

CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

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

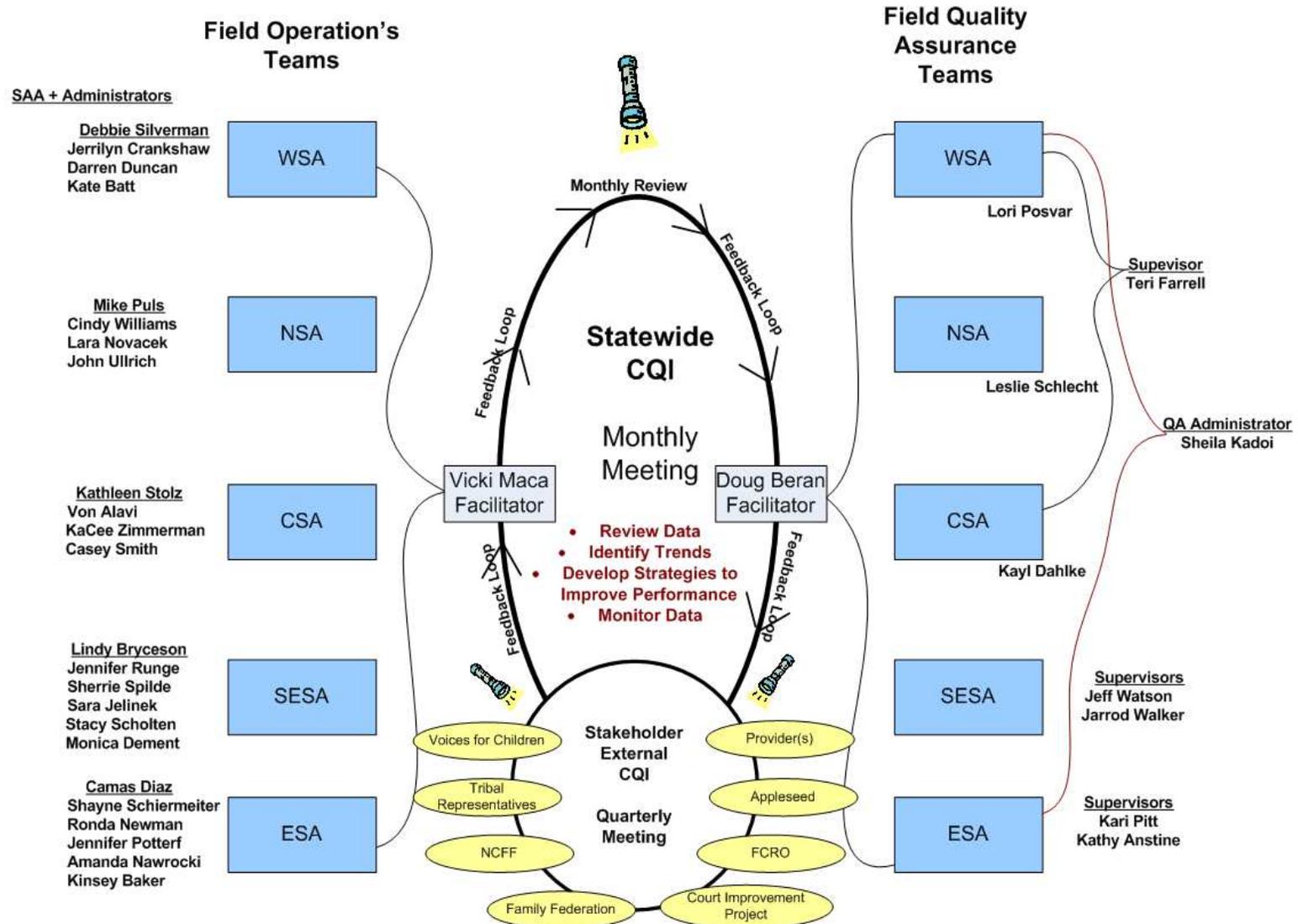
Schedule of Discussion Subjects 2013

- January
 - Process Measures
 - Operations Data
 - SDM Quality
- February
 - Process Measures
 - SDM Quality
 - Turnover/Vacancy
- March
 - Process Measures
 - SDM Quality
 - COMPASS
- April
 - Process Measures
 - Intake Results
 - Operations Data
 - SDM Quality
 - Denials/Disruptions
- May
 - Process Measures
 - Intake Results
 - SDM Quality
 - Turnover/Vacancy
 - Caseload
 - Denials/Disruptions
- June
 - Process Measures
 - WSA CQI Discussion
 - Intake Results
 - COMPASS
 - SDM Quality
 - Local CQI Update
 - Ward Count Review
 - Wild Card Discussion – Youth re-entering care
- July
 - Process Measures
 - SESA CQI Discussion
 - Intake Results
 - Operations Data
 - SDM Quality
 - Denials/Disruptions
 - Wild Card Discussion
- August
 - Process Measures
 - Intake Results
 - SDM Quality
 - Turnover/Vacancy
 - Caseload
 - Wild Card Discussion (AFCARS Trial Home > 6 mos.)
- September
 - Process Measures
 - NSA CQI Discussion
 - Intake Results
 - COMPASS
 - SDM Quality
 - LB-1160 Survey results
 - Maltreatment Recurrence
- October
 - Process Measures
 - SESA CQI Discussion
 - Intake Results
 - Operations Data
 - SDM Quality
 - Denials/Disruptions
 - Wild Card Discussion (short stay youth)
- November
 - Process Measures
 - Intake Results
 - SDM Quality
 - Turnover/Vacancy
 - Caseload
 - Wild Card Discussion
- December
 - Process Measures
 - ESA CQI Discussion
 - Intake Results
 - COMPASS
 - SDM Quality
 - Ward Count Review
 - Wild Card Discussion

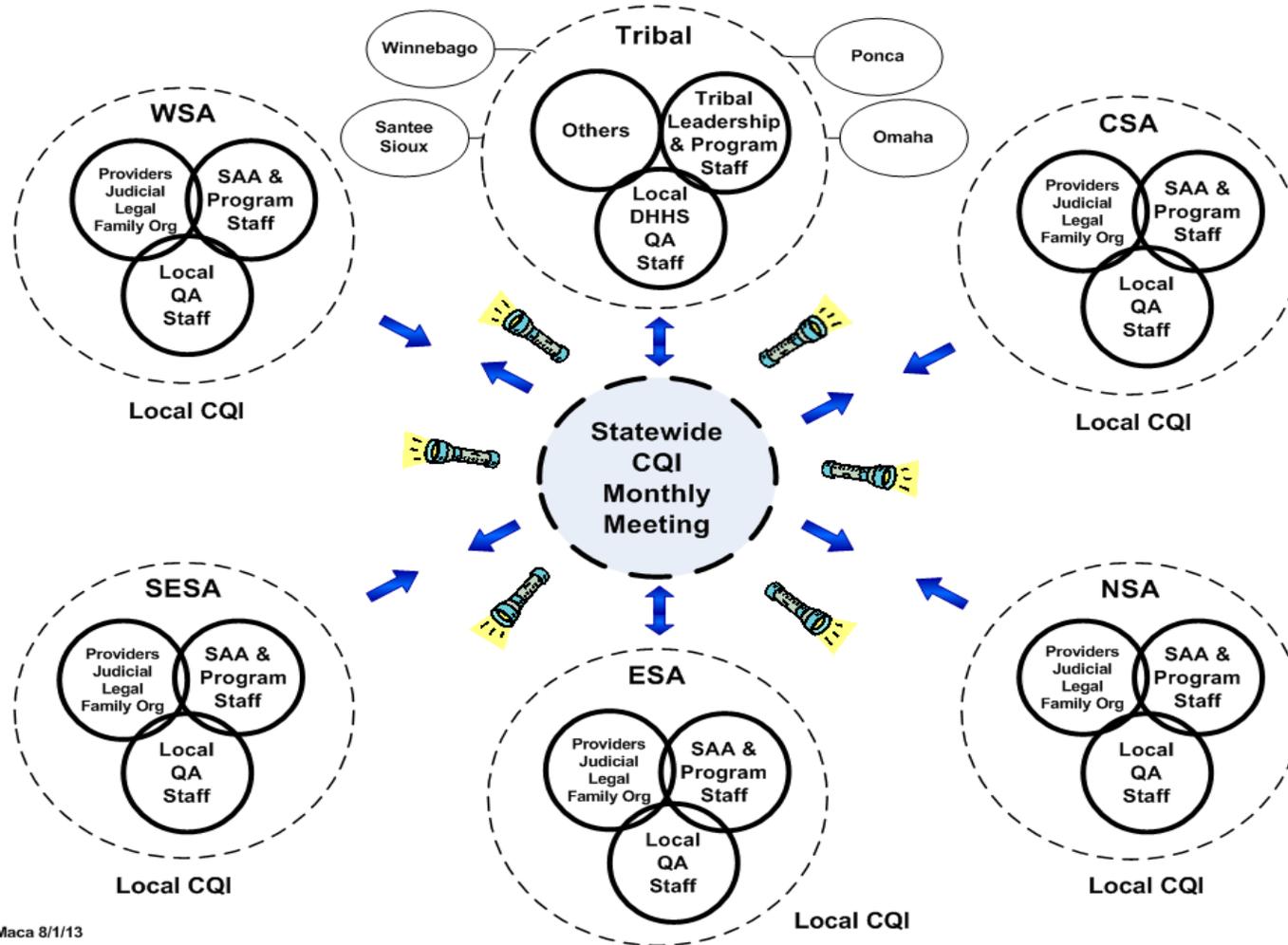
Federal IM 12-07

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

Statewide CQI Process



Local CQI Process



CHAPTER 2: PREVENTION AND EARLY INTERVENTION

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

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

Safely Decrease the Number of State Wards

Strengths/Opportunities:

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

Barriers:

Action Items:

*Completed:

- 40 Day Focus Initiatives
 - A.) All wards living at home 60 days or more. 421 wards achieved permanency as a result of this initiative.
 - B.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
 - C.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

*Planned:

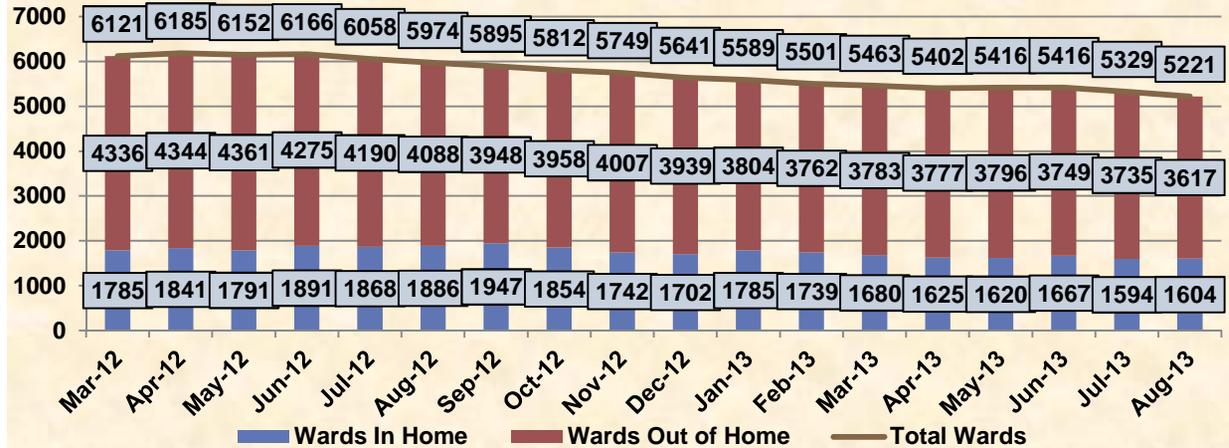
CQI Team Priority:

* Statewide

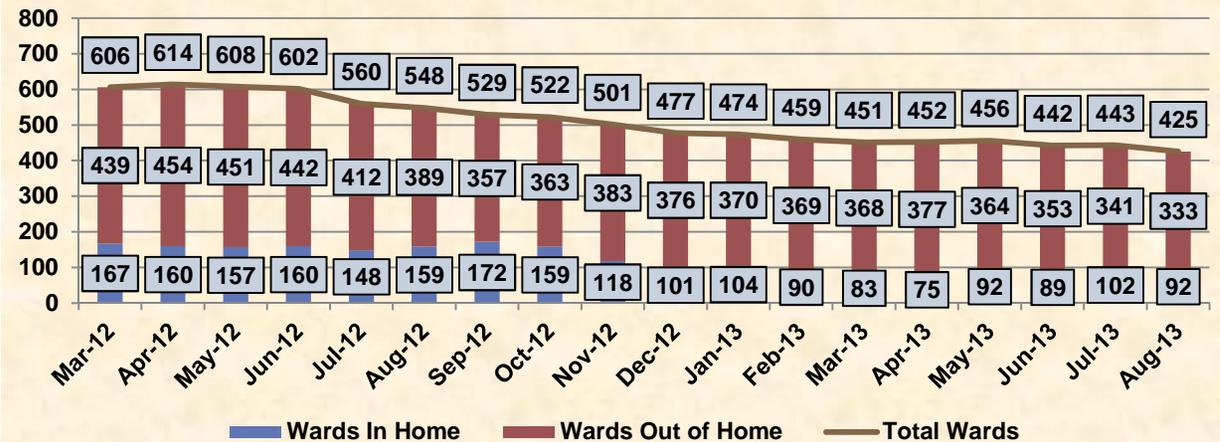
OUTCOME STATEMENT: Deliver an Effective Systems Response That is Flexible, Family Centered and Focused on Preventing Child Abuse and Neglect



Statewide: Count of Wards 2012-2013



Western Service Area: Count of Wards



Data Review Frequency: Quarterly

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Barriers:

Action Items:

**Completed:*

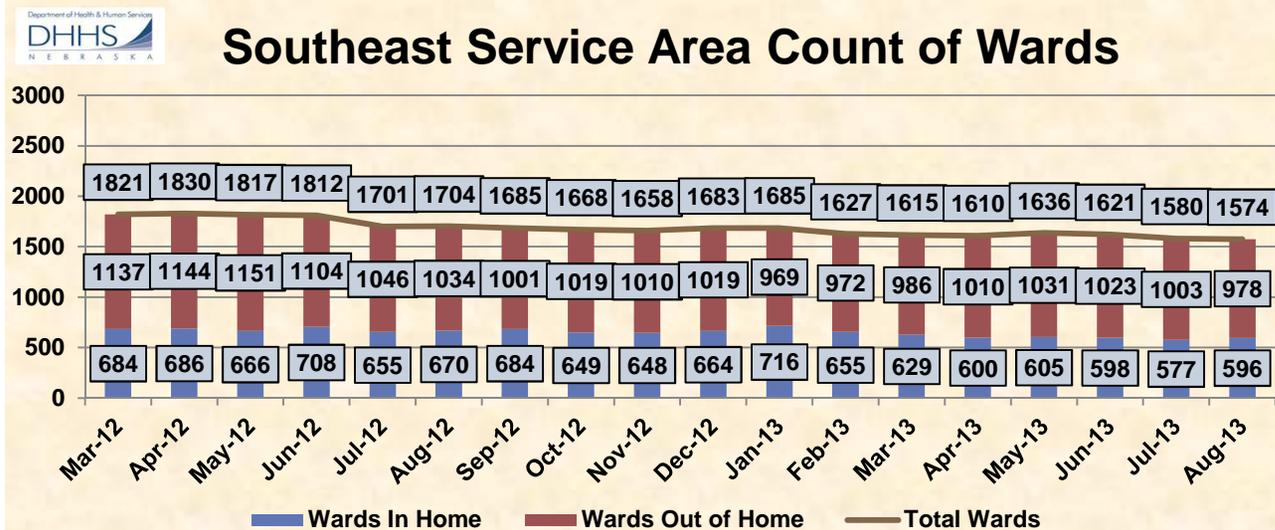
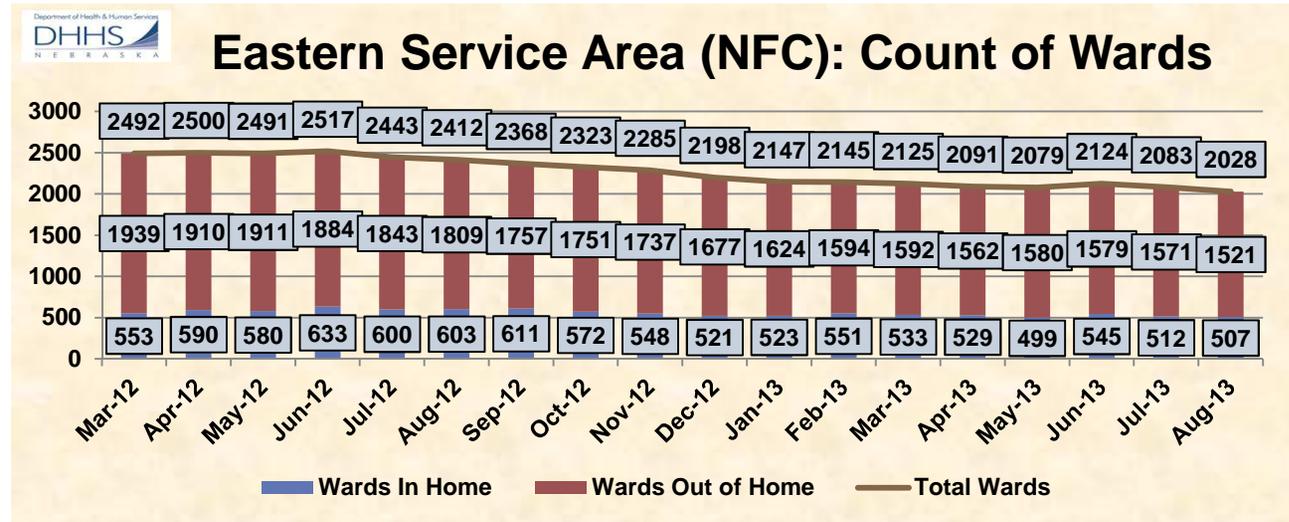
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CQI Team Priority:

* Statewide

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



Data Review Frequency: Quarterly

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

Safely Decrease the Number of State Wards

Strengths/Opportunities:

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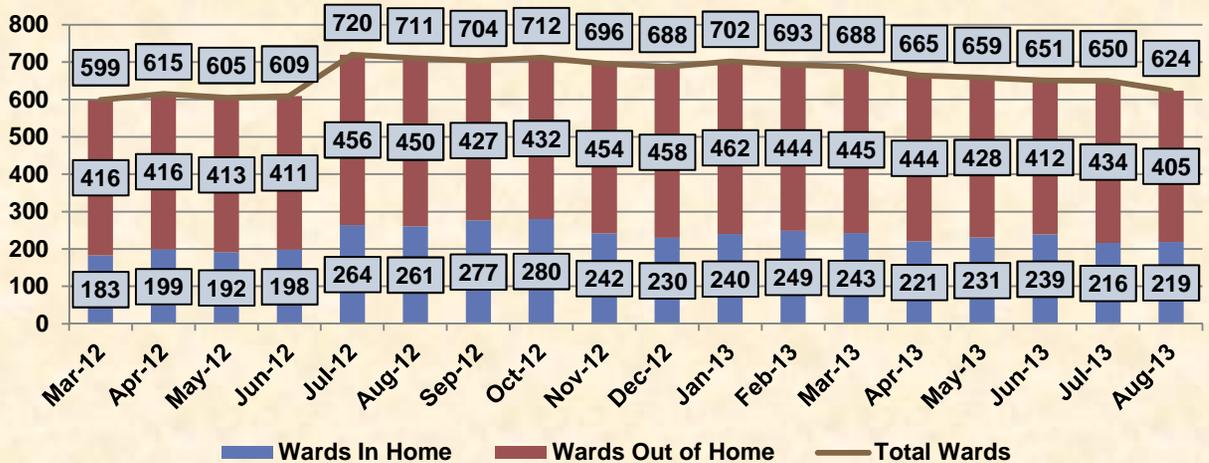
**Planned:*

CQI Team Priority:

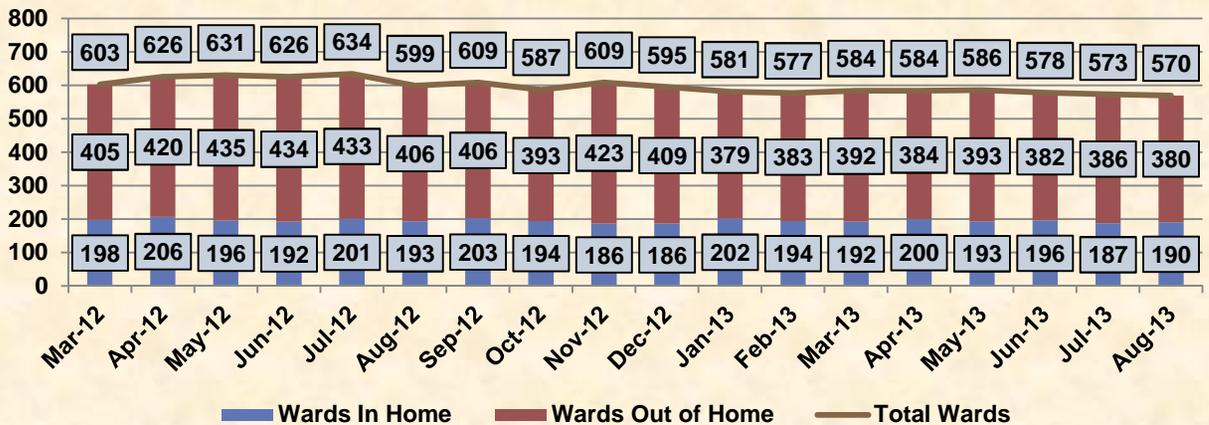
* Statewide



Northern Service Area: Count of Wards



Central Service Area: Count of Wards



Data Review Frequency: Quarterly

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

Strengths/Opportunities:

- WSA reduced In Home count by 50% which increased their Out of Home to In Home proportion (8/5/13).

Barriers:

Action Items:

****Completed:***

- 40 Day Focus Initiatives
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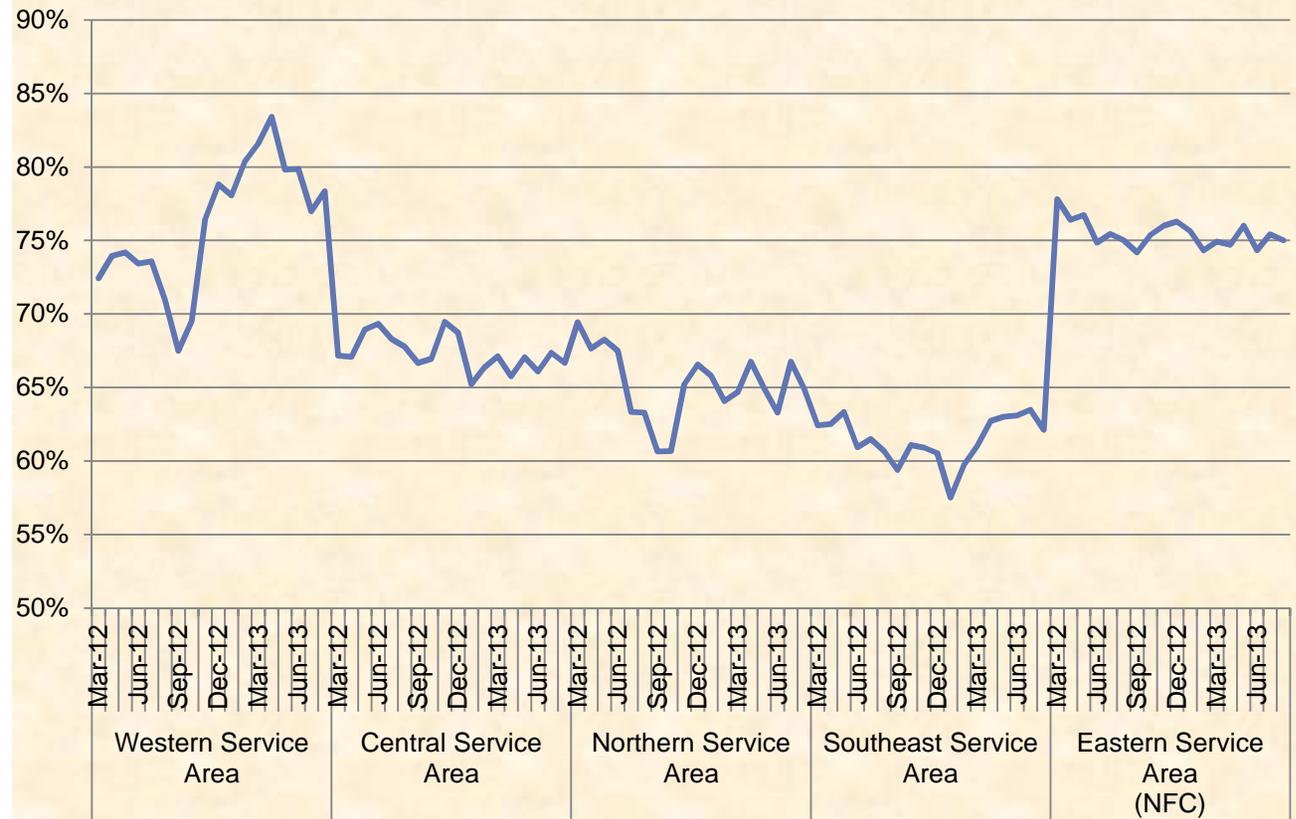
CQI Team Priority:

* Statewide

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



Proportion of Out of Home Wards to InHome Wards by Service Area



Source – Point-in-Time 8/5/2013

Data Review Frequency: Quarterly

Safely Decrease the Number of State Wards

Strengths/Opportunities:

- In 2011, NE ward count was 10.1 per 1,000 youth. Current NE ward count is at 7.6/1,000 youth.

Barriers:

Action Items:

**Completed:*

- 40 Day Focus Initiatives
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CQI Team Priority:

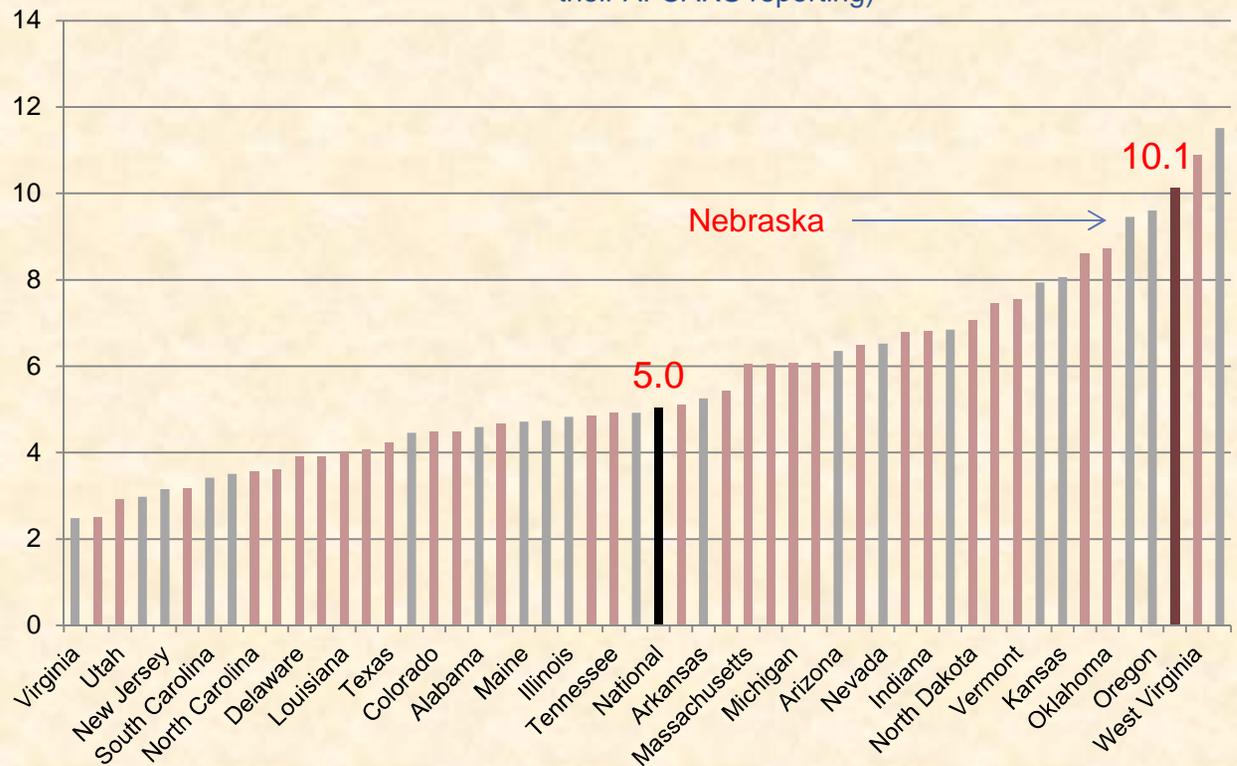
* Statewide

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



The in-care rate in Nebraska (10.1 per 1,000 in FY11) is twice the national in-care rate (5.0 in FY11).

