

September 15, 2014

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509

Dear Mr. O'Donnell,

Nebraska Statute 43-4408 requires the Department of Health and Human Services to report to the Health and Human Services Committee of the Legislature by September 15th on the Department's monitoring of any lead agencies or the pilot project, including the actions taken for contract management, financial management, revenue management, quality assurance and oversight, children's legal services, performance management, and communications.

This report is attached.

Sincerely,



Thomas D. Pristow, MSW, ACSW, Director
Division of Children & Family Services
Department of Health and Human Services

Attachments

**Department of Health and Human Services
Division of Children and Family Services**

Revised Statute 43-4408

Pilot Project Monitoring and Functional Capacity

**Prepared for the
Health and Human Services Committee of the Legislature**

September 15, 2014

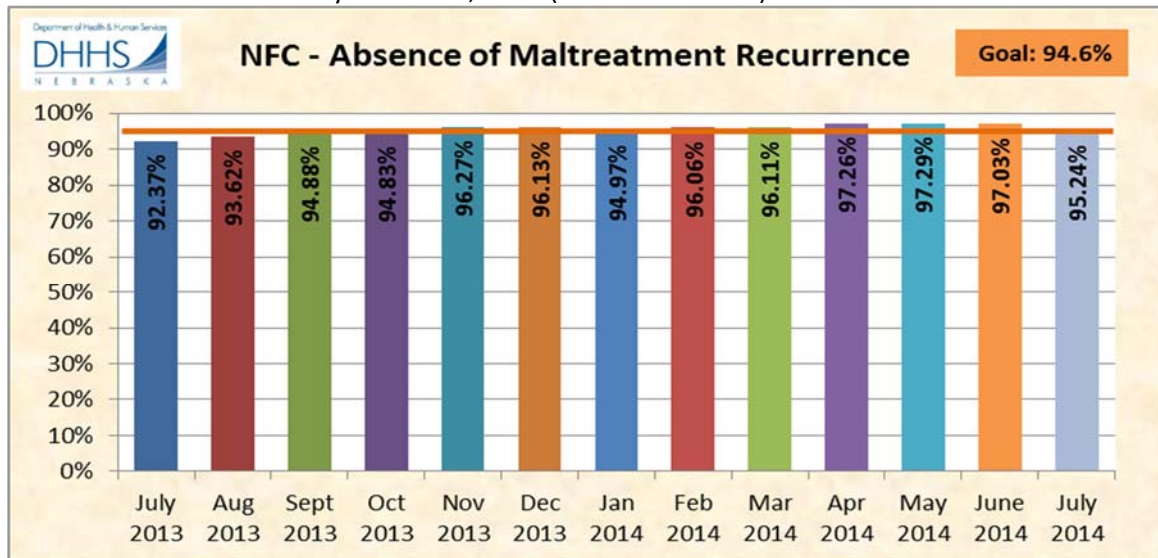
Section I: Continuous Quality Improvement (CQI) Framework

DHHS continues to monitor the pilot project utilizing a continuous quality improvement framework. Nebraska's CQI system utilizes a team approach to improving performance that leads to better outcomes for the children and families served. DHHS and NFC staff meet to review data and collaborate on strategy development in order to achieve desired safety, permanency and well-being outcomes for children and their families.

Outcome 1: Safety

Children are protected from abuse and neglect and are safely maintained in their homes.

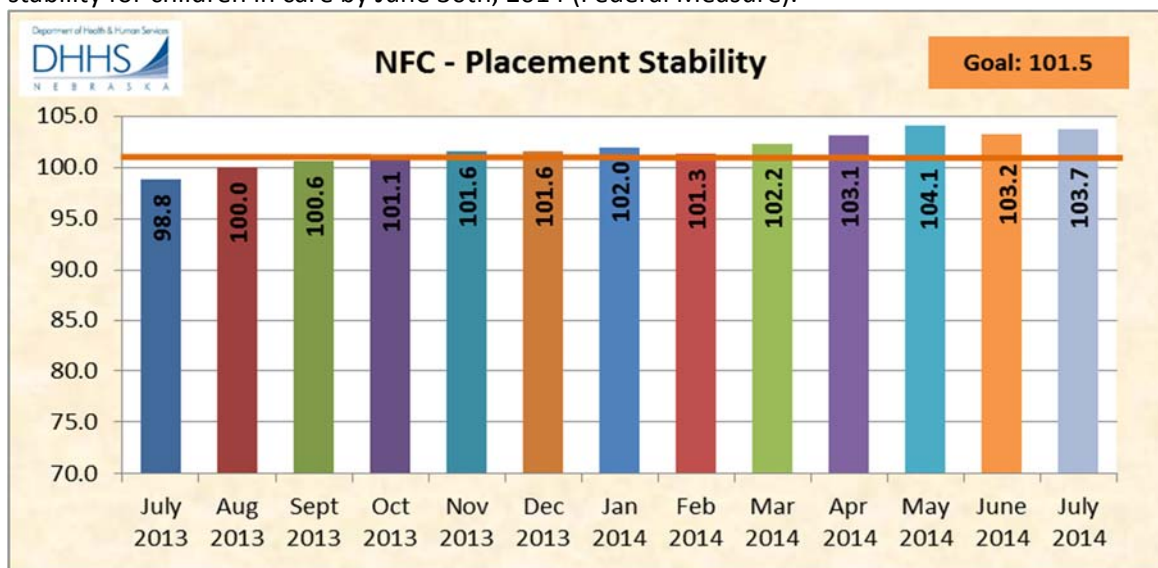
Indicator 1a: Absence of Maltreatment Recurrence - NFC will achieve 94.6% absence of maltreatment recurrence by June 30th, 2014 (Federal Measure)



