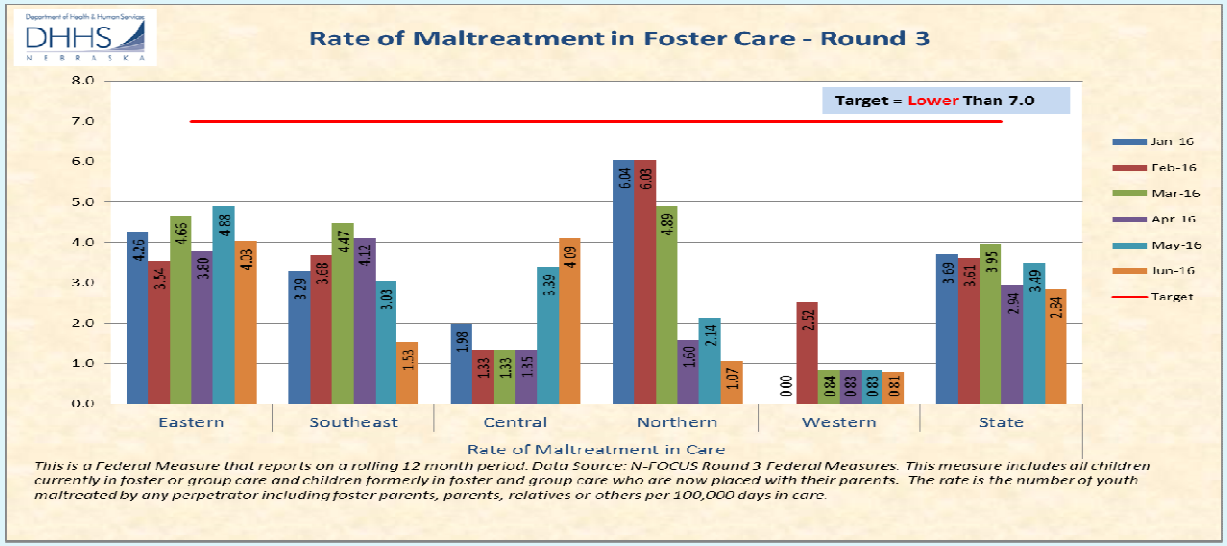
Action Items:

CQI Team Priority:

*Statewide External Stakeholder Team

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe





Data Review Frequency: Quarterly (March, June, September, December)

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe

APSS Data

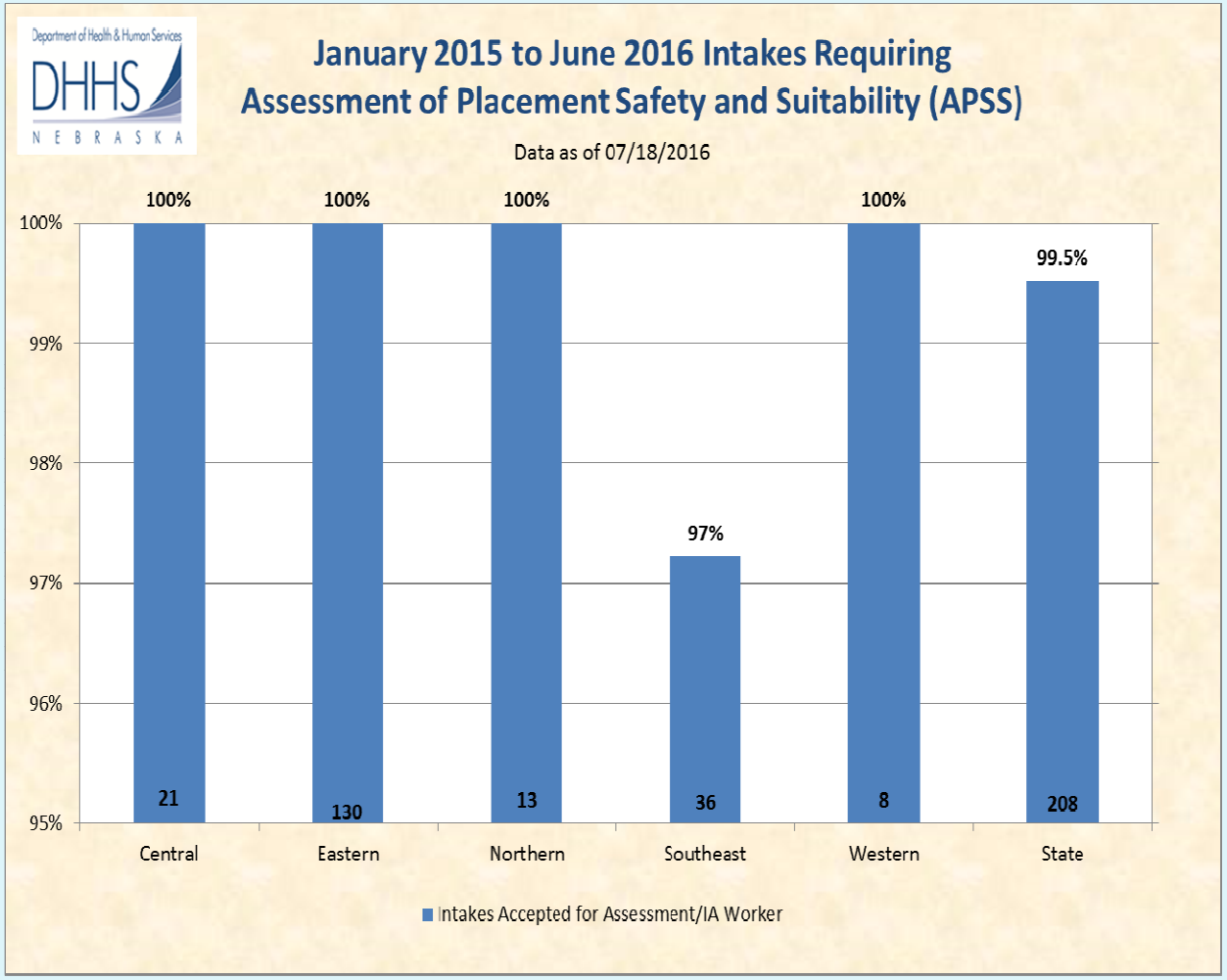
Strengths/Opportunities:

Jan 2015-June 2016: An APSS was completed on 99.5% of the accepted intakes requiring an APSS.

Barriers:

Action Items:

** Lindy B and Sherri H met with the CRC and will be sending out updated SDM procedures in the near future. **The new procedures will reflect a different expectation for the Intakes Not Accepted for Ongoing Assessments.**



The SDM Assessment of Placement Safety and Suitability (APSS) is a tools that is used to assess safety and care concerns for children placed in approved and licensed foster homes. When the intake on the foster home is accepted, the APSS is completed by an IA CFS Specialist, when it is not accepted (e.g. does not meet definition), it is completed by the ongoing CFS Specialist (in ESA, the FPS). *Assessments do not ned to be in final status.*

Data Review Frequency: Monthly

Data is part of CFSR Item #4 (Risk and Safety Management).

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe

APSS Data

Strengths/Opportunities:

June 2016: There were 496 APSS finalized statewide. 18% had a determination of conditionally suitable or unsuitable.

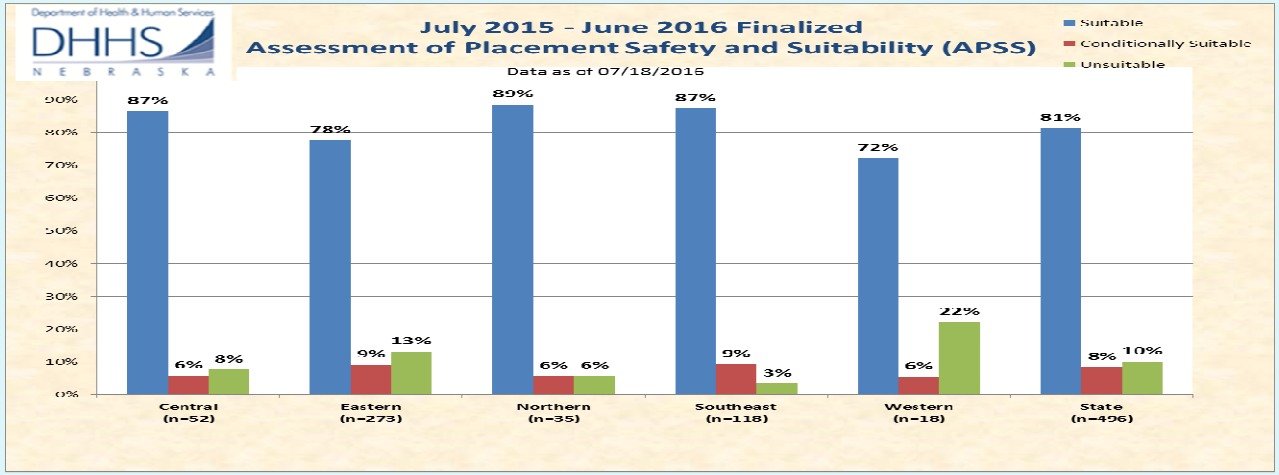
Barriers:

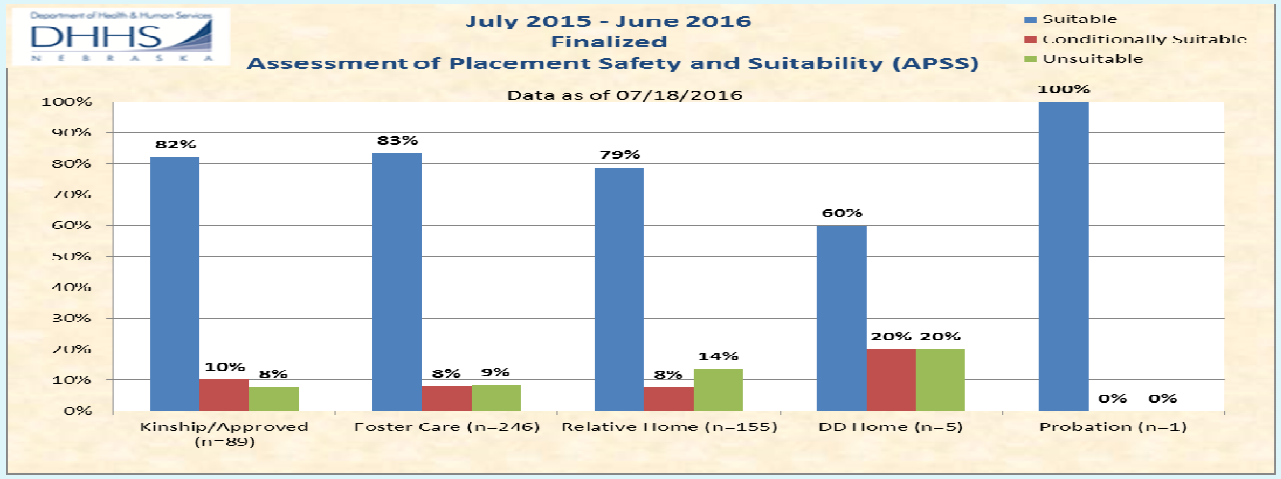
Action Items:

**Casey Smith and Stacy Scholten are working on draft recommendations for changes to APSS process.

** Lindy B and Sherri H met with the CRC and will be sending out updated SDM procedures in the near future. **The new procedures will reflect a different expectation for the Intakes Not Accepted for Ongoing Assessments.**

Data Review Frequency: Monthly





The SDM Assessment of Placement Safety and Suitability (APSS) is a tool that is used to assess safety and care concerns for children placed in approved and licensed foster homes. When the intake on the foster home is accepted, the APSS is completed by an IA CFS Specialist, when it is not accepted (e.g. does not meet definition), it is completed by the ongoing CFS Specialist (in ESA, the FPS).

Definitions:

Suitable – Based on the information available (at this time), there are no child concerns in this placement.

Conditionally Suitable – Based on interventions, the child will remain in the household at this time. An intervention plan is required.

Unsuitable – Removal from the household is the only protective intervention possible for one or more children. Without removal, one or more children will likely be in danger of serious harm or in an unsuitable care arrangement

Data is part of CFSR Item #4 (Risk and Safety Management).

SDM Risk Re & Reunification Assessments

Strengths/Opportunities:

# of All Youth with No Finalized Risk-Re or Reunification Assessments			
	May	June	July
State	112	94	114
CSA	6	4	3
ESA	25	27	39
NSA	38	35	30
SESA	5	6	11
WSA	38	22	31

Barriers:

Action Items:

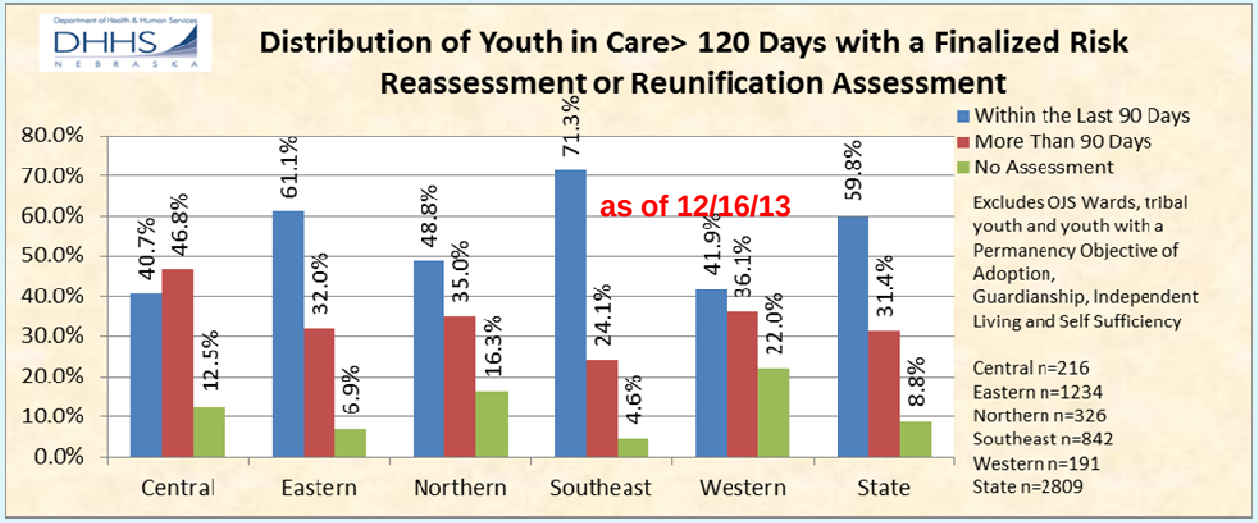
CQI Team Priority:

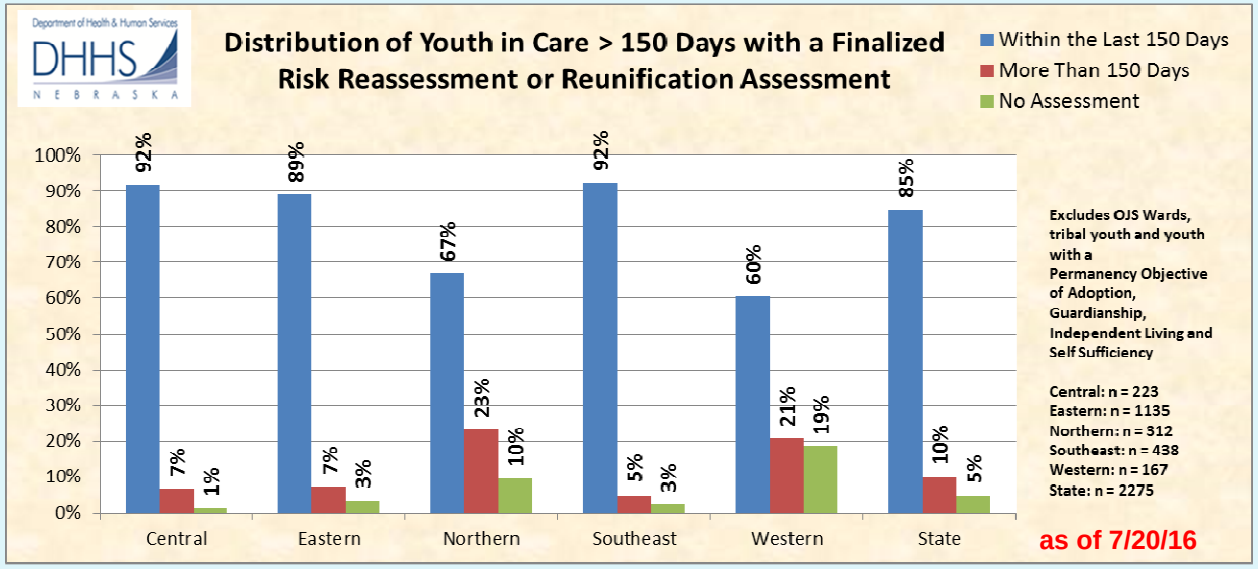
* Western Service Area

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe





Note: Data includes youth in ALL adjudication types

Data is part of CFSR Item #4 (Risk and Safety Management).

SDM Family Strengths and Needs Assessment (FSNA)

Strengths/Opportunities:

# of ALL Youth with No Finalized FSNA			
	May	June	July
State	52	60	51
CSA	0	1	0
ESA	3	4	8
NSA	10	16	11
SESA	0	6	3
WSA	39	33	29

Barriers:

Action Items:

**Policy team provided additional direction for initial FSNA timeframes.

The Safety Assessment and FSNA are the only two Ongoing SDM Assessments that apply to 3C Cases.

** Lindy B and Sherri H met with the CRC and will be sending out updated SDM procedures in the near future.

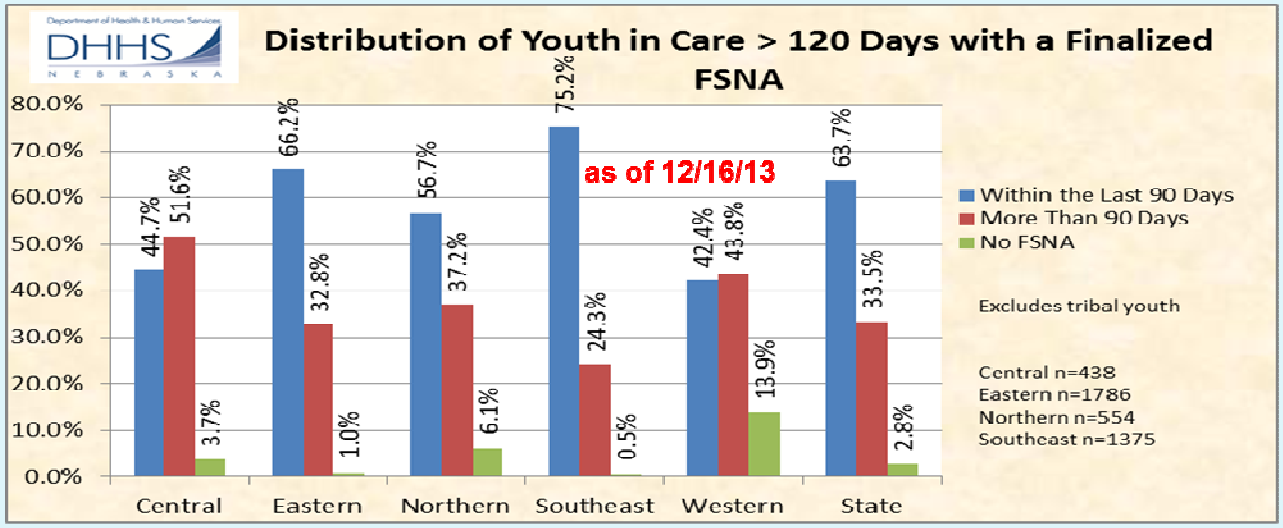
CQI Team Priority:

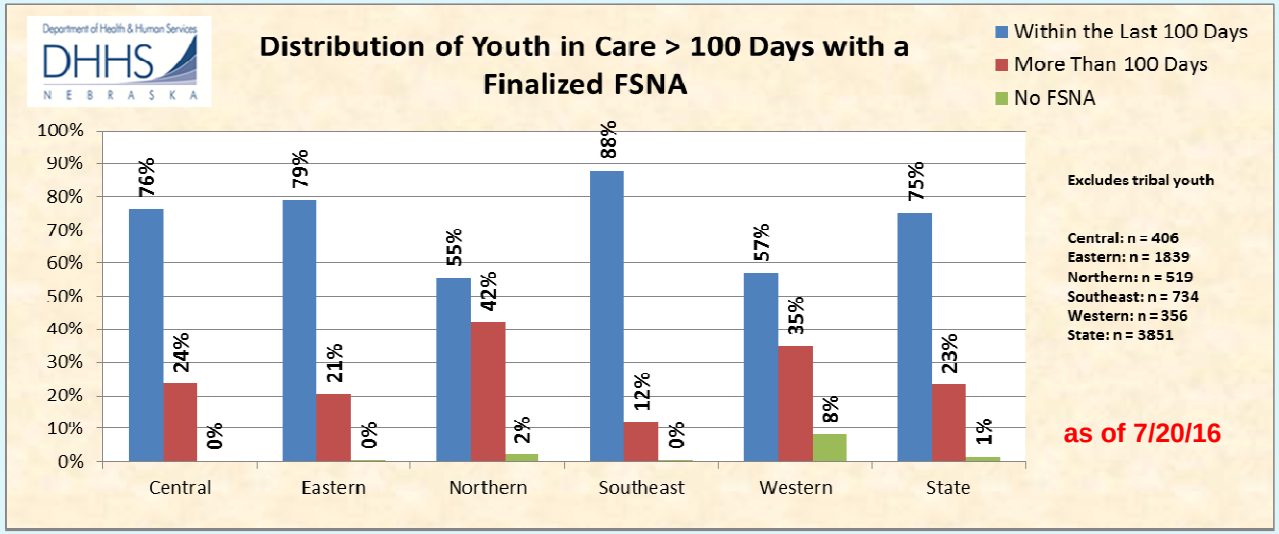
* Western Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Involved in the Child Protection System are Safe





Note: Data includes youth in ALL adjudication types

Data is part of CFSR Item #4 (Risk and Safety Management).

CHAPTER 3: PERMANENCY

OUTCOME STATEMENT: CHILDREN WILL ACHIEVE TIMELY PERMANENCY (Reunification, Guardianship, Adoption and Independent Living)

Goal Statement: Front End – Children will remain home whenever safely possible. Children in out-of-home care will achieve timely permanency

Youth Placed Out of State

Strengths/Opportunities:

July 2016: On July 11th, 2016 – there were 104 youth placed outside of Nebraska.

- 25% - 26 of these youth are placed in congregate care.
- 60% - 63 of these youth are placed in neighboring states (IA, KS, CO, MO and SD).