(Pink shaded states also include some number of Juvenile Justice youth in their AFCARS reporting)



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

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

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

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Barriers:

Action Items:

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 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
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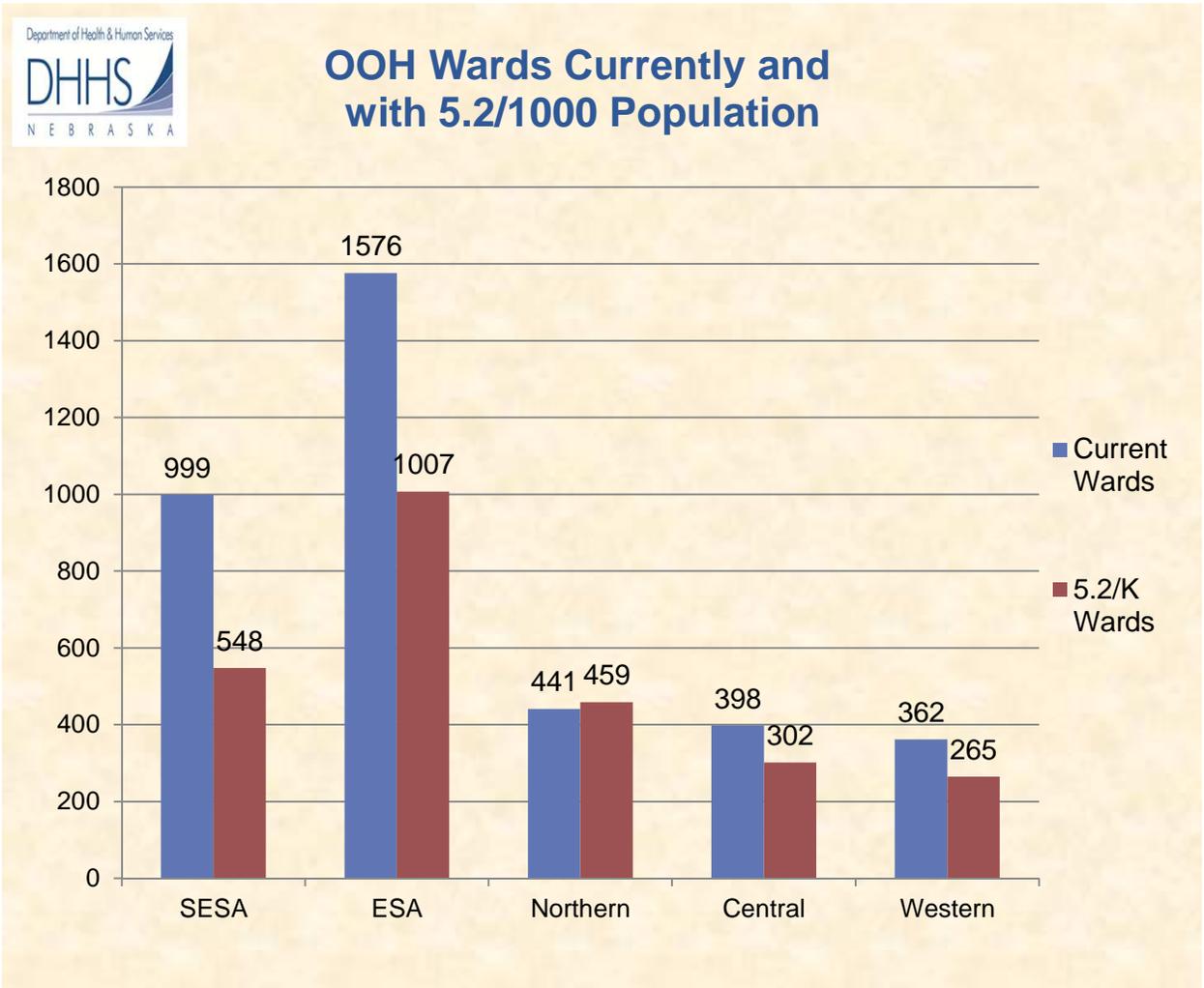
****Planned:***

CQI Team Priority:

* Statewide

Data Review Frequency: Monthly

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



Data Source: Point in time report 3/18/2013. Out of Home Court wards using 2012 Claritas youth population < 19 yrs. of age.

Note: Count by County Report is now available.

Safely Decrease the Number of State Wards

Strengths/Opportunities:

Barriers:

Action Items:

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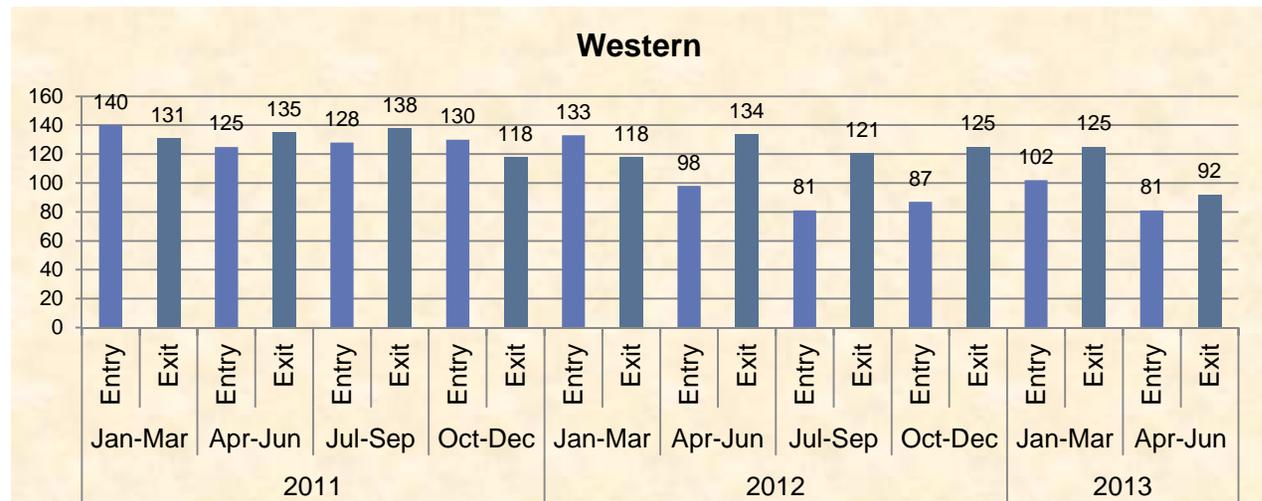
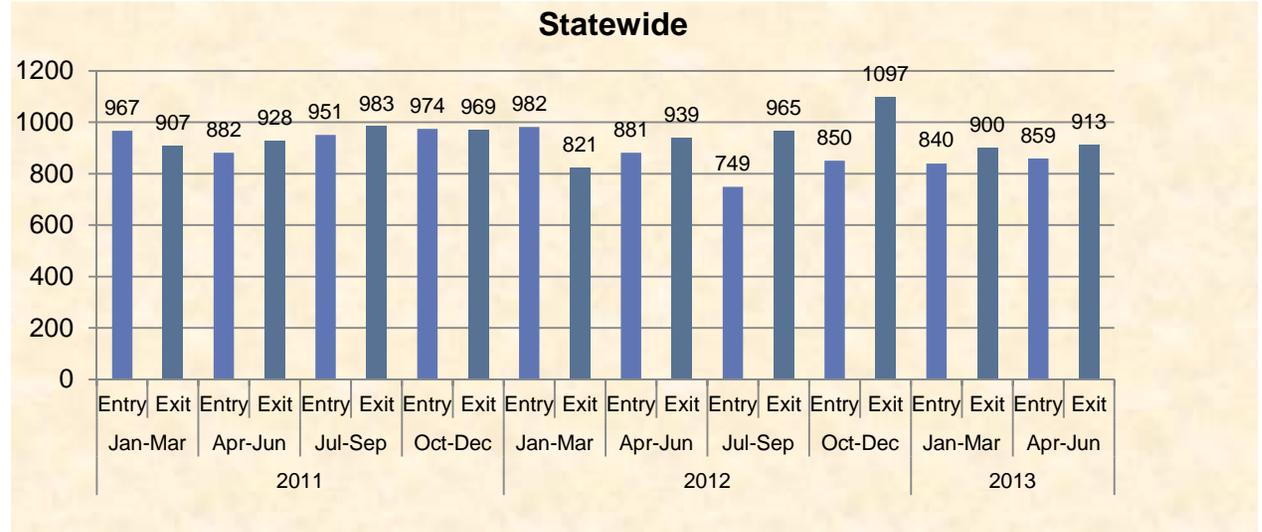
**Planned:*

CQI Team Priority:

* Statewide

Data Review Frequency: Quarterly

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



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

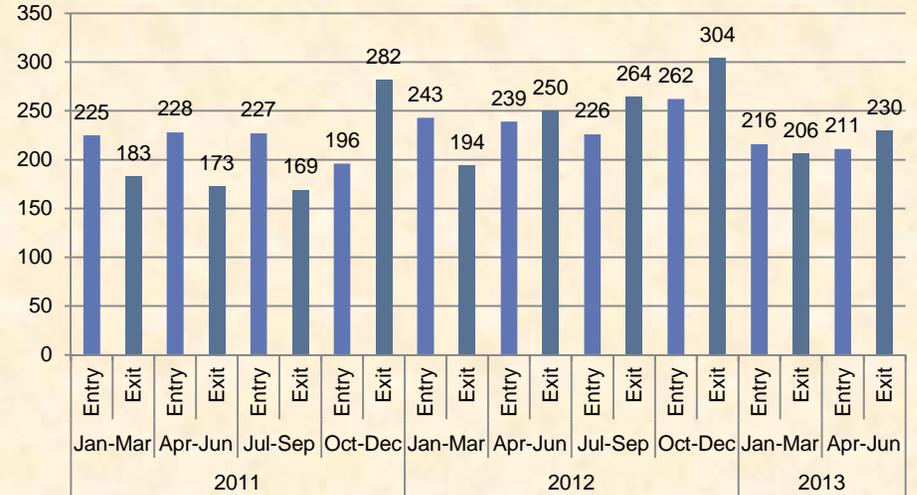
Safely Decrease the Number of State Wards

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

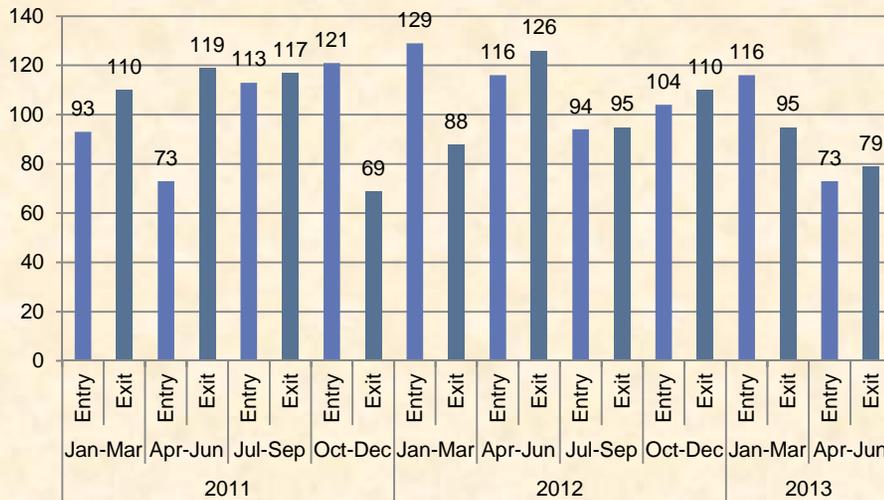
NFC Exits and ESA (DHHS) Entries



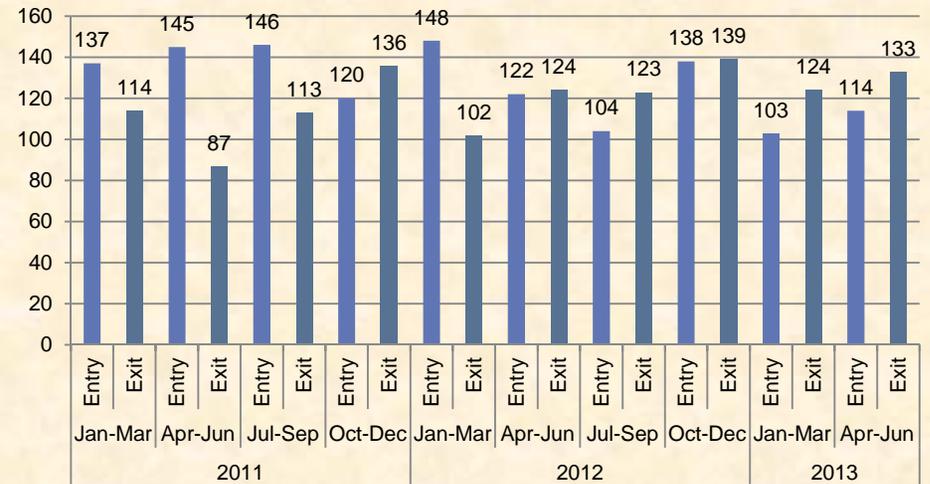
Southeast



Central

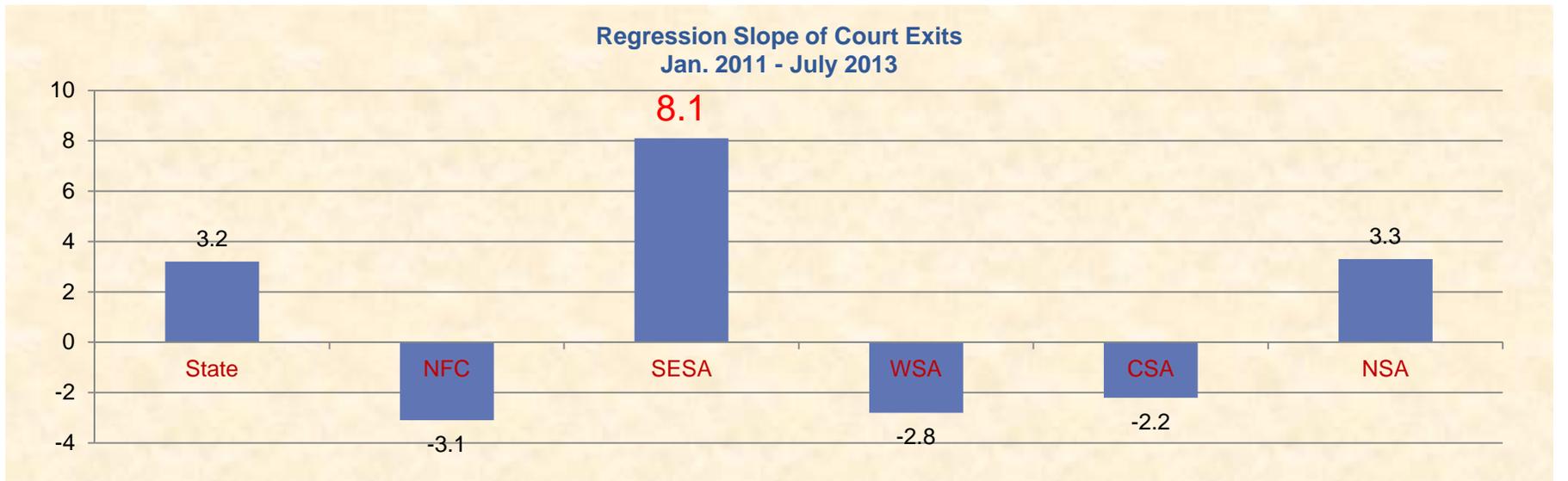


Northern



Safely Decrease the Number of State Wards

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



Exit Period is Measured Quarterly from Jan 2011 – July 2013

CHAPTER 3: PERFORMANCE AND ACCOUNTABILITY

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

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

In-home versus out-of-home placements

Strengths/Opportunities:

- June 2013 OOH Rates

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

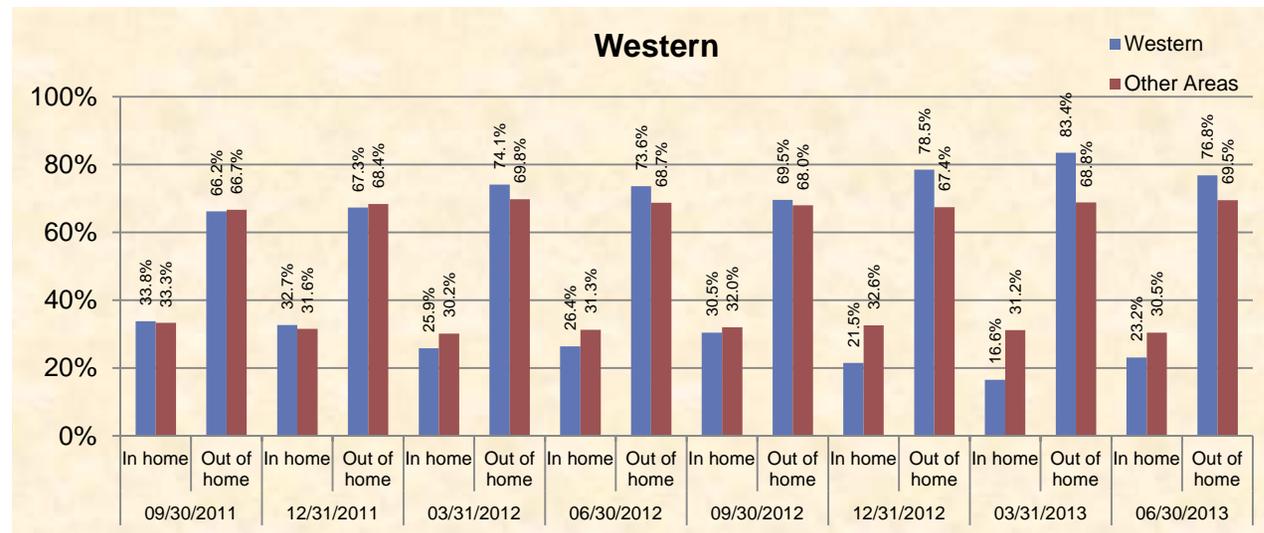
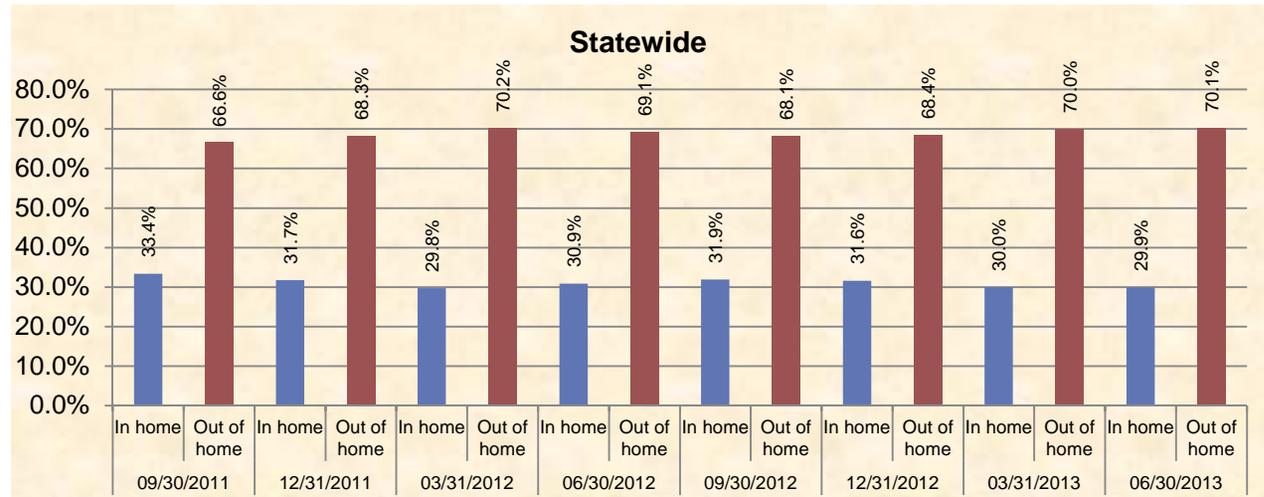
Barriers:

Action Items:

**Completed:*

**Planned:*

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

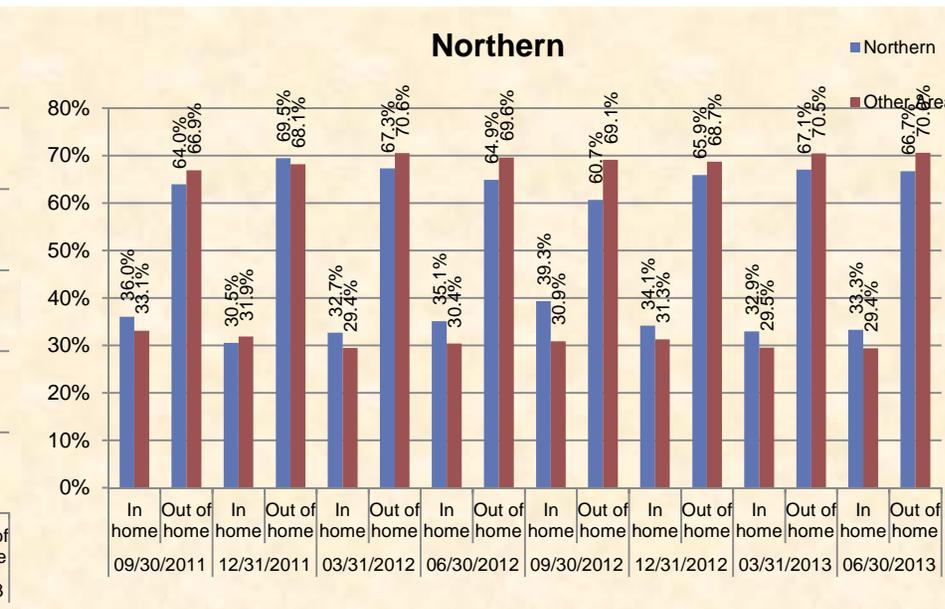
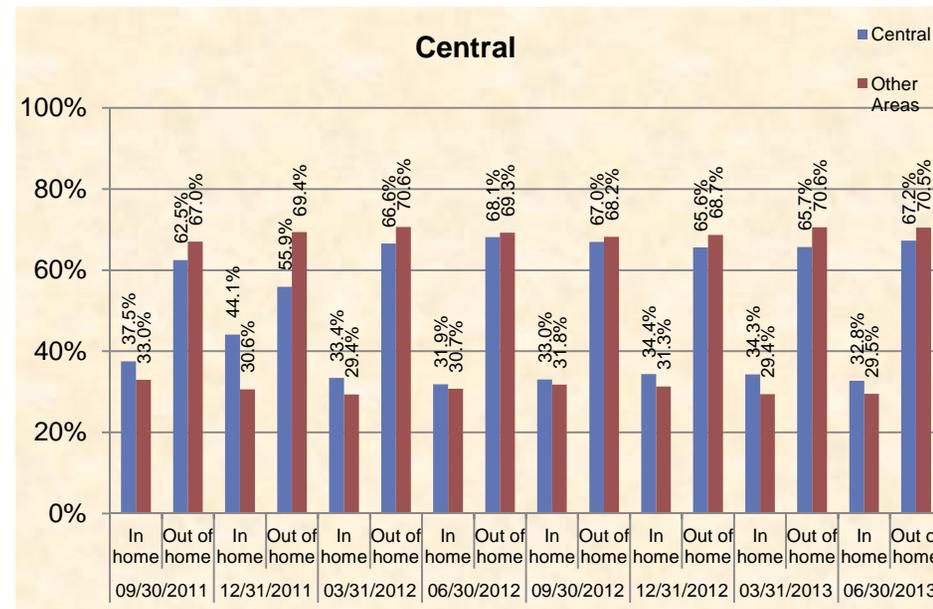
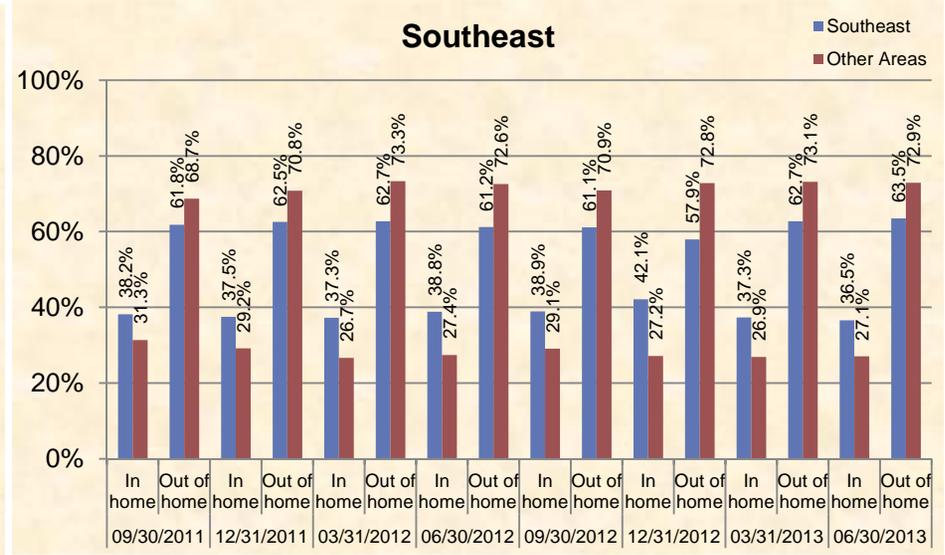
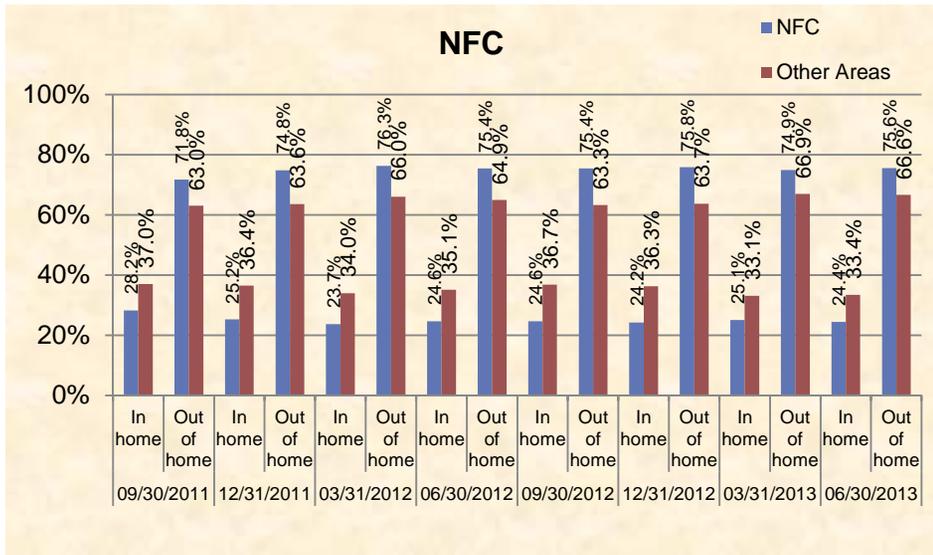


N-Focus Placement field. The In Home category includes state wards living with a parent, guardian or independently. The Out of Home category includes state wards in all types of out of home placements and those on runaway status. Data includes all court wards measured at a point-in-time on the last day of the quarter.

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

In-home versus out-of-home placements

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



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

Intake Calls/Responses

Strengths/Opportunities:

- August 2013: 89% of all calls to the hotline were answered. This is down from 92% in July 2013.
- Count of hotline calls increased to 7,243 in August 2013.

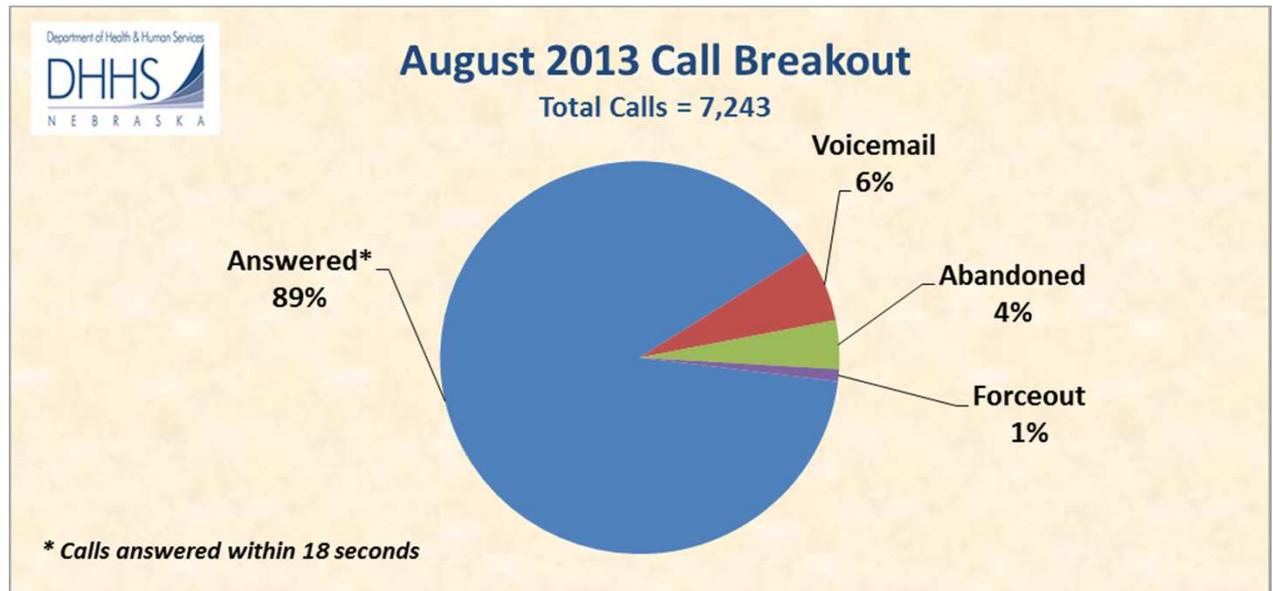
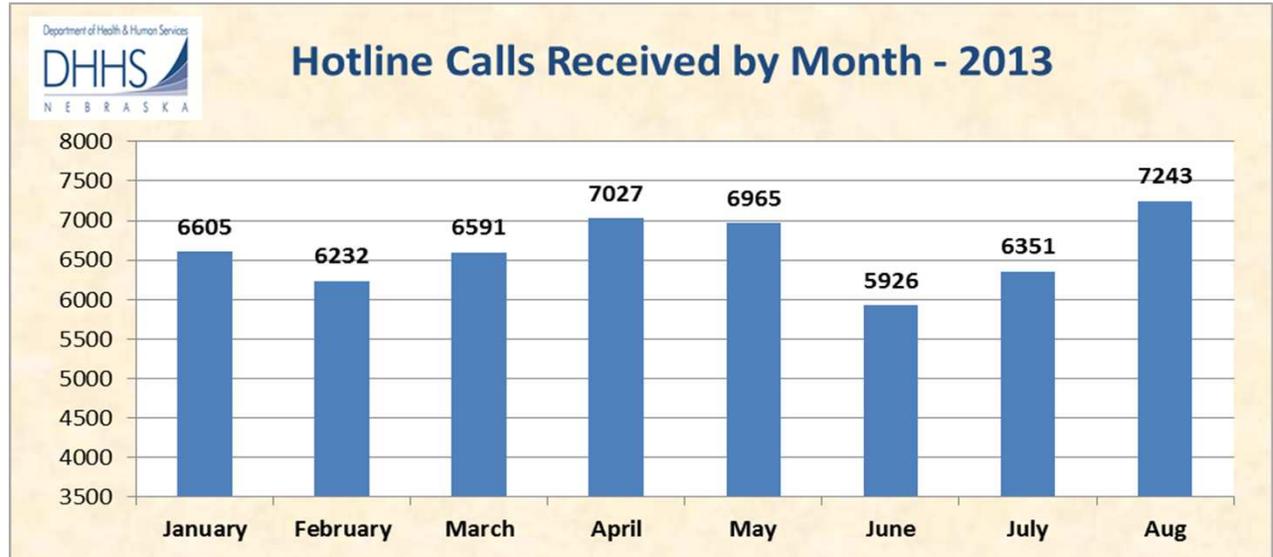
Barriers:

Action Items:

**Completed:*

**Planned:*

Data Review Frequency: Monthly



Intake Quality Measures

Strengths/Opportunities:

- Aug 2013: Increase in performance for all four measures between July and August 2013.

