

December 6, 2010

Dear Parent,

RE: Families Matter

I want to provide you with information about two important changes in the way the Department of Health and Human Services (DHHS) works with kids and families in the child welfare and juvenile services system.

First, there has been a lot of reference in the media and from DHHS to the "reform" of child welfare and juvenile services in Nebraska. This effort now has a name that truly reflects the primary role that family must take in the life of the child. "Families Matter", including the logo on this letter, is now how we will refer to this effort. Please look for this title and logo in future communications and media reports.



The other important news to bring you involves changes DHHS is making to increase the responsibilities of our Lead Contractors in working with your family. DHHS had made the decision to move case management of all ongoing cases in the eastern portion of Nebraska to our Lead Contractor, KVC and Nebraska Families Collaborative (NFC) effective January 3, 2011. This means that your Service Coordinator will also be your Case Manager effective that day.

This change in the role of KVC and NFC is being made for a number of reasons, but the primary reason is to help them work more effectively on your behalf. We believe this will help eliminate some of the confusion you may have felt about who to call when you have questions or need assistance, and will provide KVC or NFC the ability to provide you with more effective assistance and support.

In the next two weeks, you will receive another communication about the change in case management. That communication will provide you with more details but, in the meantime, please feel free to contact your DHHS case manager with any questions you may have.

Thank you.



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