Total Number of Youth Out of State;

Apr 2015 = 150
May 2015 = 148
June 2015 = 148
July 2015 = 153
Aug 2015 = 144
Sept 2015 = 147
Nov 2015 = 123
Jan 2016 = 119
Feb 2016 = 112
Apr 2016 = 103
May 2016 = 101
July 2016 = 104

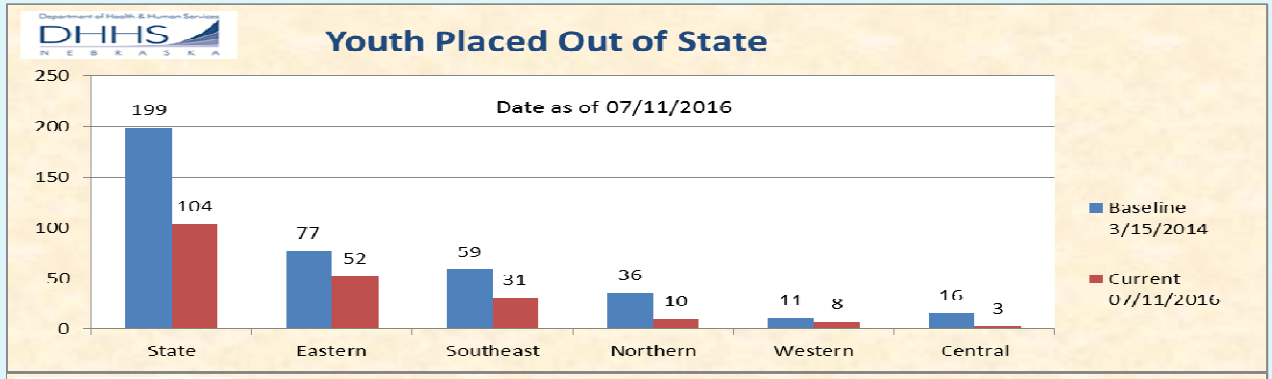
Barriers:

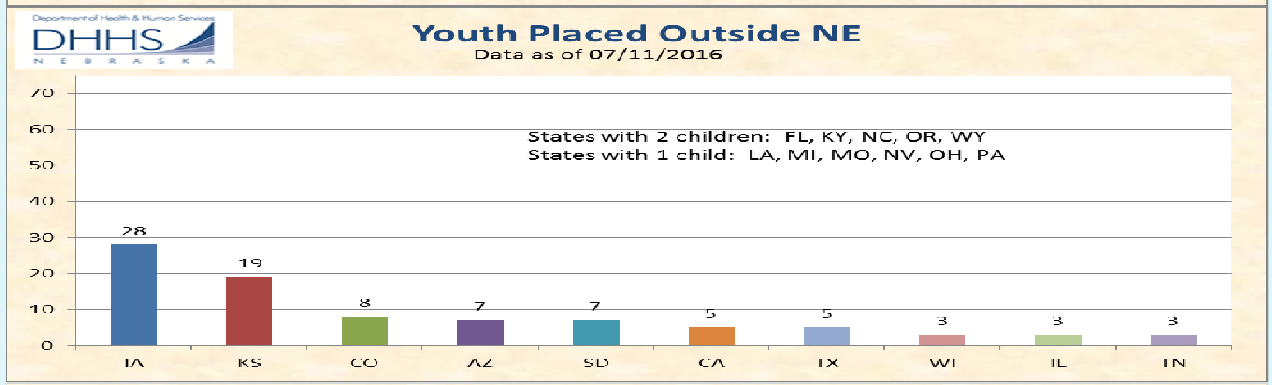
Action Items:

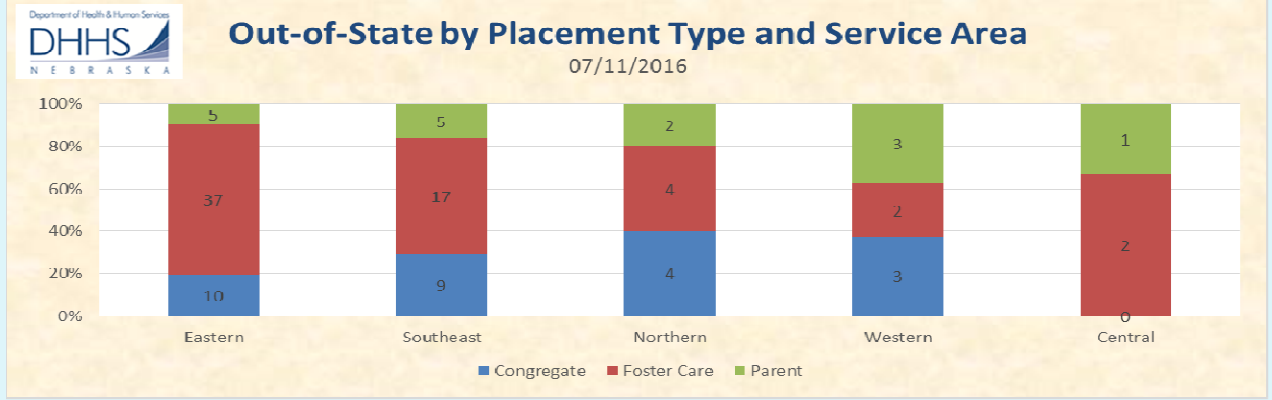
*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency







*Includes all youth and all placements out of Nebraska (parent/congregate/foster). Excluding Tribal Youth.

Youth Placed Out of State

Strengths/Opportunities:

July 2016:

- 58% or 15 out of 26 of the youth placed in congregate care are placed in the following neighboring states – IA, KS, CO, MO, and SD. At times, placement in these bordering states is in closer proximity to the youth's parents.
- 1 youth has been placed in congregate care for 2 or more years.
- 38% or 10 out of 26 of the youth in congregate care have been in out of state placement for over 180 days (6 months or more).

Barriers:

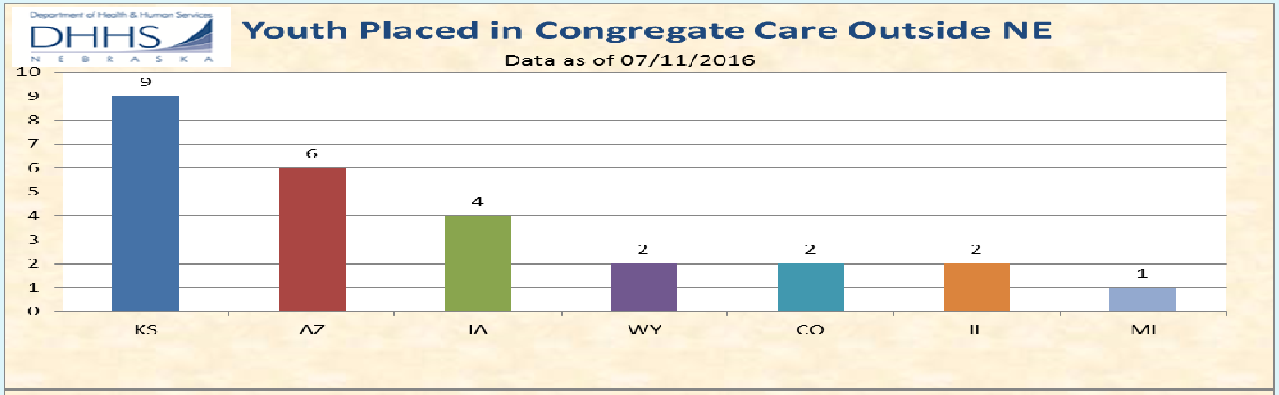
Action Items:

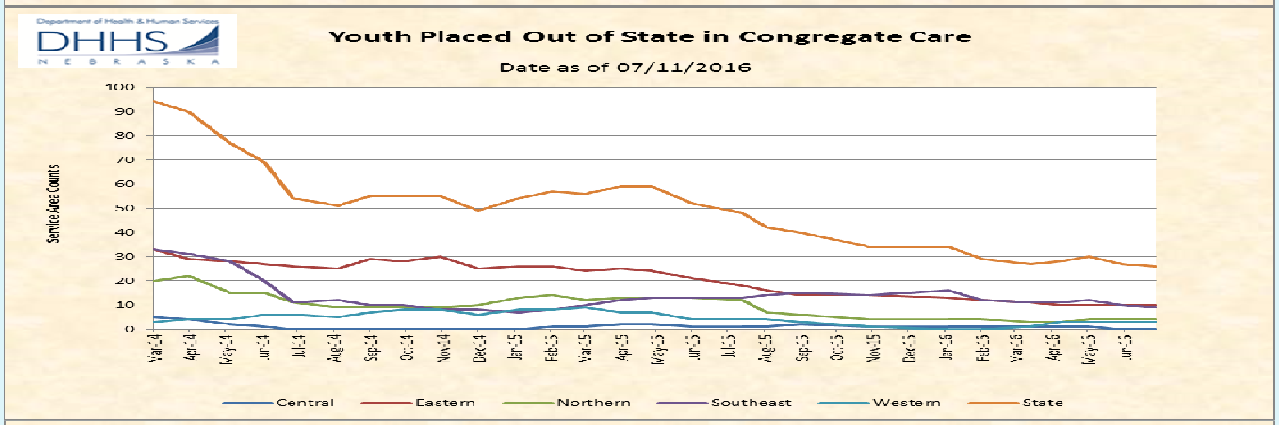
CQI Team Priority:

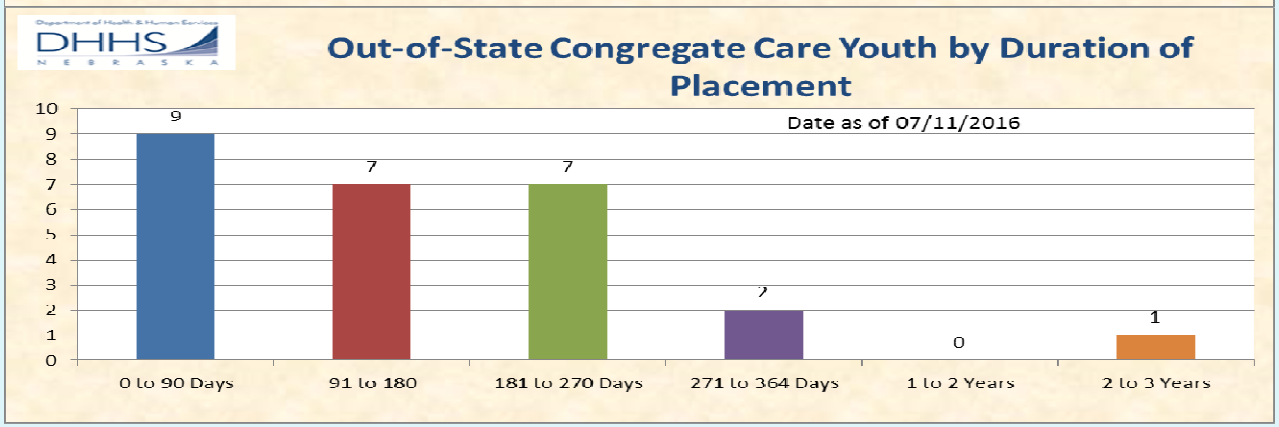
*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency







*Includes all youth and all placements out of Nebraska (parent/congregate/foster). Excluding Tribal Youth.

CFS Supervisor Periodic Review

Strengths/Opportunities:

June 2016:

*Statewide = 75.5%

*Highest Performance = SESA (96.2%)

*Lowest Performance = Tribes (1.8%)

Barriers:

Action Items:

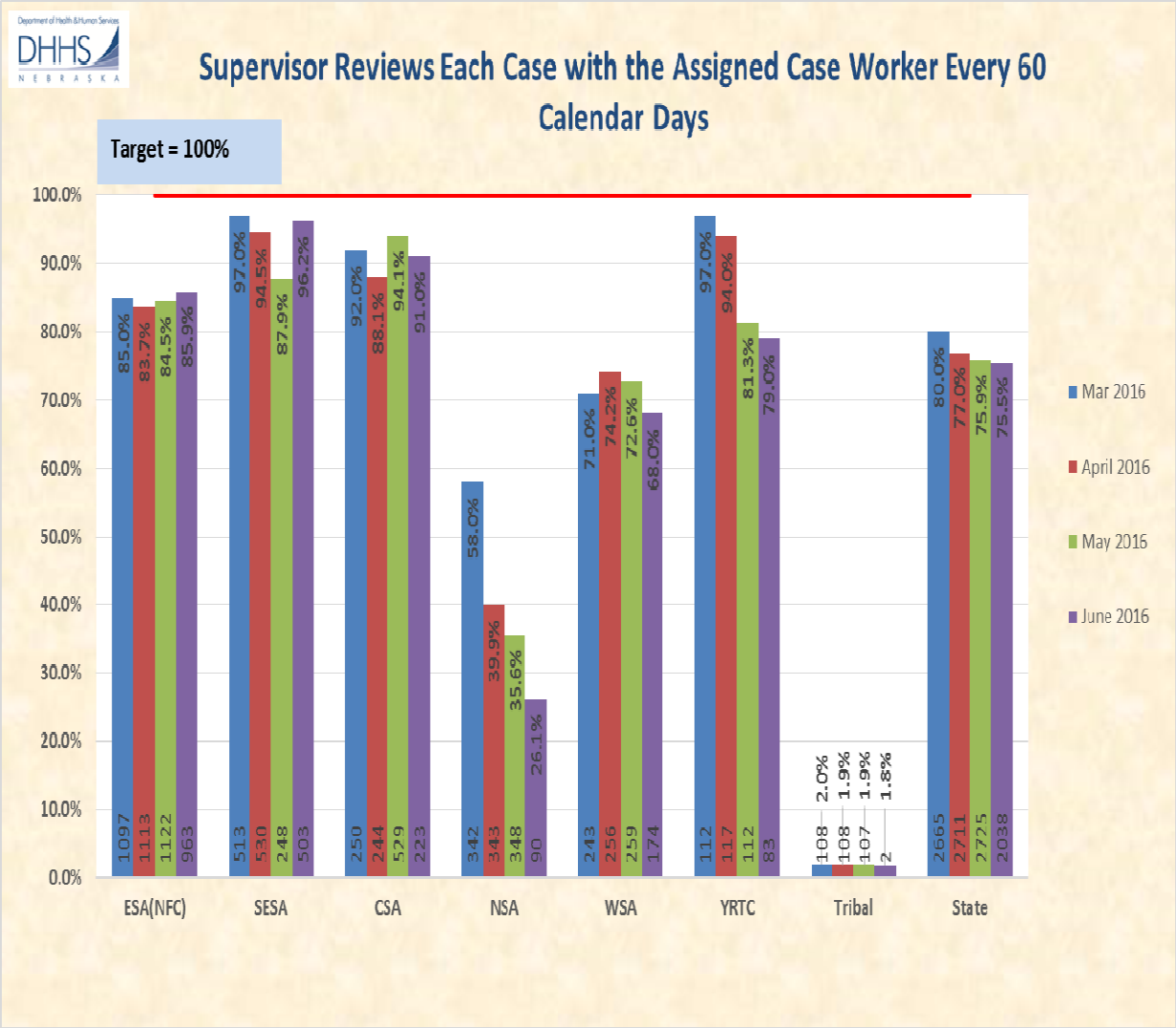
*KaCee Zimmerman will lead a workgroup to review expectations for supervisory and period reviews. Workgroup will make recommendations to the statewide CQI team.

CQI Team Priority:

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Item 21: Permanency Hearings

Analysis:

- Permanency hearings are occurring as expected for 85% of the children who have been in care 12 or more months.
- Data Limitations: Permanency Hearing information is unknown for approximately 7-9% of the children due to lack of information entered on N-FOCUS or in the JUSTICE system.

Stakeholder Input: Who? What? When? Where?:

Next Steps / Who's Responsible:

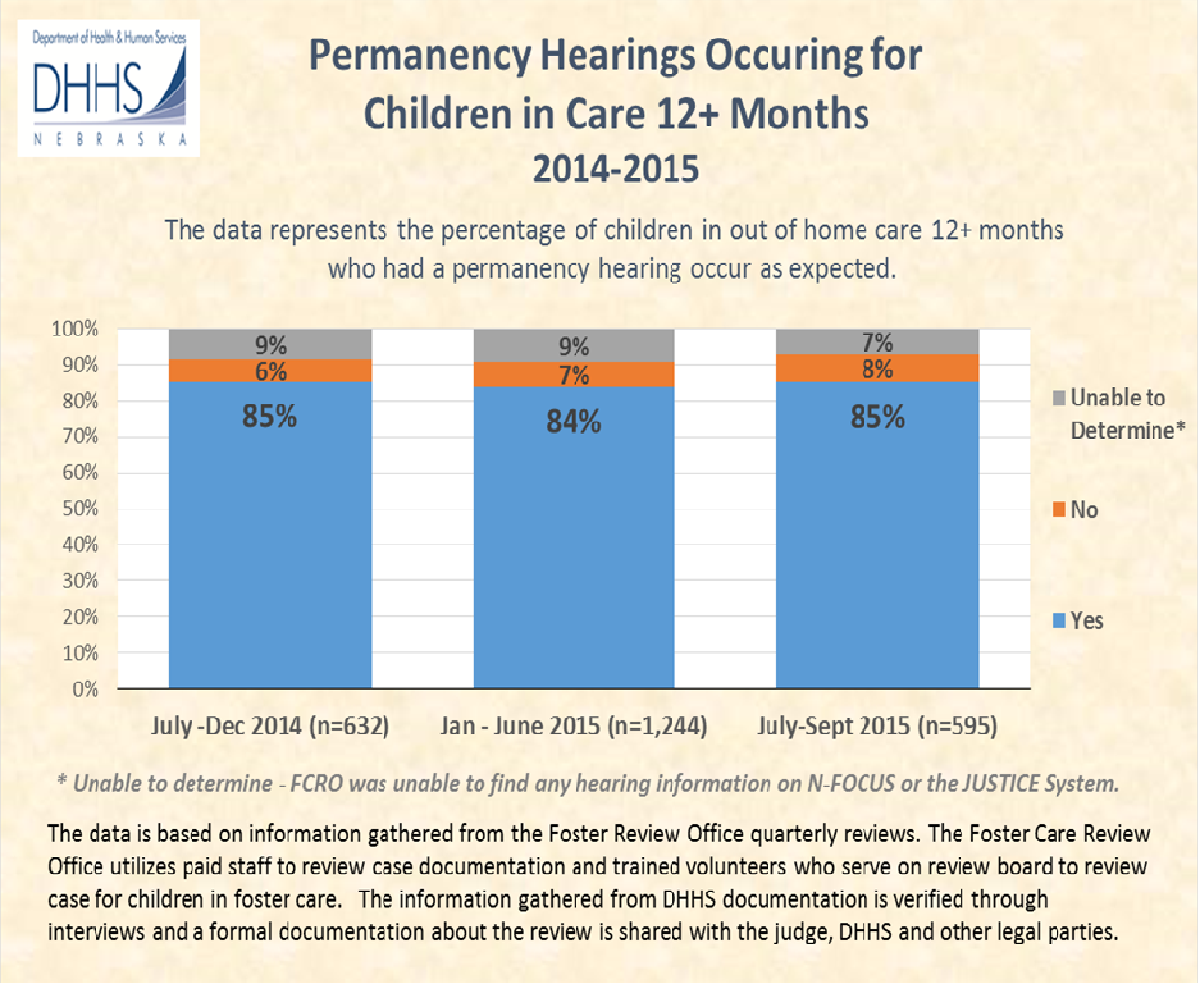
Need to work with FCRO to address data limitation and obtain correct information for the cases with no permanency hearing information in N-FOCUS or JUSTICE.

Data Review Frequency: January and July

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Chapter 1: B. Systemic Factor Case Review System

How do we know the case review system is functioning statewide to ensure that, for each child, a **permanency hearing** in a qualified court or administrative body occurs no later than 12 months from the date the child entered foster care and no less frequently than every 12 months thereafter?



Data for Systemic Factor #22 (Permanency Hearings). Data added to CQI document on 8/2014

Systemic Factor Item 21: Periodic Reviews (Court Reviews:6 Months)

Analysis:

* Court reviews are occurring every 6 months for 98% or more of the children who are in out of home care.

Stakeholder Input: Who? What? When? Where?:

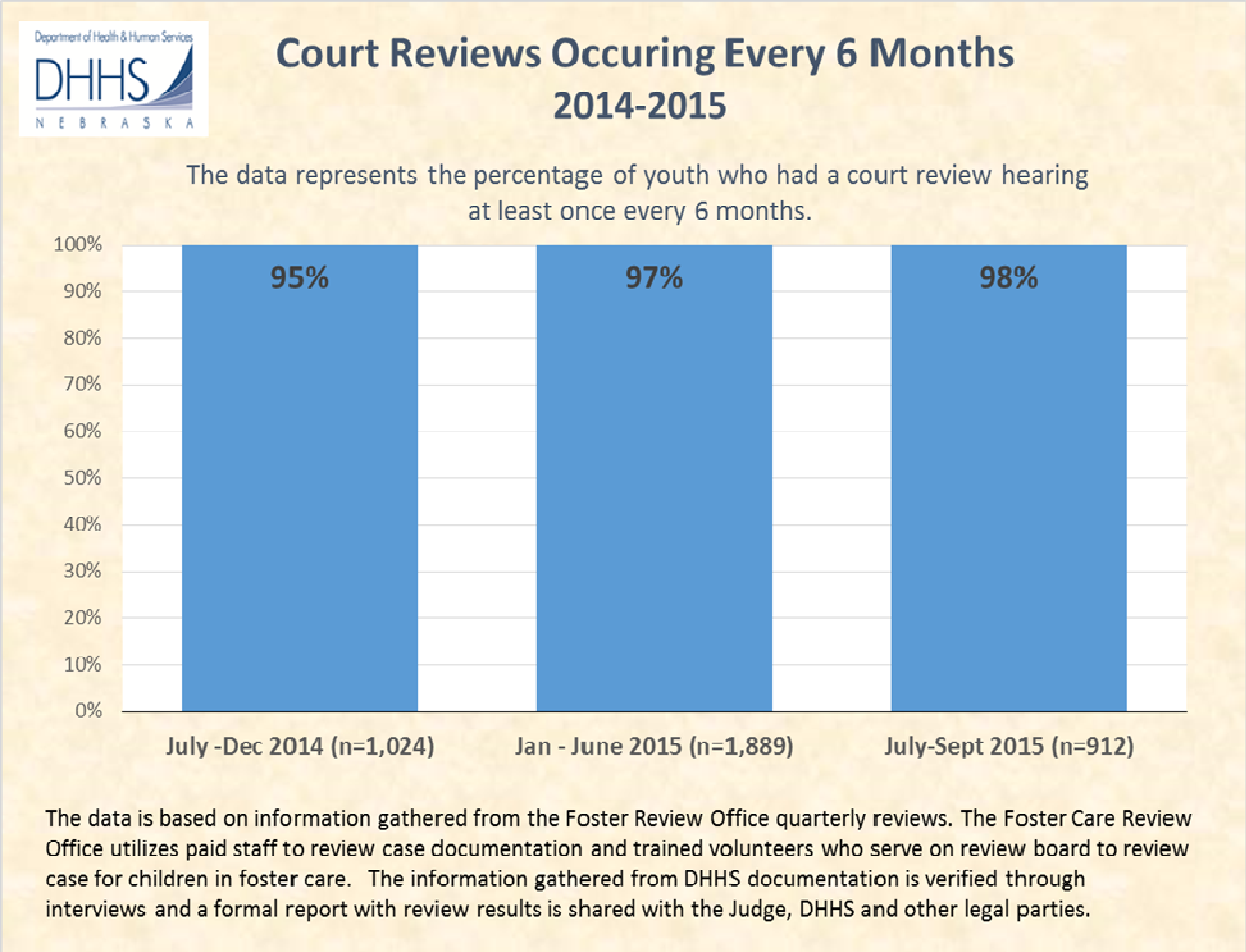
Next Steps / Who's Responsible:

Data Review Frequency: January and July

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Chapter 1: B. Systemic Factor Case Review System

How do we know the case review system is functioning statewide to ensure that a **periodic review** for each child occurs no less frequently than once every 6 months, either by a **court** or by administrative review?



Data for Systemic Factor #21 (Periodic Reviews). Data added to CQI document on 8/2014

Systemic Factor Item 24: Notice of Hearings and Reviews to Caregivers

Strengths/Opportunities:

- **67%** of foster parents indicated that they often or always received notices for court review hearings regarding their foster child(ren).
- **56%** of foster parents indicated that they actively participated in the court review hearings regarding their foster child(ren).