Barriers:

Action Items:

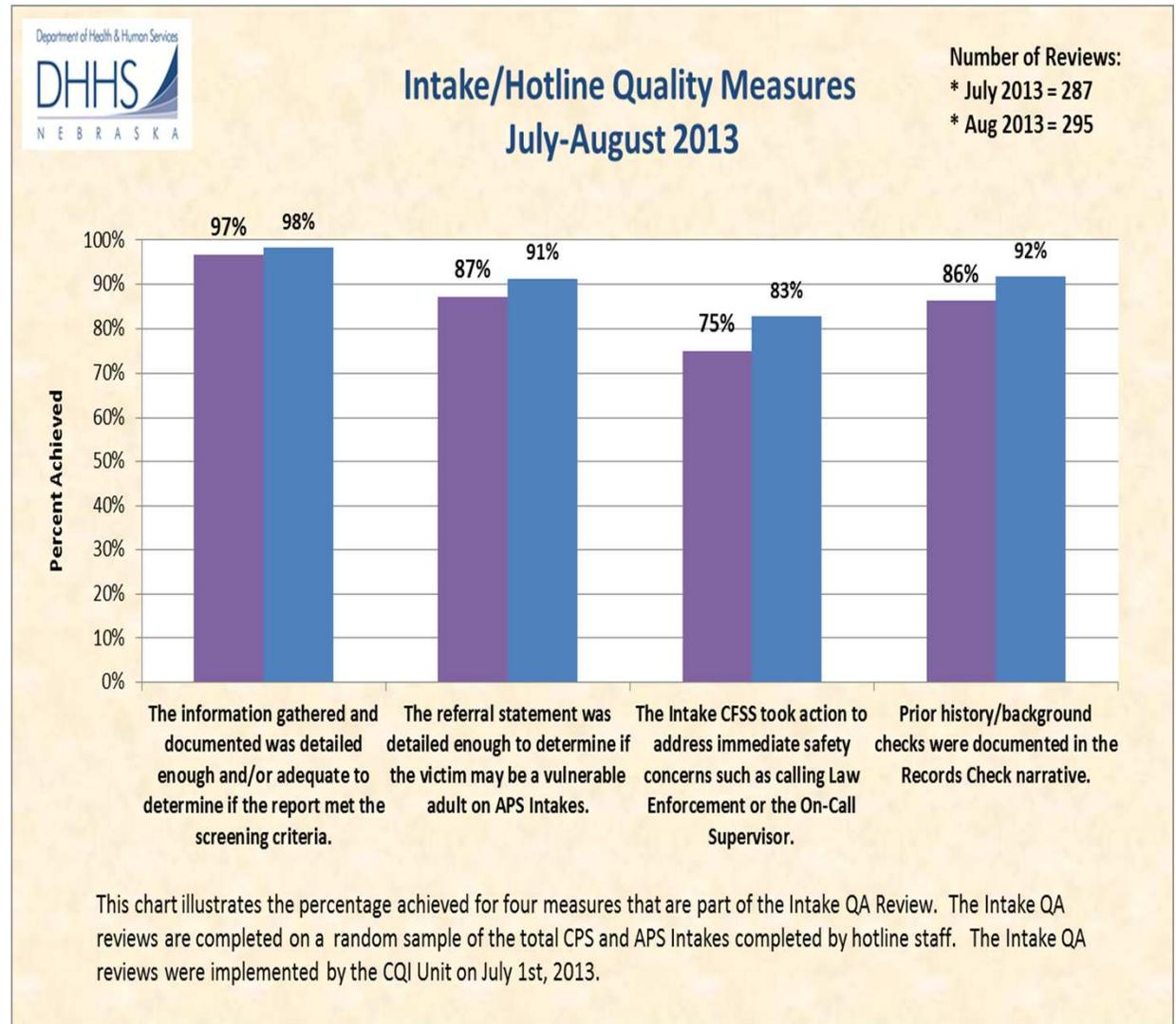
**Completed:*

- Intake QA Unit Reviews were implemented by CQI unit in July 2013. QA feedback is sent via email to the Hotline Supervisor and Worker. QA Results are discussed during Intake Monthly Meetings and System Team Calls and strategies are developed to address areas needing improvement.

**Planned:*

Data Review Frequency: Monthly

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



IA – Contact Timeframes

Strengths/Opportunities:

- Aug 2013: Achieved 90-95% for contact timeframes on all Priorities. Decrease in performance from the previous month for all priority timeframes.

Barriers:

- Intakes not tied to Assessments
 - ARP ID # errors

Action Items:

**Completed:*

- Direction was given to hotline staff to restart N-Focus at midnight in order to reset the clock used to calculate timeframes.
 -4/30/13 Doug Beran emailed document to all CFS Admin/Supervisors providing guidance accessing the report to identify items not tied. Not tied includes instances where the ARP ID on Assessment does not match ARP ID on Intake.
 -Reminders and Directions were given to IA staff regarding the following:

** P1 time is based on 24 hours from the time the call was received by the hotline, so 8:00 am means we must respond by 8:00 am the following day.*

** When a meeting occurs prior to the hotline received date, the worker should either notify the hotline that the received date was in the past review the SDM report and set the received date to the proper date*

**Planned:*

- Upcoming Quick Tip will include video instructions on how to use weekly InfoView reports to identify intakes not tied etc.

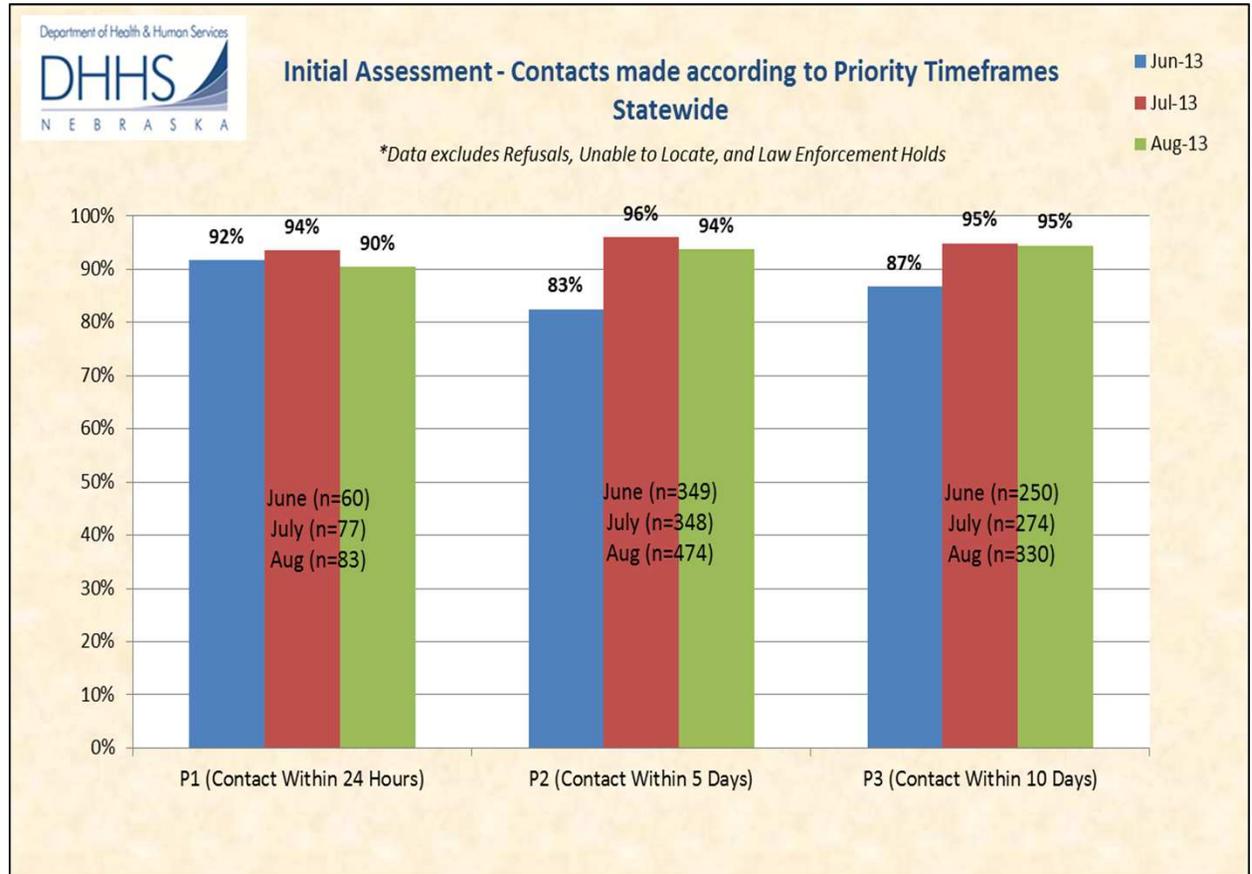
CQI Team Priority:

- Statewide
- 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 ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



Reason for Not Meeting Time to First Contact

Reason	#	%
Intake Not Tied	16	29%
Contact Not Timely	16	29%
Contact Date Prior to Intake Date	8	14%
Duplicate ARP ID Issue	8	14%
No Contacts Documented	5	9%
Victim Not Listed in the Safety Assessment	2	4%
Safety Assessment Not Documented Timely	1	2%
Total	56	

IA – Contact Timeframes

Strengths/Opportunities:

- Aug 2013: Northern Service Area achieved 100% for P1 timeframe in Aug 2013.
- Decrease in performance from July – Aug 2013 on P1 contacts for all other service areas.

Barriers:

- Intakes not tied to Assessments
- ARP ID # errors

Action Items:

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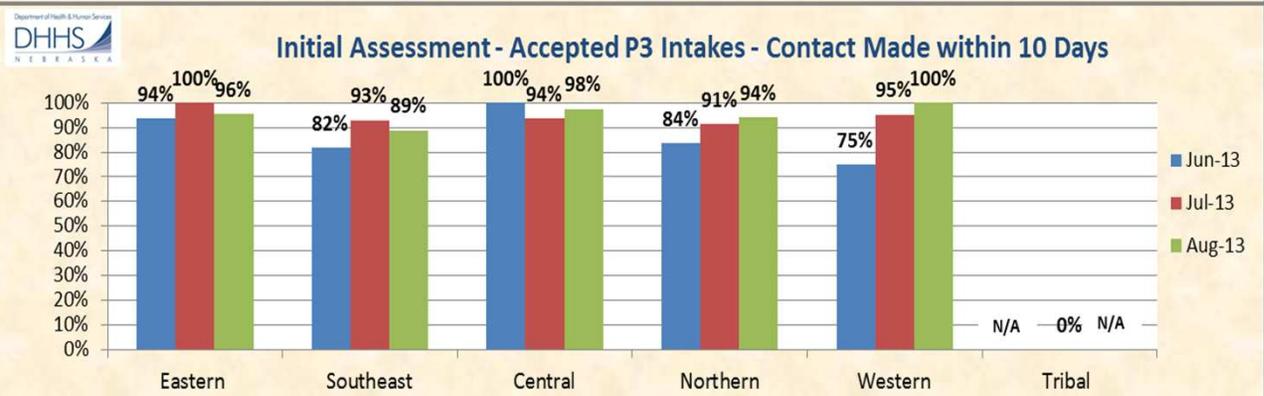
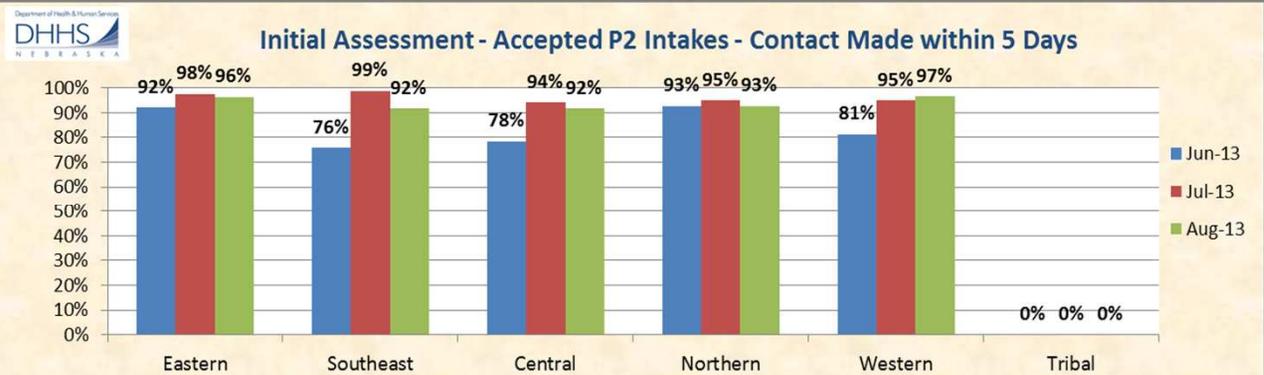
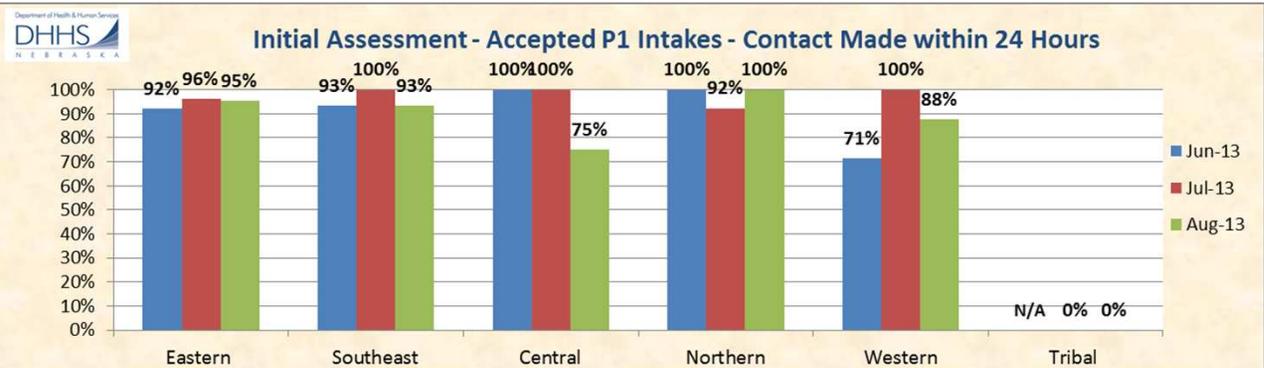
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CQI Team Priority:

- Statewide
- Western Service Area

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

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



Data Review Frequency: Monthly

Initial Assessments Not Finalized in 30 days

Strengths/Opportunities:

-Central Service Area has the lowest number of Initial Assessments Not Finalized (33) that were due between Jan 2012 – Aug 2013. Northern Service Area has the highest number of assessments Not Finalized (347) during this same period. On 9/17/13, there were 1,075 Initial Assessments that were not finalized for the entire State for this same period.

Barriers:

-Finding is not entered for the assessments.
 -Intake is not tied to the safety assessment.

Action Items:

***Completed:**

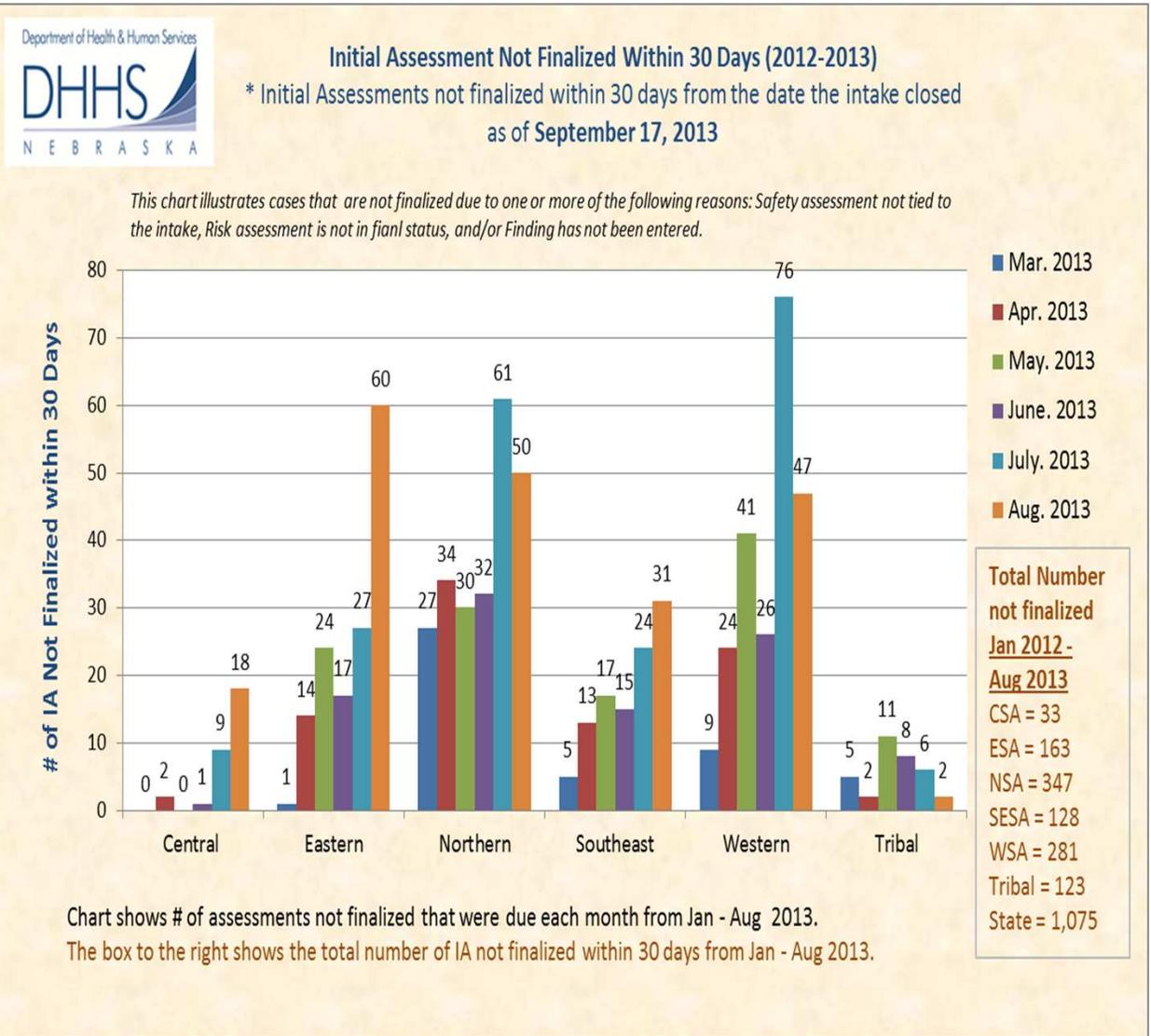
- New/Improved SDM Intake and Assessment Reports are now posted on InfoView. Reports identify assessments that are not tied to the intake, assessments with no findings entered etc. Instructions were emailed to CFS staff.
 - Initial Assessment supervisors and workers are using InfoView reports to identify and address assessments with

***Planned:**

- Upcoming Quick Tip will include video instructions on how to use weekly InfoView reports to identify intakes not tied, assessments with no finding entered etc.
 -Greg Brockmeier, Business Analyst will work with CFS Supervisors and CQI staff to use reports to manage the work and to identify and address additional barriers.

Data Review Frequency: Monthly

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



Absence of Maltreatment in Six Months

Strengths/Opportunities:

-Aug 2013: Western Service Area is the only Service Area meeting the target goal for this measure. Eastern Service Area is showing a positive trend in this measure while Southeast and Northern are showing a negative trend.

Barriers:

-Duplicate Reports for the same incidents are creating instances of repeat maltreatment.

Action Items:

**Completed:*

- Policy changes were implemented in October 2012 to eliminate duplicate reports/substantiation of intakes that are received within 6 months for the same allegations

**Planned:*

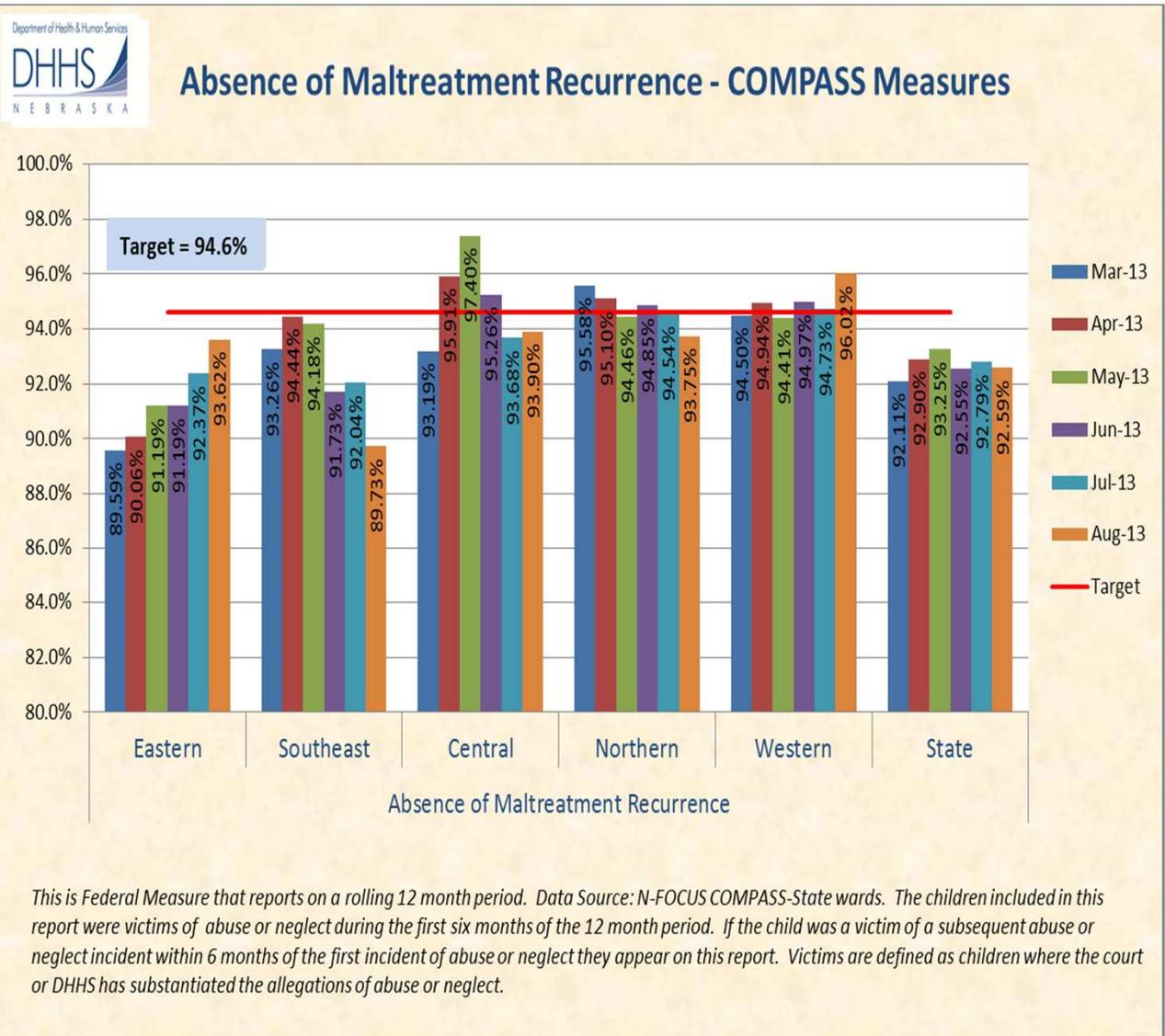
- A workgroup will convene to look at reason for case involvement and put instructions together on how to document reason for case involvement to better capture information about substance abuse and other reasons for case opening/involvement.
 -CQI team will complete additional breakdown of repeat maltreatment data to help the team identify areas needing improvement.

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 ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.



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

Absence of Maltreatment in Foster Care

Strengths/Opportunities:

-Aug 2013: Eastern Service Area is the only Service Area not meeting this measure but is showing a positive trend in the past 5 months.

Barriers:

-Duplicate Reports for the same incidents are creating instances of repeat maltreatment.

Action Items:

**Completed:*

- Southeast Service Area Administrator and the Foster Care Review Office Director met and created a process to staff and address barriers for repeat maltreatment in foster care cases in Southeast Service Area.

- Policy changes were implemented in October 2012 to eliminate duplicate reports/substantiation of intakes that are received within 6 months for the same allegations

**Planned:*

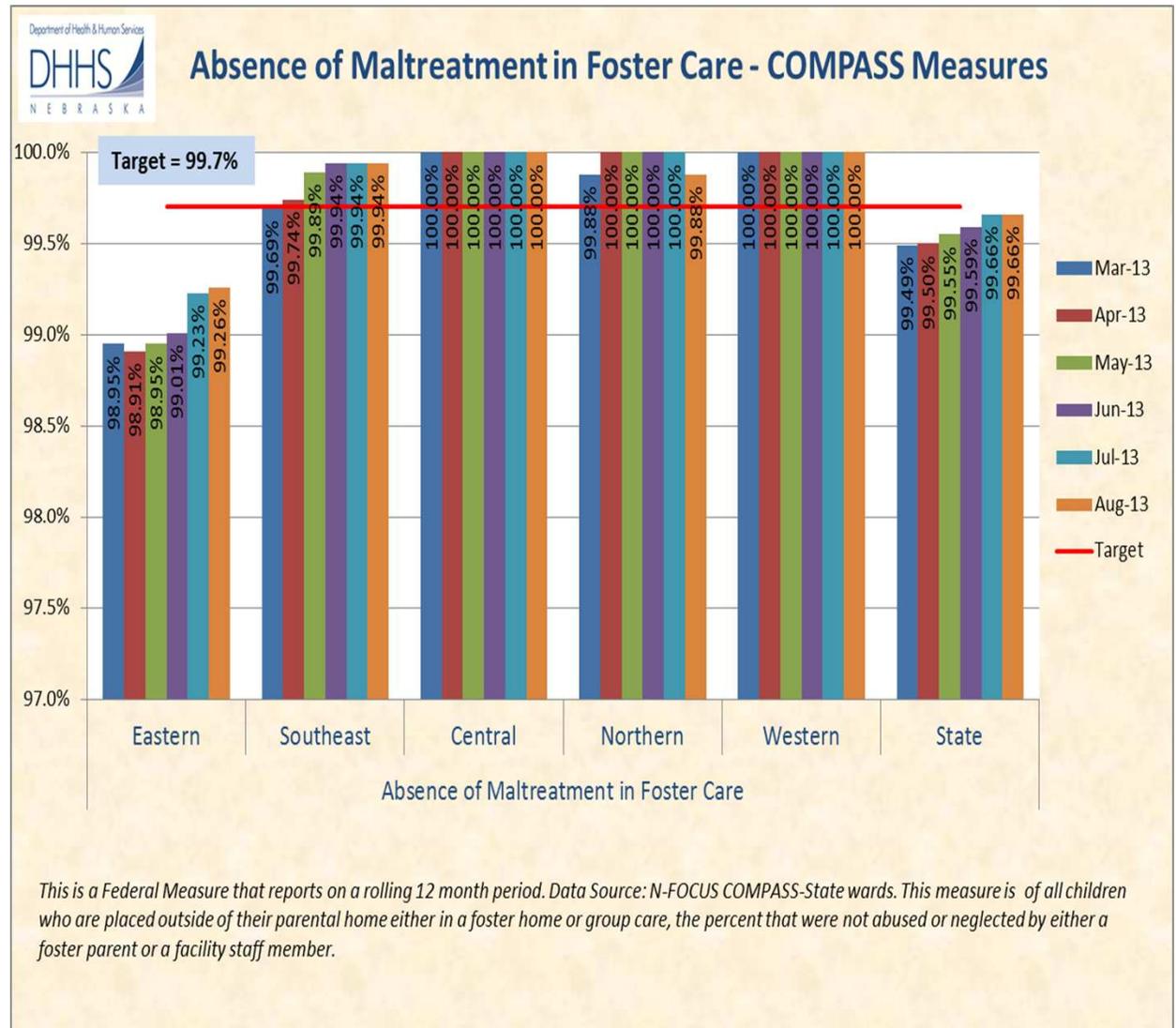
- A workgroup will convene to look at reason for case involvement and put instructions together on how to document reason for case involvement to better capture information about substance abuse and other reasons for case opening/involvement.

-CQI team will complete additional breakdown of repeat maltreatment data to help the team identify areas needing improvement.

CQI Team Priority:

**Statewide External Stakeholder Team*

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



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

Permanency for Children in Foster Care

Strengths/Opportunities:

-Aug 2013: All Service Areas continue to exceed the target goal for this measure.

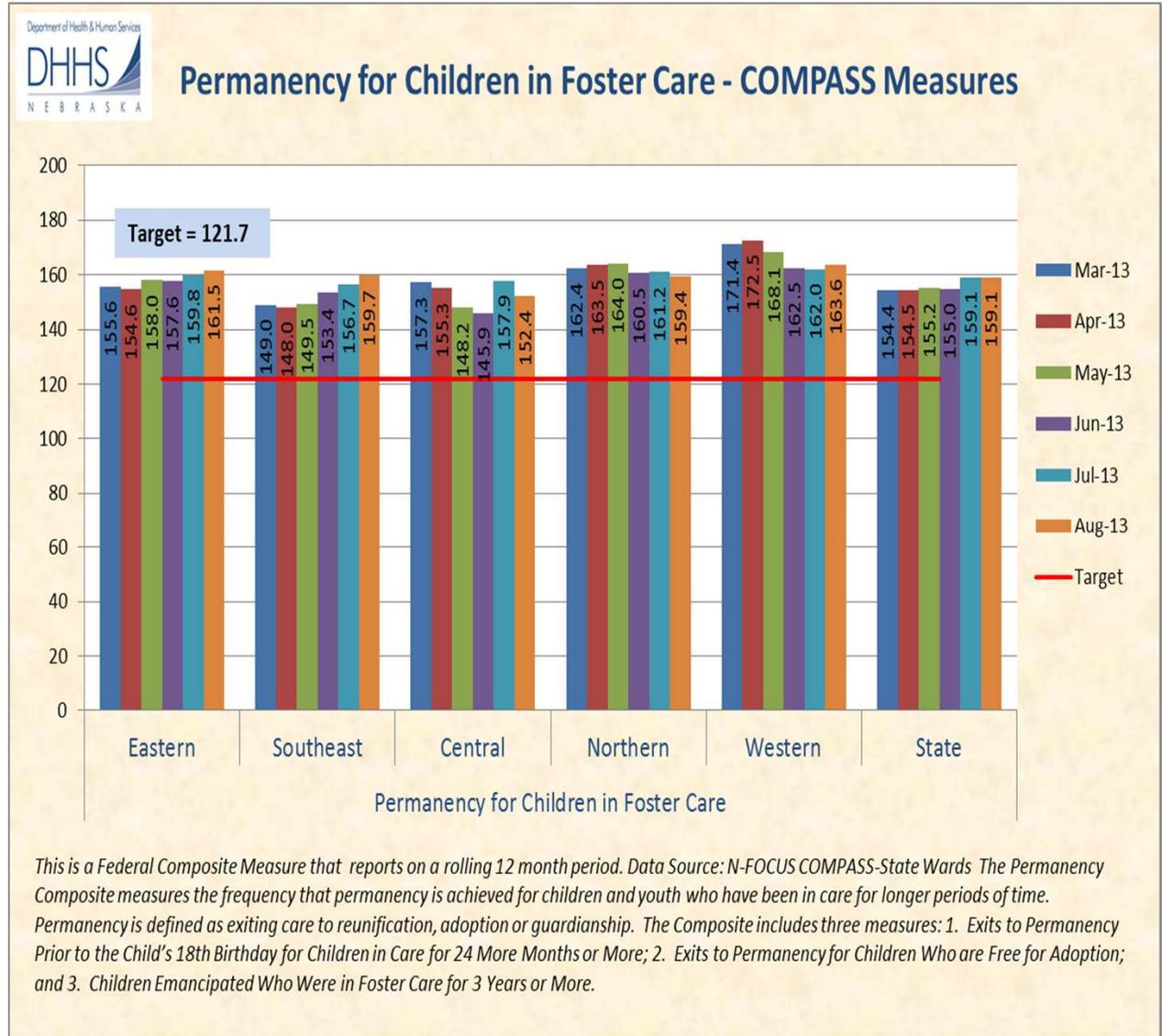
Barriers:

Action Items:

*Completed:

*Planned:

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



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

Timeliness of Adoption

Strengths/Opportunities:

-Aug 2013: Eastern, Northern and Western Service Areas are showing a positive trend in this measure.

