



December 21, 2010

FROM: Jeff Schmidt, Southeast Service Area Administrator
Division of Children and Family Services
Department of Health and Human Services

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 information in the media and from DHHS about the “reform” of child welfare and juvenile services in Nebraska. This effort to improve our system now has a name that truly reflects the primary role of the child and the child’s family in making sure kids are safe in Nebraska. “Families Matter”, including the logo on this letter, is the name of this effort. Please look for this title and logo in future communications and media reports.

The other very exciting news to bring you involves changes DHHS is making to increase the responsibilities of our Lead Contractor in working with your family. DHHS has made the decision to move case management of all ongoing cases in the southeastern portion of Nebraska to our Lead Contractor, KVC, effective January 3, 2011. This means that your Service Coordinator will become your Case Manager effective that day.

This change in the role of KVC 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 the ability to provide you with more effective assistance and support.

In the near future, you will receive another communication about this 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.

Cc: Sandra Gasca-Gonzales, President, KVC Nebraska