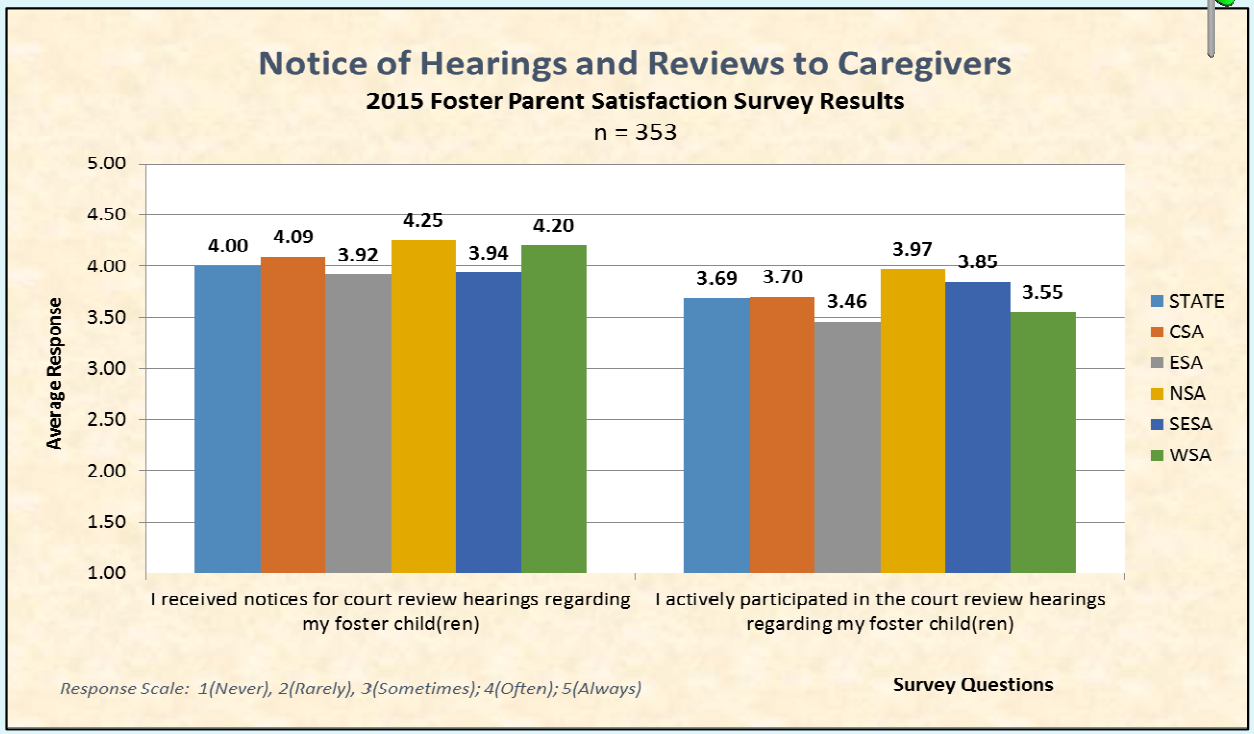
Barriers:

Action Items:

CQI Team Priority:

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



I received notices for court review hearings regarding my foster child(ren)

Response	State	CSA	ESA	NSA	SESA	WSA
Never	34	3	14	4	12	1
Rarely	21	4	7	2	6	2
Sometimes	50	6	19	2	20	3
Often	37	1	16	7	9	4
Always	197	27	65	29	61	15
Not Applicable	12	3	1	2	4	2
Don't Know	1	0	1	0	0	0
Refused	1	0	1	0	0	0
Total	353	44	124	46	112	27

I actively particpated in the court review hearings regarding my foster child(ren)

Response	State	CSA	ESA	NSA	SESA	WSA
Never	62	7	25	7	16	7
Rarely	16	2	6	1	5	2
Sometimes	42	7	15	5	14	1
Often	33	4	13	4	9	3
Always	164	20	46	27	57	14
Not Applicable	33	3	17	2	11	0
Don't Know	1	0	1	0	0	0
Refused	2	1	1	0	0	0
Total	353	44	124	46	112	27

Data for Systemic Factor #24 (Notice of Hearings and Reviews to Caregivers).

Systemic Factor Item 23: Termination of parental rights (TPR)

Analysis:

July 2016:

- 70.0% of the mother's with their rights in tact had no TPR hearing or exceptions documented on N-FOCUS.
- 70.0% of the father's with their right in tact had not TPR hearing or exceptions documented on N-FOCUS.

Barrier: At this time is difficult to determine if TPR is being filed with the court in a timely manner. There is minimal information listed in the N-FOCUS field that we would use to determine timeliness to filing *(TPR Filed by County Attorney or Guardian Ad Litem).*

Stakeholder Input: Who? What? When? Where?:

Next Steps / Who's Responsible:

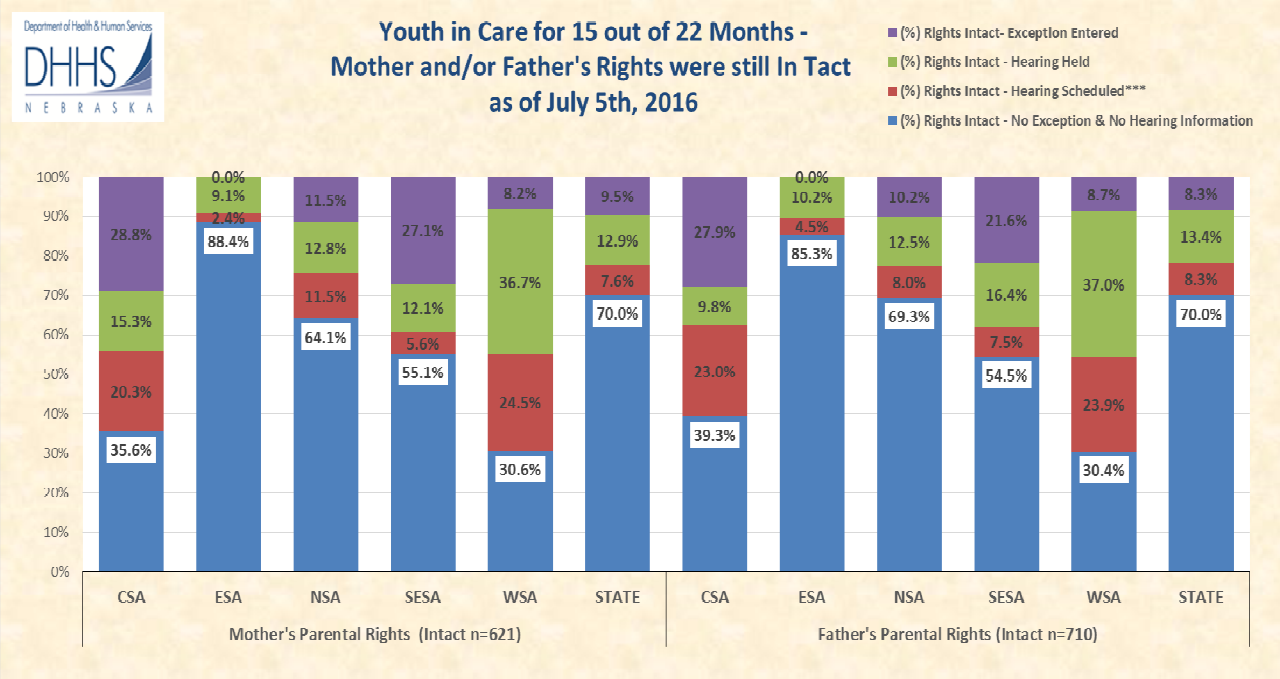
***Need to work with CFS Staff to verify accuracy of information in the TPR Exceptions and TPR hearing fields on N-FOCUS.**

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Systemic Factor Item 23: Termination of Parental Rights

How do we know the case review system is functioning to ensure that the filing of **termination of parental rights (TPR)** proceedings occurs in accordance with required provisions?



*** Over 68% of the scheduled hearing dates were dates prior to July 5th, 2016 and no hearing held dates were entered.

	Mother's Parental Rights (Intact n=621)						Father's Parental Rights (Intact n=710)					
	CSA	ESA	NSA	SESA	WSA	STATE	CSA	ESA	NSA	SESA	WSA	STATE
(%) Rights Intact - No Exception & No Hearing Information	35.6%	88.4%	64.1%	55.1%	30.6%	70.0%	39.3%	85.3%	69.3%	54.5%	30.4%	70.0%
(%) Rights Intact - Hearing Scheduled***	20.3%	2.4%	11.5%	5.6%	24.5%	7.6%	23.0%	4.5%	8.0%	7.5%	23.9%	8.3%
(%) Rights Intact - Hearing Held	15.3%	9.1%	12.8%	12.1%	36.7%	12.9%	9.8%	10.2%	12.5%	16.4%	37.0%	13.4%
(%) Rights Intact- Exception Entered	28.8%	0.0%	11.5%	27.1%	8.2%	9.5%	27.9%	0.0%	10.2%	21.6%	8.7%	8.3%
(#) Rights Intact - No Exception & No Hearing Information	21	290	50	59	15	435	24	325	61	73	14	497
(#) Rights Intact - Hearing Scheduled***	12	8	9	6	12	47	14	17	7	10	11	59
(#) Rights Intact - Hearing Held	9	30	10	13	18	80	6	39	11	22	17	95
(#) Rights Intact - Exception Entered	17	0	9	29	4	59	17	0	9	29	4	59
Total Rights In Tact	59	328	78	107	49	621	61	381	88	134	46	710

Data for Systemic Factor #23 (Termination of Parental Rights). Data added to CQI document on date to be determined.

Placement Change Documentation w/in 72 hours

Strengths/Opportunities:

June 2016: decrease in statewide performance (75.6%).

State performance was at 56% in May 2012.

Barriers:

Action Items:

CQI Team Priority:

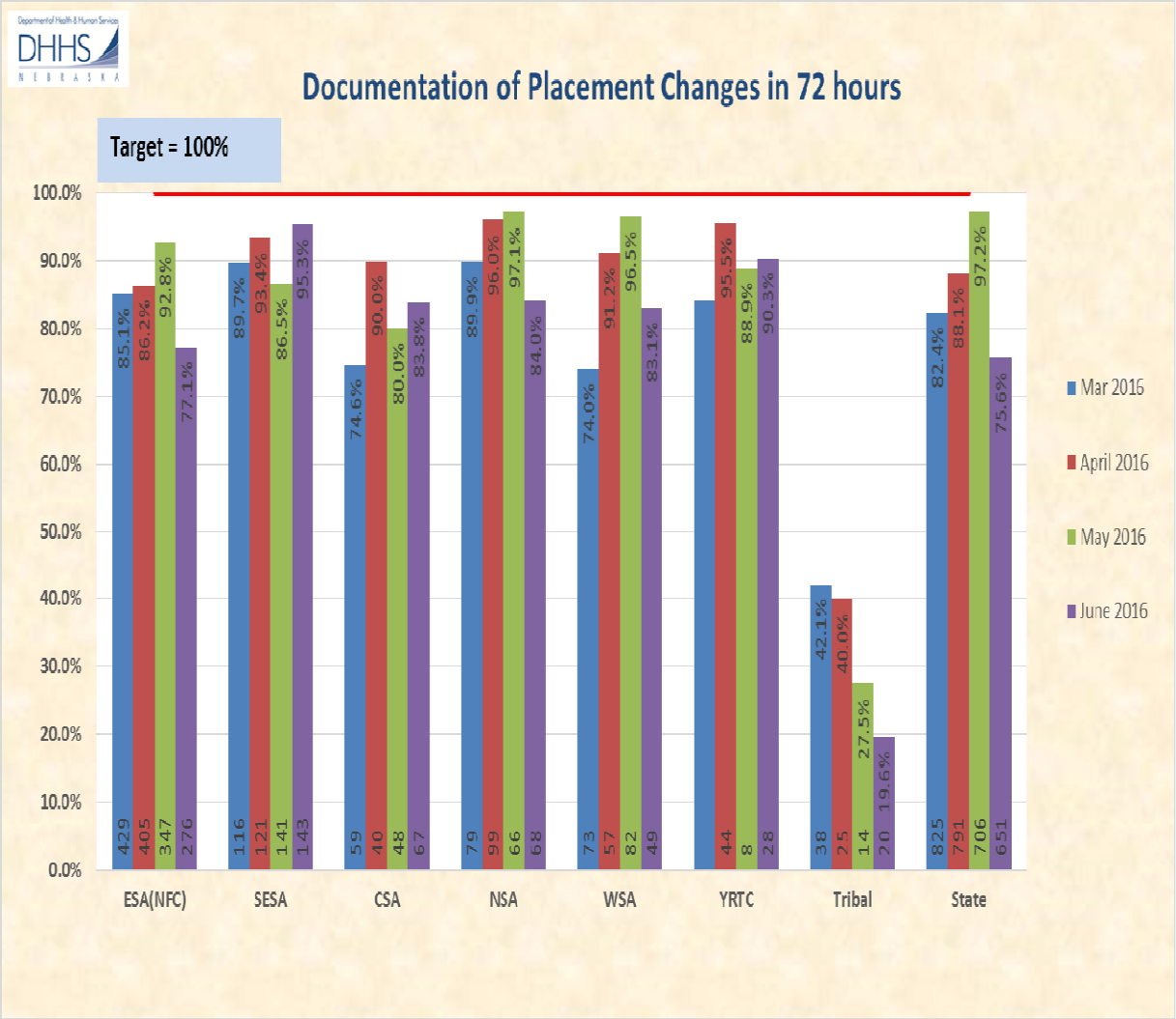
*Northern Service Area

*Tribes

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Family Team Meeting Frequency

Strengths/Opportunities:

June 2016: State performance decreased to 89.8%. **YRTC has the highest score at 100.0%.** Tribes have the lowest score at 17.6%.

Note: The State performance was at 76.2% in May 2012.

Barriers:

-Lack of documentation in tribal cases.

Action Items:

CQI Team Priority:

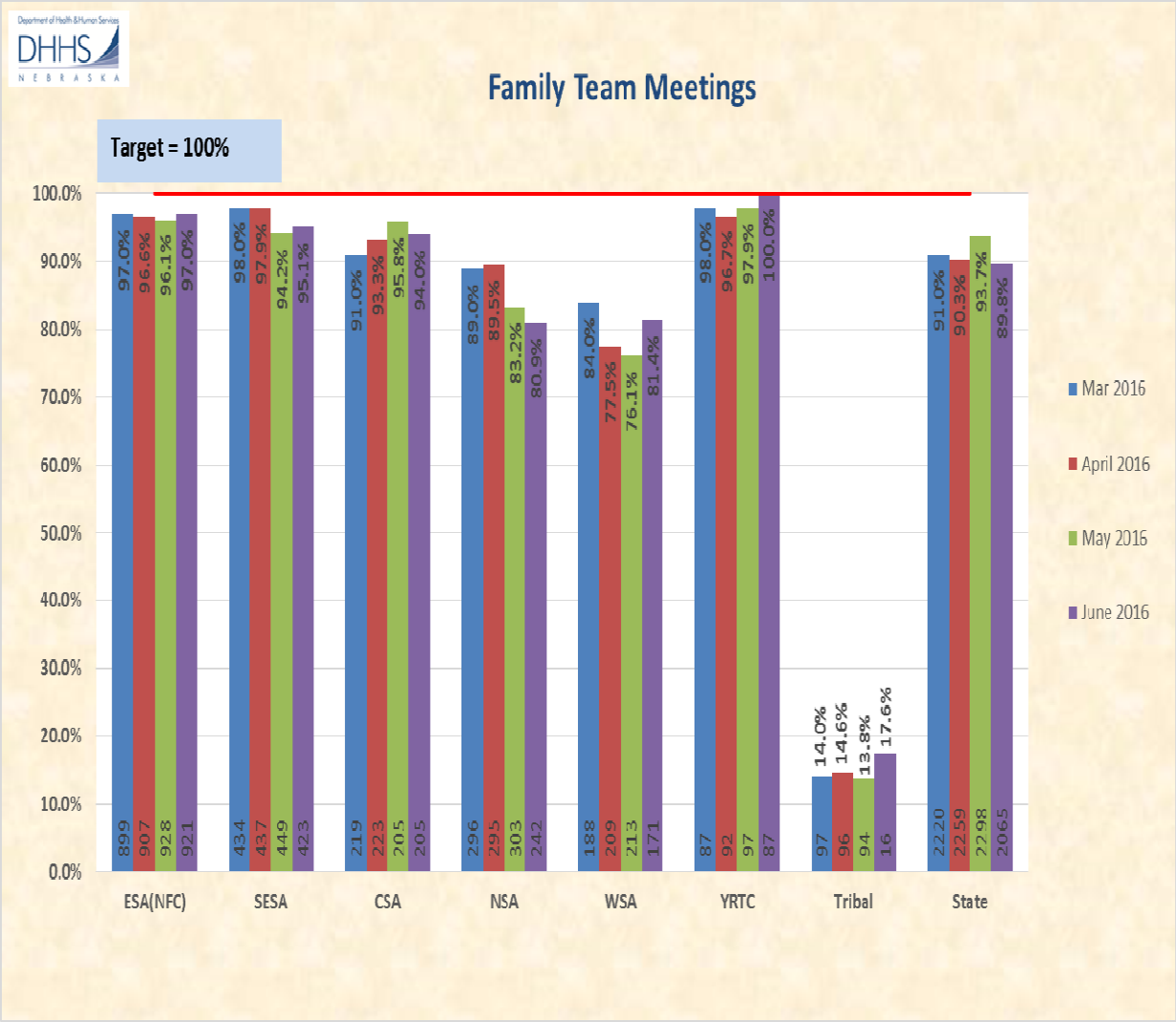
*Northern Service Area

*Tribes

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Family Team Meeting Quality

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Strengths/Opportunities:

*The QA team began FTM Quality Documentation reviews again in September 2015. The reviews look to see if policy expectations are met.

For this 1st review, the reviewers looked at whether or not at least one parent attended the family team meeting. In December 2015, the reviewers looked at mother and father involvement separately for the family team meetings that involved at least one parent.

Barriers:

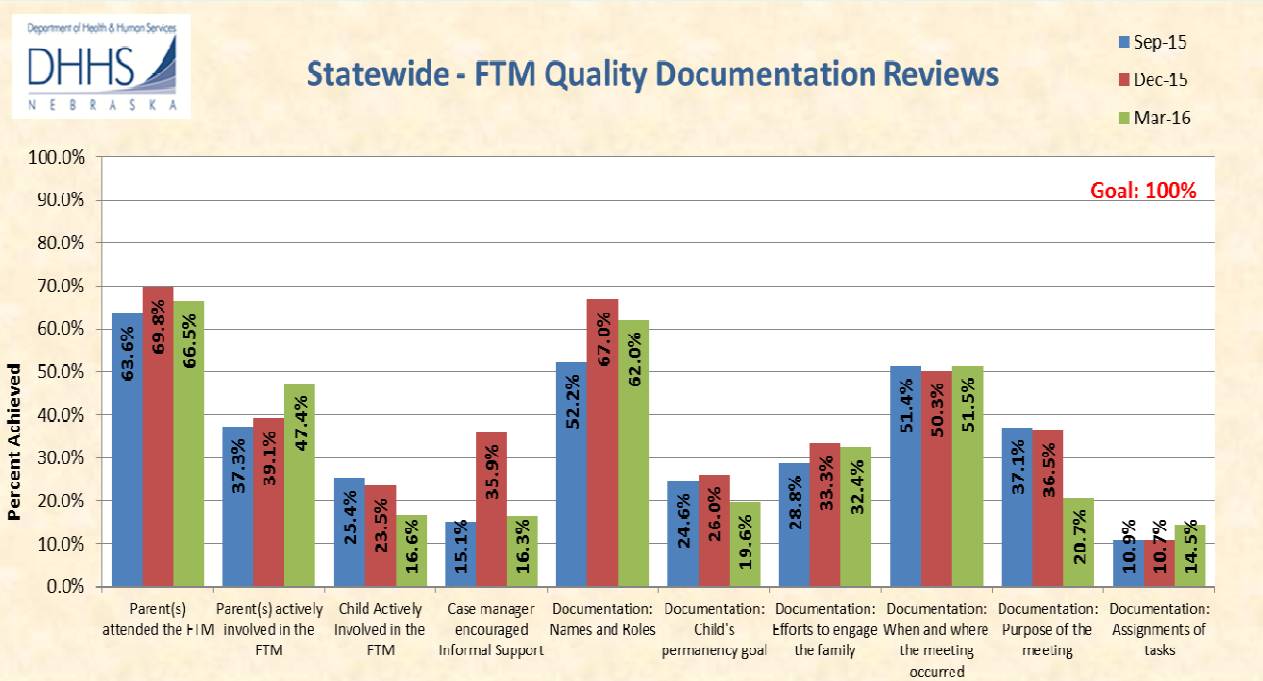
Action Items:

CQI Team Priority:

*Eastern and Western Service Areas

*Tribes

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.



Number of FTM reviews by month: September 2015 = 140, December 2015 = 181, March 2016 (PUR 11/1/2015 1/31/2016) = 273

This review looks at documentation of Family Team Meetings for an identified child to determine if:
*- The **parent(s) and child** are attending and actively involved in the Family Team Meetings, which includes various types of active involvement (Discussing strengths/needs, discussing services/providers, discussing case plan goals, and/or evaluating progress in the case.*
*- Key **topic areas are being documented** in the Family Team Meeting. Documentation in the Family Team Meeting narratives required by policy includes: (A) Names and roles of participants in the meeting, (B) The child's permanency goal, (C) Efforts made to engage the mother, father, or children in the development and progression of the case plan, (D) When and where the meeting occured, (E), The purpose of the meeting, (F) Discussion of the meeting topics, & (G) assignment of tasks including who is responsible and any time frames established.*

This data represents the # and % of parents who ATTENDED and PARTICIPATED in the FTM's.	Dec-15		Mar-16	
	#	%	#	%
Both parents attended the FTM	37	33.0%	41	28.3%
Mother attended the FTM	64	57.7%	91	62.8%
Father attended the FTM	10	9.0%	13	9.0%
Both parents actively involved in the FTM	13	24.5%	26	28.3%
Mother actively involved in the FTM	35	66.0%	62	67.4%
Father actively involved in the FTM	5	9.4%	4	4.3%

Data Review Frequency: Quarterly

Data is part of CFSR Item #18 (Child and Family Involvement in Case Planning).

Case Plans Created within 60 Days

Strengths/Opportunities:

June 2016: 63.4% of the Case plans are created within 60 days of the youth entering into custody.

YRTC has the highest number of case plans created in 60 days (100.0%) and Tribes have the lowest (4.2%).

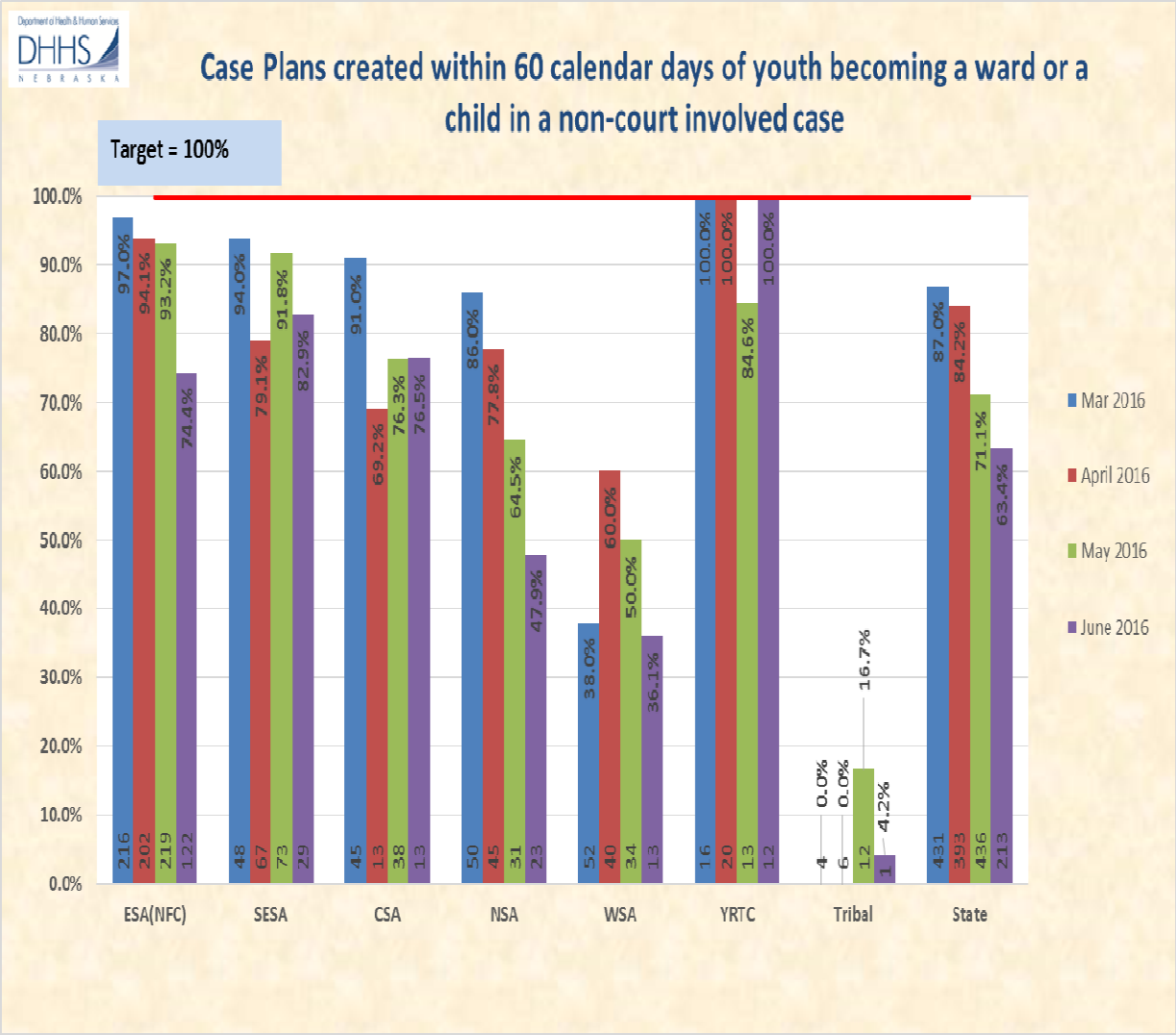
Barriers:

Action Items:

CQI Team Priority:

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data is part of CFSR Item #7 (Permanency Goal for the Child). Data added to CQI document on 6/2014

Item 20: **Written case plan** developed jointly with the child's parent(s) and includes the required provisions

Analysis:

Data from the last CFSR review indicate the agency made concerted efforts to develop the most recent case plan with the child's father 76% of the time, with the child's mother 88% of the time and with the child 92% of the time.