- Central Service Area is the only Service Area not meeting the target goal for this measure but is showing a positive trend in the last few months.

Barriers:

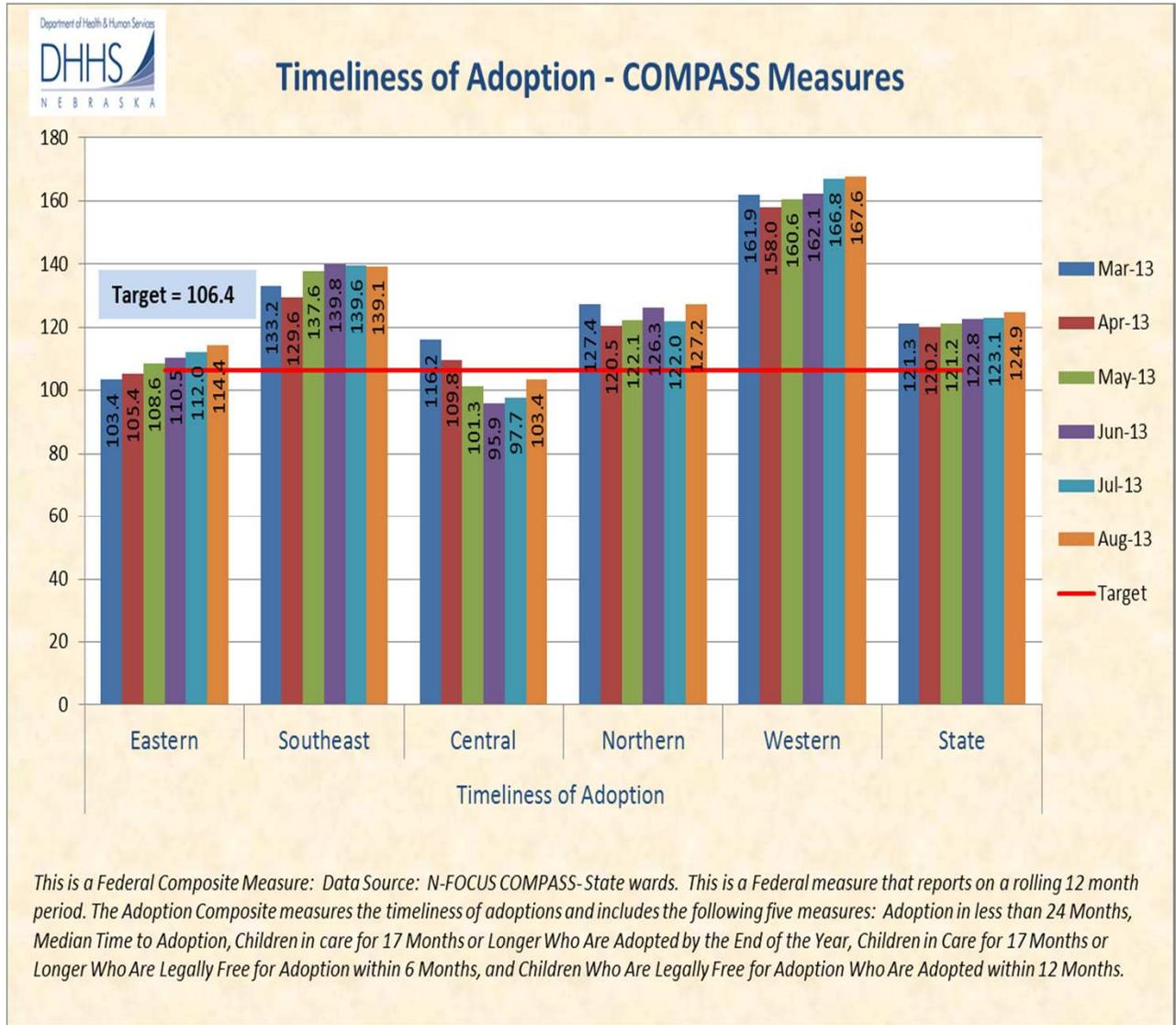
Action Items:

**Completed:*

- CQI team corrected the definition of Free for Adoption to no longer include the existence of TPR hearing for this measure.
 -Eastern Service Area/NFC completed a review of 119 adoption cases and identified barriers to Adoption in ESA. Eastern Service Area continues to address barriers through Court Collaboration meetings and other processes.

**Planned:*

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



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

Timeliness of Adoption

Strengths/Opportunities:

-- Aug 2013: Northern Service Area is the only Service Area meeting the goal for this measure. Central Service Area is the only Service Area showing an increase from July 2013.

Barriers:

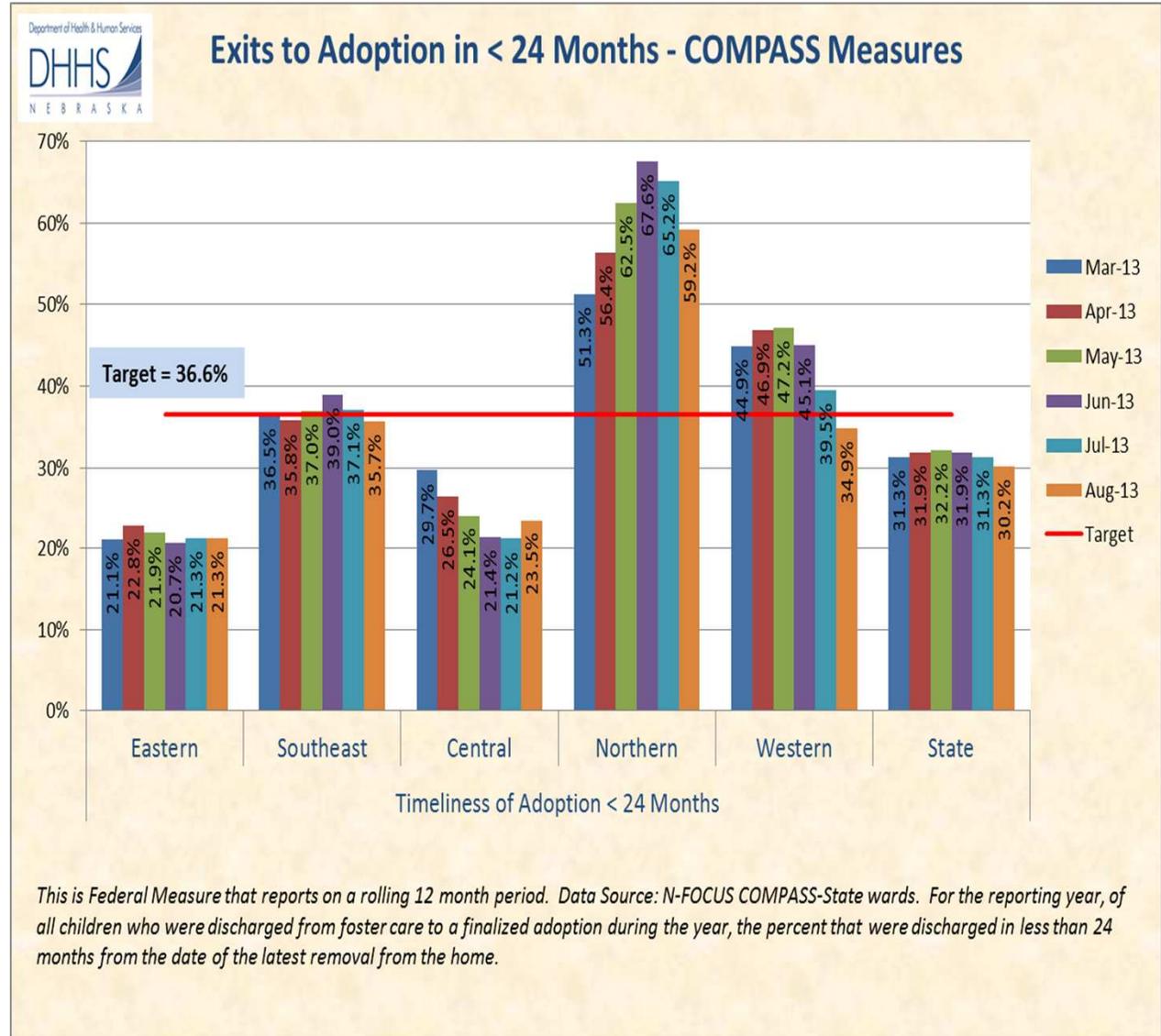
Action Items:

**Completed:*

- CQI team corrected the definition of Free for Adoption to no longer include the existence of TPR hearing for this measure.
- Eastern Service Area/NFC completed a review of 119 adoption cases and identified barriers to Adoption in ESA. Eastern Service Area continues to address barriers through Court Collaboration meetings and other processes.

**Planned:*

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



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

Timeliness & Permanency of Reunification

Strengths/Opportunities:

-Aug 2013: None of the service areas are meeting the target goal at this time. WSA continues to lead the state and is near this target! Positive trend In Northern Service Area while Eastern, Southeast and Central are showing a decrease in performance.

Barriers:

Action Items:

**Completed:*

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.
- 40 Day Focus Initiatives
 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
 - B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

**Planned:*

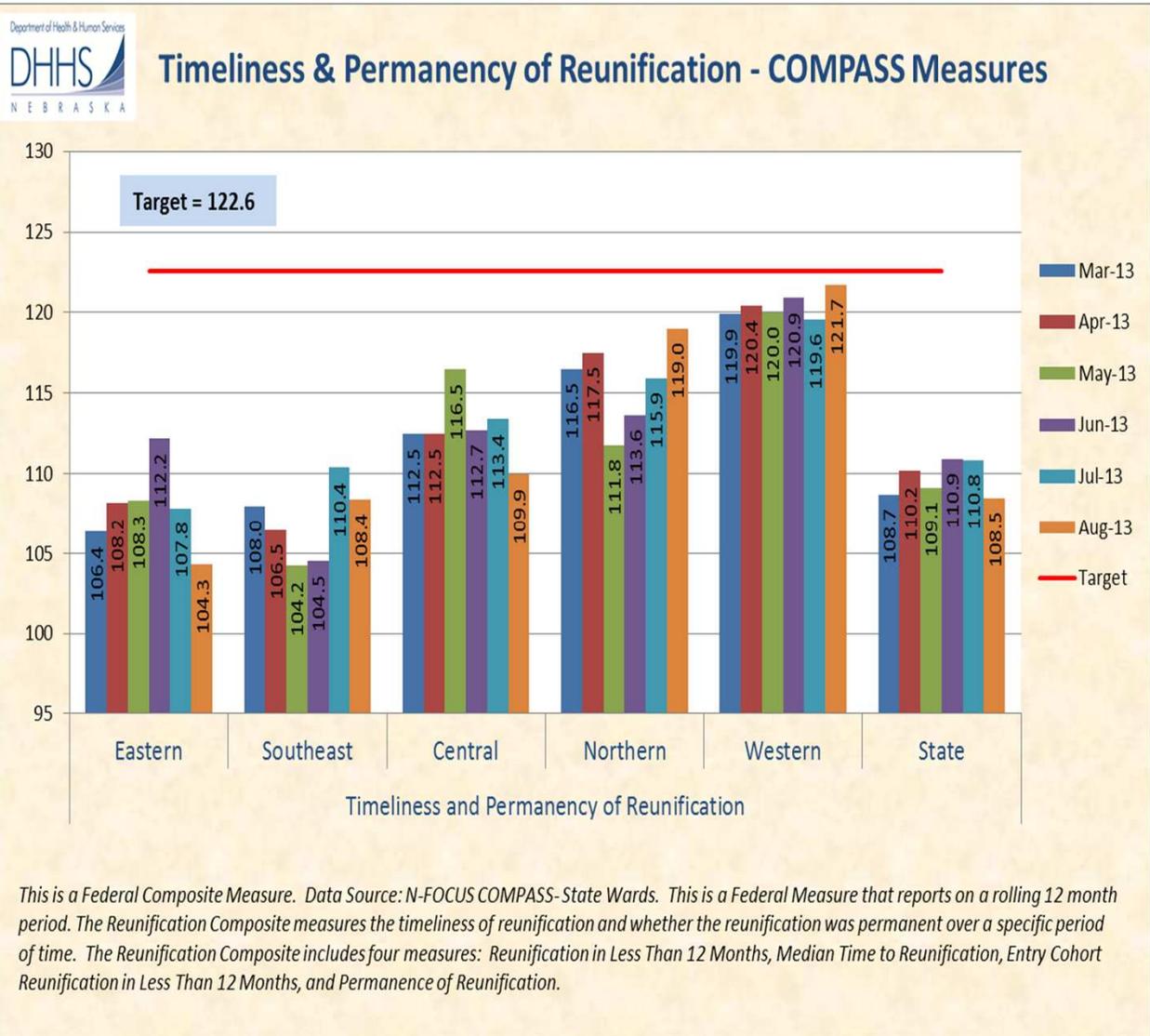
-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.

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.**

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



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

Timeliness & Permanency of Reunification

Strengths/Opportunities:

-Aug 2013: Central and Northern Service Areas have the highest percentage of youth exiting to Reunification in 0-12 months (over 65%).

Barriers:

Action Items:

**Completed:*

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.
- 40 Day Focus Initiatives
 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
 - B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

**Planned:*

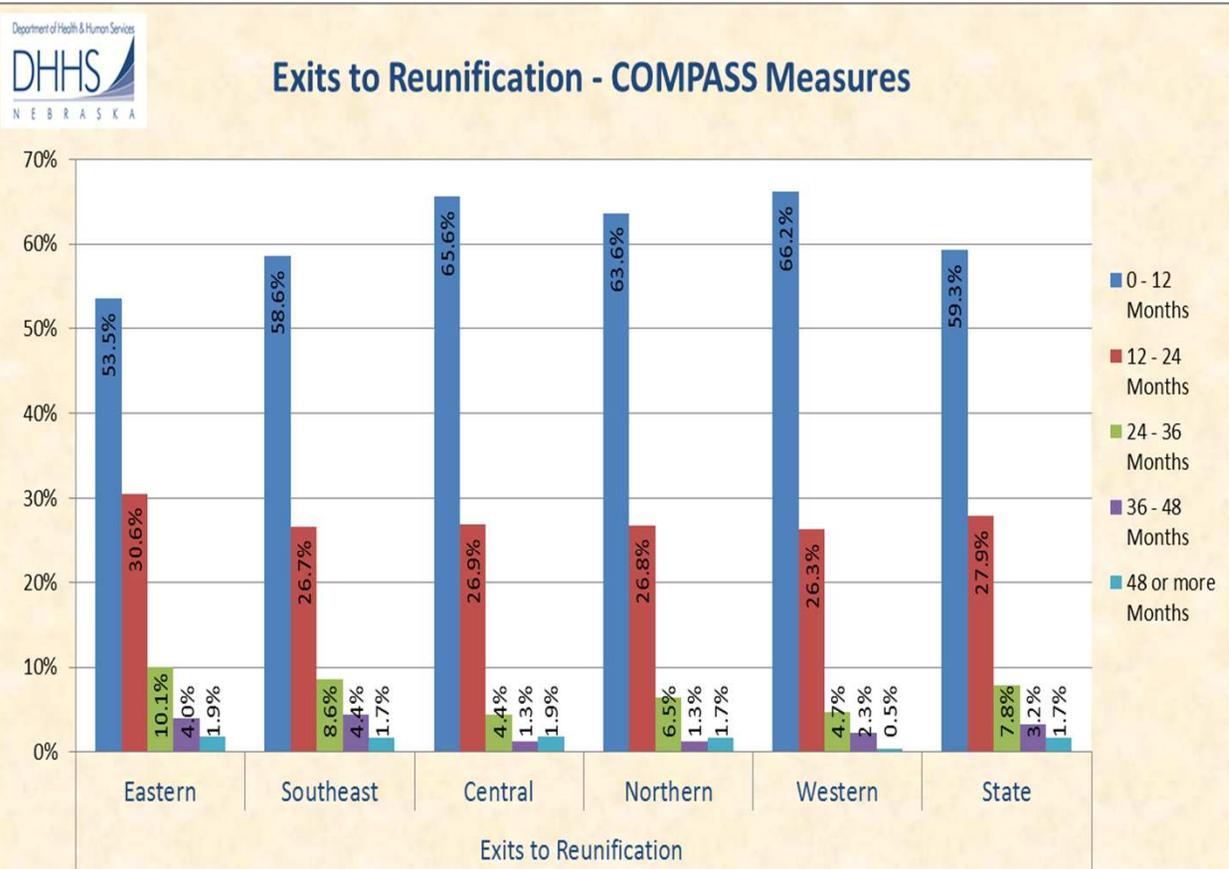
-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.

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.**

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



This is a Federal Composite Measure. Data Source: N-FOCUS COMPASS-State Wards. This is a Federal Measure that reports on a rolling 12 month period. For the reporting year, of all children discharged from foster care to reunification who had been in foster care for 8 days or longer, the percent that met either of the following criteria: (1) the child was reunified in less than 12 months from the date of the latest removal from the home, or (2) the child was placed in a trial home visit within 11 months of the date of the latest removal and the child's last placement prior to discharge to reunification was the trial home visit.

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

Timeliness & Permanency of Reunification

Strengths/Opportunities:

-Aug 2013: No Service Area is meeting this measure. Western Service Area met this measure in April 2013 but has seen a decline since then. Increase seen in Southeast and Central Service Areas in the past few months.

Barriers:

Action Items:

**Completed:*

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.
- 40 Day Focus Initiatives
 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
 - B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

**Planned:*

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.

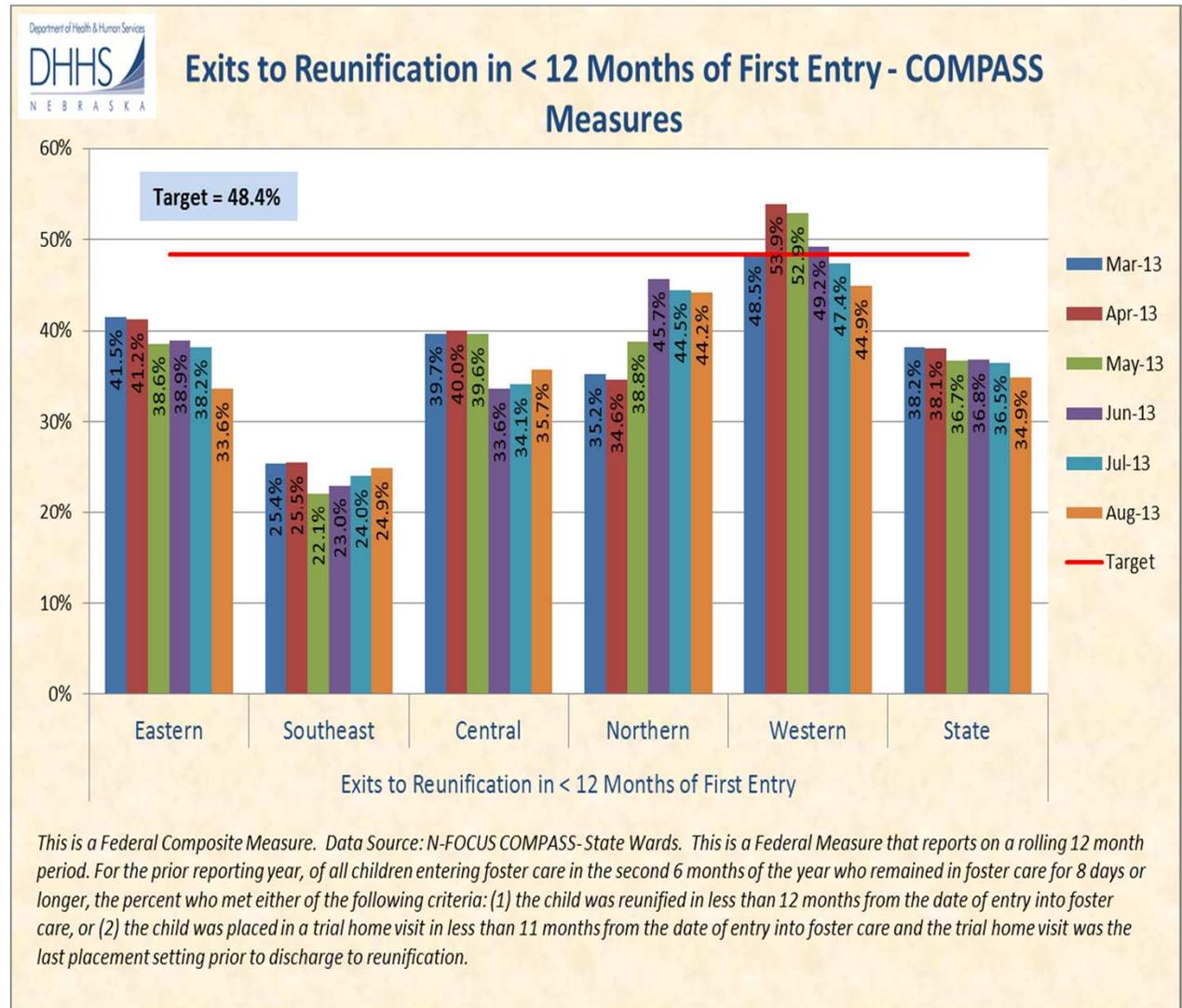
CQI Team Priority:

*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.**

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



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

Timeliness & Permanency of Reunification

Strengths/Opportunities:

-Aug 2013: Central Service Area has the lowest months in care (8.3). Eastern Service Area has the highest median months in care (11.0)

Barriers:

Action Items:

**Completed:*

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.
- 40 Day Focus Initiatives
 - A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
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**Planned:*

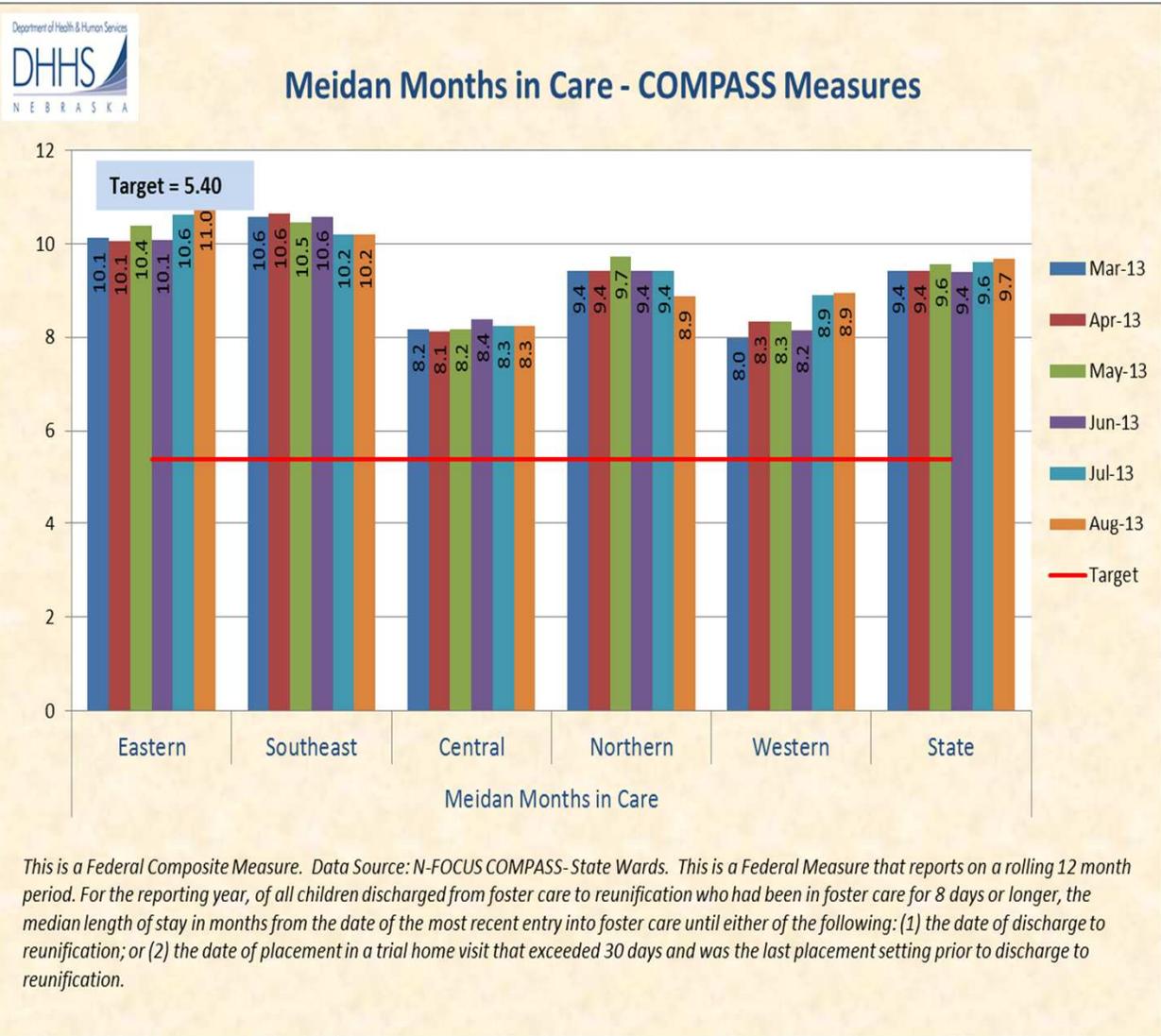
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CQI Team Priority:

- *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.**

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



This is a Federal Composite Measure. Data Source: N-FOCUS COMPASS-State Wards. This is a Federal Measure that reports on a rolling 12 month period. For the reporting year, of all children discharged from foster care to reunification who had been in foster care for 8 days or longer, the median length of stay in months from the date of the most recent entry into foster care until either of the following: (1) the date of discharge to reunification; or (2) the date of placement in a trial home visit that exceeded 30 days and was the last placement setting prior to discharge to reunification.

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

Timeliness & Permanency of Reunification

Strengths/Opportunities:

-Aug 2013: Central Service Area has the highest re-entry into care in less than 12 months of discharge. All other Service Areas were below the target goal of 9.9% in August 2013.

Barriers:

Action Items:

**Completed:*

- CFS Staff are utilizing Average Number of Out of Home Report to look at length of time and address barriers for youth who are in Out of Home Care for an extended period of time.

- 40 Day Focus Initiatives

- A.) All wards in out of home care over 180 days. 123 wards achieved permanency as a result of this initiative.
- B.) OJS & 3B Youth. 228 wards achieved permanency as a result of this initiative.

**Planned:*

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement.

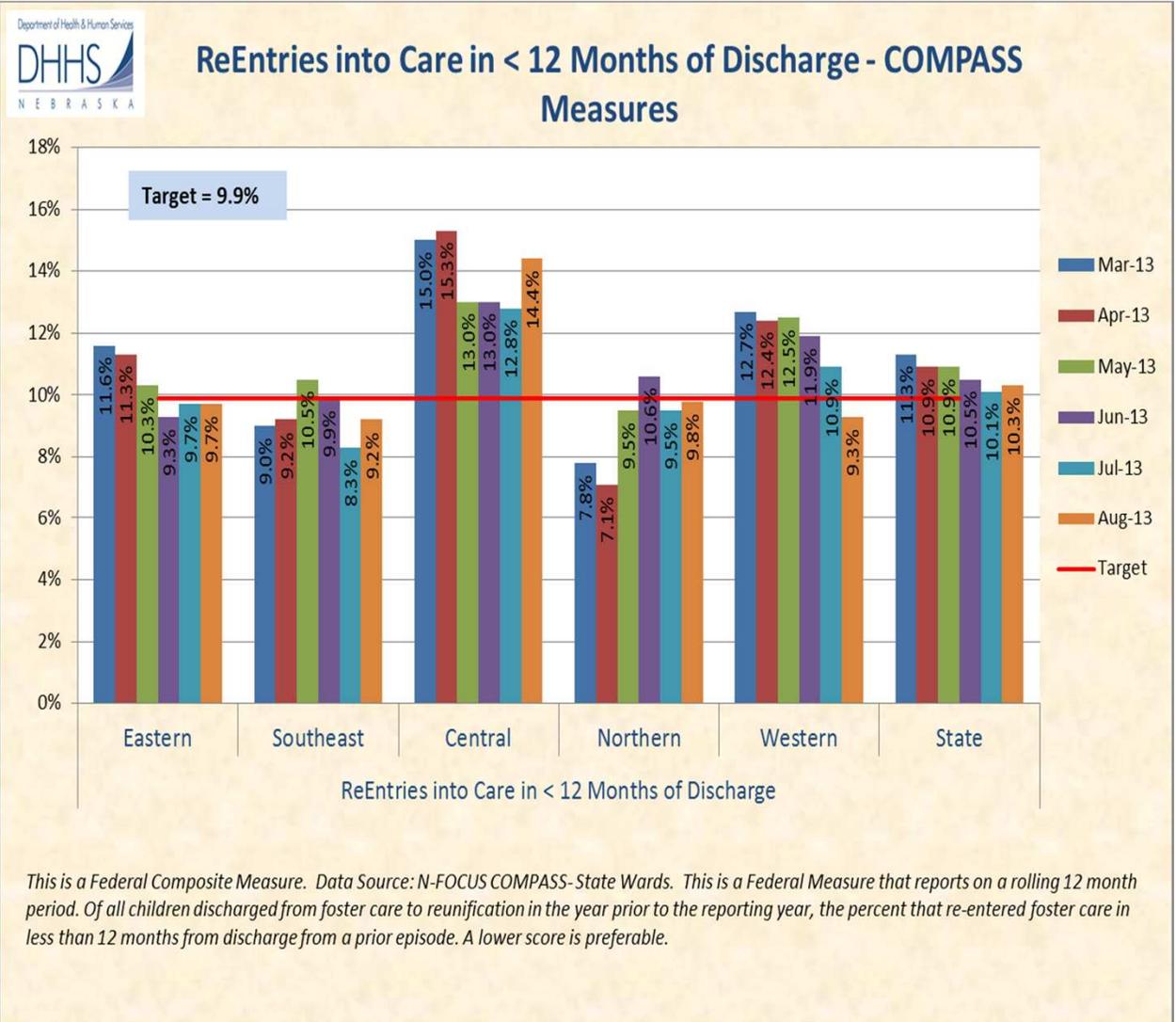
CQI Team Priority:

*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.**

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



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

Placement Stability

Strengths/Opportunities:

-Aug 2013: Northern Service Area continues to exceed the target goal performance continues to increase each month. Eastern, Central and Western show an increase in performance since July while Southeast is showing a decrease in performance.