Data Limitations: Current data looks at efforts to develop the written case plan jointly with the child's parents but does not specifically address the quality of the case plan and whether or not the case plan includes the required provisions.

Stakeholder Input: Who? What? When? Where?:

Next Steps / Who's Responsible:

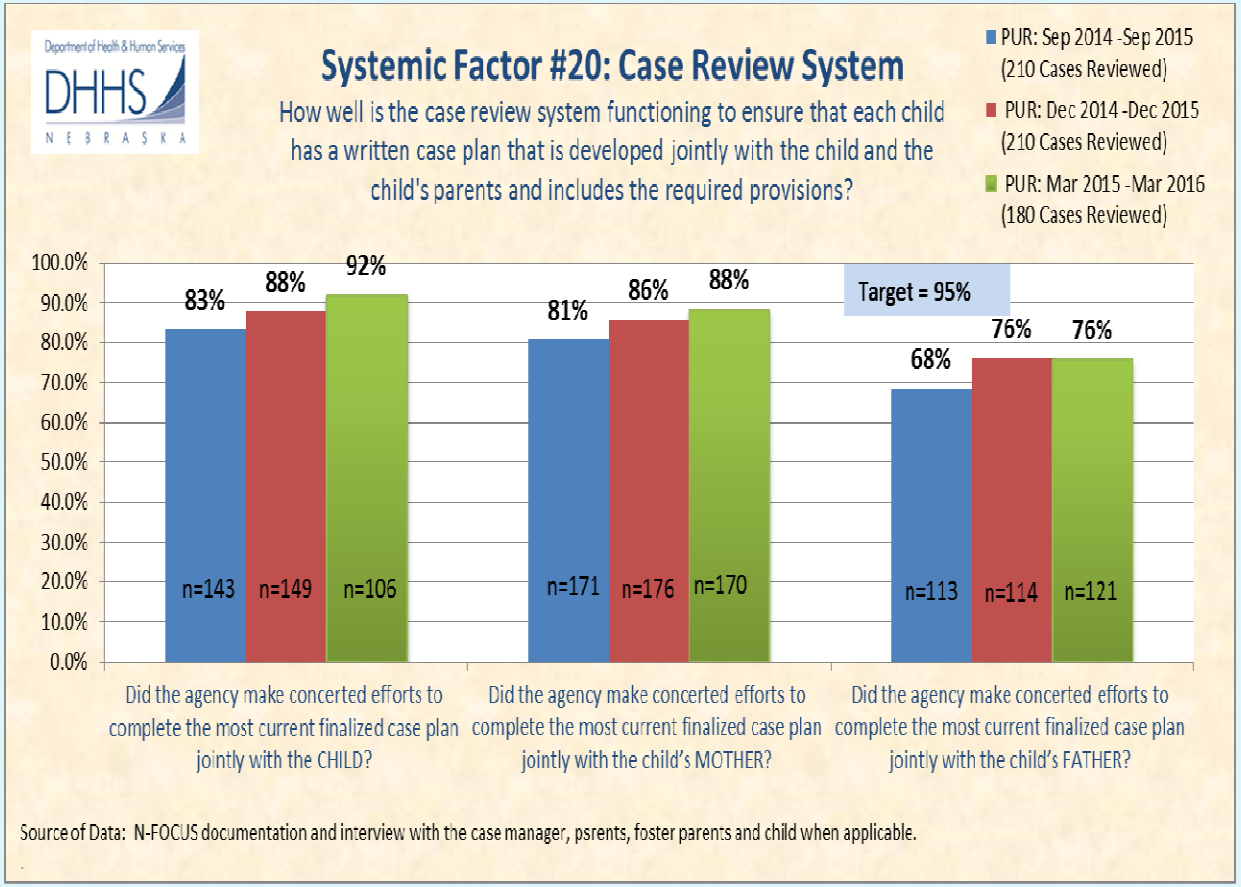
The QA team will be implementing a separate quality review of case plans and court reports to determine if they address required provision beginning February 2016. Data will be available in April 2016.

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Chapter 1: B. Systemic Factor Case Review System

How do we know that the case review system is functioning statewide to ensure that each child has a written case plan that is **developed jointly with the child's parent(s)** and **includes the required provisions**?



The CQI team will be implementing a quality review of case plans to determine if they address required provision beginning May 2016. Data will be available in June 2016.

Data Review Frequency Every 2 Months

Data for Systemic Factor - Item #20 (Case Review System).

Case Planning Involvement – CFSR 13

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

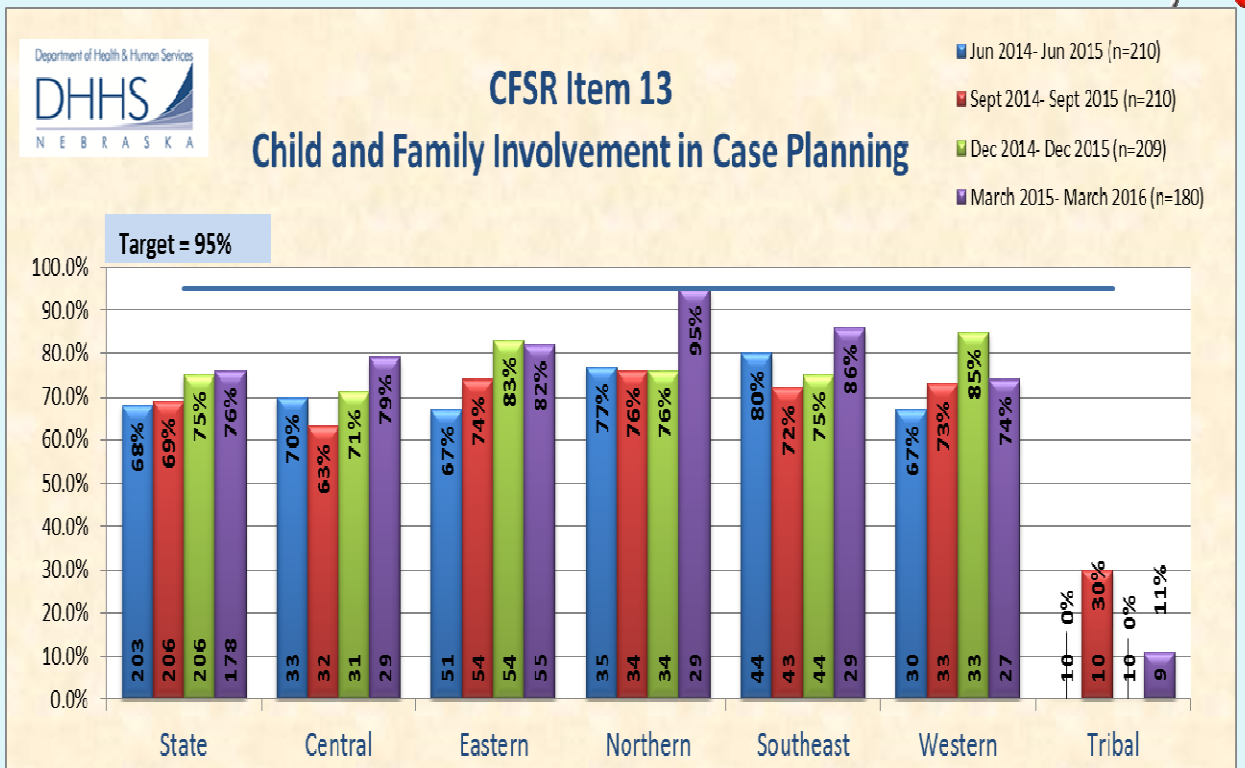
- Lack of ongoing efforts to locate and/or engage non-custodial parent in case planning (in most cases, this is the child's father).
- Lack of ongoing efforts engage developmentally appropriate children in case planning.
- Lack of good quality documentation during family team meetings and face to face contacts between the worker, children, mother and father. Documentation should clearly state how the parent or youth was engaged in the creation of, ongoing evaluation and discussions regarding progress and needs related to case plan goals.

Action Items:

- Policy team will review and expand non-custodial parent memo to include instructions for engaging the non custodial parent. N-FOCUS changes are planned for July 2015.
- CFSR Champion – Monica Dement & SESA; see CFSR Binder for additional Action Items.

Data Review Frequency: Bi-Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Item 13 looks at whether or not the agency made concerted efforts during the period under review to involve the parent (mother and father) and the children during the case planning process. Children and parents have to contribute to the creation of the case plan goals and review them with the agency on an ongoing basis for this item to be rated as a strength.

**Tribal data is based on cases reviewed from the Omaha Tribe, Santee Sioux Nation and Winnebago Tribe. CFSR reviews of Tribal cases began with the July 2014 review.*

The round 3 CFSR tool was impletemented statewide in February 2015 and the first review coved the period of January 2014 to January 2015.* ***Item 13 in the Round 3 CFSR tool is comparable to Item 19 in the previous CFSR tool.

Caseworker Contact with Parent CFSR 15

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Lack of ongoing efforts to visit with the child's non custodial parent (in most cases, this is the child's father).
- Lack of good quality documentation during face to face contacts between the worker and the child's mother and father.

Action Items:

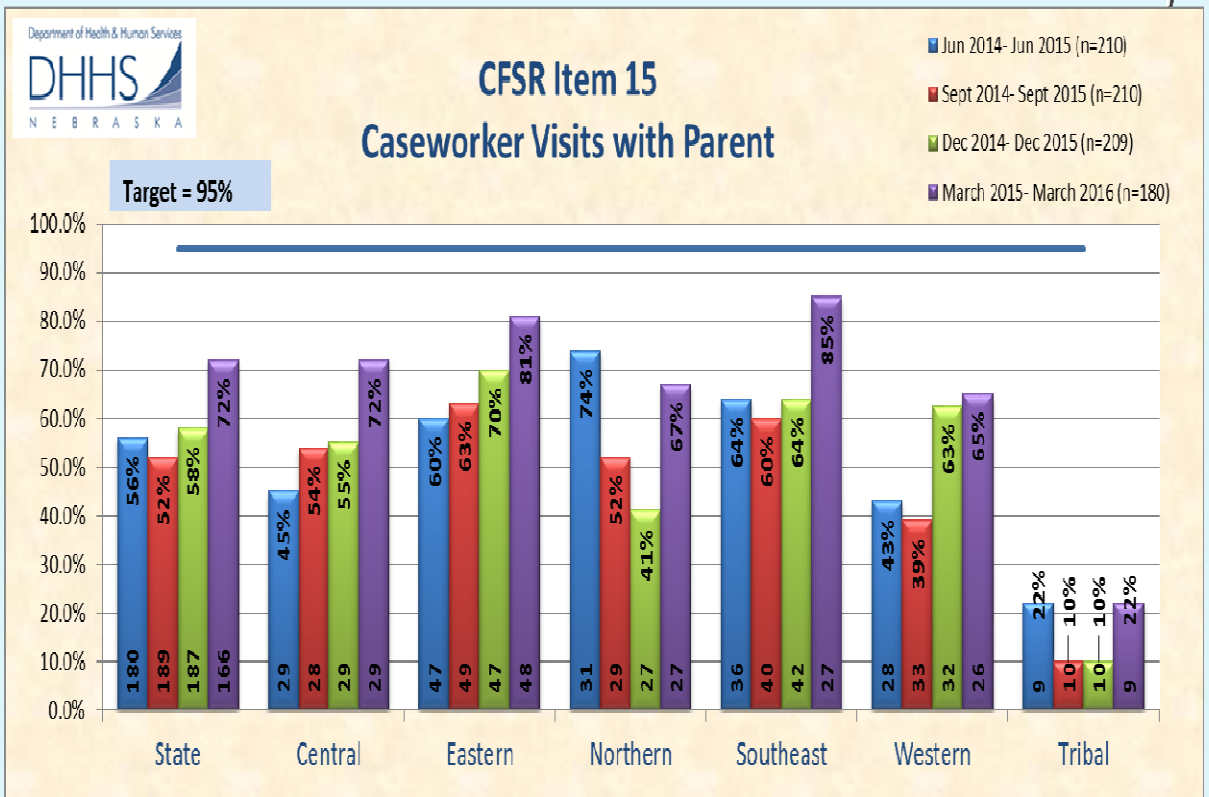
- Policy team will update procedures memo to include clarification regarding parent contact when the child's permanency goal is something other than reunification or family preservation.
- *CFSR Champion – Lynn Castrianno & ESA; see CFSR Binder for additional Action Items.*

***CQI Team Priority:**

Central Service Area

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Item 15 on the CFSR looks at both the frequency and quality of the caseworker visits with both the mother and the father in the case. This item looks at whether or not the frequency and quality of visits between the caseworker and the mother and father of the child(ren) in the case were sufficient to ensure safety, permanency, and well being of the child and promote achievement of case goals. Each parent should be seen at least monthly in order for this item to be counted as a strength.

**Tribal data is based on cases reviewed from the Omaha Tribe, Santee Sioux Nation and Winnebago Tribe. CFSR reviews of Tribal cases began with the July 2014 review.*

The round 3 CFSR tool was impletemented statewide in February 2015 and the first review coved the period of January 2014 to January 2015.* ***Item 15 in

Data Review Frequency: Bi-Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Worker Face to Face Contact with Mother and Father

Strengths/Opportunities:

Statewide-June 2016:

- Decrease in contact with mothers to 67.0%.
- Decrease in contact with fathers to 38.0%

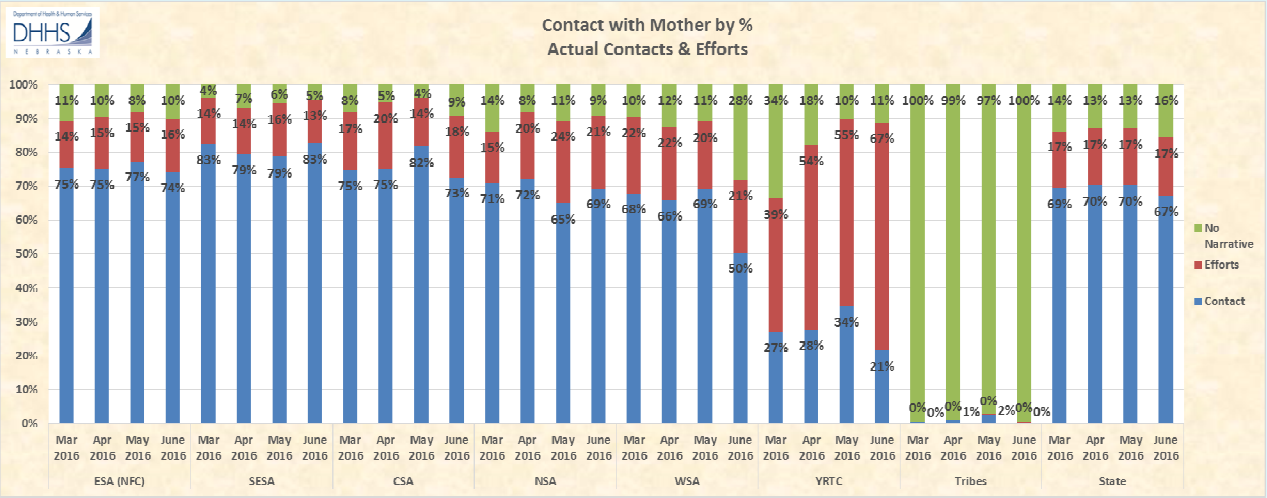
** Note: The performance accountability report was modified to require a contact for all parents whose rights are still intact regardless of the child's permanency goal. Prior to this, the report did not require a parent contact for all youth whose permanency goals were adoption, guardianship or independent living.*

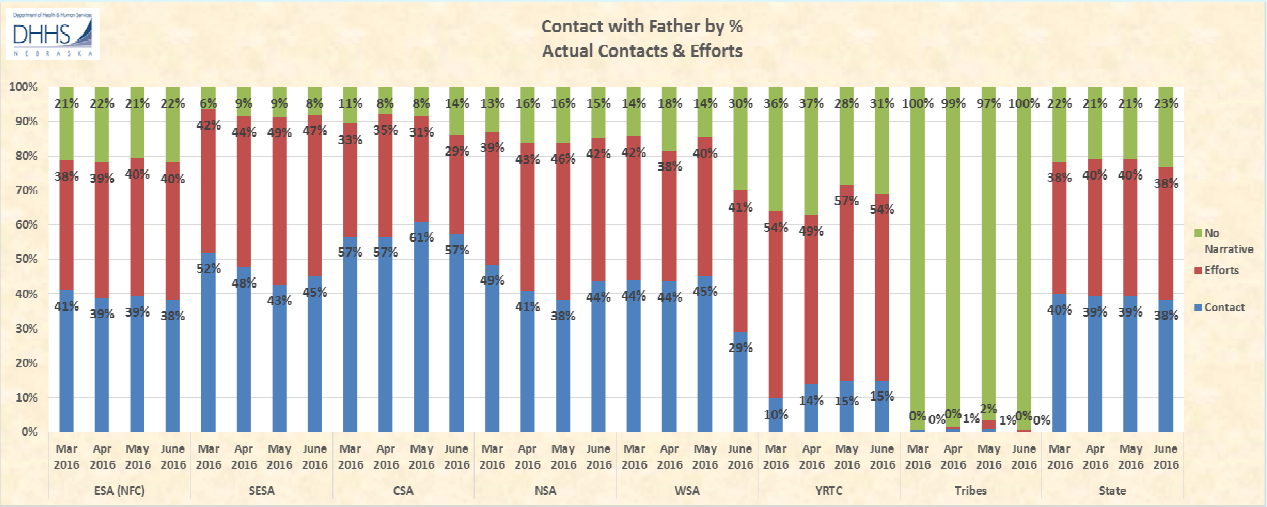
Barriers:

* Identification and engagement of non-custodial parents, especially fathers.

Action Items:

- Lindy Bryceson, Legal and Policy Team will provide additional guidance to staff to assist with efforts to locate and engage the non-custodial parent, especially when working with a mother who does not want to involve the child's father in non court cases.





*Note: Data includes parent contact in both court & non-court involved cases.

Data Review Frequency: Monthly

Data is part of CFSR Item #20 (Caseworker visit with mother/father). Data added to CQI document on 6/2014

Child, Parent & Foster Parent Needs Assessment – CFSR 12

Strengths/Opportunities:

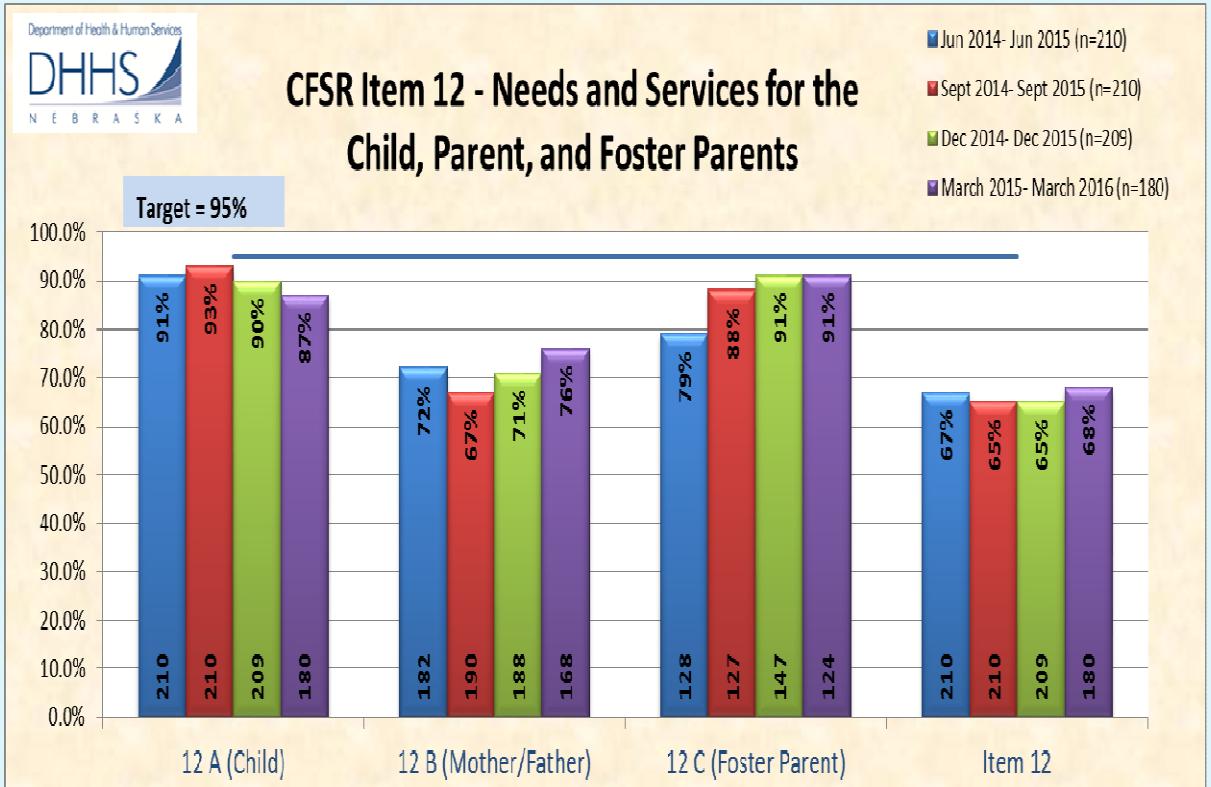
Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Lack of good quality documentation during face to face contacts between the worker and the child. Documentation should contain sufficient information to address safety, permanency and well-being.

Action Items:

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Item 12 on the CFSR determines whether or not the agency made concerted efforts during the period under review to assess the child, parents and foster parents needs and provide services to meet needs that were identified. Item 12 A is about the children's needs and services, 12 B is about both the mother and father's needs and services, and 12 C is about the foster parent's needs and services. The three parts of Item 12 are combined into one item as a whole to determine if the overall item is a strength or area needing improvement.

The round 3 CFSR tool was impletemented statewide in February 2015 for the period under review of January 2014 to January 2015.* ***Item 12 in the Round 3 CFSR tool is comparable to Item 17 in the previous CFSR tool.

Data Review Frequency: Bi-Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Federal Visitation with State Wards

Strengths/Opportunities:

June 2016: New Fed Fiscal Year began in October 2013.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. **State performance decreased to 93.5% this month. Performance is 94% and above for all Service Areas, 68.9% for YRTC, and 25.6% for Tribal Cases.**

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

Barriers:

-Lack of documentation in tribal cases

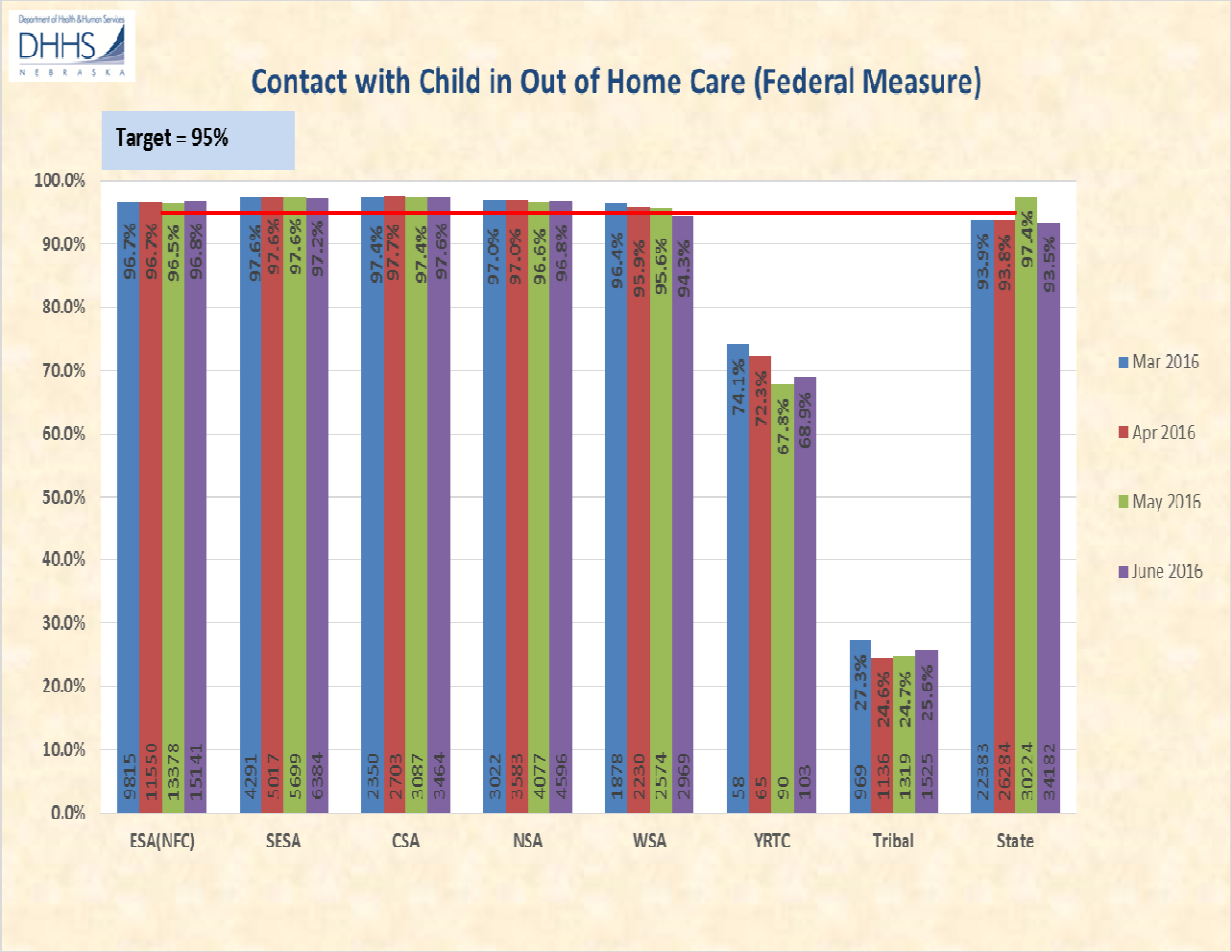
Action Items:

CQI Team Priority:

*Tribes

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

Data Review Frequency: Monthly



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). Starting Aug 2014 – data includes court youth placed at home on trial home visit.

Data is part of CFSR Item #19 (Caseworker visit with the child).

Monthly Contact with State Wards and Non-Court Involved Child

Strengths/Opportunities:

June 2016: Non Court Case - statewide performance increased to 88.9%.

Note: In May 2012, the state performance was at 53.4% for this measure.

June 2016: State Wards – statewide decrease to 91.3%. ESA and NSA had the highest percentage at 96.7%. YRTC saw an increase to 89.0% and tribal cases saw an increase to 27.0% this month.

Barriers:

-Lack of documentation in tribal cases

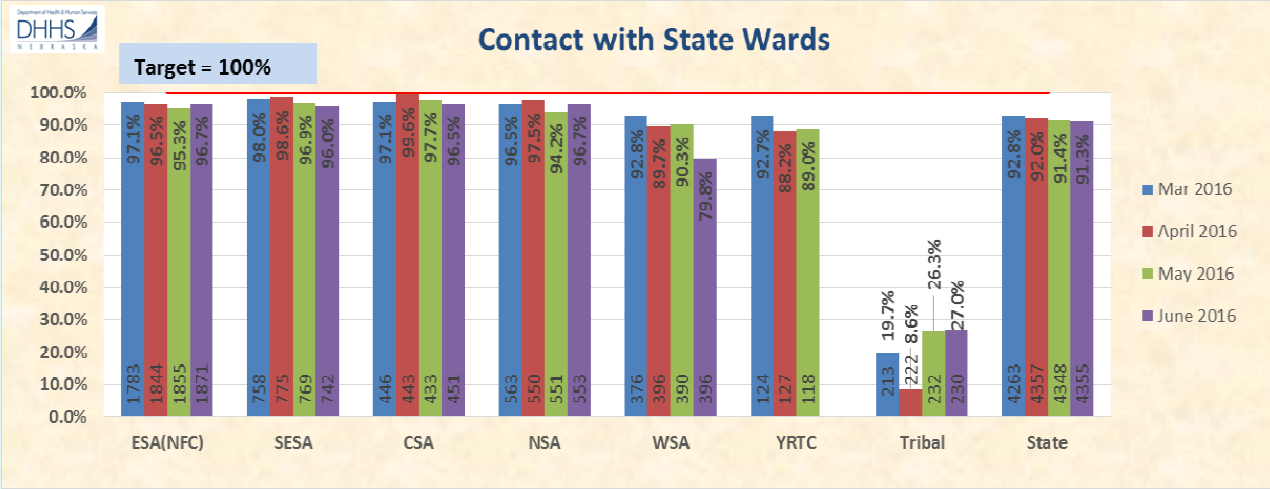
Action Items:

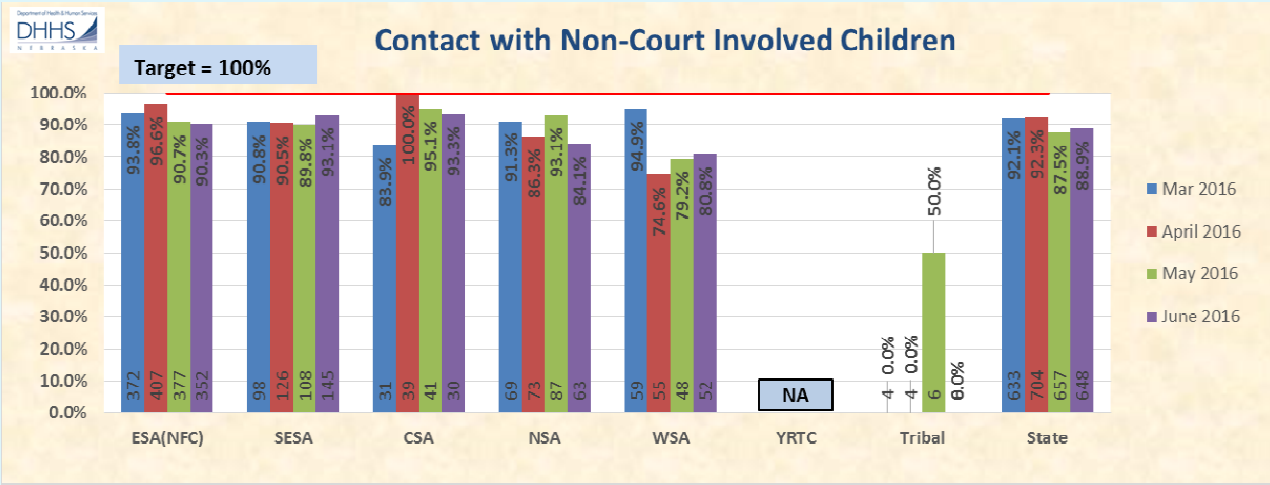
CQI Team Priority:

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency





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

Data is part of CFSR Item #19 (Caseworker visit with the child).

Caseworker Contact with Child CFSR 14

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Strengths/Opportunities:

Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Lack of good quality documentation during face to face contacts between the worker and the child's mother and father. Documentation should contain sufficient information to address safety, permanency and well-being.

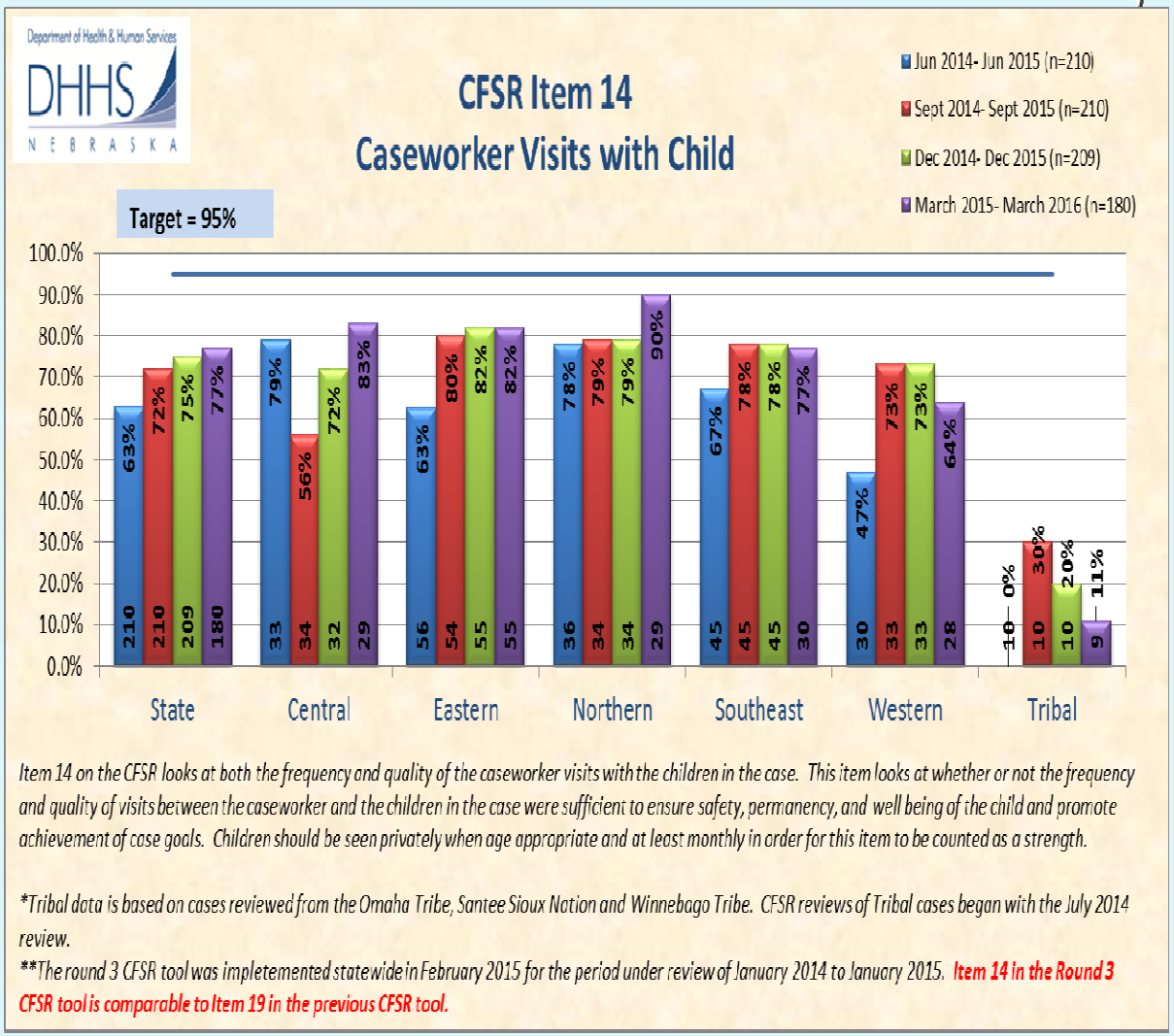
Action Items:

** CFSR Champion – KaCee Zimmerman & CSA; see CFSR Binder for additional Action Items.*

CQI Team Priority:

*Central Service Area

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.



Item 14 on the CFSR looks at both the frequency and quality of the caseworker visits with the children in the case. This item looks at whether or not the frequency and quality of visits between the caseworker and the children in the case were sufficient to ensure safety, permanency, and well being of the child and promote achievement of case goals. Children should be seen privately when age appropriate and at least monthly in order for this item to be counted as a strength.

**Tribal data is based on cases reviewed from the Omaha Tribe, Santee Sioux Nation and Winnebago Tribe. CFSR reviews of Tribal cases began with the July 2014 review.*

***The round 3 CFSR tool was impletemented statewide in February 2015 for the period under review of January 2014 to January 2015. Item 14 in the Round 3 CFSR tool is comparable to Item 19 in the previous CFSR tool.*

Data Review Frequency: Bi-Monthly

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Timeliness of Permanency

Strengths/Opportunities:

Round 2: No Service Area is currently meeting this measure.

Round 3: NSA is the only Service Area currently meeting this measure.

Barriers:

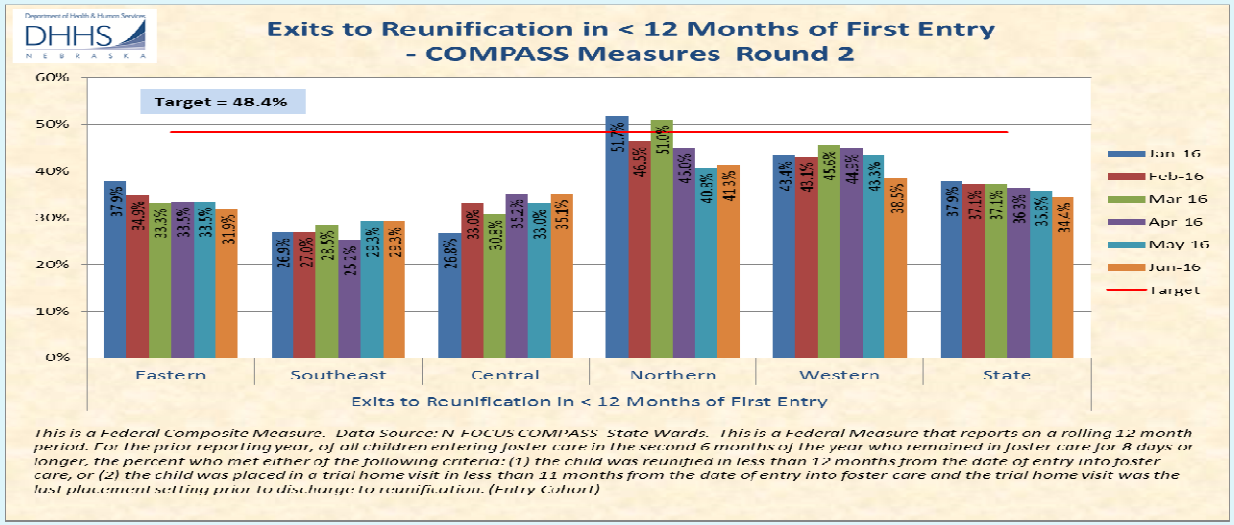
Action Items:

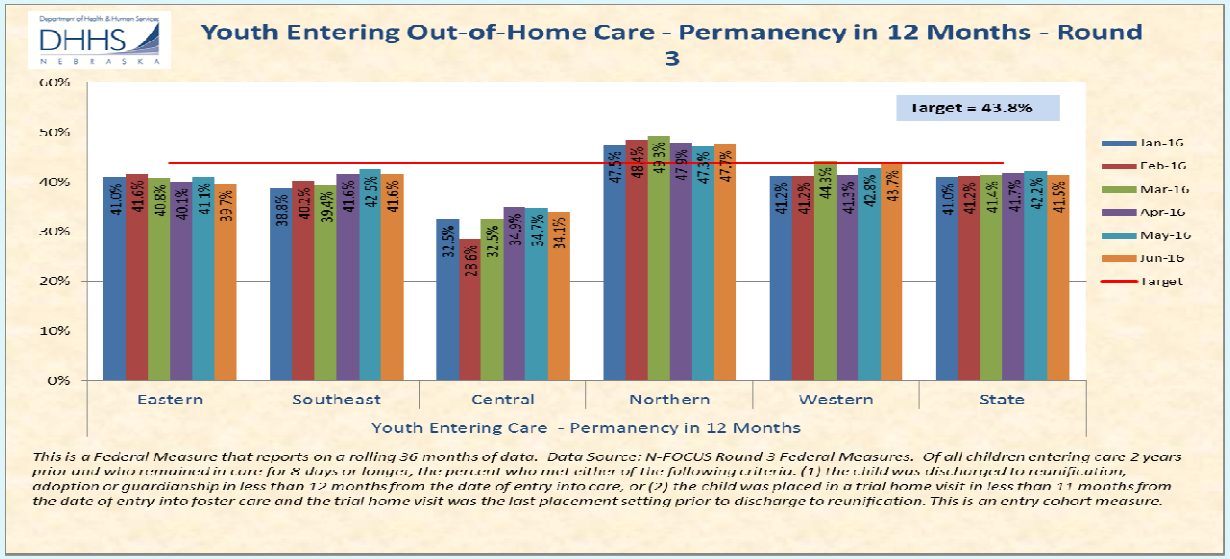
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.





Data Review Frequency: Quarterly (March, June, September, December)

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Timeliness & Permanency

Strengths/Opportunities:

Round 3: All Service Areas are meeting this measure at this time.

Barriers:

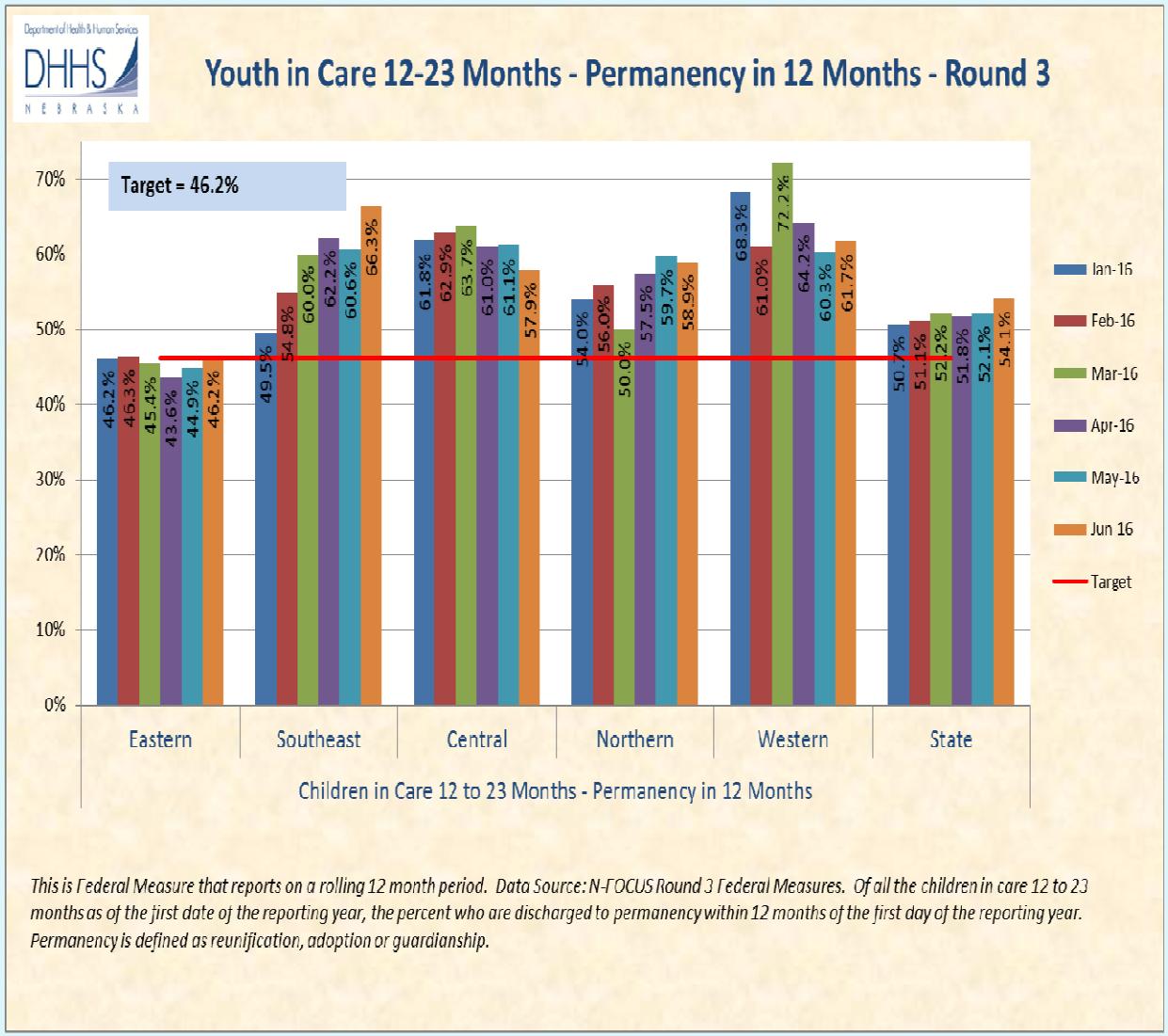
Action Items:

CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.



Data Review Frequency: Quarterly (March, June, September, December)

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Timeliness & Permanency

Strengths/Opportunities:

Round 3: NSA is the only Service Area not meeting this measure at this time.

Barriers:

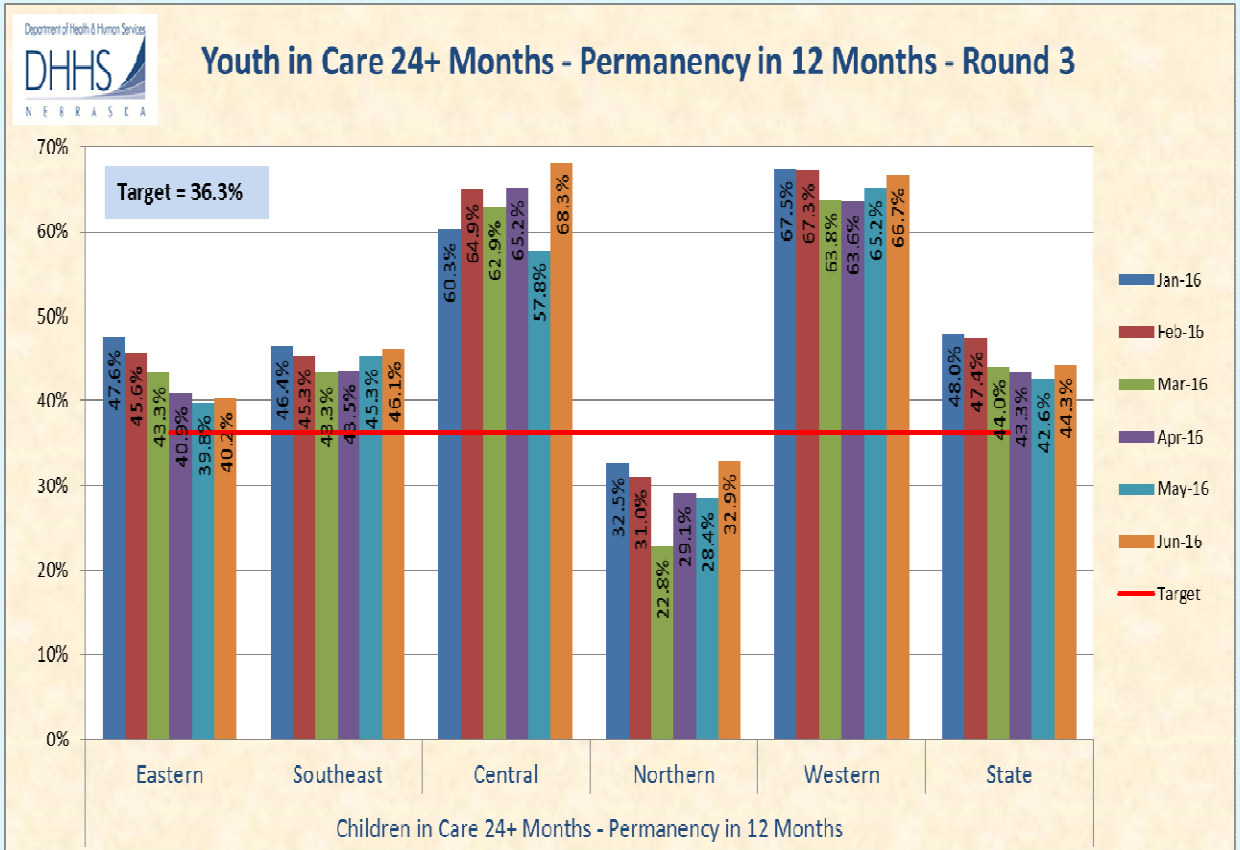
Action Items:

CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas

***Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.**



This is Federal Measure that reports on a rolling 12 month period. Data Source: N-FOCUS Round 3 Federal Measures. Of all the children in care 24 month or more as of the first date of the reporting year, the percent who are discharged to permanency within 12 months of the first day of the reporting year. Permanency is defined as reunification, adoption or guardianship.

Data Review Frequency: Quarterly (March, June, September, December)

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Re Entry into Foster Care

Strengths/Opportunities:

Round 2: All Service Areas are currently meeting this measure.

Round 3: WSA is currently not meeting this measure.