Barriers:

-Placement disruptions due to child behaviors
 -Shortage of foster placements for older youth with behavior needs.

Action Items:

*Completed:

-Southeast and Western Service Areas are utilizing Denials and Disruption Tracking/Database to address placement stability issues/needs. Other Service Areas will be implementing this tracking method in the future. Data from this system is shared with foster care agency providers.
 -CQI Team provided additional data to each Service Area regarding placement changes in N-FOCUS.

*Planned:

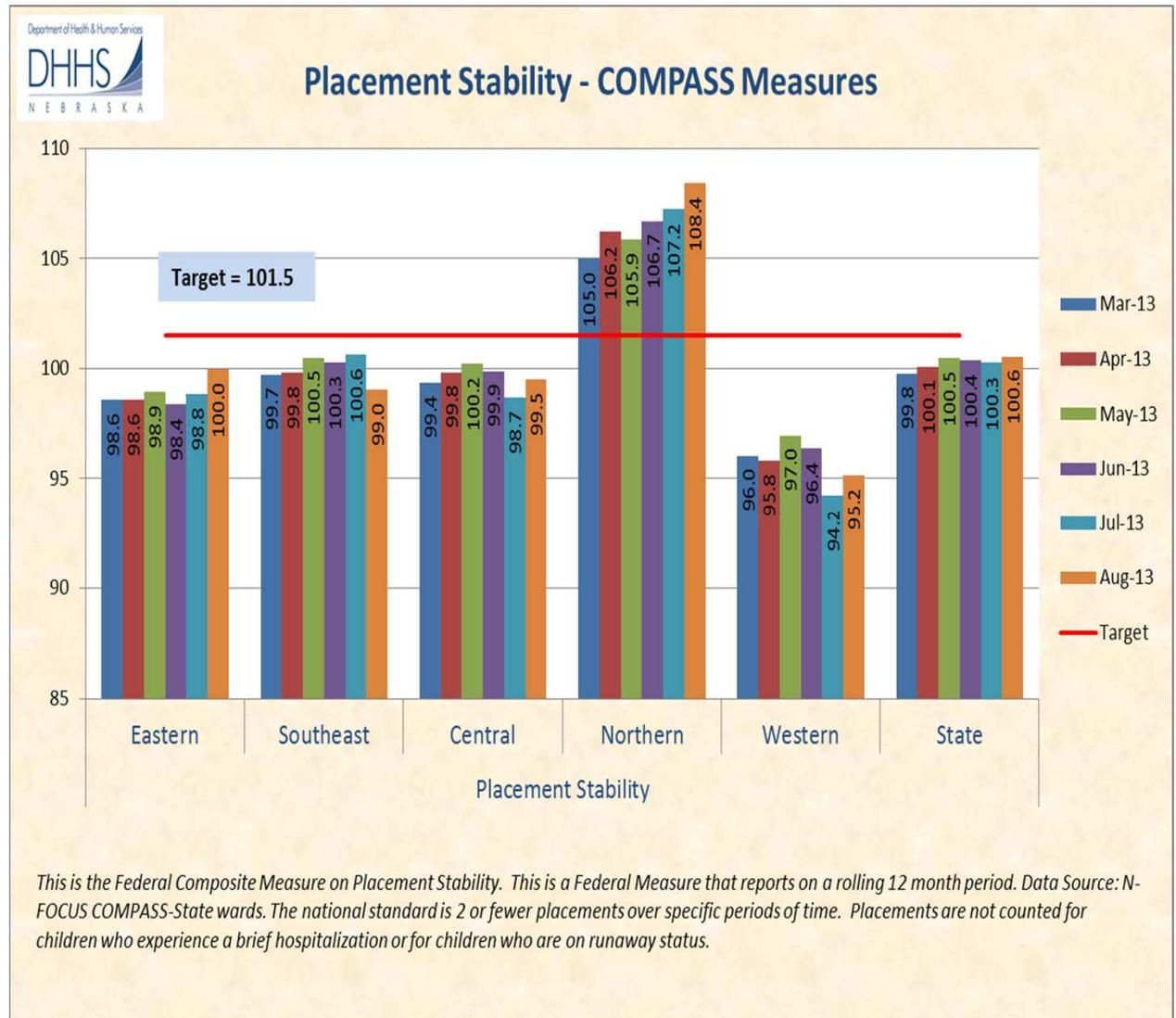
-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement

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.

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



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

Placement Stability

Strengths/Opportunities:

- Aug 2013: Northern Service Area is the only Service Area that has scored 90% or above on this measure and has scored over 90% in the last 6 consecutive months.

Barriers:

-Placement disruptions due to child behaviors
 -Shortage of foster placements for older youth with behavior needs.

Action Items:

*Completed:

-Southeast and Western Service Areas are utilizing Denials and Disruption Tracking/Database to address placement stability issues/needs. Other Service Areas will be implementing this tracking method in the future. Data from this system is shared with foster care agency providers.

-CQI Team provided additional data to each Service Area regarding placement changes in N-FOCUS.

*Planned:

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement

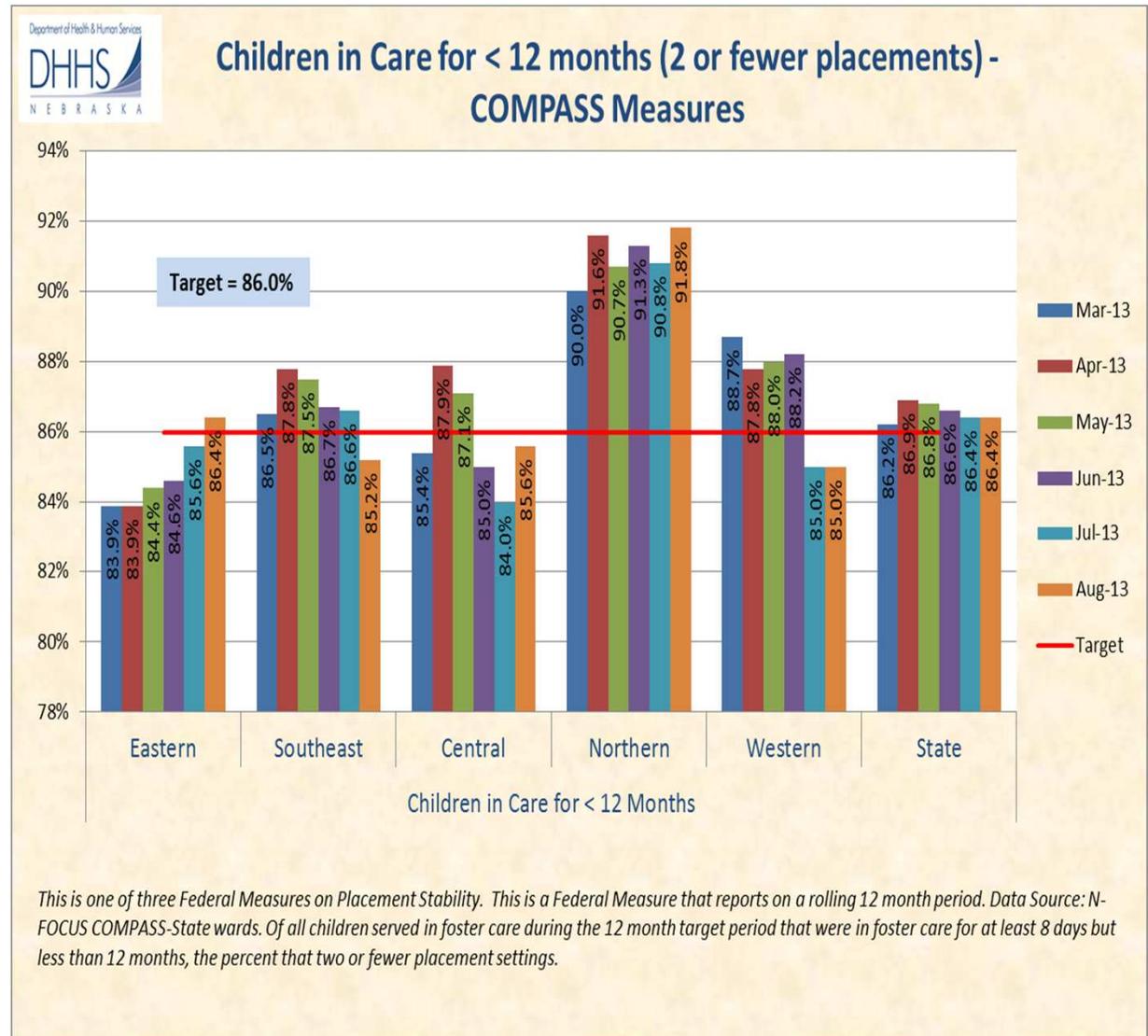
CQI Team Priority:

*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.

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



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

Placement Stability

Strengths/Opportunities:

- Aug 2013: Northern Service Area is the only Service Area that has scored over 72% in the last 6 consecutive months.

Barriers:

-Placement disruptions due to child behaviors
 -Shortage of foster placements for older youth with behavior needs.

Action Items:

*Completed:

-Southeast and Western Service Areas are utilizing Denials and Disruption Tracking/Database to address placement stability issues/needs. Other Service Areas will be implementing this tracking method in the future. Data from this system is shared with foster care agency providers.

-CQI Team provided additional data to each Service Area regarding placement changes in N-FOCUS.

*Planned:

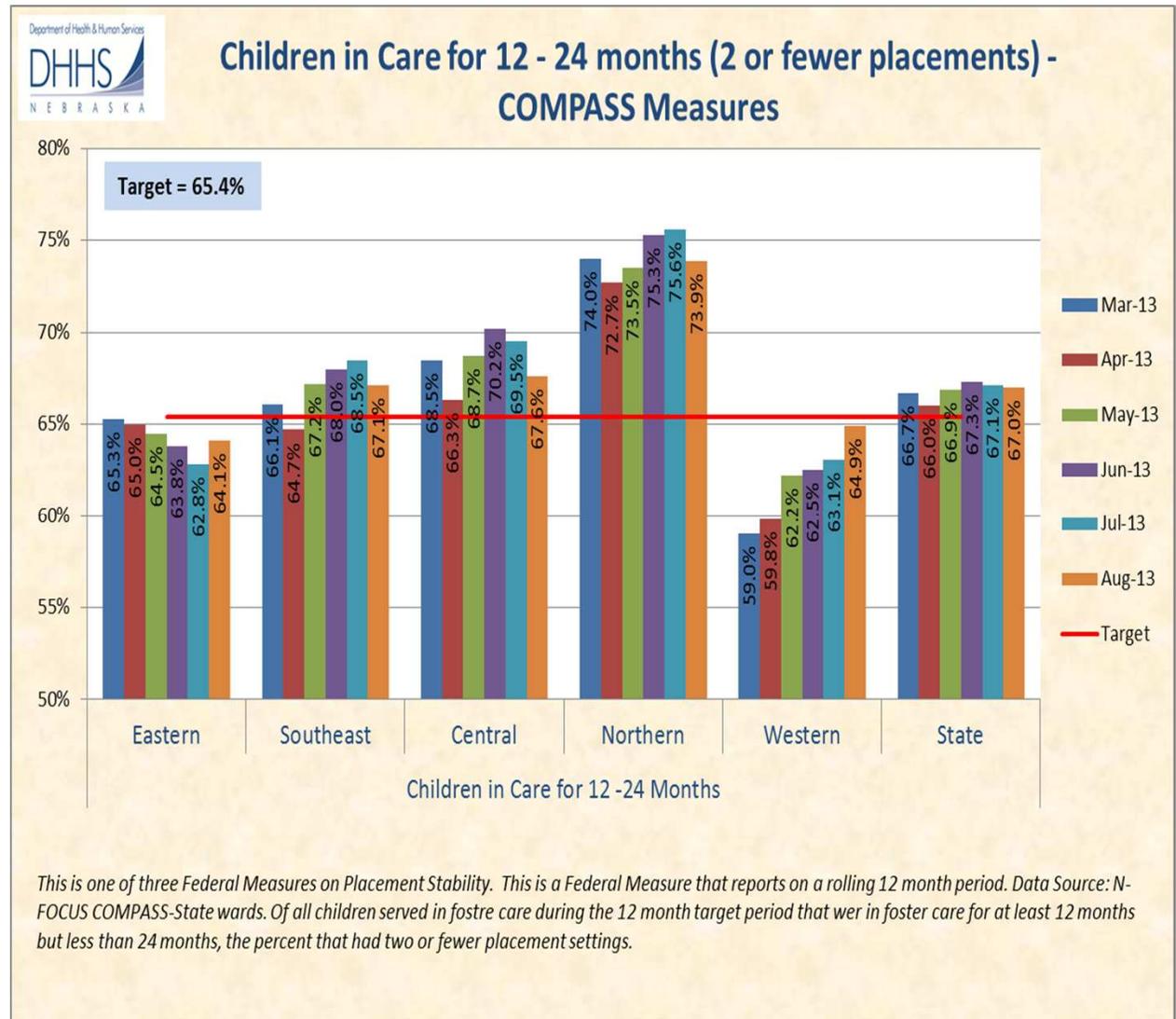
-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement

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.

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



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

Placement Stability

Strengths/Opportunities:

- Aug 2013: Northern Service Area had the highest score in the last month with 39.2%. Western Service Area has the lowest score at 28.6%.

Barriers:

-Placement disruptions due to child behaviors
 -Shortage of foster placements for older youth with behavior needs.

Action Items:

*Completed:

-Southeast and Western Service Areas are utilizing Denials and Disruption Tracking/Database to address placement stability issues/needs. Other Service Areas will be implementing this tracking method in the future. Data from this system is shared with foster care agency providers.

-CQI Team provided additional data to each Service Area regarding placement changes in N-FOCUS.

*Planned:

-CQI Team will provide additional data breakdown by adjudication, judge, and other variables to assist with identification of areas needing improvement

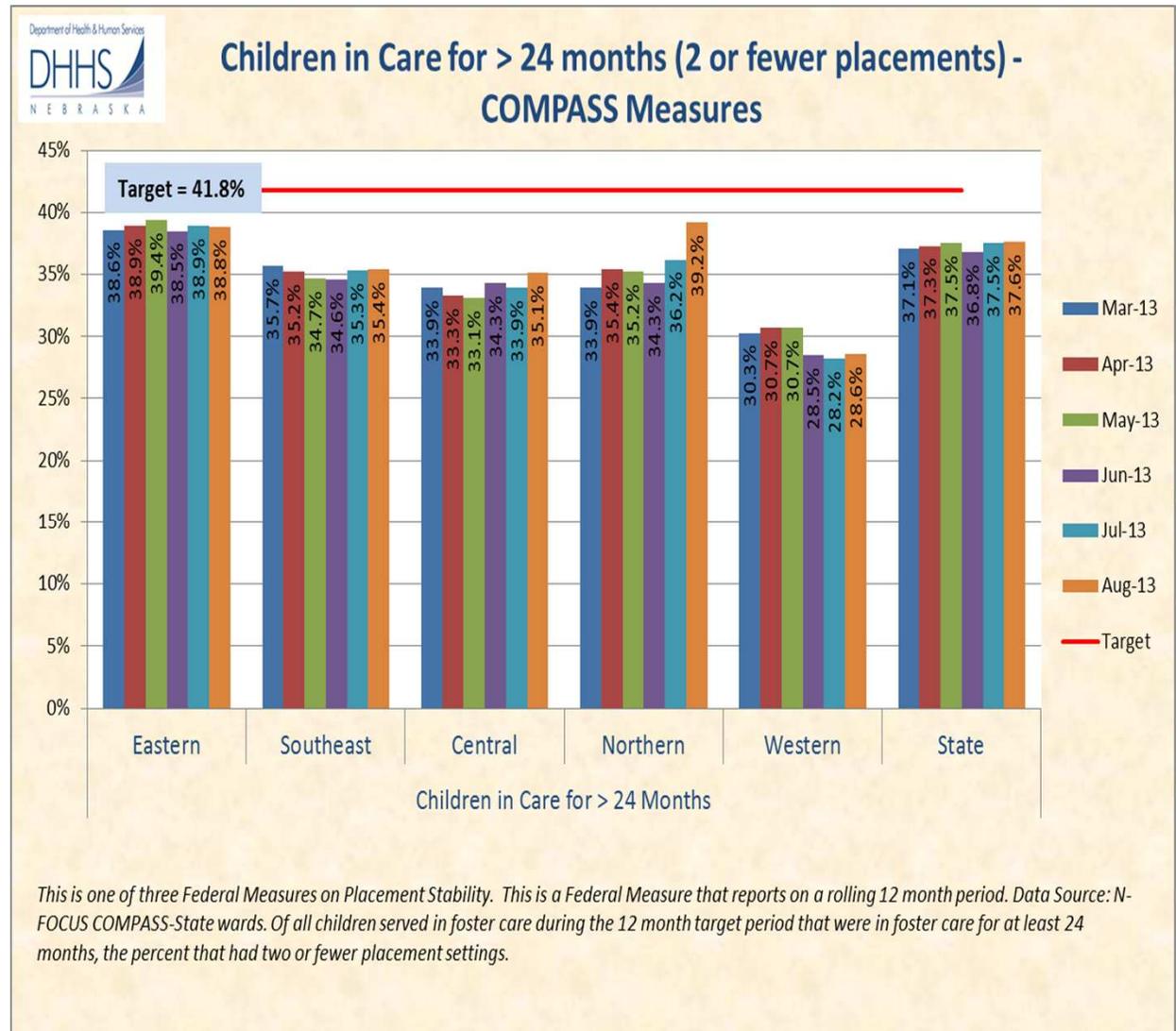
CQI Team Priority:

*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.

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



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

Kinship Care for Out of Home Wards

Strengths/Opportunities:

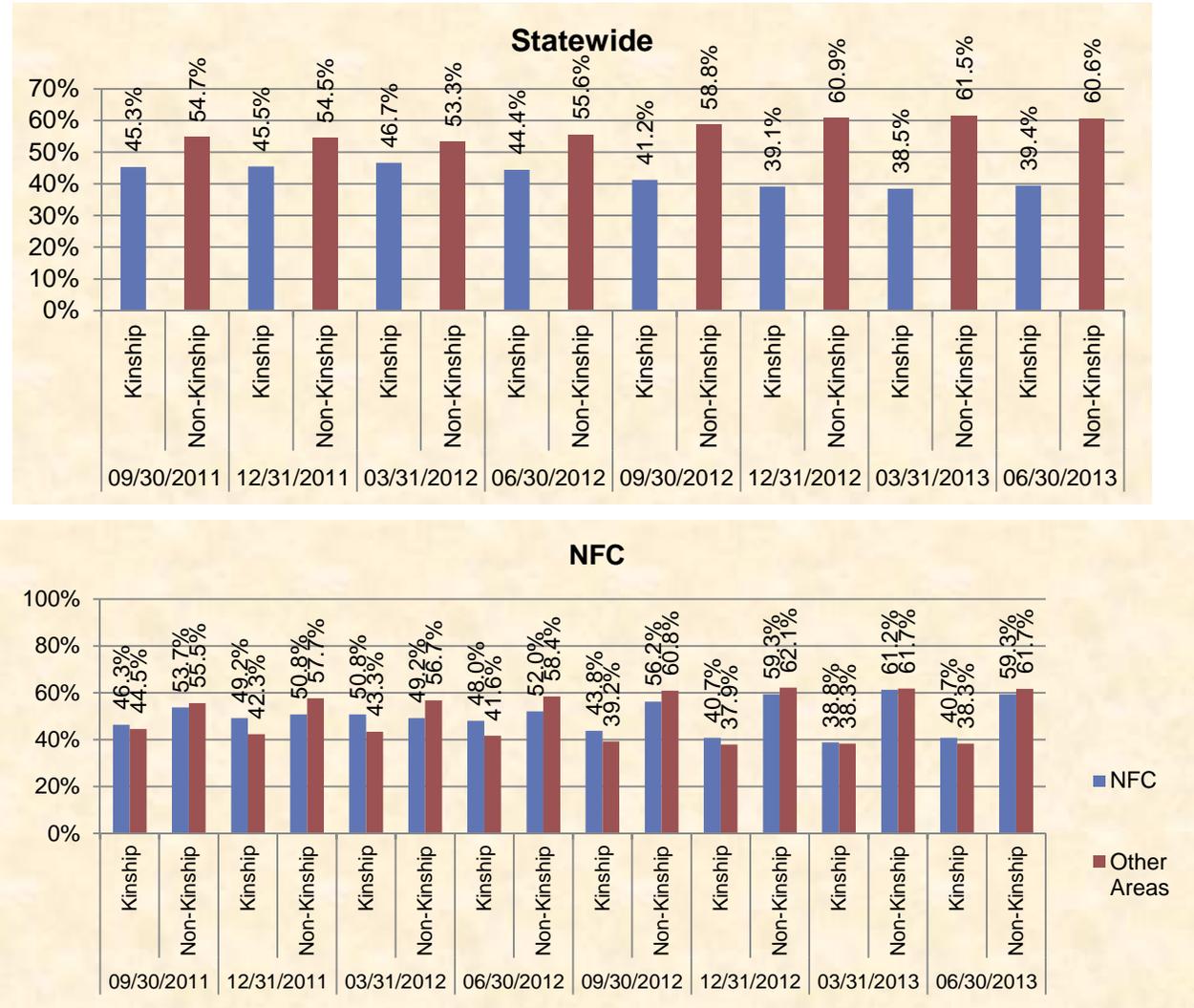
Barriers:

Action Items:

**Completed:*

**Planned:*

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



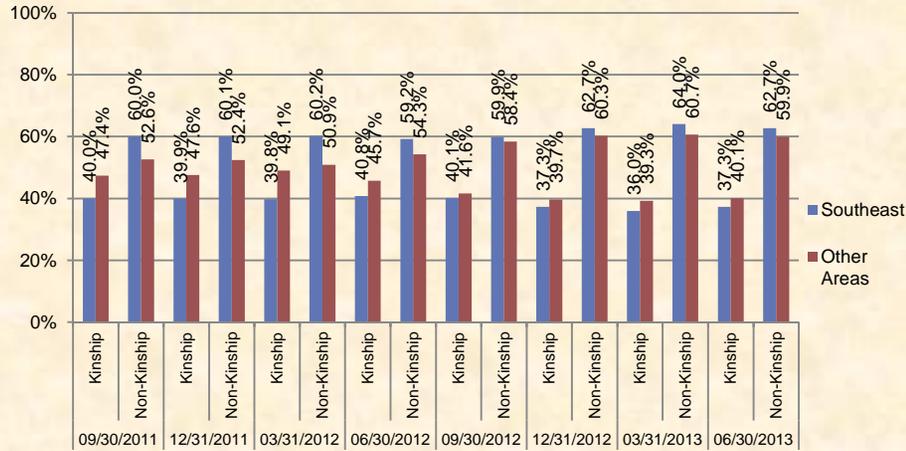
Per LB 265 (July 2013) a “kinship home means a home where a child or children receive foster care and at least one of the primary caretakers has previously lived with or is a trusted adult that has a pre-existing, significant relationship with the child or children or a sibling of such a child or children....”

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

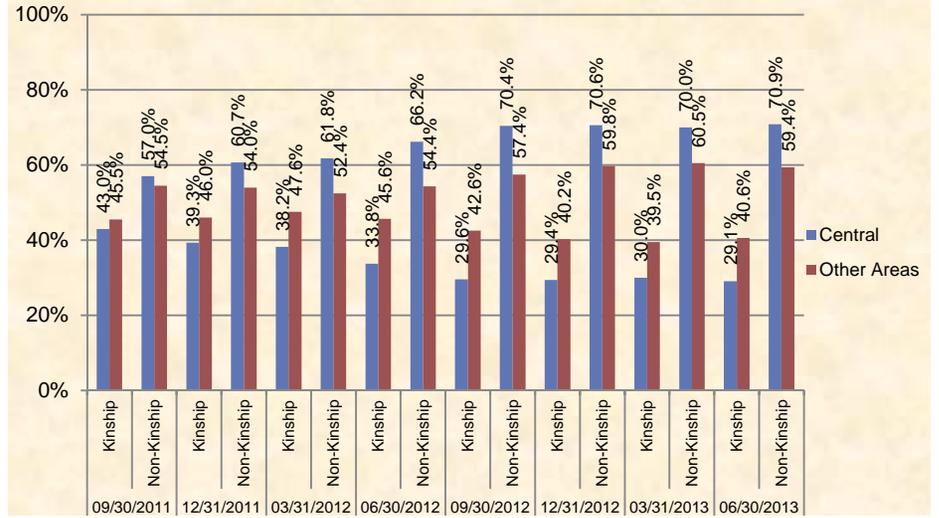
Kinship Care for Out of Home Wards

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

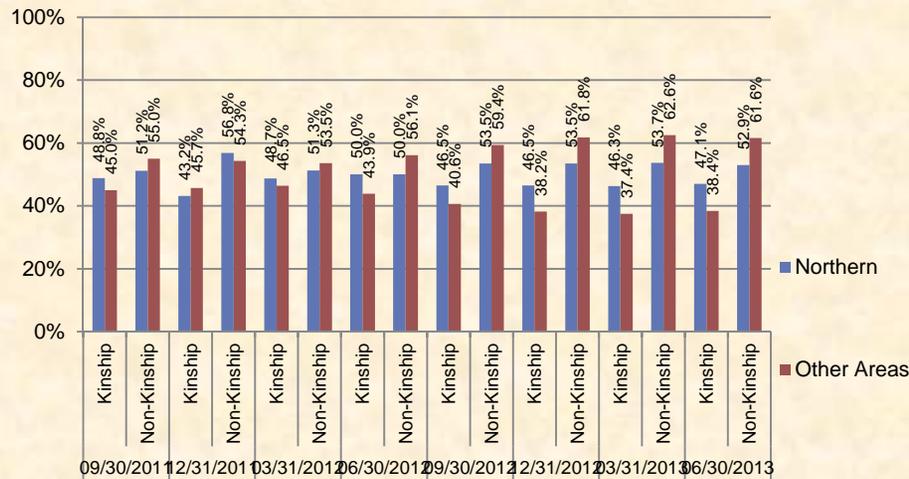
Southeast



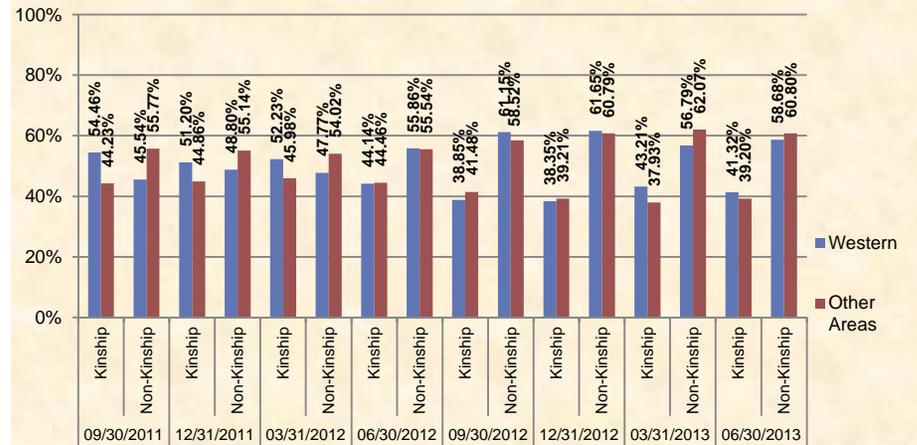
Central



Northern



Western



Placement Change Documentation w/in 72 hours

Strengths/Opportunities:

-Aug 2013: **State hit a record high! Great job!** Seeing improvements in the tribal data. Western Service Area achieved the highest score this month with 94.6%. Eastern and Central Service Area also scored above 90% for the first time this month.

Barriers:

-Data analysis determined that placements occurring on Thurs & Friday are not being documented timely.
 -Staff need additional training and direction on removals and placement change documentation.

Action Items:

*Completed:

-July 2013 – changes were made in N-FOCUS to allow CFS Supervisors to make corrections to placement changes in N-FOCUS.
 -Workgroup tasked to work on definitions of removals and placement changes and create instruction materials for staff.
 - Service areas are implementing creative methods to remind staff to document placement changes (email reminders, signage). Service area administrators are also holding staff accountable to providing explanations when documentation timeframes are not met.

*Planned:

-Quality Tip will be sent to CFS Staff with finalized definitions and instructions about removals and placement changes.