Barriers:

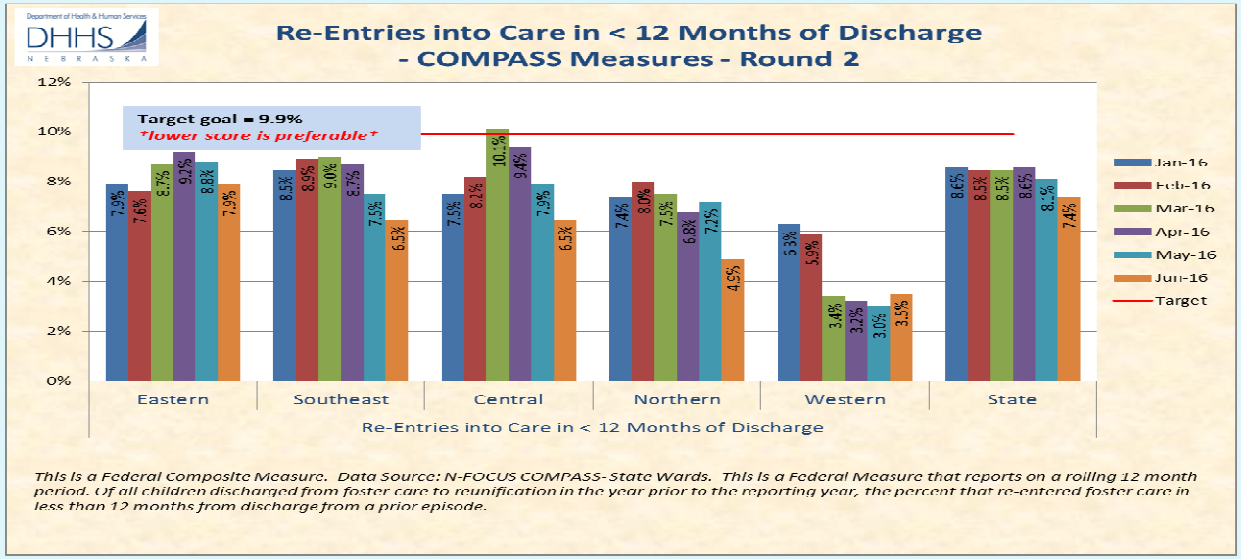
Action Items:

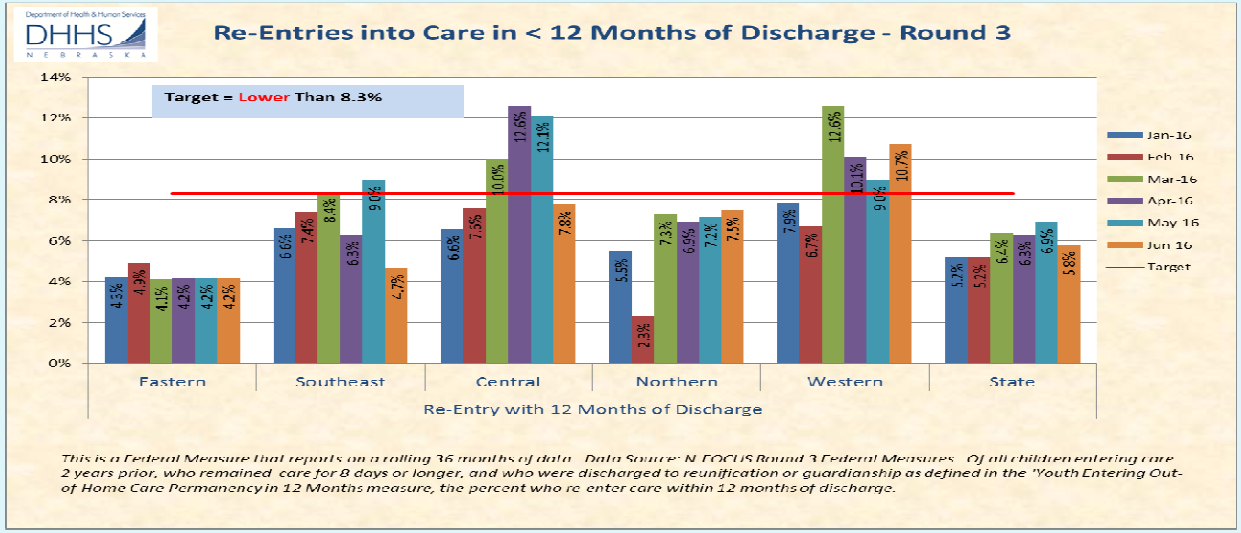
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.





Data Review Frequency: Quarterly (March, June, September, December)

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Median Months in Care

Strengths/Opportunities:

Round 2: Statewide Median Months in care is 7.9. NSA (7.2) is closest to the target goal.

Barriers:

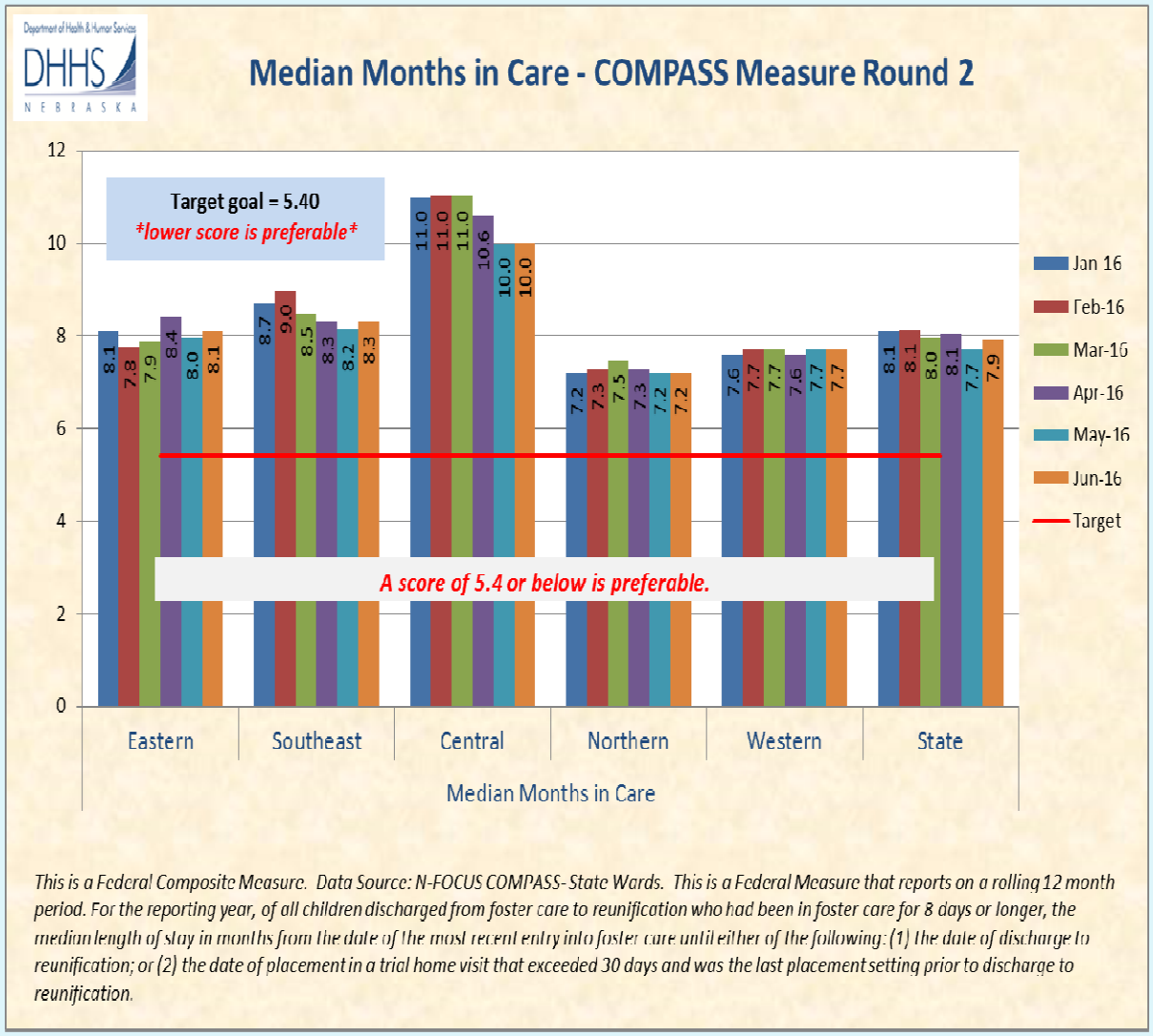
Action Items:

CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Northern, Southeast and Western Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.



Data Review Frequency: Quarterly (March, June, September, December)

OUTCOME STATEMENT: Children Will Achieve Timely Permanency

Placement Stability

Strengths/Opportunities:

June 2015: State performance continues to exceed target goal this month. All Service Areas are meeting the target goal.

Barriers:

-Placement disruptions due to child behaviors

-Shortage of foster placements for older youth with behavior needs.

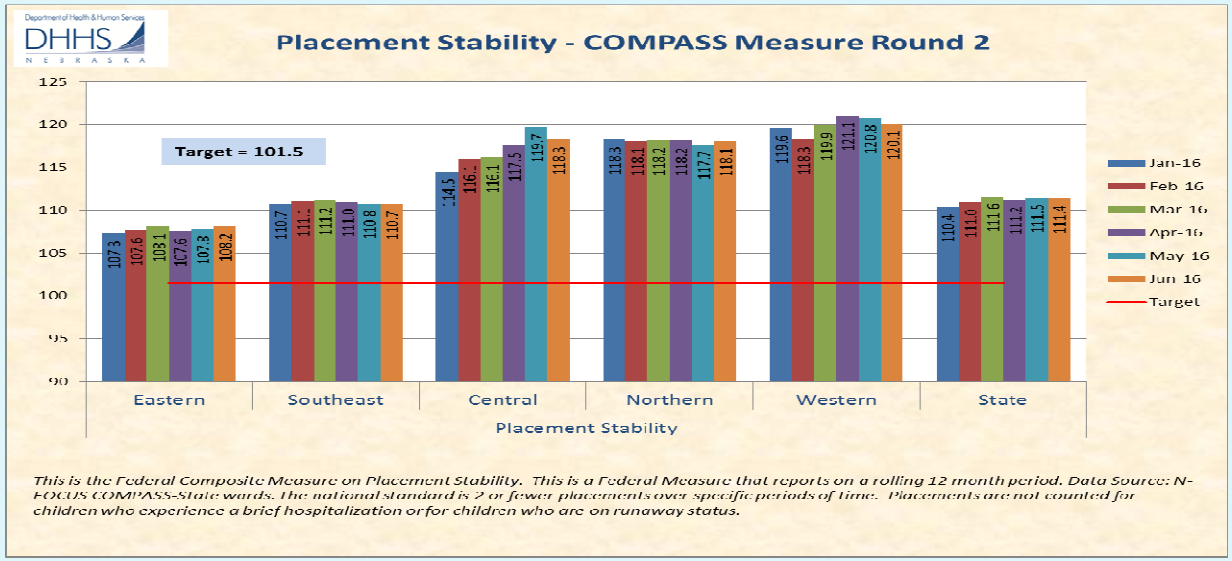
Action Items:

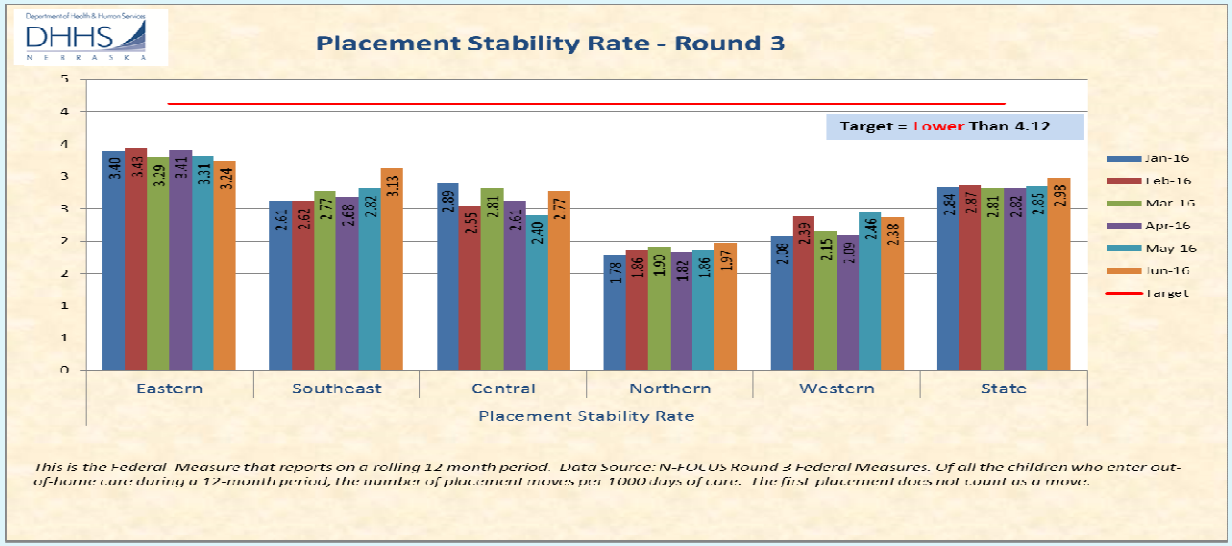
CQI Team Priority:

*Statewide External Stakeholder Team

*Eastern, Southeast, Central and Western Service Areas.

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.





Data Review Frequency: Quarterly (March, June, September, December)

Kinship Care for Out of Home Wards

Strengths/Opportunities:

June 2016: WSA has the highest percentage of wards placed in kinship care (72.3%). CSA has the lowest number of wards in kinship care (50.5%).

Barriers:

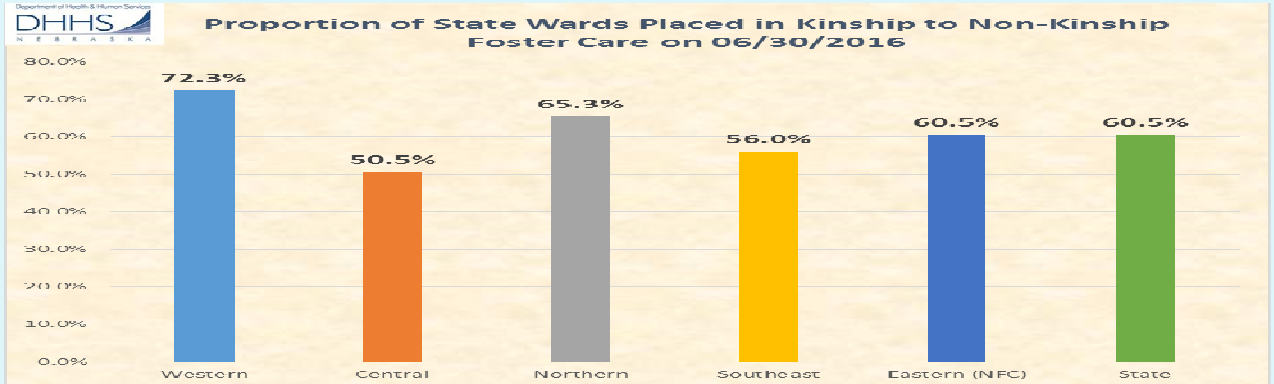
Action Items:

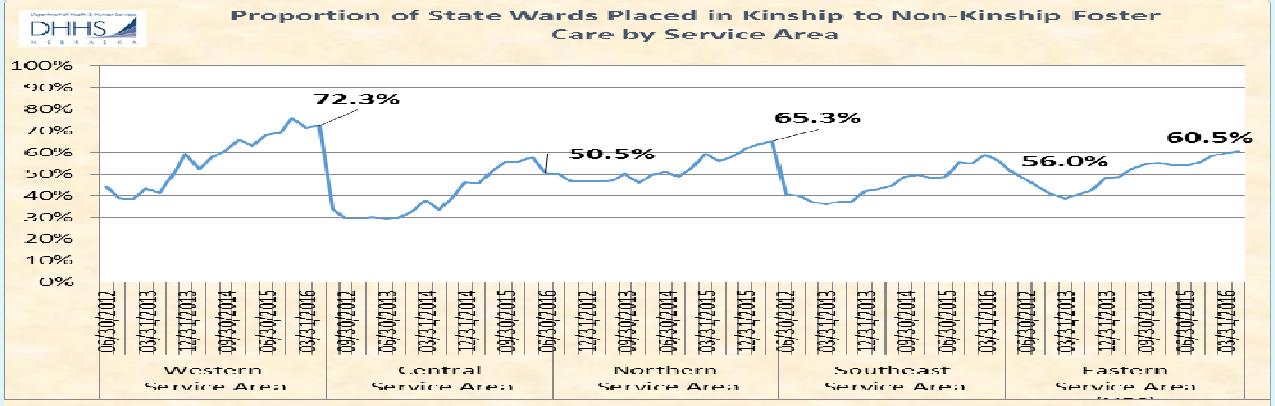
CQI Team Priority:

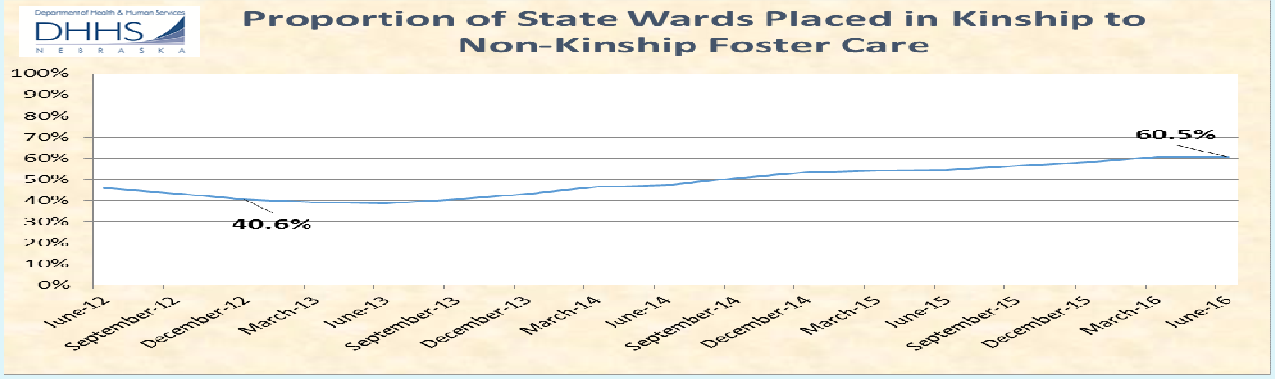
*Central and Southeast Service Areas

*Refer to Local Service Area Action Plan Forms for detailed Action Items and Strategies for each Service Area.

OUTCOME STATEMENT: Children Will Achieve Timely Permanency







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

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

Strengths/Opportunities:

July 2016: Decrease in both Out of Home and In Home wards.

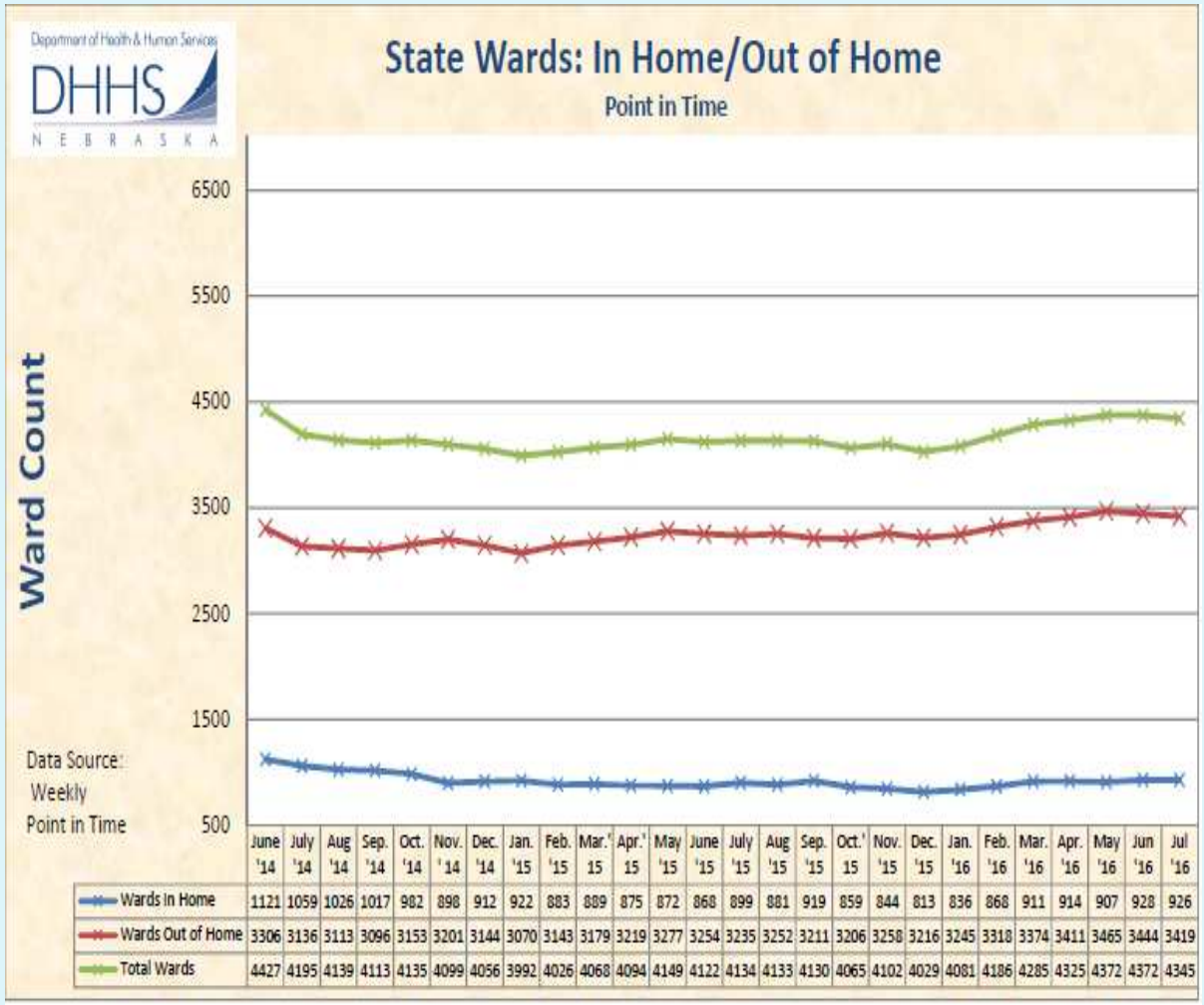
Barriers:

Action Items:

CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



	June '14	July '14	Aug '14	Sep. '14	Oct. '14	Nov. '14	Dec. '14	Jan. '15	Feb. '15	Mar.' 15	Apr.' 15	May '15	June '15	July '15	Aug '15	Sep. '15	Oct.' 15	Nov. '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '16	Jun '16	Jul '16
Wards In Home	1121	1059	1026	1017	982	898	912	922	883	889	875	872	868	899	881	919	859	844	813	836	868	911	914	907	928	926
Wards Out of Home	3306	3136	3113	3096	3153	3201	3144	3070	3143	3179	3219	3277	3254	3235	3252	3211	3206	3258	3216	3245	3318	3374	3411	3465	3444	3419
Total Wards	4427	4195	4139	4113	4135	4099	4056	3992	4026	4068	4094	4149	4122	4134	4133	4130	4065	4102	4029	4081	4186	4285	4325	4372	4372	4345

Data Review Frequency: Quarterly

Point in time report July 2014 OOH court wards using 2012 Claritas youth population < 19

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

Strengths/Opportunities:

July 2016: ESA has the highest proportion of Out of home wards to in-home wards at 81.0%. SESA has the lowest proportion at 74.0%.

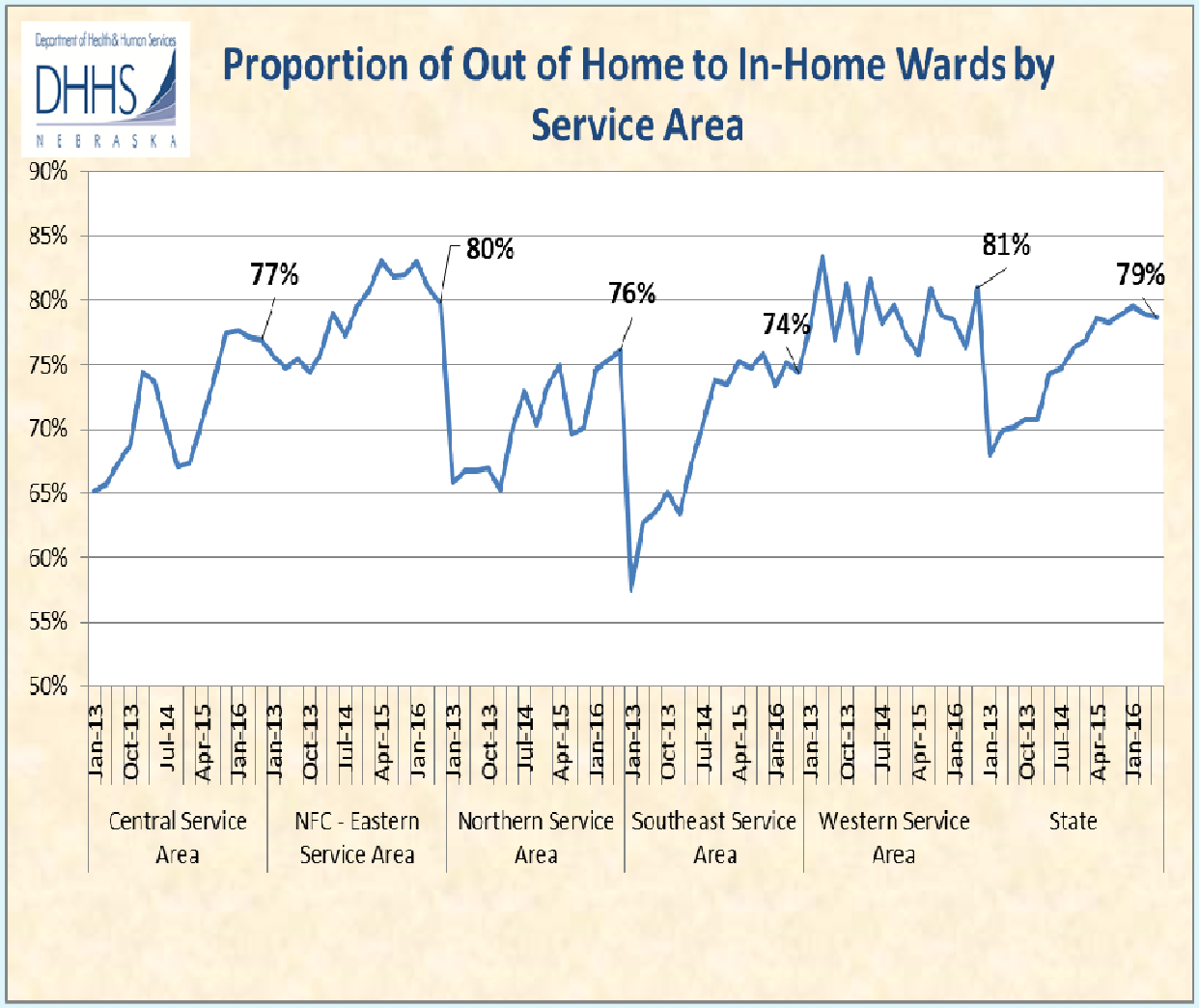
Barriers:

Action Items:

CQI Team Priority:

* Statewide

OUTCOME STATEMENT: Children Will Achieve Timely Permanency



Data Review Frequency: Quarterly

Point in time report July 2014 OOH court wards using 2012 Claritas youth population < 19

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CHAPTER 4: HEALTHY CHILDREN

OUTCOME STATEMENT: CHILDREN WILL DEMONSTRATE POSITIVE WELL-BEING OUTCOMES

Goal Statement: Children will demonstrate improvements in Physical Health, Behavior Health and in Educational domains

Needs and Services for the Child (Educational Needs – CFSR Item 16)

Strengths/Opportunities:

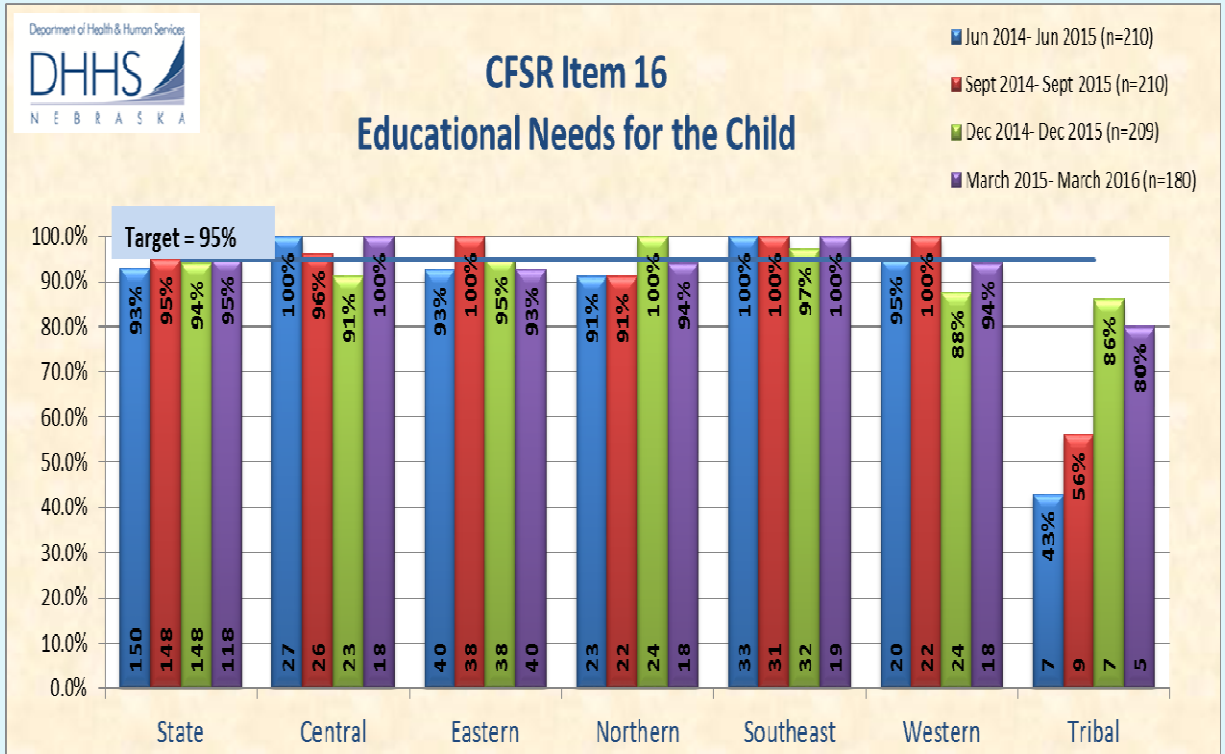
Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Lack of documentation of efforts address child's poor performance in school.

Action Items:

OUTCOME STATEMENT: Children Will Demonstrate Positive Well-Being Outcomes



Item 16 on the CFSR looks at the educational needs and services for the child. This item looks at whether or not the agency sufficiently assessed the educational needs of the child (when applicable) and if the agency made efforts to ensure the appropriate services were provided to the child to meet any identified educational needs.

**Tribal data is based on cases reviewed from the Omaha Tribe, Santee Sioux Nation and Winnebago Tribe. CFSR reviews of Tribal cases began with the July 2014 review.*

The round 3 CFSR tool was impletemented statewide in February 2015 for the period under review of January 2014 to January 2015.* ***Item 16 in the Round 3 CFSR tool is comparable to Item 21 in the previous CFSR tool.

Data Review Frequency: Bi-Monthly

Needs and Services for the Child (Physical Health Needs – CFSR Item 17)

Strengths/Opportunities:

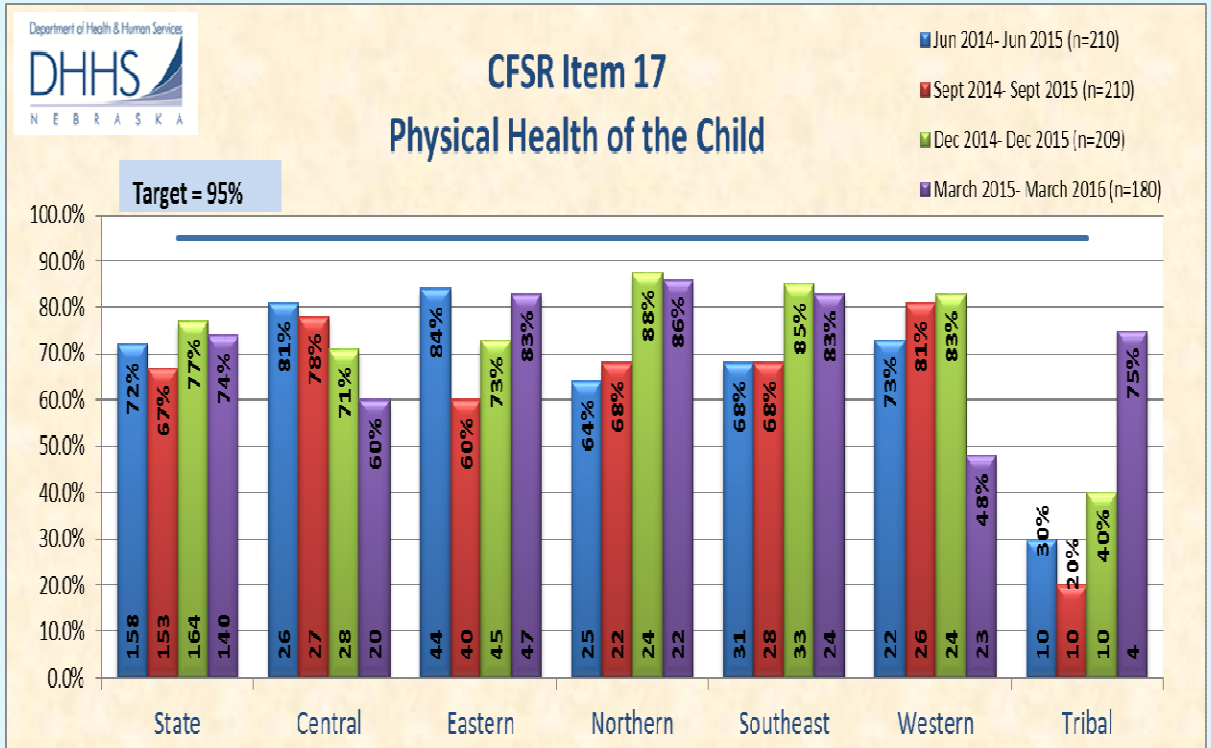
Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Out of home Cases: Lack of documentation of a physical or dental exam and/or results from the exam during the PUR.
- In home Cases: Lack of documentation of assessment of physical health for cases that opened in the PUR due to concerns of physical abuse or medical neglect.

Action Items:

OUTCOME STATEMENT: Children Will Demonstrate Positive Well-Being Outcomes



Item 17 on the CFSR looks at the physical needs and services for the child. This item looks at whether or not the agency sufficiently assessed the physical health of the child (when applicable) and if the agency made efforts to ensure the appropriate services were provided to the child to meet any identified physical health needs.

**Tribal data is based on cases reviewed from the Omaha Tribe, Santee Sioux Nation and Winnebago Tribe. CFSR reviews of Tribal cases began with the July 2014 review.*

***The round 3 CFSR tool was impletemented stateweide in February 2015 for the period of January 2014 to January 2015. Item 17 in the Round 3 CFSR tool is comparable to Item 22 in the previous CFSR tool.*

Data Review Frequency: Bi-Monthly

Needs and Services for the Child (Mental/Behavioral Health Needs – CFSR Item 18)

Strengths/Opportunities:

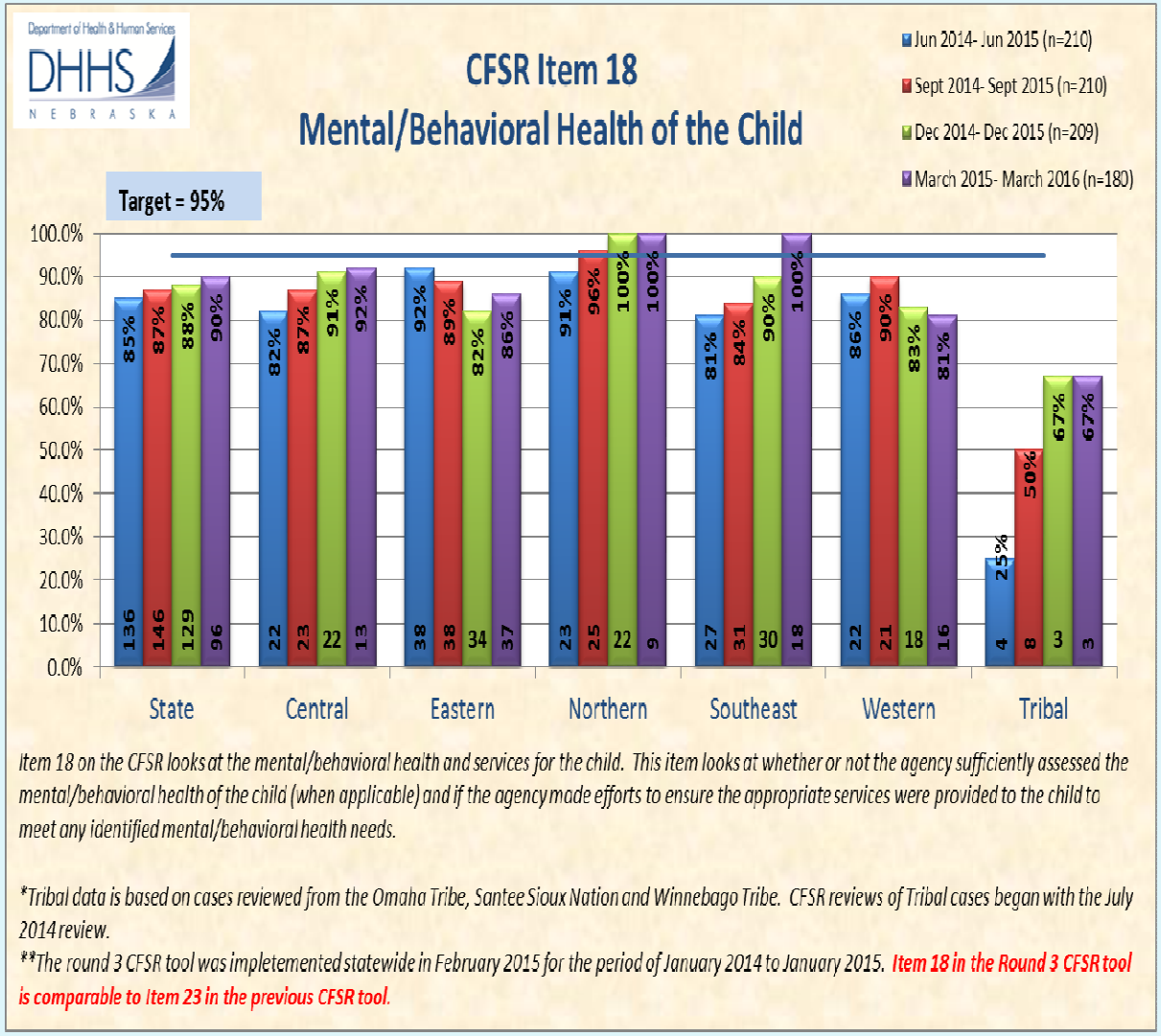
Note: The CFSR review results are based on a review of N-FOCUS documentation and information obtained during phone interviews with the CFSS or FPS.

Barriers:

- Out of home Cases: Lack of documentation to support ongoing assessment of child's mental health needs upon return to the parent's home.

Action Items:

OUTCOME STATEMENT: Children Will Demonstrate Positive Well-Being Outcomes



Data Review Frequency: Bi-Monthly

CHAPTER 5: WORKFORCE STABILITY

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

Goal Statement: Build and support a stable workforce to promote positive outcomes for children and families

CFS Staff Vacancy Rate

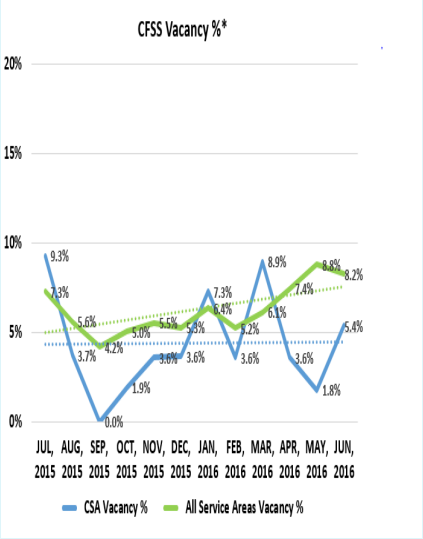
Strengths/Opportunities:

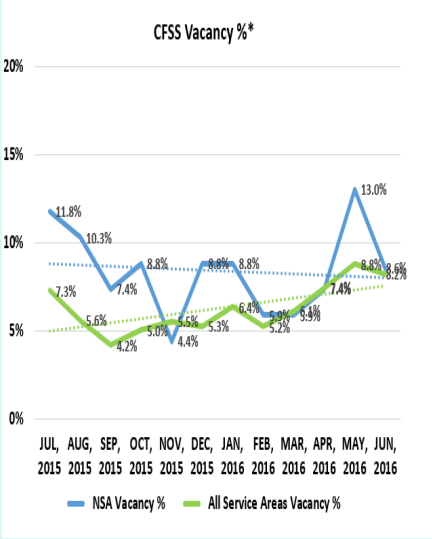
June 2016: CFS Vacancy rate is at 8.2%.

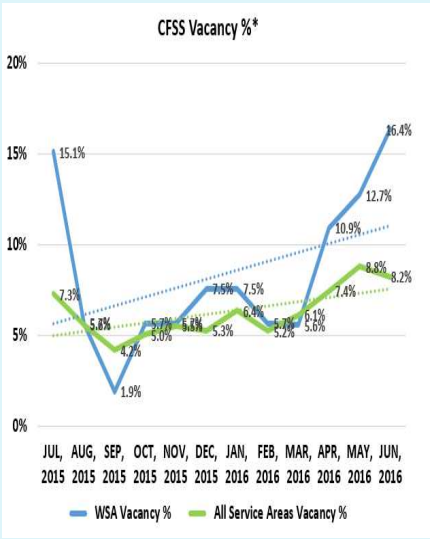
Barriers:

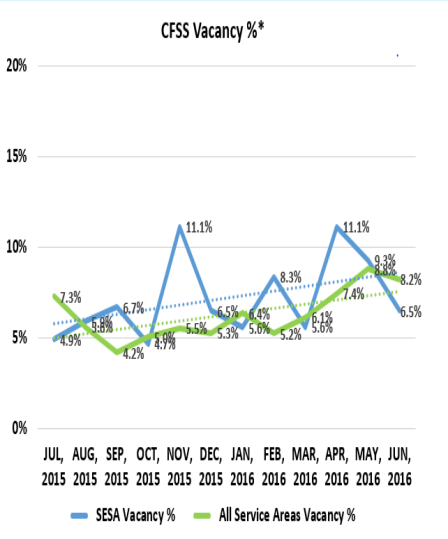
Action Items:

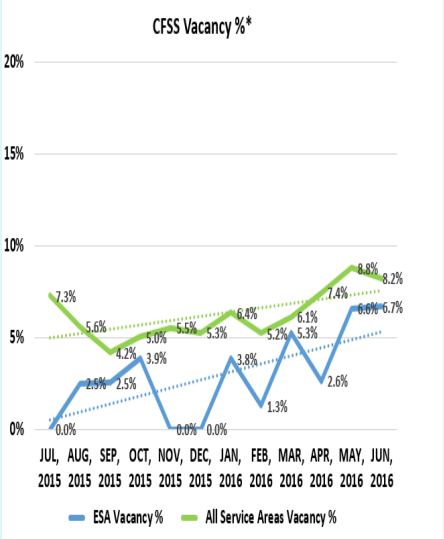
OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported











Data Review Frequency: Quarterly

*Vacancies are allocated positions not filled, excluding frozen positions.
*Date is effective as of the 1st day of the posted month.

NFC Staff Vacancy Rate

Strengths/Opportunities:

June 2016 NFC Vacancy Rate decreased to 11.05%

Barriers:

Action Items:

OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported

VACANCY RATES

	Feb16			Mar16			Apr16			May16			Jun16		
Location	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
NFC	23***	172	13.37%	23***	172	13.37%	29***	172	16.86%	23***	172	13.37%	19***	172	11.05%

Total Positions includes Family Permanency Supervisors and Family Permanency Specialists (based on 146 fully trained Family Permanency Specialists and 26 Family Permanency Supervisors)
***This does not include the Family Permanency Specialist Trainees

Data Review Frequency: Quarterly

CFS Staff Turnover

Strengths/Opportunities:

Barriers:

Action Items:

Data Review Frequency: Monthly

OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported

CFS Specialists/CFS Specialist Trainee Turnover Report

Child / Family Services Specialists and Trainees

Month, Year: JUN, 2016

Service Area	Vacancies*	Vacancy %*	Turnover Δ**	Transfers Δ†
CSA	3	5.4%	-2	0
ESA	5	6.7%	0	0
NSA	6	8.6%	-3	1
SESA	7	6.5%	1	0
WSA	9	16.4%	1	1
All	30	8.2%	-3	2

** On the first day of the month; does not include "Frozen" Positions*
*** (New Hires - Separations)*
† (Transfers to Service Area - Transfers from Service Area)

NFC Staff Turnover

Strengths/Opportunities:

June 2016: Decrease in FPS turnover to 3.15%

Barriers:

Action Items:

OUTCOME STATEMENT: The Division of Children and Family Services' Workforce is well-qualified, trained, Supervised and Supported

STATE CQI TURNOVER, AGGREGATE COUNTS & VACANCY RATES
JUNE 2016

NEBRASKA FAMILIES COLLABORATIVE TURNOVER PERCENT*												
Title	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
FPS Trainee	16.66%	4.34%	4.34%	8.33%	4.16%	6.54%	0%	0%	0%	0%	3.44%	0%
FPS	1.69%	1.75%	2.52%	4.03%	6.89%	5.62%%	1.61%	2.43%	5.64%	4.27%	3.25%	3.15%
FP Supervisor	0%	0%	0%	4%	4.16%	6%	0%	0%	4%	0%	0%	0%

*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.