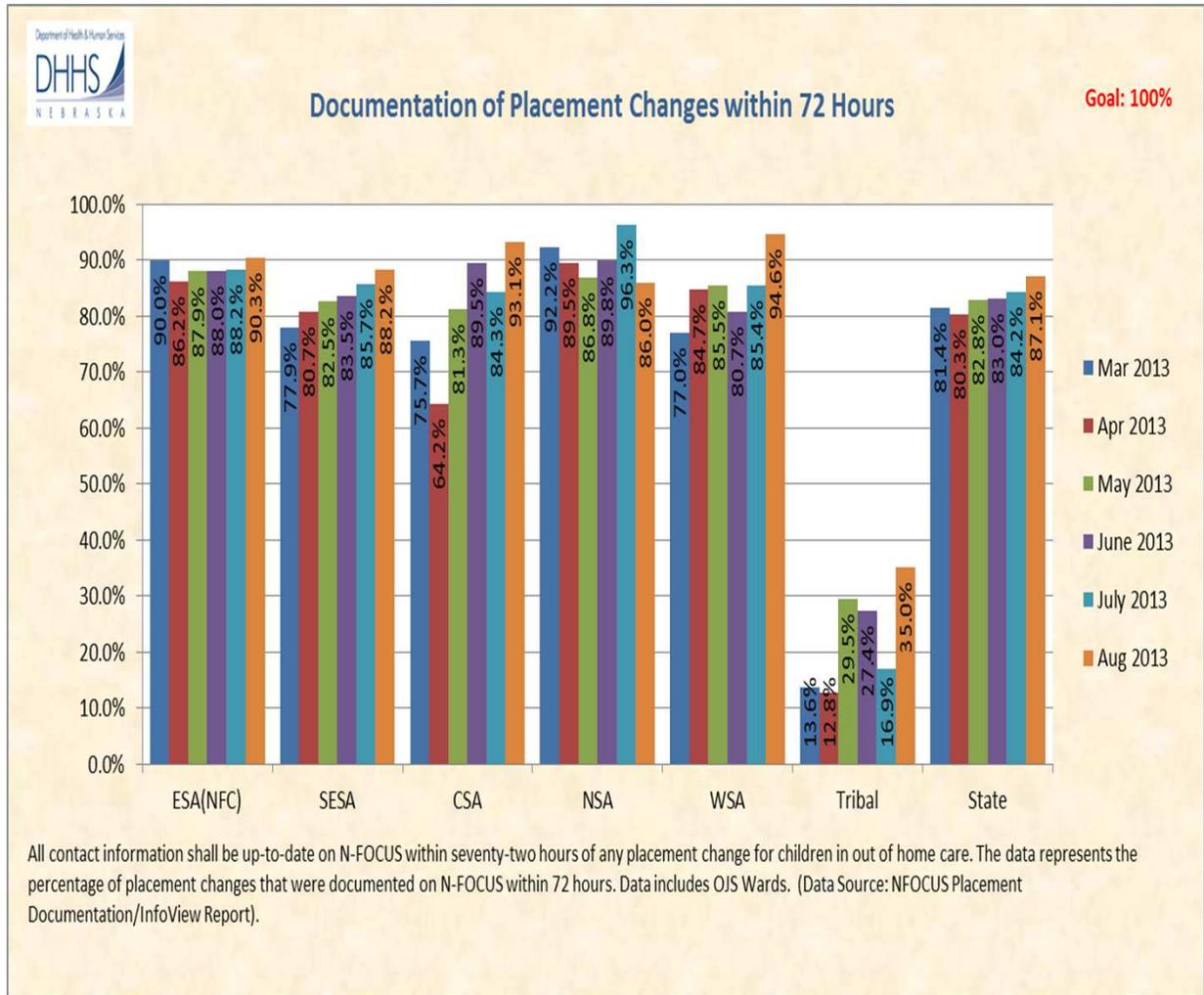
CQI Team Priority:

*Central, Northern, Southeast 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.**

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



Data Review Frequency: Monthly

Family Team Meeting

Strengths/Opportunities:

- Aug 2013: **State reached an all time high!** Positive trend in Southeast, Northern and Western.
- August report modified to exclude youth with a non-ward status but an open case.

Barriers:

Action Items:

*Completed:

- Service Area Admin/Staff sent FTM templates to the Training Administrator, to put together a common guide/template for new worker and current worker training.
- Case management due date report includes Family Team Meetings.
- Procedure Update #15-2013 regarding Family Team Meetings was issued on 4/19/13.

*Planned:

- Central Office Staff will review and make necessary changes to FTM report on Performance Accountability Report.
- Deputy Director and Training Administrator will put together a plan to address Family Team Meeting Quality.

CQI Team Priority:

*Central, Eastern, Northern, and Western Service Areas

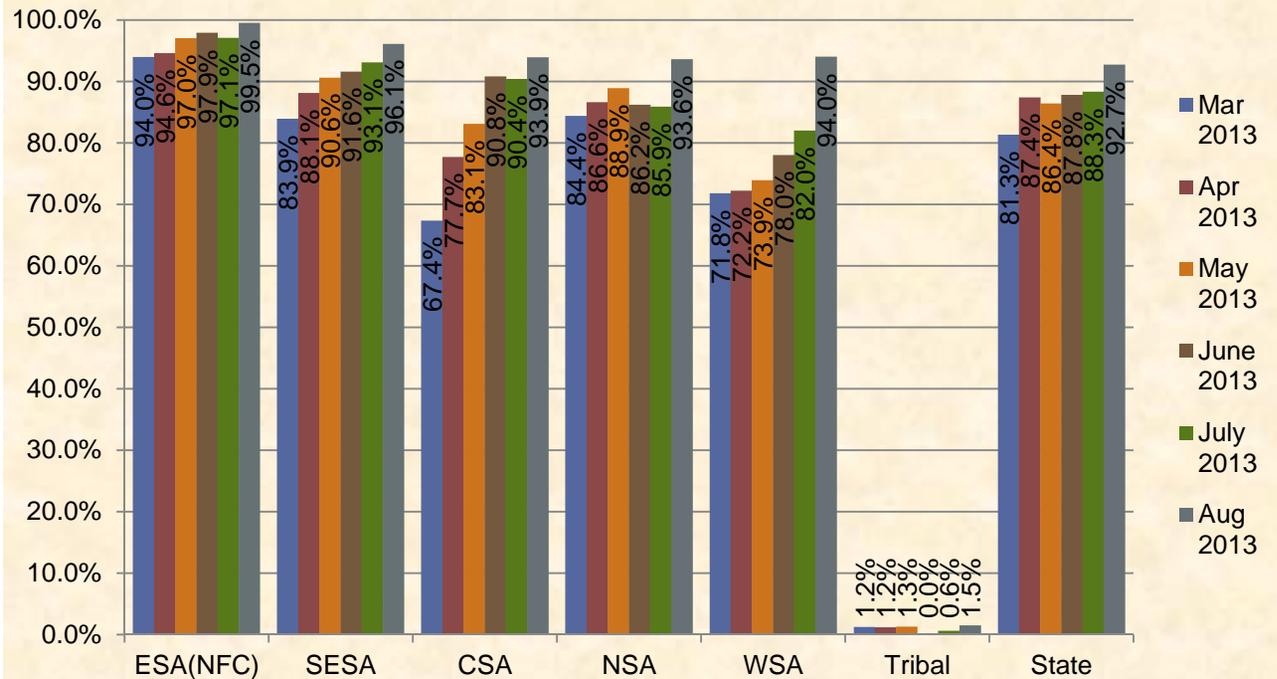
Refer to Local Service Area or Tribal Action Plan Forms for detailed Action Items and Strategies for each Area/Tribe.

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



Family Team Meeting - Once Every 90 Days

Goal = 100%



Note: Case manager will facilitate a family team meeting once every 90 days (Data Source: CWS & OJS Performance Accountability Data - NFOCUS/InfoView Report). Data Includes OJS Wards.

Data Review Frequency: Monthly

Federal Visitation with State Wards

Strengths/Opportunities:

-Aug 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. All Service Areas are currently meeting this goal!!! Great Work!

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

Barriers:

-Lack of documentation in tribal cases

Action Items:

**Completed:*

- Case Management Due Date Report includes Monthly Child Contact.
- Sherri Haber and Sherri Eveleth will work with Vicki Maca to identify and provide support to the tribes
- SAA/CFS Admin have been submitting a list and reasons for all missed worker visits with the child to the Deputy Director for review.
- SAA/CFS Admin have been coordinating visits with all youth placed out of state to ensure visits are taking place every month.

**Planned:*

-Some Service areas are planning to implement quality reviews and training with their staff on the quality of face to face contact.

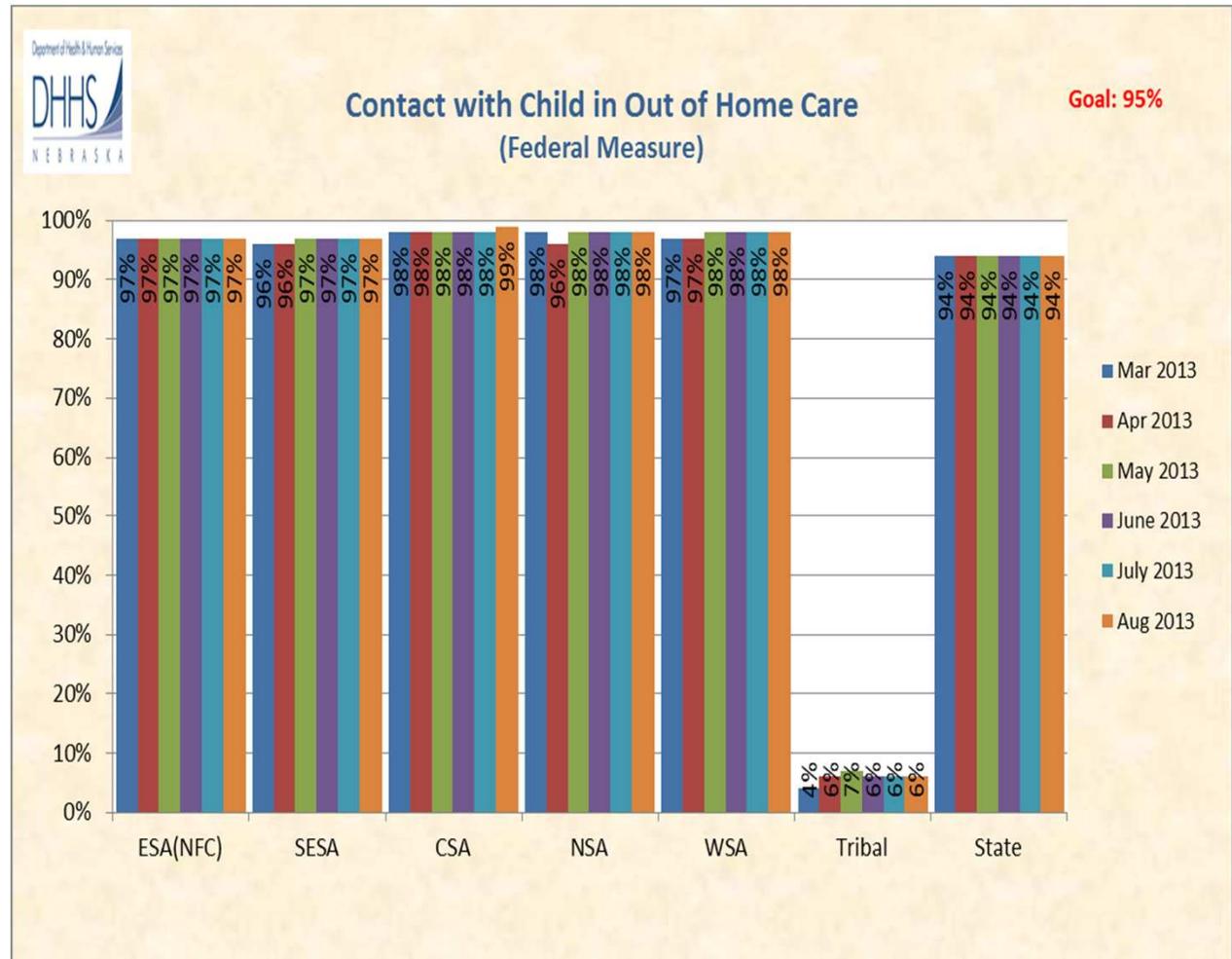
CQI Team Priority:

- *Central and Southeast Service Areas
- *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 Experience Stability and Permanency In Their Lives



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

Monthly Contact with IH/OOH Court Involved Youth

Strengths/Opportunities:

-Aug 2013: All Service Areas continue to achieve 97% and above in this measure.

Barriers:

-Lack of documentation in tribal cases

Action Items:

**Completed:*

- Case Management Due Date Report includes Monthly Child Contact.
- Sherri Haber and Sherri Eveleth will work with Vicki Maca to identify and provide support to the tribes
- SAA/CFS Admin have been submitting a list and reasons for all missed worker visits with the child to the Deputy Director for review.
- SAA/CFS Admin have been coordinating visits with all youth placed out of state to ensure visits are taking place every month.

**Planned:*

- Some Service areas are planning to implement quality reviews and training with their staff on the quality of face to face contact

CQI Team Priority:

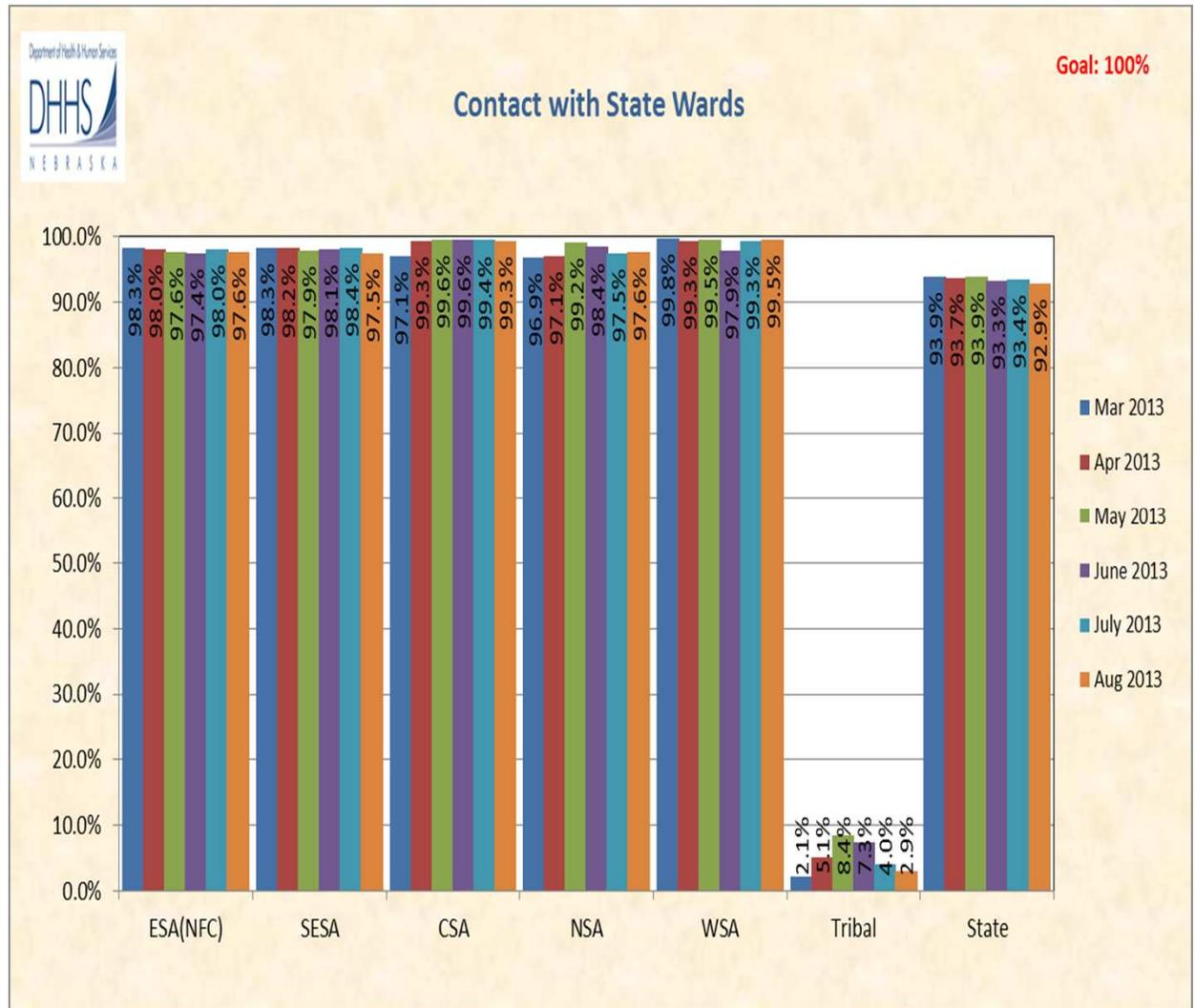
*Central and Southeast Service Areas

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



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

Monthly Contact with Non-Court Involved Child

Strengths/Opportunities:

- Aug 2013: Decrease in performance to 95.7%
Note: In May 2012, the state performance was at 53.4% for this measure.

-Central Service Area has achieved 100% in this measure in 4 out of the last 6 months. Western Service Area achieved 100% in this measure in the last two months. Positive trend in Southeast Service Area.

Barriers:

-Lack of documentation in tribal cases

Action Items:

**Completed:*

-Case Management Due Date Report includes Monthly Child Contact.

-Sherri Haber and Sherri Eveleth will work with Vicki Maca to identify and provide support to the tribes

-SAA/CFS Admin have been submitting a list and reasons for all missed worker visits with the child to the Deputy Director for review.

-SAA/CFS Admin have been coordinating visits with all youth placed out of state to ensure visits are taking place every month.

**Planned:*

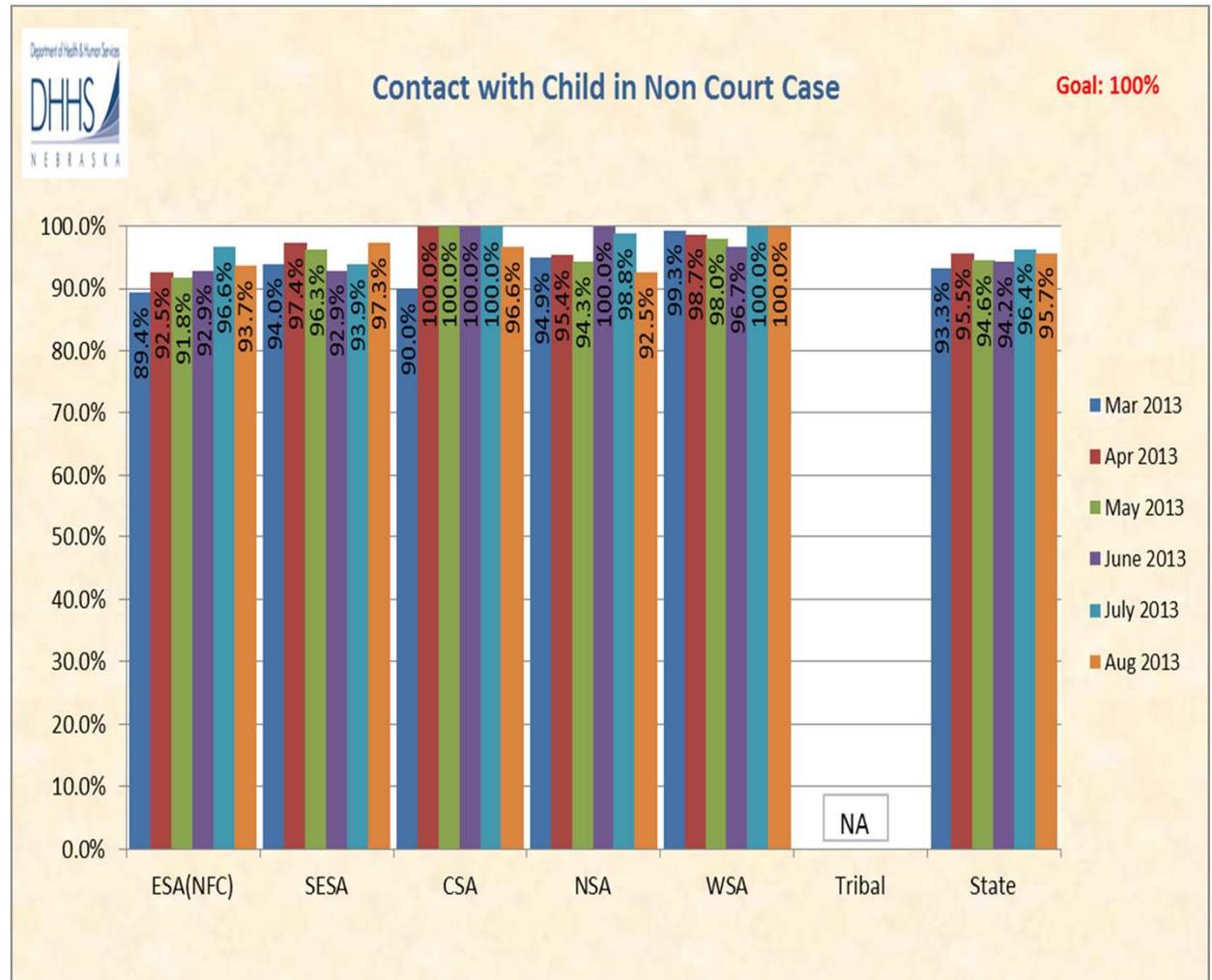
-Some Service areas are planning to implement quality reviews and training with their staff on the quality of face to face contact

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



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

Data Review Frequency: Monthly

STRUCTURED DECISION MAKING (SDM)

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

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

SDM Reunification Assessments

Strengths/Opportunities:

# of Youth with NO finalized Reunification assessments as of 9/16/13:	
State	202
Central	20
Eastern	63
Northern	17
Southeast	66
Western	36

Barriers:

Action Items:

**Completed:*

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff etc.)

**Planned:*

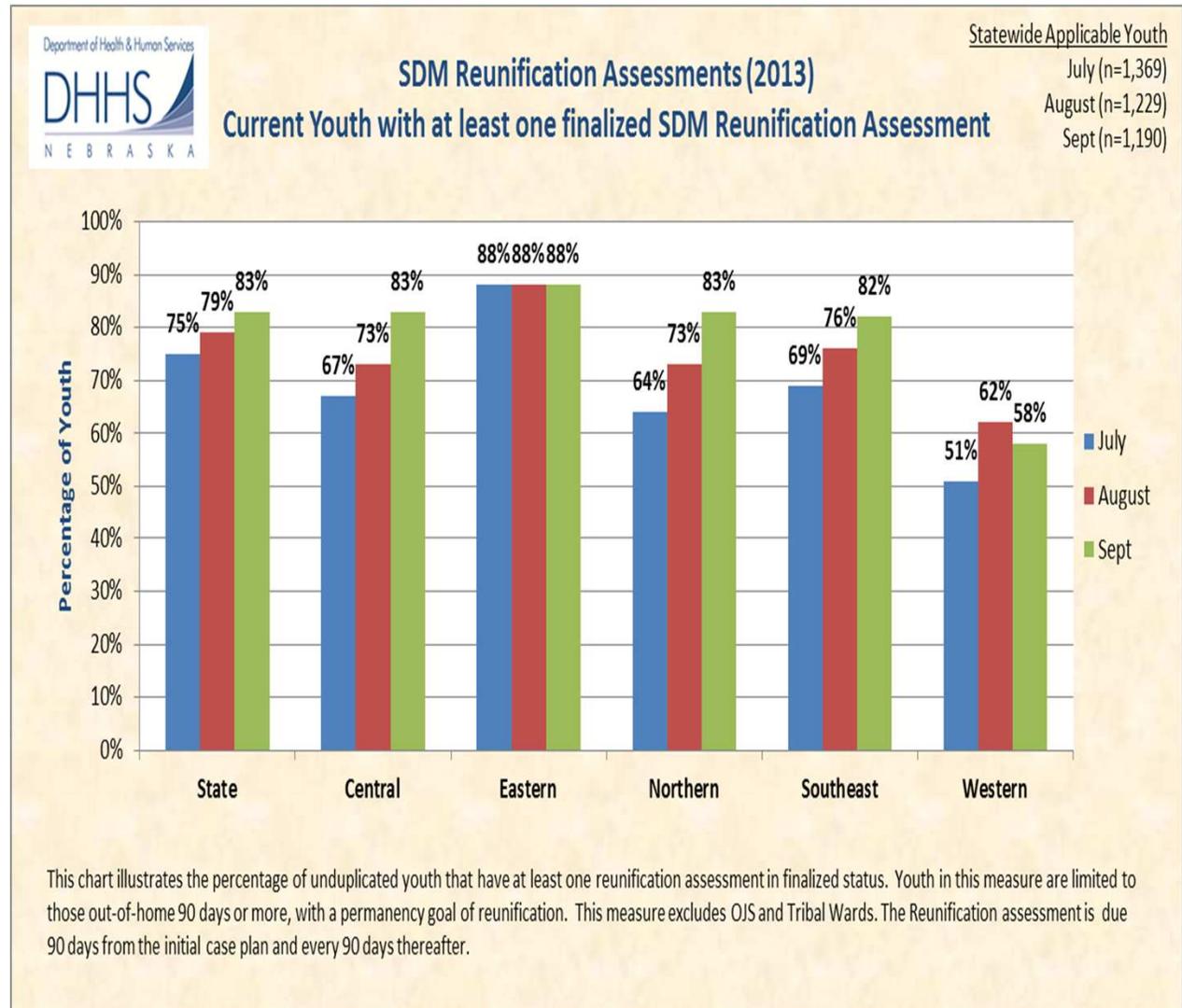
- Upcoming Quick Tip will include video instructions on how to use InfoView reports to identify and address cases that do not have finalized SDM Assessments.
- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

CQI Team Priority:

* ALL Service Areas

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

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



Data Review Frequency: Monthly

SDM Risk Reassessment

Strengths/Opportunities:

# of Cases with NO finalized Risk Reassessment as of 9/16/13:	
State	126
Central	6
Eastern	42
Northern	19
Southeast	43
Western	16

Barriers:

Action Items:

*Completed:

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff, etc.)

*Planned:

- Upcoming Quick Tip will include video instructions on how to use InfoView reports to identify and address cases that do not have finalized SDM Assessments.
- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

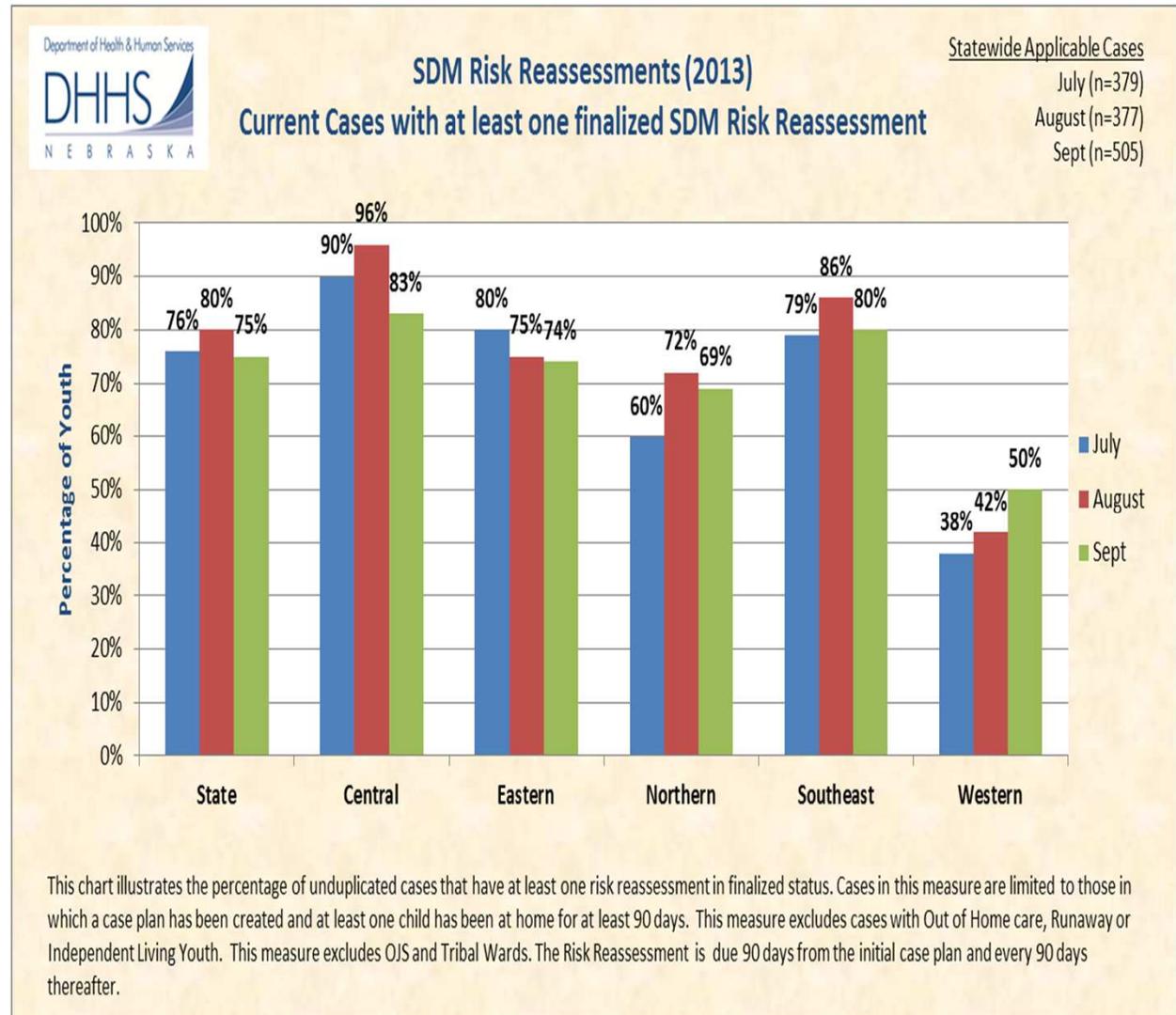
CQI Team Priority:

* ALL 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 #3: Children Will Experience Stability and Permanency In Their Lives



SDM Family Strengths and Needs Assessment (FSNA)

Strengths/Opportunities:

# of Cases with NO finalized FSNA as of 9/16/13:	
State	77
Central	10
Eastern	9
Northern	20
Southeast	14
Western	24

Barriers:

Action Items:

**Completed:*

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff, etc.)

**Planned:*

- Upcoming Quick Tip will include video instructions on how to use InfoView reports to identify and address cases that do not have finalized SDM Assessments.
- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

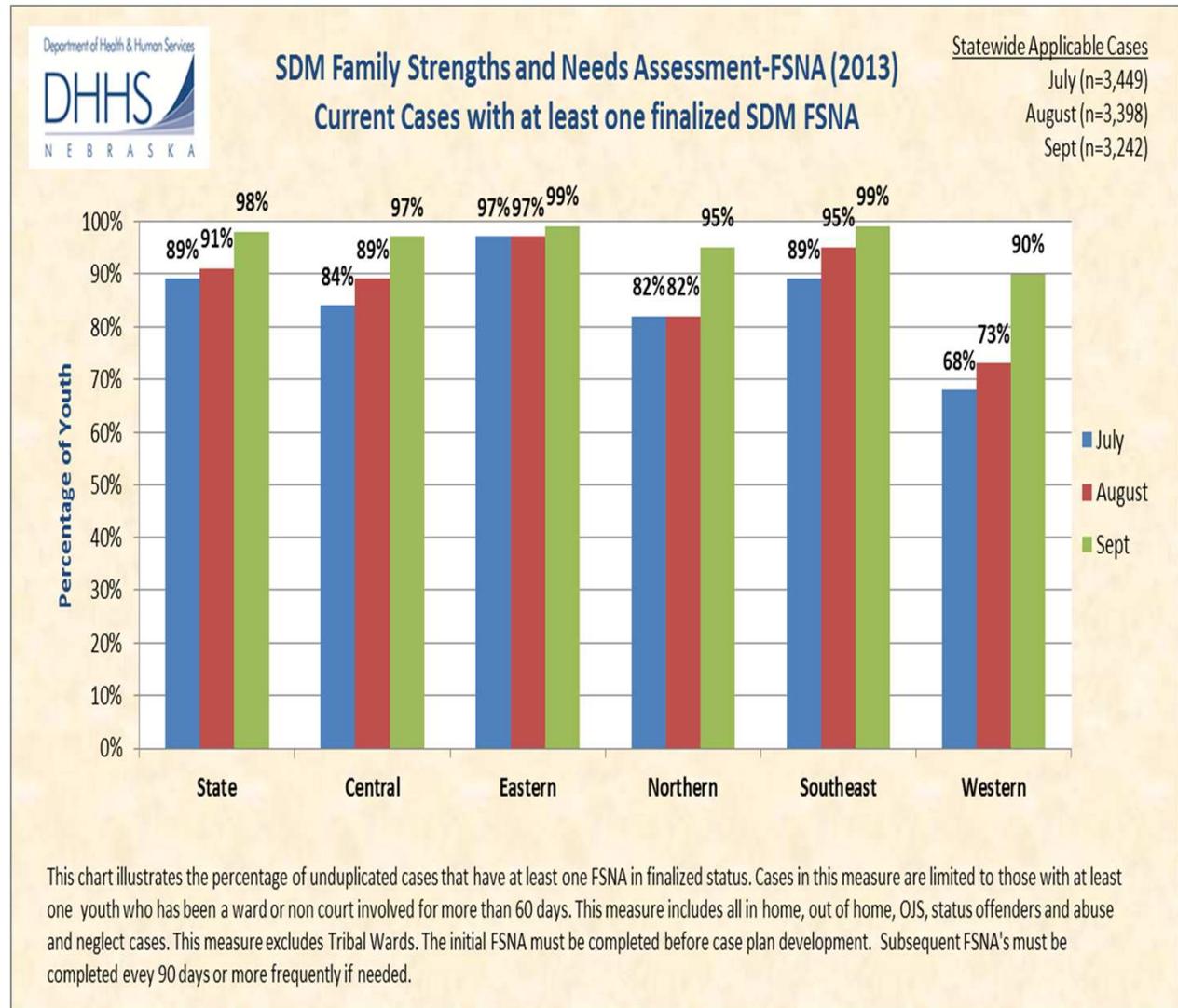
CQI Team Priority:

* ALL 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 #3: Children Will Experience Stability and Permanency In Their Lives



SDM Administrative Reviews

Strengths/Opportunities:

-Aug 2013. The number of Admin Reviews has been decreasing in the past few months. No CFS Administrators had >2 Admin reviews this month.

Barriers:

Action Items:

**Completed:*

-10 Week SDM Refresher Trainings were implemented statewide.

-Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors

-Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff,

**Planned:*

-Brief quality quick tips will be sent to all CFS staff on SDM items that are not successfully addressed in the assessment per QA reviews.

-Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.

-Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.

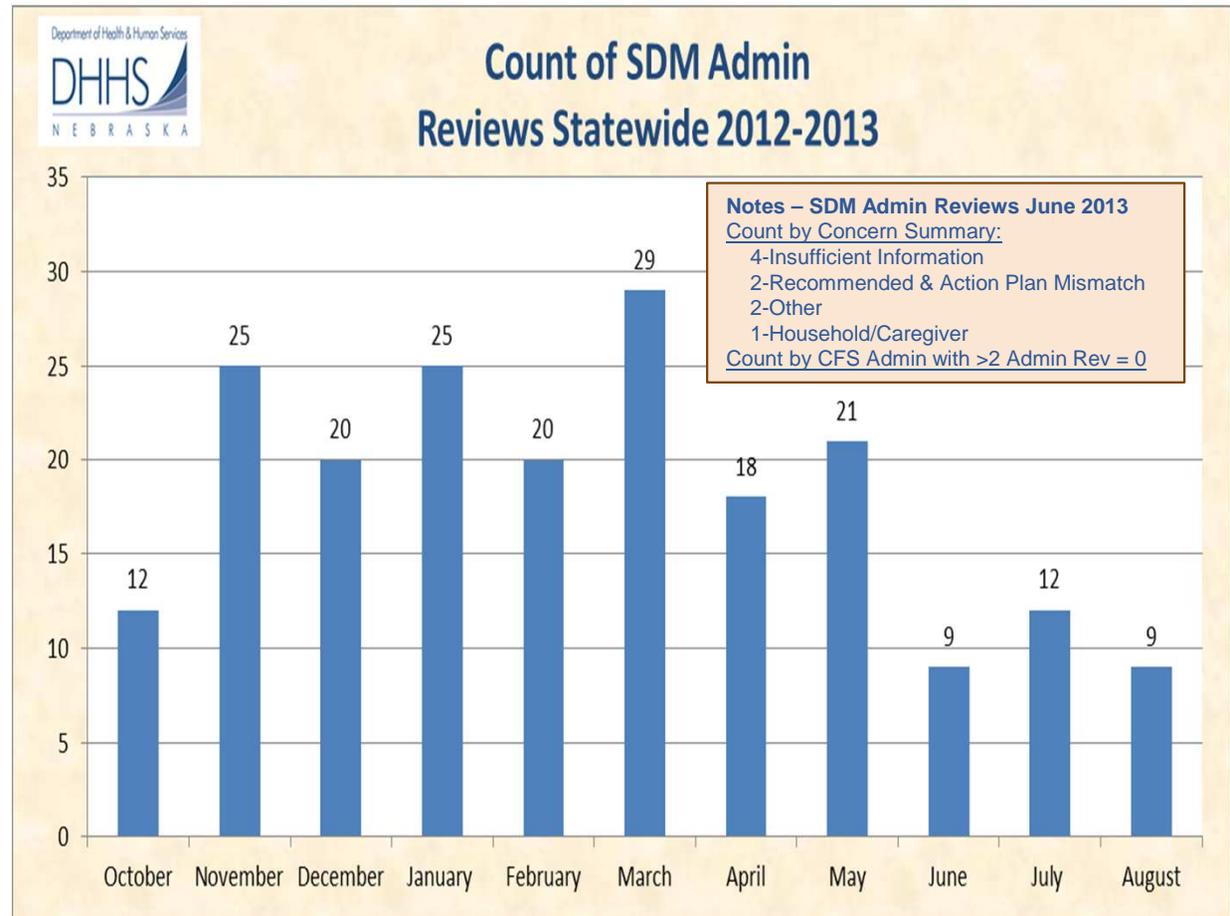
CQI Team Priority:

* ALL 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 #3: Children Will Experience Stability and Permanency In Their Lives



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

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

SDM Assessment Quality Results – Finalized Timely

Strengths/Opportunities:

-Aug 2013: Slight increase in the quality of Ongoing SDM Risk Reassessment, Reunification Assessments and FSNA (Non-OJS cases).

Barriers:

Action Items:

**Completed:*

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff)
- N-FOCUS changes were implemented to add narrative boxes to each question on the FSNA.
- Ongoing Case Management Due Date Report includes SDM due dates.

**Planned:*

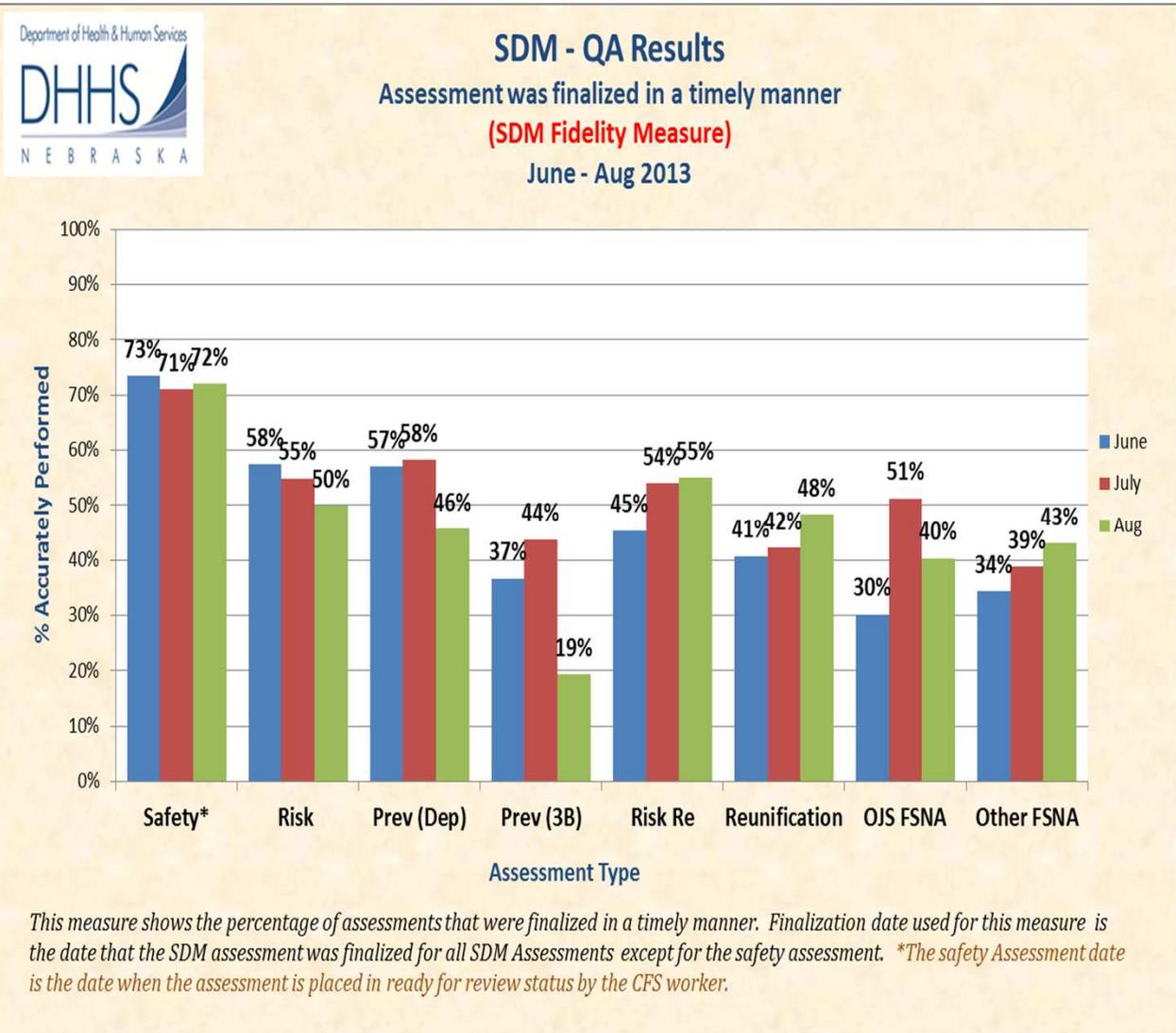
- Brief quality quick tips will be sent to all CFS staff on SDM items that are not successfully addressed in the assessment per QA reviews.
- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.
- N-FOCUS changes are planned to add narrative boxes to each question on the remaining SDM Tools. (Nov 2013-Risk & Prevention; March 2014-Risk Re and Reunification)
- Initial Assessment Case Management Due Date Report is being developed to include SDM due dates.

CQI Team Priority:

* ALL Service Areas

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

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



Data Review Frequency: Monthly

SDM Initial Assessment Quality Results

Strengths/Opportunities:

-Aug 2013: Higher quality of documentation is seen in the Safety Assessments completed by IA staff.

Barriers:

Action Items:

**Completed:*

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff)
- N-FOCUS changes were implemented to add narrative boxes to each question on the FSNA.
- Ongoing Case Management Due Date Report includes SDM due dates.

**Planned:*

- Brief quality quick tips will be sent to all CFS staff on SDM items that are not successfully addressed in the assessment per QA reviews.
- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports.
- N-FOCUS changes are planned to add narrative boxes to each question on the remaining SDM Tools (Nov 2013-Risk & Prevention; March 2014-Risk Re and Reunification)
- Initial Assessment Case Management Due Date Report is being developed to include SDM due dates.

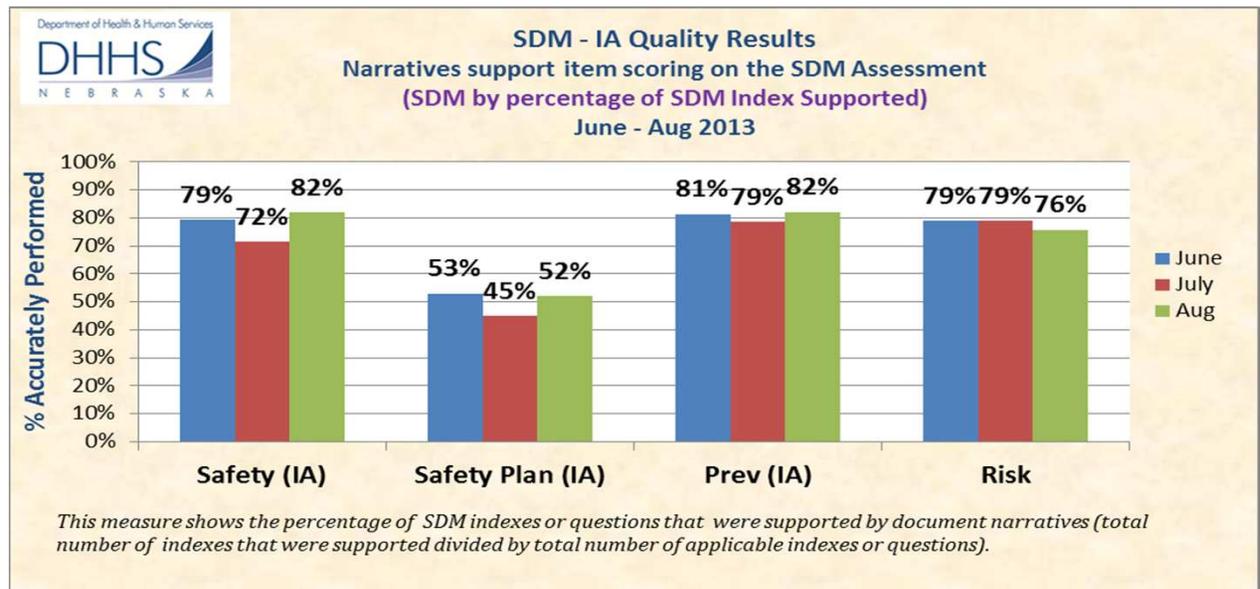
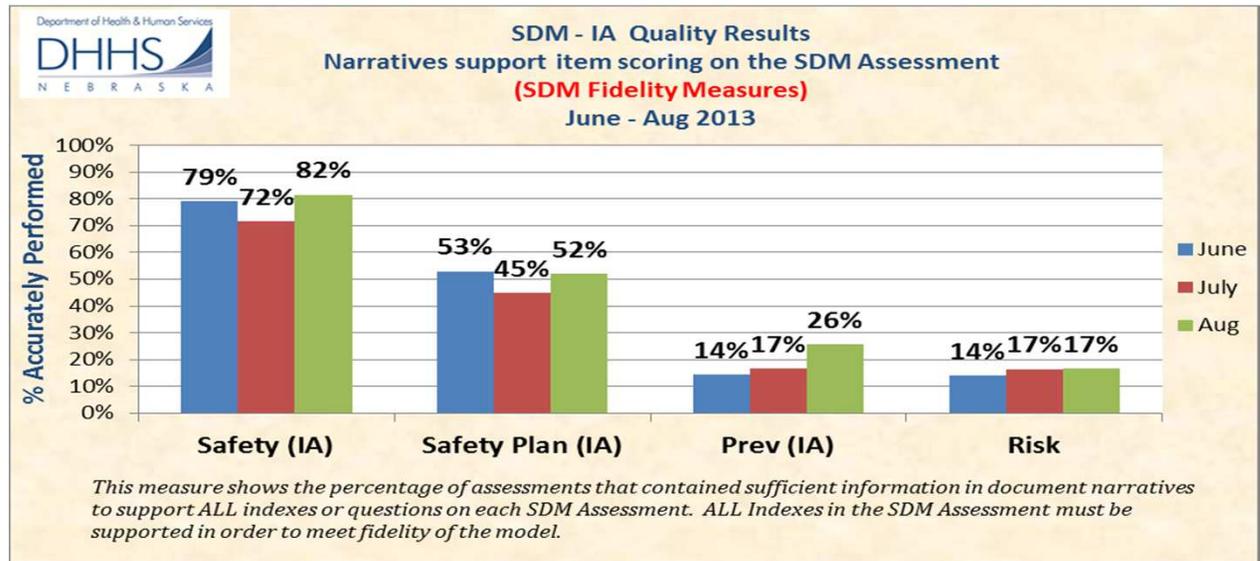
CQI Team Priority:

* ALL 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 #3: Children Will Experience Stability and Permanency In Their Lives



SDM Ongoing Assessment Quality Results

Strengths/Opportunities:

-Aug 2013: Lowest quality of documentation is seen in the FSNA Assessments.

Barriers:

Action Items:

**Completed:*

- 10 Week SDM Refresher Trainings were implemented statewide.
- Full Day SDM Training Sessions facilitated by Training, CQI and Policy staff for CFS Administrators and Supervisors
- Local CQI SDM workgroups implemented different strategies to improve staff proficiency in SDM (i.e. collaborative training with DHHS Legal staff)
- N-FOCUS changes were implemented to add narrative boxes to each question on the FSNA.
- Ongoing Case Management Due Date Report includes SDM due dates.

**Planned:*

- Brief quality quick tips will be sent to all CFS staff on SDM items that are not successfully addressed in the assessment per QA reviews.
- Supervisory Training will be implemented to assist supervisors to be able to coach and supervise to the SDM model.
- Workgroup will be meeting to put together materials to help staff use SDM tools to drive case plan goals and reflect progress in Court Reports. (Nov 2013-Risk & Prevention; March 2014-Risk Re and Reunification)
- N-FOCUS changes are planned to add narrative boxes to each question on the remaining SDM Tools.
- Initial Assessment Case Management Due Date Report is being developed to include SDM due dates.

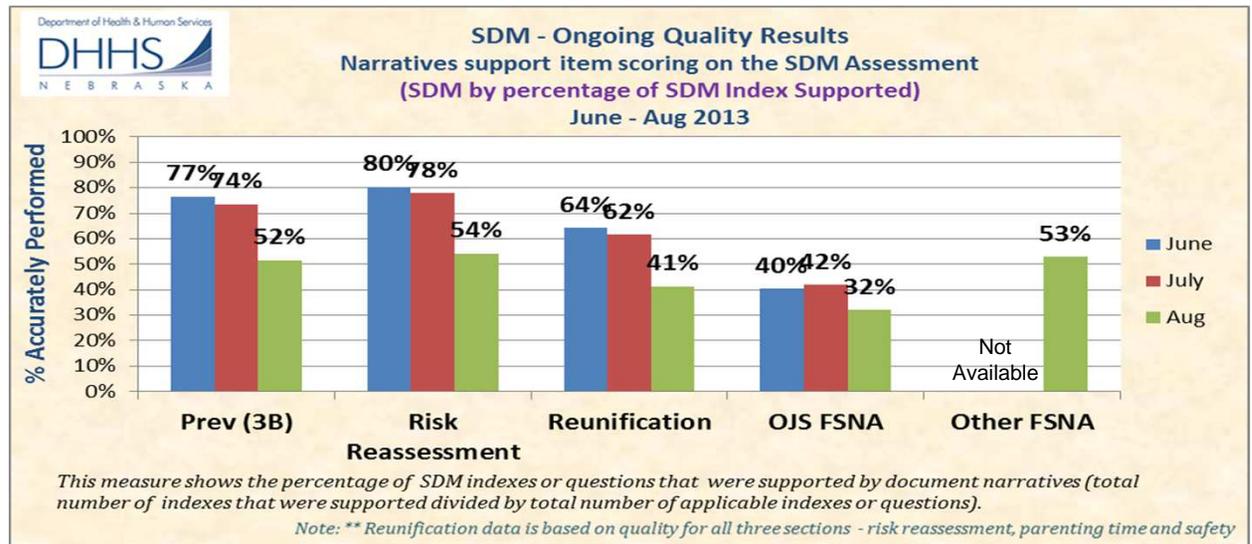
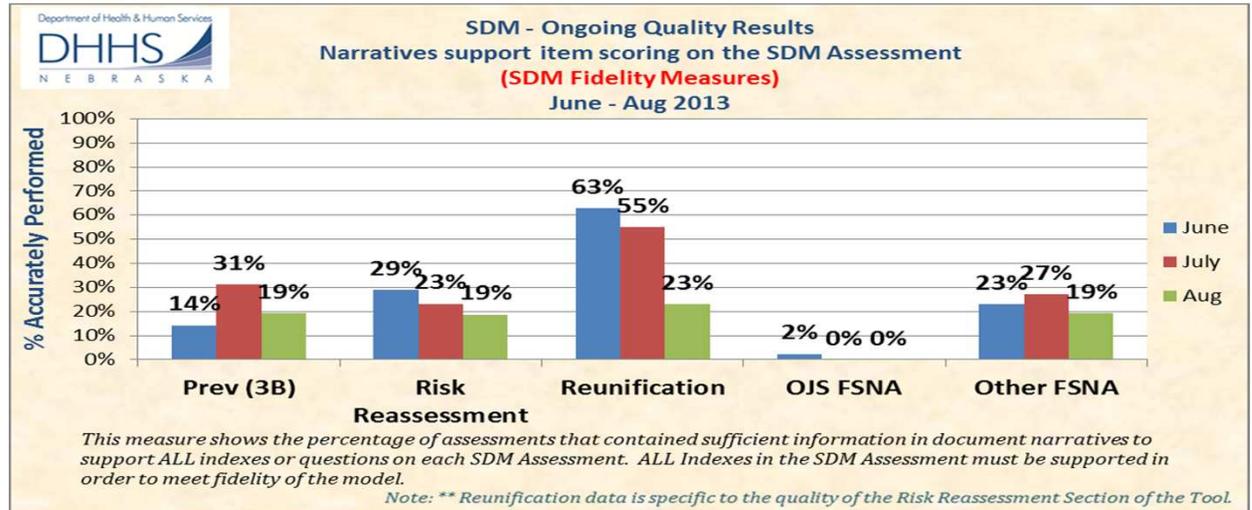
CQI Team Priority:

* ALL 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 #3: Children Will Experience Stability and Permanency In Their Lives



Note: August 2013 – QA changed the review process to match program memo and practice expectations of including all supporting information for each assessment in the narrative sections of all SDM Ongoing assessments. Prior to August, QA reviewers were looking for supporting information in all N-FOCUS documentation (FTM, Req. Contacts, Court Reports etc.).

CHAPTER 4: WORKFORCE STABILITY

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

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

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

Caseload Sizes for IA Workers

Strengths/Opportunities:

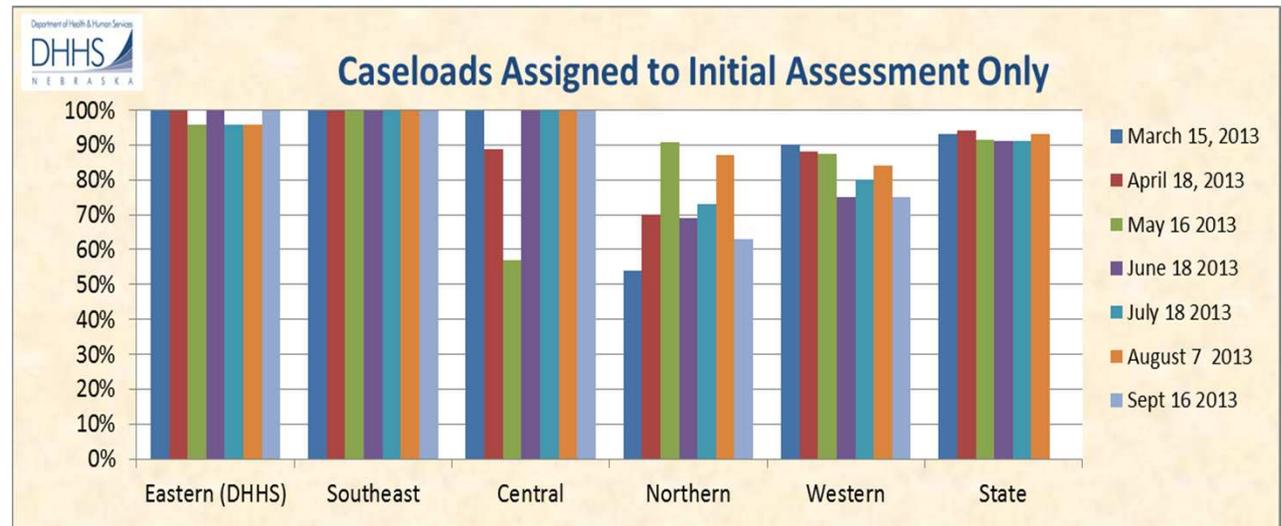
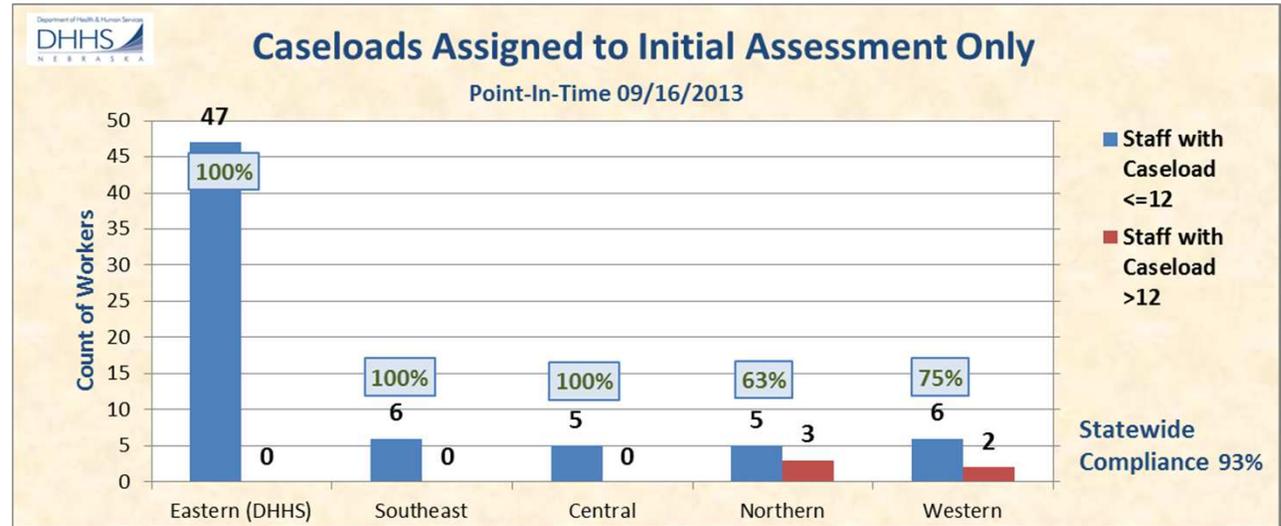
-Aug 2013: Increase in statewide compliance to 93%

Barriers:

Action Items:

*Completed:

*Planned:



Note: APSS assessments are not included in the IA caseload counts.

Data Review Frequency: Monthly

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

Caseload Sizes for IA & Ongoing

Strengths/Opportunities:

-Aug 2013: Decrease in statewide compliance to 67%

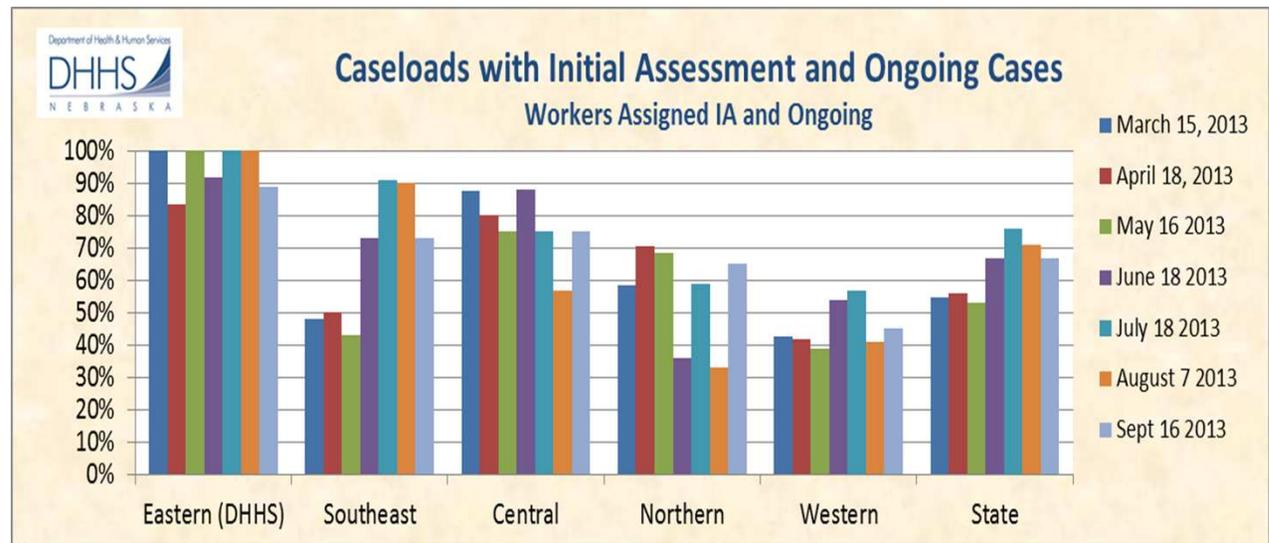
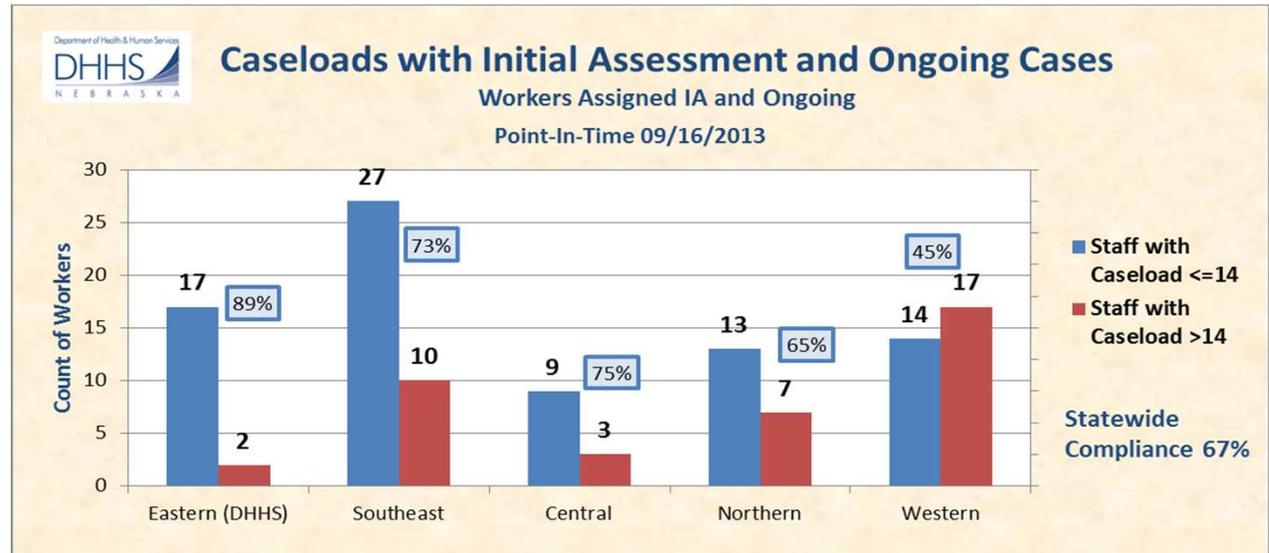
Barriers:

Action Items:

**Completed:*

**Planned:*

Data Review Frequency: Monthly



Note: APSS assessments are not included in the IA caseload counts.