Aggregate Counts – June 2016			
Title	Total Employees	Term Employees	Turnover
FPS Trainee	21	0	0%
FPS	127	4	3.15%
FP Supervisor	26	0	0%

Data Review Frequency: Quarterly

CHAPTERS 6-9

Data will be available in the near future

CHAPTER 6: SERVICE ARRAY

- **OUTCOME STATEMENT: CHILDREN AND FAMILIES HAVE ACCESS TO QUALITY SERVICES**
- **Goal Statement: NE's service array will assess the strengths and needs of children and families and determine other service needs, address the needs of families in addition to Individual children in order to create a safe home environment, enable children to remain safely with their parents when reasonable, and help children In foster care and adoptive placements achieve permanency (Federal Systemic Factor-Service Array).**

CHAPTER 7: COORDINATION/COLLABORATION/COMMUNICATION

- **OUTCOME STATEMENT: THE CHILD WELFARE SYSTEM WILL BE STRENGTHENED THROUGH THE COLLABORATIVE EFFORTS OF MANY**
- **Goal Statement: When implanting the provisions of the CFSP, DCFS will engage and have ongoing consultation with tribal representatives, consumers, service providers, foster care providers, juvenile court, and other public and private child and family serving agencies and includes the major concerns of the these representatives in the goals and objectives of the CFSP (Federal Systemic Factor – Agency Responsiveness to the Community).**

CHAPTER 8: FINANCING

- **OUTCOME STATEMENT: MAXIMIZE FEDERAL TITLE IV-E FUNDING FOR FEDERALLY ALLOWABLE SERVICES FOR IV-E ELIGIBLE YOUTH.**
- **Goal Statement: Prospectively address unresolved Title IV-E claiming concerns previously identified through audit findings and department deferral or disallowance Correspondence.**

CHAPTER 9: INDIAN CHILD WELFARE

- **OUTCOME STATEMENT: THE CHILD WELFARE SYSTEM WILL BE STRENGTHEND THROUGH THE COLLABORATIVE EFFORTS OF MANY**
- **Goal Statement: When implanting the provisions of the CFSP, DCFS will engage and have ongoing consultation with tribal representatives, consumers, service providers, foster Care, providers, the juvenile court, and other public and private child- and family-serving agencies and includes the major concerns of these representatives in the goals and objectives of the CFSP (Federal Systemic Factor-Agency Responsiveness to the Community).**

CHAPTER 10: ORGANIZATIONAL EXCELLENCE

OUTCOME STATEMENT: DCFS IS A SELF-DIAGNOSING AND SELF-CORRECTING SYSTEM

Goal Statement: Quantitative and qualitative data measures will be used to evaluate and improve performance, guide decision-making, enhance transparency and strengthen accountability

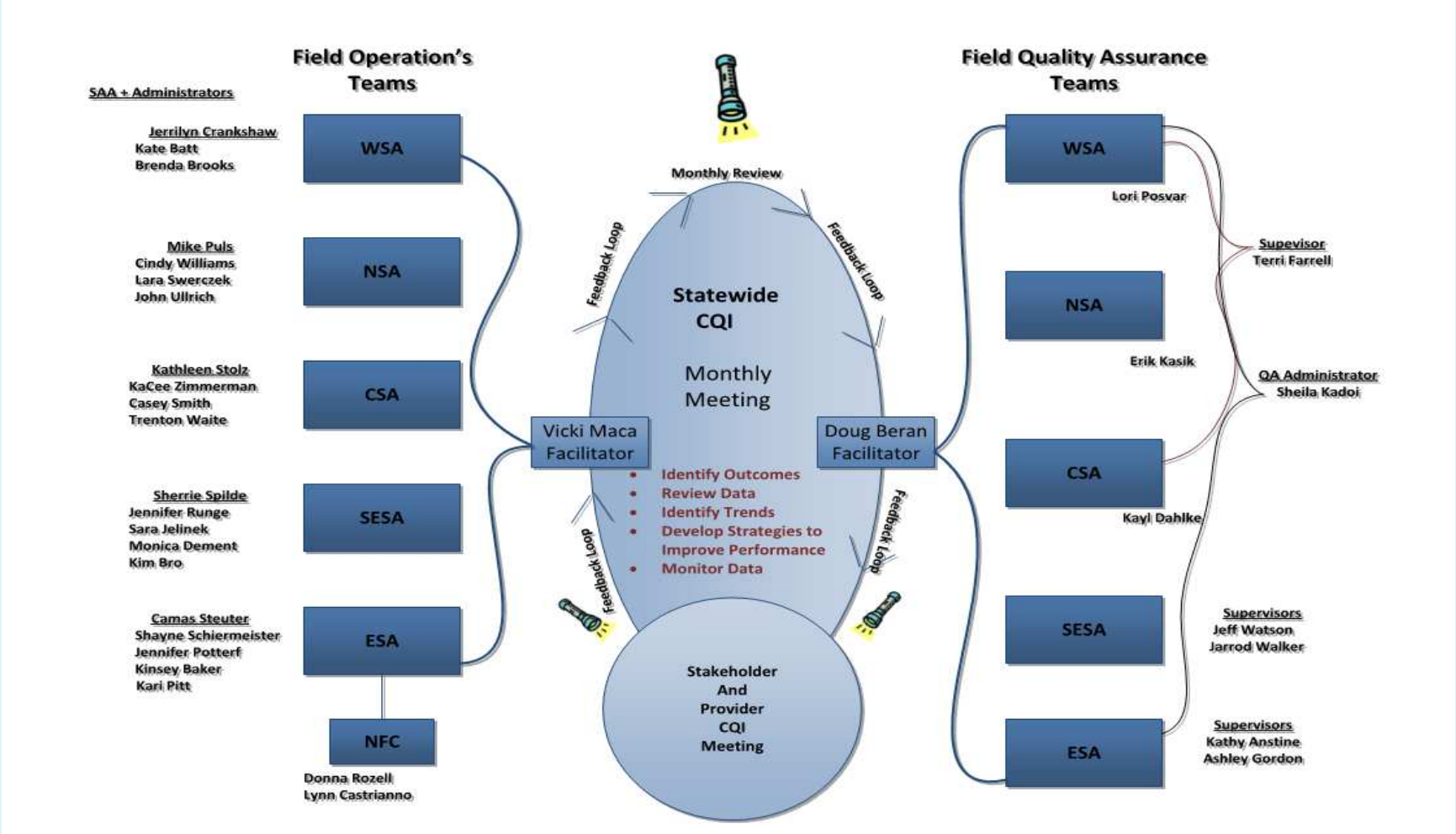
Schedule of Discussion Subjects 2016

- January 28
  - Process Measures
  - SDM Fidelity (Safety Plan & Initial Risk)
  - Federal Results (COMPASS/Round 3)
  - CFSR Path to Progress (Item 8,9,11)
  - Operations Data
  - Non Custodial Parent Engagement
- February 25
  - Process Measures
  - SDM Fidelity (Risk Re & Reunification Barriers)
  - Federal Results (COMPASS/Round 3)
  - CFSR Path to Progress (Item 4,7,10,12c)
  - CQI Process Interviews
  - 15 of 22 ASFA Requirements
  - Initial FTM – Establish Child Permanency Goal
  - Relative Placement
- **March 2016 -- NO MEETING**
- April 28
  - Process Measures
  - SDM Fidelity (Risk Re & Reunification Analysis)
  - Federal Results (COMPASS/Round 3)
  - CFSR Path to Progress – Service Area Presentations
  - CQI Process Interview
  - Child & Parent Conditions
  - **SESA Local CQI Update**
- May 26 - **MEETING CANCELLED**
- **June 2016 – NO MEETING**
- July 28
  - Process Measures
  - SDM Fidelity (FSNA, Well-Being and Life of the Case)
  - Federal Data Indicators - COMPASS
  - Conditions Data
  - CQI Process Interview
  - Operations Data
  - **NSA Local CQI Update**
- August 25
  - Process Measures
  - Federal Results (COMPASS/Round 3)
  - CFSR Path to Progress
  - CQI Process Interviews
  - **ESA Local CQI Update**
  - **CSA Local CQI Update**
- **September 2016 – NO MEETING**
- October 27
  - Process Measures
  - Federal Results (COMPASS/Round 3)
  - CFSR Path to Progress
  - CQI Process Interviews
  - Operations Data
  - **WSA Local CQI Update**
- November 19
  - Process Measures
  - Federal Results (COMPASS/Round 3)
  - CFSR Path to Progress
  - CQI Process Interviews
- **December 2016 – NO MEETING**

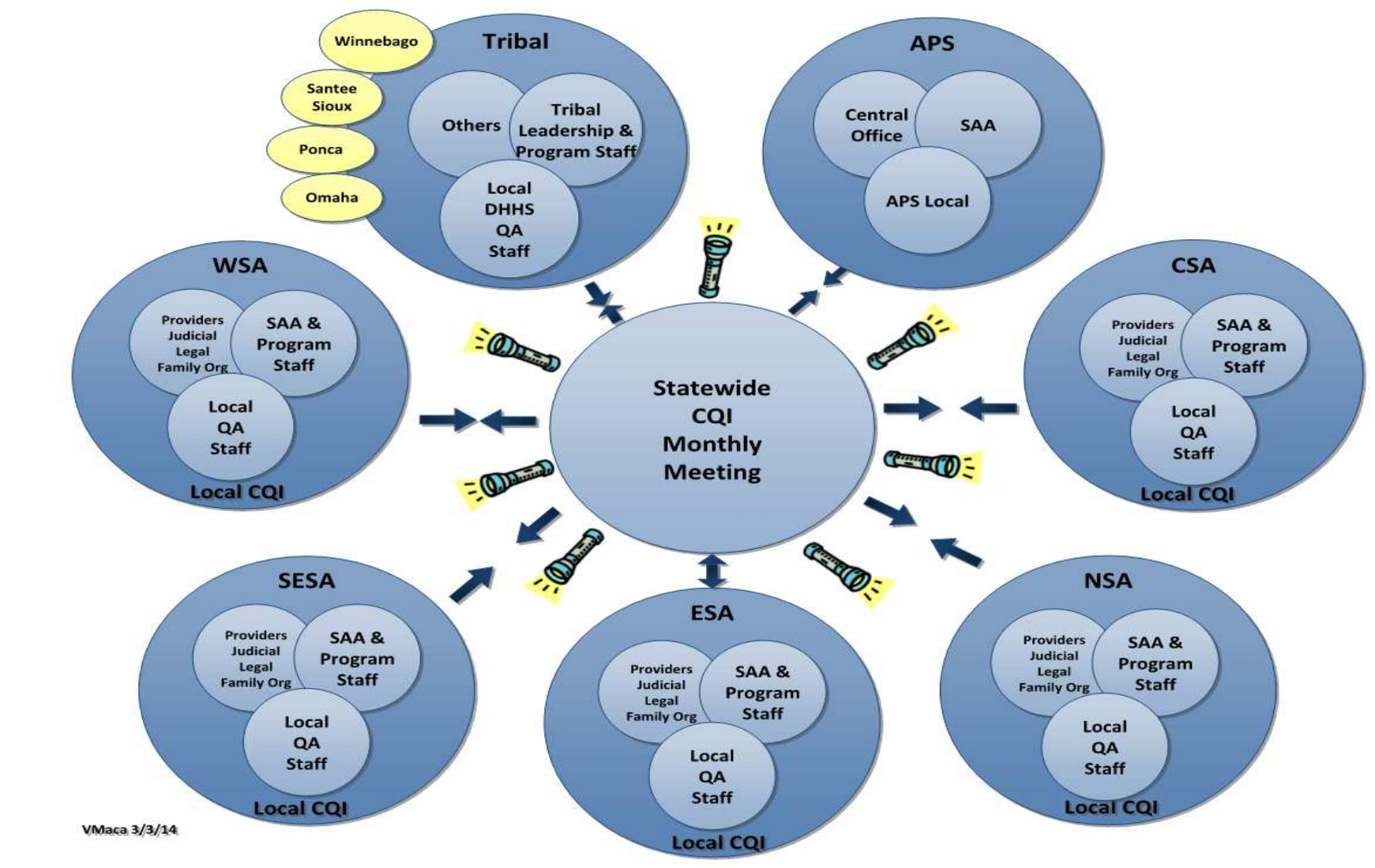
Federal IM 12-07

- **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



Inter Reliability Program

Strengths/Opportunities:

* The P&S QA team transitioned to completing reliability reviews using the new federal CFSR tool in January 2015.

Barriers:

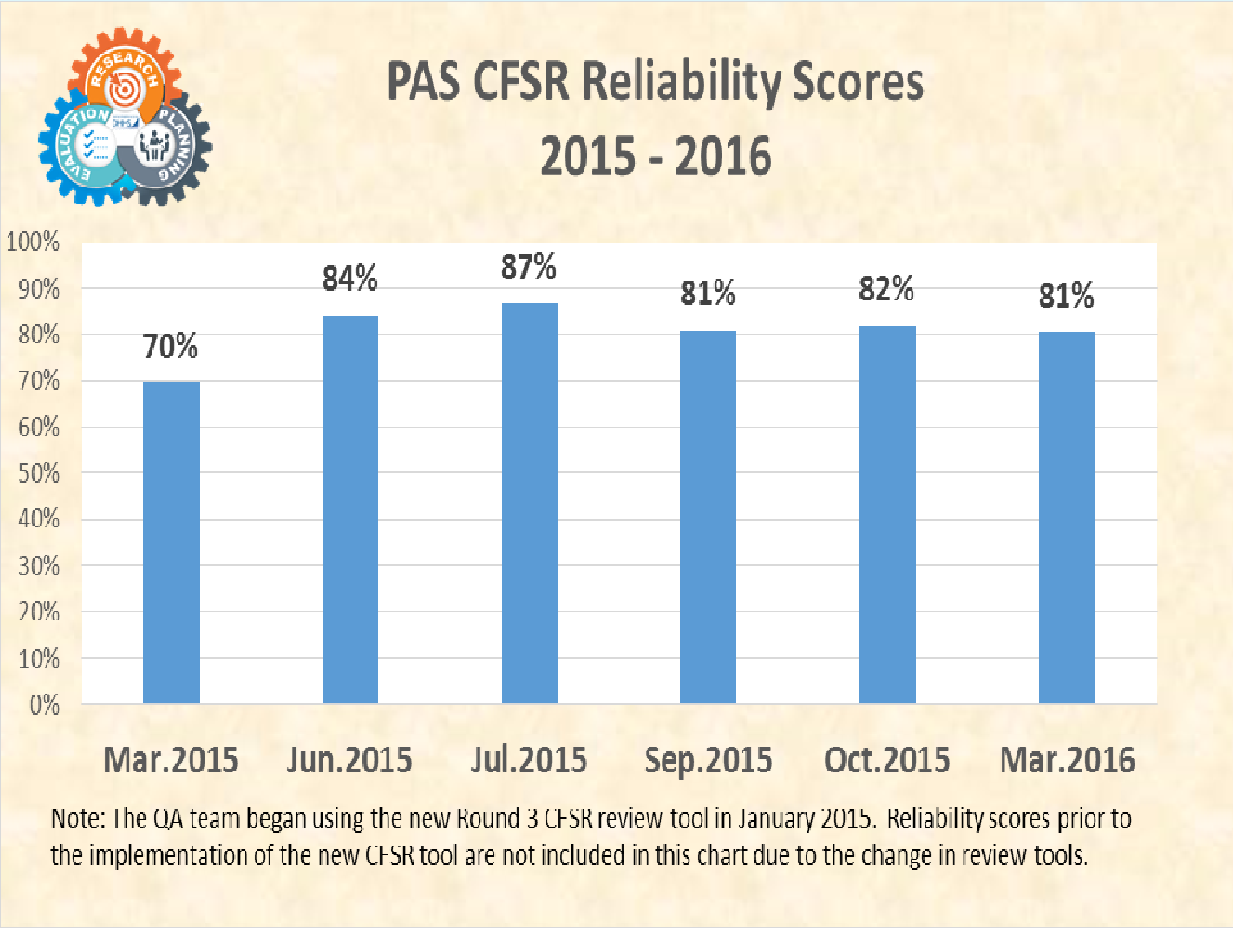
Action Items:

* Additional reviewer training on the following areas have been planned to ensure increase in reviewer proficiency using the new CFSR review tool.
    - Critical Thinking and Parent Applicability following the new Round 3 Definitions.
    - Reviewer Guide and Working in Teams.

* Additional reliability exercises, on line quizzes and activities to improve reliability are planned each month.

Data Review Frequency: Monthly

Outcome: Improve the Inter Rater Reliability of the Program Accuracy Specialists (PAS)



The Chart Illustrates the 4 most recent PAS CFSR reliability scores. Reliability scores prior to the implementation of the NEW Round 3 CFSR tool are not included due to the change in review tools. The QA team began using the Round 3 CFSR Tool in January 2015.

Item 19: Statewide Information System

Chapter 1: A. Systemic Factor Statewide Information System

How do we know that our Statewide Information System is functioning to ensure that, at a minimum, we can readily **identify the status, demographic characteristics, location, and goals for the placement of every child who is (or within the immediately preceding 12 months, has been) in foster care?** (Federal CFSP and CFSR)

Analysis:

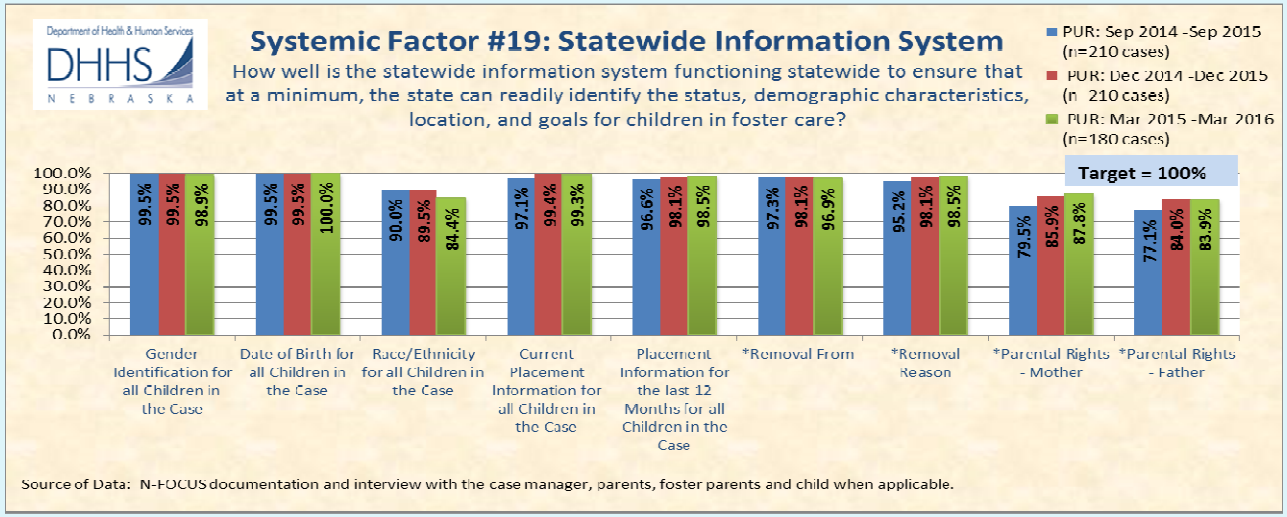
- Reviews indicate that for the most part, data entered in the demographic and placement fields on N-FOCUS is accurate. There were a few instances where the information was not documented accurately per case file information and interview with the CFS Specialist.
- Information entered in the parental rights field on N-FOCUS needs some improvement.

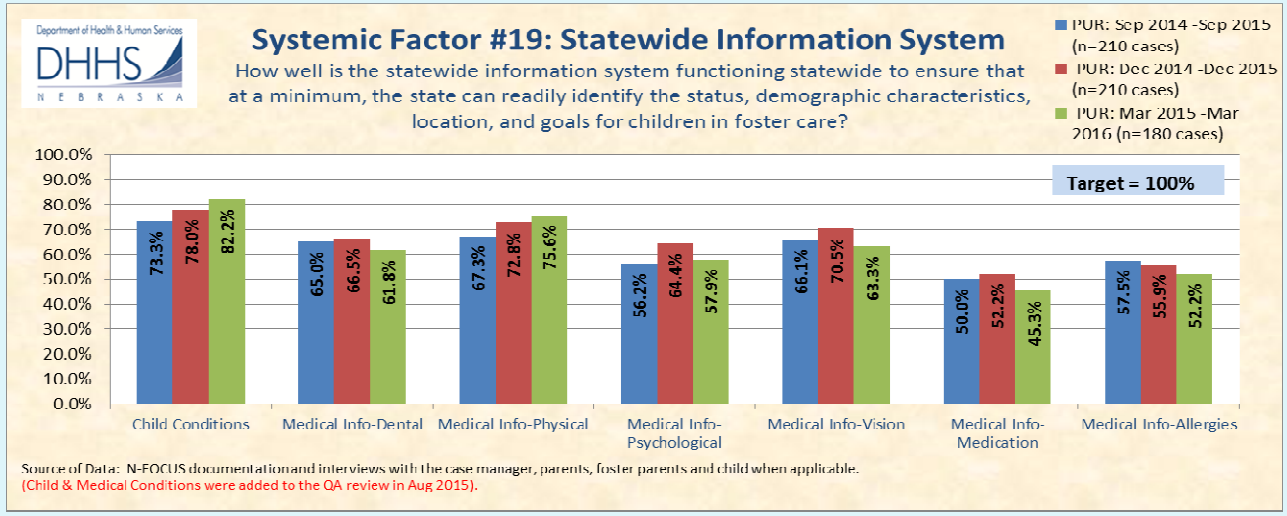
Stakeholder Input: Who? What? When? Where?:

Next Steps / Who's Responsible:

The QA team will be implementing a separate Parental Rights review specifically for youth who have been in care 15 or more of the most recent 22 months. The review will look at case information to support CFSR item #5 as well as information to support the accuracy of information documented in the parental rights and 15 of 22 fields on N-FOCUS.

*Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.





Data Review Frequency: Every 2 Months

Data for Systemic Factor - Item #19 (Information System).

Completed N-FOCUS Enhancements:

November 2015

- ✓ Added Medical appointments and immunization to the Medical window.
- ✓ Allowed Family Relationships and guardians to be entered outside of the Expert System.
- ✓ Redesigned the Service Referral to be more user friendly and pull in needs from the FSNA.
- ✓ Created the Education Court Report.
- ✓ Added additional narratives to the Independent Living Plan

December 2015

- ✓ Redesigned ICWA.
- ✓ Made enhancements to the 'Change of Placement' notice.

February 2016

- ✓ Changed the Exception Reason of 'Case/Permanency Plan Extension' to 'Insufficient Opportunity' and removed the reasons, 'Sole Basis Health Care' and 'Sole Basis Parent Incarcerated.

April 2016

- ✓ Created the Common Referral for locating placements. The referral has 4 optional narratives. It will pull in information from the FSNA, Conditions, Relative Notification, Medications, Allergies, Medical Appointments as well as the most recent Safety Decision and Permanency Objective.
- ✓ Redesigned Relative Notification. The new design pulls in relatives from Family Relationships, adds a narrative box on the window, creates a new printed history document, adds a follow-up letter and makes it easier to view the contacts/responses at a glance. We are also increasing the size limit from 40 relatives to 300 relatives.
- ✓ Removed the phone call option from the required contact narratives and added checkboxes to help narrow the list of options you may select. The narrative type list is very long and this will make it easier to find specific narrative types.
- ✓ Added a selection so workers can enter situations where a parent contact is not required. These include adoptions by single parents, same sex couples and documented repeat refusals.

Completed N-FOCUS Enhancements:

April 2016 (Continued)

- ✓ Send the Superintendent Letter to NCJIS which will then create an email to the school district superintendent notifying them the letter is available on the secure NDE portal. This process is more secure than the current process of email, mailing and/or faxing the letter to schools. In addition, it saves the DCFS workforce time and provides needed information schools via a familiar method. A win, win for DHHS and schools. This is only available for public Nebraska schools.
- ✓ Allow the IL/TLP plan to be tied to the Case Plan for youth age 14 and older.
- ✓ Change the Independent Living (IL) to Transitional Living Plan (TLP).
- ✓ Added an electronic signature to NCR.
- ✓ Allow the Progress Narrative to be updated when the Case Plan is in Final status.
- ✓ Added foster parent training tracking for resource development staff.
- ✓ Added prompts to the Required Contacts Narrative window to remind workers to document Safety, Permanency and Well-Being.
- ✓ Created the Native American Cultural Plan.
- ✓ Allow people from the same master case to be added to an intake in one step. This will help prevent duplicate ARP errors in addition to being more efficient for the hotline.
- ✓ Automatically populate Tribal Relationships with parents entered in Family Relationships reducing duplicate data entry.
- ✓ Removed Court Pending allegations from the Central Register.
- ✓ Moved the Unknown Parent/Caretaker checkbox to the bottom of the placement window so it is less likely workers will check it in error. This box should only be checked for ICPC or abandoned children.
- ✓ Added data parameters to the Consolidated Narrative window making it easier to use.
- ✓ Created a batch job to automatically update an NCR when the child turns 6 and 12 years old.
- ✓ Changed the Performance Accountability Report Time to Contact to include all victims and children.

N-FOCUS Enhancements In Progress

August 2016:

- **Redesign the Court Report with fewer screens to enter data.**
- Create an Intake window which will display all of the participants' history included SDM assessment scores and allegation history.
- Adding a function to identify families working with a Drug Court program.
- Adding a function to list specific drugs and alcohol used by family members at the time of the Initial Assessment.
- Allow Safety Assessments to be tied together. This will allow workers to make contact in different Safety Assessments if appropriate and still receive credit for contacting all of the victims/children in the performance measure.
- Removed obsolete icons like NSIS Assessments from the Detail Program Case window to make room for new icons.
- Add Drug Factors to the Initial Risk and Prevention Assessments in order to show if drugs were involved in the intake and if so which drugs.
- Add NSIS and Cultural Plan narratives to the consolidated narrative search.
- Add a Corrective Action Plan as a Document Imaging category for Orgs.
- Replace the edit requiring background checks within 6 months of creation of a license or approval with a pop up reminder stating that background checks should be done every 12 months.
- Remove the requirement to go to the Utilization Criteria when creating an Out of Home placement.
- Legal Actions will be sorted by the Date Scheduled in descending order.
- Add the FSNA Strengths and Safety Assessment Safety Decision to the Service Referral. Visitation Units and Drop-Ins Units are being added for the Parenting Time/Supervised Visitation Service Referrals.
- Add a tracking process for the Family Treatment Drug Courts.

Future changes:

- Redesign alerts to separate IMFC and CFSS alerts, eliminate unneeded alerts, create additional relevant alerts and explore the possibility of emailing alerts or adding them to Outlook calendars..
- Change document imaging so that users can search by sub-categories and the 'real' date. Also the Document Imaging icon will be added to the Detail Program Case.
- SDM improvement project which includes copying forward certain items in SDM Assessments.
- Add background checks to the Person Detail window.
- Redesign the Service Referral process to make it more efficient.

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