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

Caseload Sizes

Strengths/Opportunities:

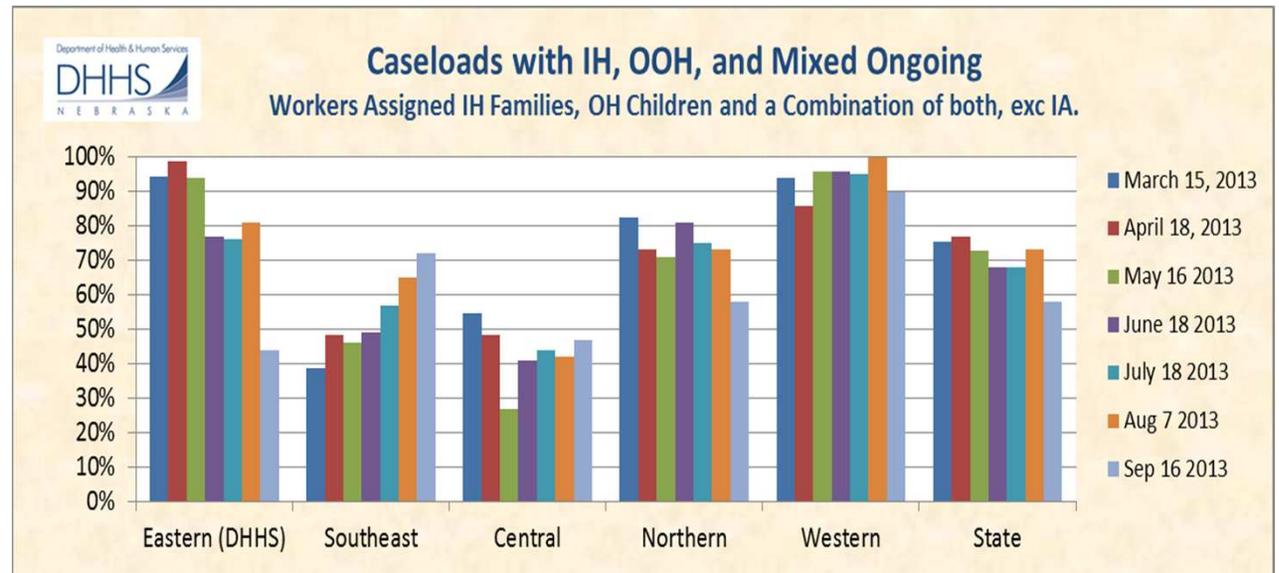
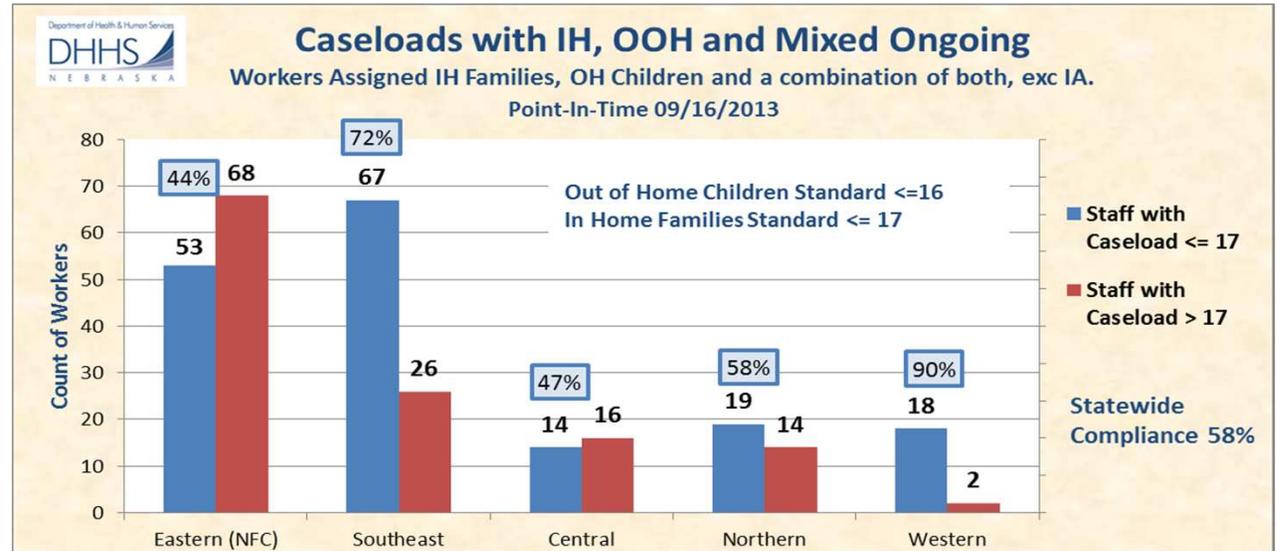
-Aug 2013:Decrease in Statewide Compliance to 58%

Barriers:

Action Items:

**Completed:*

**Planned:*



Data Review Frequency: Monthly

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

Caseload Rates

Strengths/Opportunities:

- Aug 2013: Decrease in Overall Compliance to 65%

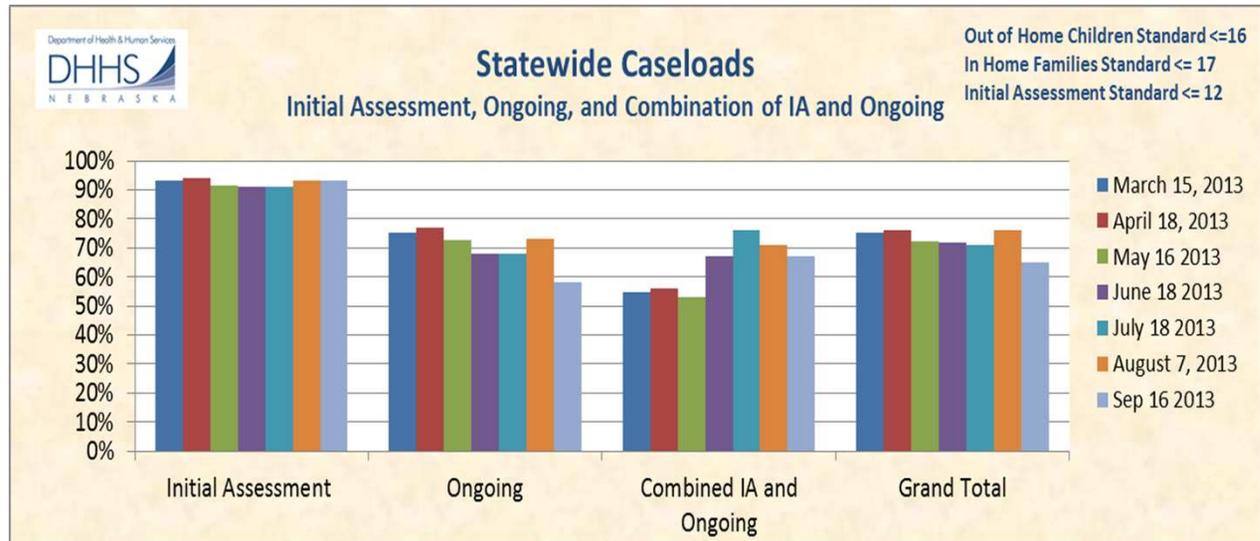
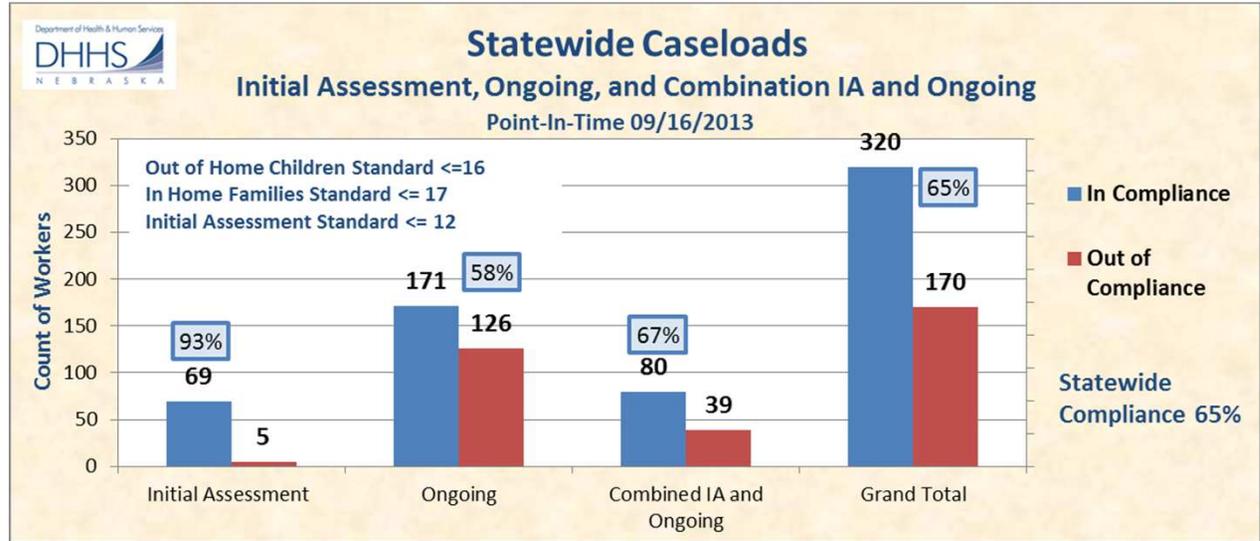
Barriers:

Action Items:

**Completed:*

**Planned:*

Data Review Frequency: Monthly



Note: APSS assessments are not included in the IA caseload counts.

CFS Staff Turnover

Strengths/Opportunities:

-Aug 2013: Turnover % increased for CFS Trainee, CFS Specialist and CFS Supervisors.

Barriers:

Action Items:

**Completed:*

**Planned:*

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

Protection and Safety Turnover Percent*

Title	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	June 2013	July 2013	Aug 2013
CFS Spec Trainee	0.00%	2.60%	0.00%	4.26%	0.00%	0.00%	1.89%	1.89%	6.12%	7.32%	14.29%
CFS Specialist	1.41%	2.35%	1.73%	1.17%	1.81%	2.04%	1.26%	1.99%	2.21%	2.21%	3.03%
CFS Supervisors	0.00%	1.37%	0.00%	0.00%	0.00%	0.00%	1.32%	1.32%	2.74%	2.82%	2.90%

Turnover Percent Aug 2013

Title	CSA PS	ESA PS	NSA PS	SESA PS	WSA PS
CFS Spec Trainee	16.67%	0.00%	33.33%	13.33%	0.00%
CFS Specialist	6.59%	1.03%	3.33%	1.46%	7.14%
CFS Supervisors	10.00%	0.00%	0.00%	0.00%	9.09%

Turnover Counts Aug 2013

Title	CSA PS	ESA PS	NSA PS	SESA PS	WSA PS
CFS Spec Trainee	1	0	2	2	0
CFS Specialist	3	1	2	2	4
CFS Supervisors	1	0	0	0	1

Aggregate Counts

Title	Total Employee	Term Employee	Turnover
CFS Spec Trainee	35	5	14.29%
CFS Specialist	395.5	12	3.03%
CFS Supervisors	69	2	2.90%

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

NFC Staff Turnover

Strengths/Opportunities:

Aug 2013: Turnover % decreased for FPS and FPS Supervisors.

Barriers:

Action Items:

**Completed:*

**Planned:*

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

NFC TURNOVER PERCENT*								
Title	13-Jan	13-Feb	13-Mar	13-Apr	13-May	13-Jun	13-Jul	13-Aug
FPS Trainee	0.00%	0.00%	66.60%	0.00%	14.20%	0.00%	0.00%	0.00%
FPS	4.92%	2.04%	4.22%	5.00%	2.15%	4.44%	5.22%	4.61%
FP Supervisor	4.50%	0.00%	0.00%	0.00%	0.00%	0.00%	4.76%	4.54%

Aggregate Counts – Aug 2013			
Title	Total Employees	Term Employees	Turnover
FPS Trainee	14	0	0%
FPS	130	6	4.61%
FP Supervisor	22	1	4.54%

*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.

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

YRTC Staff Turnover

Strengths/Opportunities:

Aug 2013: No turnover for YSS I and increase in turnover for YSS II

Barriers:

Action Items:

**Completed:*

**Planned:*

YRTC Turnover Percent*

Title	Oct 2012	Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	June 2013	July 2013	Aug 2013
YOUTH SECURITY SPECIALIST I				0.00%	0.00%	0.00%	4.76%	0.00%	2.35%	4.75%	0.00%
YOUTH SECURITY SPECIALIST II				2.79%	4.28%	5.69%	0.00%	4.38%	2.84%	6.01%	6.37%

Turnover Percent Aug 2013

Title	Geneva	Kearncy
YOUTH SECURITY SPECIALIST I	0.00%	0.00%
YOUTH SECURITY SPECIALIST II	3.73%	8.39%

Turnover Counts Aug 2013

Title	Geneva	Kearney
YOUTH SECURITY SPECIALIST I	0	0
YOUTH SECURITY SPECIALIST II	1	3

Aggregate Counts

Title	Total Employee	Term Employee	Turnover
YOUTH SECURITY SPECIALIST I	22.55	0	0.00%
YOUTH SECURITY SPECIALIST II	62.80	4	6.37%

**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 last day of posted month.*

Data Review Frequency: Quarterly

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

CFS Staff Vacancy Rate

Vacancies are allocated positions not filled, excluding frozen positions

Strengths/Opportunities:

-Vacancy for CFSS+CFSS increased to 10%

Barriers:

Action Items:

**Completed:*

**Planned:*

CFSS + CFSS/T

Location	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Central Service Area	3.40%	6.90%	6.90%	12.10%	8.60%	12.10%	8.90%	5.30%	6.90%	5.20%	8.80%
Eastern Service Area	6.60%	6.60%	4.70%	5.70%	4.60%	5.60%	6.50%	3.70%	3.70%	3.70%	6.50%
Northern Service Area	9.80%	12.00%	12.00%	6.00%	11.00%	10.80%	13.30%	9.60%	12.00%	16.90%	20.50%
Southeast Service Area	7.50%	7.50%	10.60%	12.40%	8.10%	5.30%	5.90%	6.20%	1.80%	1.90%	6.20%
Western Service Area	7.00%	5.60%	11.30%	11.30%	7.00%	2.80%	1.40%	4.30%	7.00%	9.90%	12.70%
Total	7.10%	7.70%	9.20%	9.60%	7.70%	6.70%	7.00%	5.80%	5.40%	6.40%	10.00%

YSS I

Location	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Aug-13
YRTC Geneva	10.00%	10.00%	20.00%	30.00%	22.20%	20.00%	20.00%	20.00%	10.00%	0.00%	0.00%
YRTC Kearney	14.30%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%	0.00%	7.10%	14.30%	6.70%
Total	12.50%	4.20%	16.70%	12.50%	8.70%	8.30%	8.30%	8.30%	8.30%	8.30%	4.00%

YSS II

Location	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Aug-13
YRTC Geneva	6.70%	0.00%	0.00%	0.00%	12.90%	6.70%	16.70%	13.30%	6.70%	10.00%	6.70%
YRTC Kearney	22.00%	22.00%	14.00%	14.00%	12.00%	15.70%	8.00%	15.70%	17.60%	21.60%	28.00%
Total	16.30%	13.80%	8.80%	8.80%	12.30%	12.30%	11.30%	14.80%	13.60%	17.30%	20.00%

*Date is effective as of first day of posted month

Data Review Frequency: Quarterly

NFC Staff Vacancy Rate

Strengths/Opportunities:

-NFC Vacancies increased to 10.58%

Barriers:

Action Items:

**Completed:*

**Planned:*

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

Vacancies are allocated positions not filled, excluding frozen positions

	13-May			13-Jun			13-Jul			13-Aug		
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
NFC**	10	156	6.41%	15	156	9.61%	15	156	9.61%	18	170	10.58%

**includes Family Permanency Supervisors and Family Permanency Specialists

*Date is effective as of first day of posted month

Data Review Frequency: Quarterly

ADULT PROTECTIVE SERVICES (APS)

APS Contact Timeframes

Strengths/Opportunities:

-Aug 2013: Decrease in performance for P1 contacts for the state. Increase in performance for P2 and P3 contacts for the state.

Barriers:

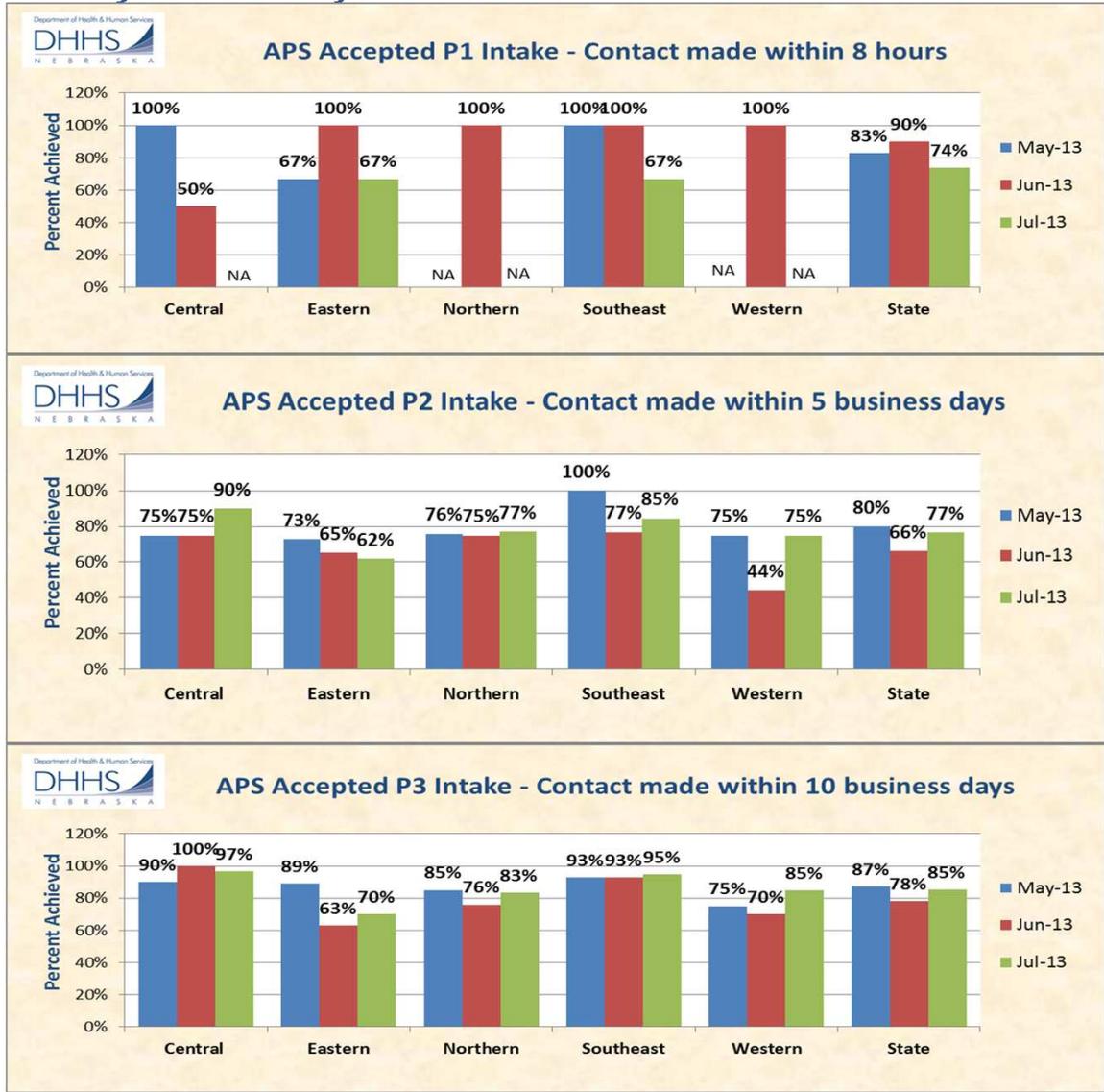
Action Items:

**Completed:*

**Planned:*

Data Review Frequency: Monthly

OUTCOME STATEMENT: Vulnerable Adults will experience safety and stability in their lives.



These charts illustrate contacts made within expected timeframes per intake priority. Measure is from Intake Closure/Acceptance to CFSS Face to Face Contact. Data Source: N-FOCUS Data from the APS Investigation Status Report on InfoView.

APS Investigation Timeframes

Strengths/Opportunities:

- Aug 2013: Increase in state performance for all priority timeframes.

Barriers:

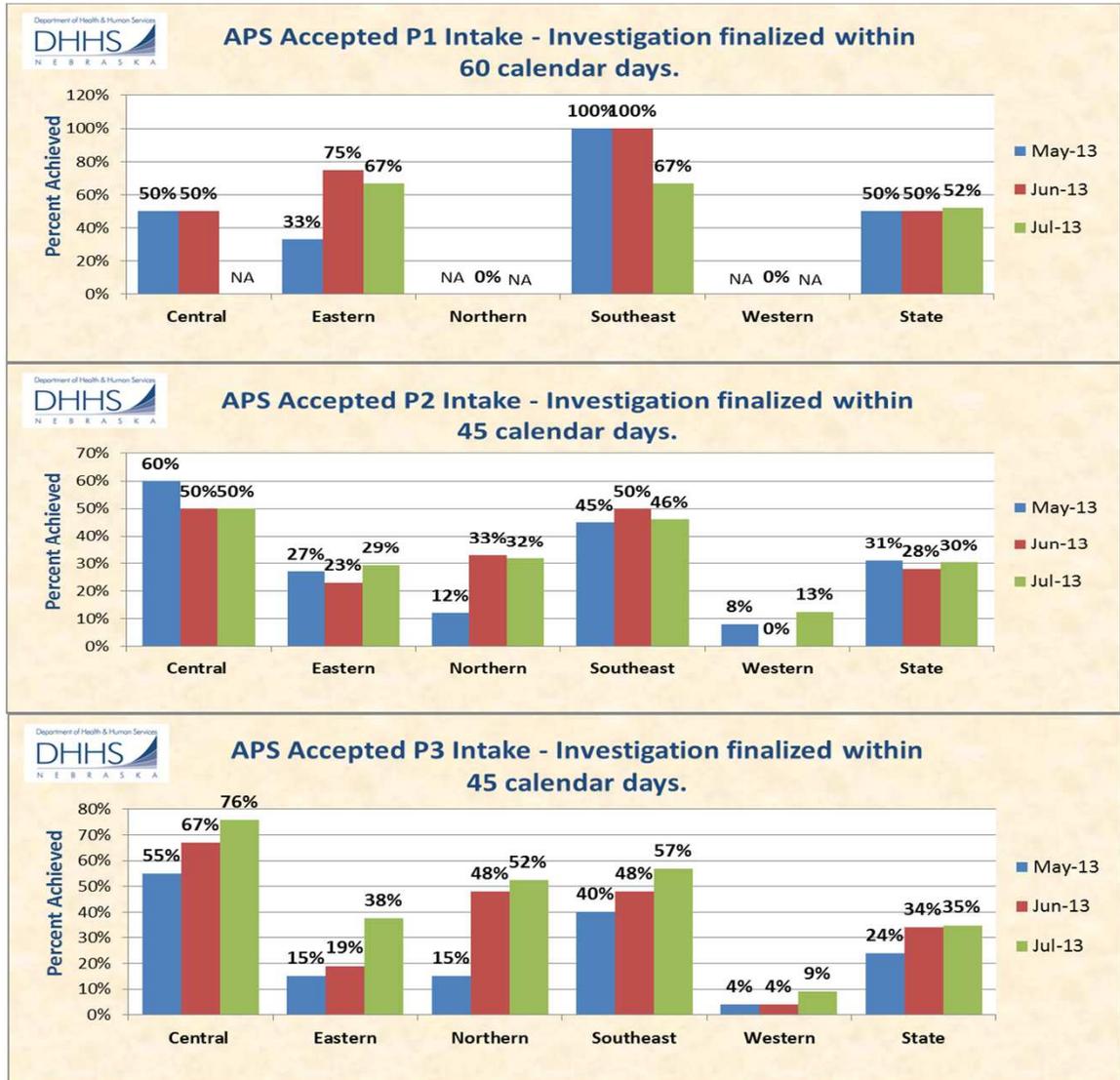
Action Items:

**Completed:*

**Planned:*

Data Review Frequency: Monthly

OUTCOME STATEMENT: Vulnerable Adults will experience safety and stability in their lives.



These charts illustrate investigations that were finalized within expected timeframes per intake priority. Measure is from Intake Closure/Acceptance to Investigation Finalization Date. Data Source: N-FOCUS Data from the APS Investigation Status Report on InfoView.

APS Quality Measures

Strengths/Opportunities:

- Aug 2013: Increase in performance in all 4 measures.

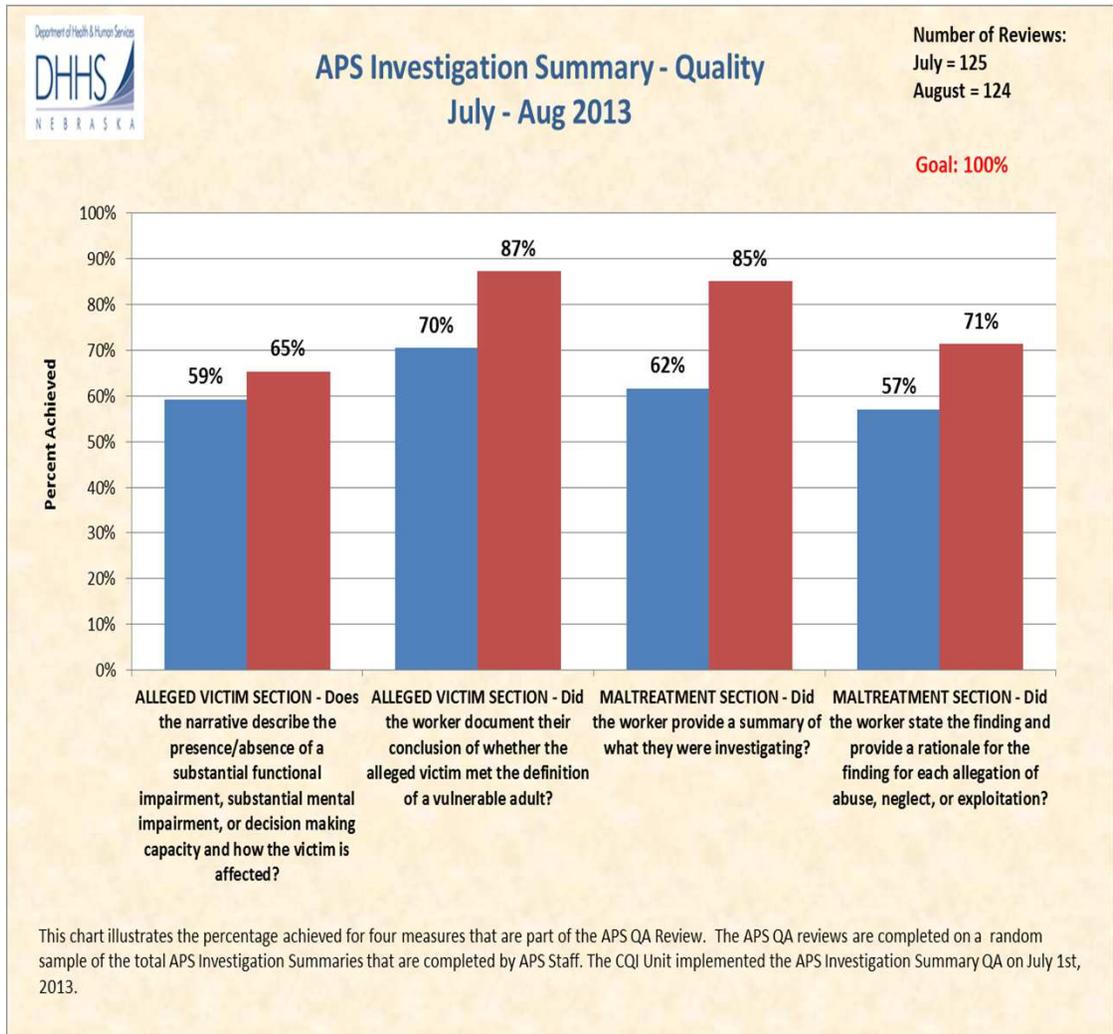
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Vulnerable Adults will experience safety and stability in their lives.



Data Review Frequency: Monthly