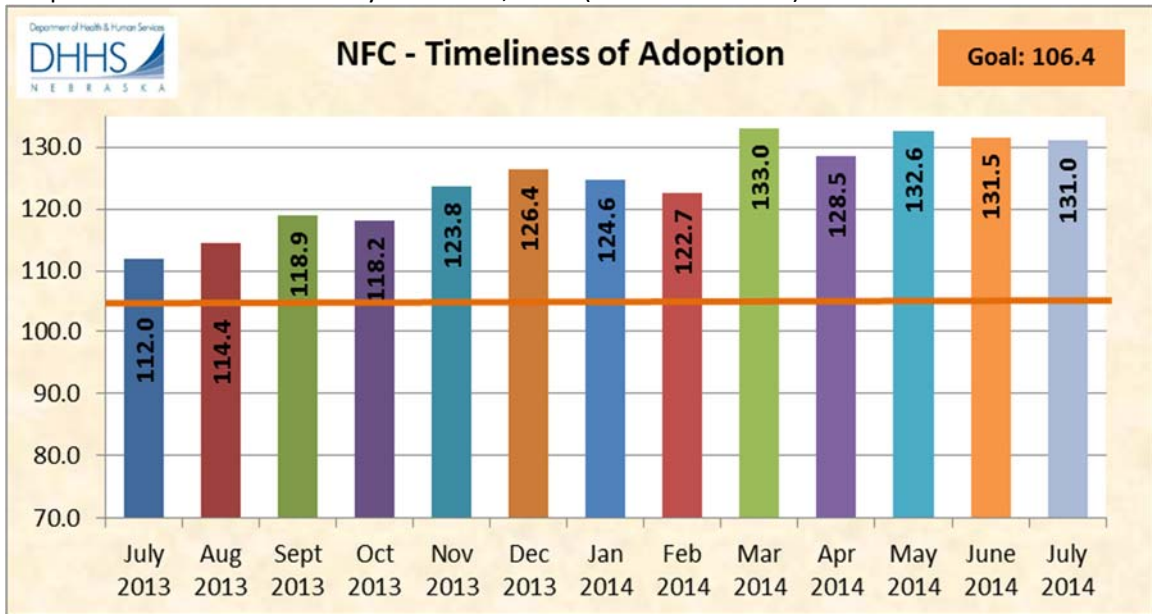
Outcome 2: Permanency

Children will experience stability and permanency.

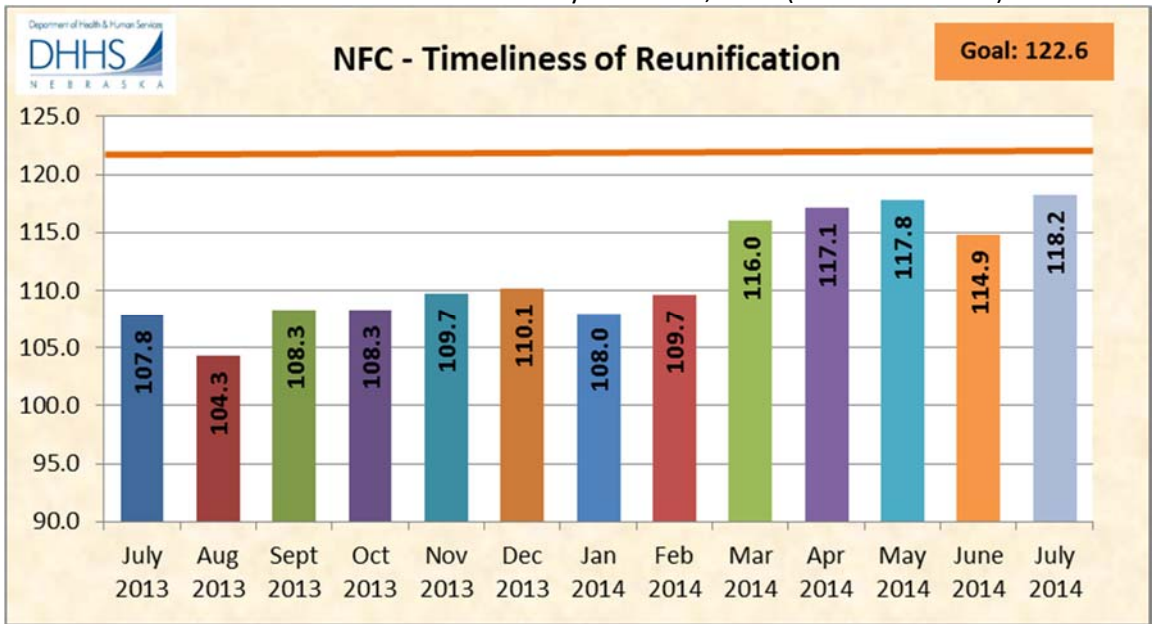
Indicator 2a: Placement Stability - NFC will achieve a 101.5 composite score for placement stability for children in care by June 30th, 2014 (Federal Measure).



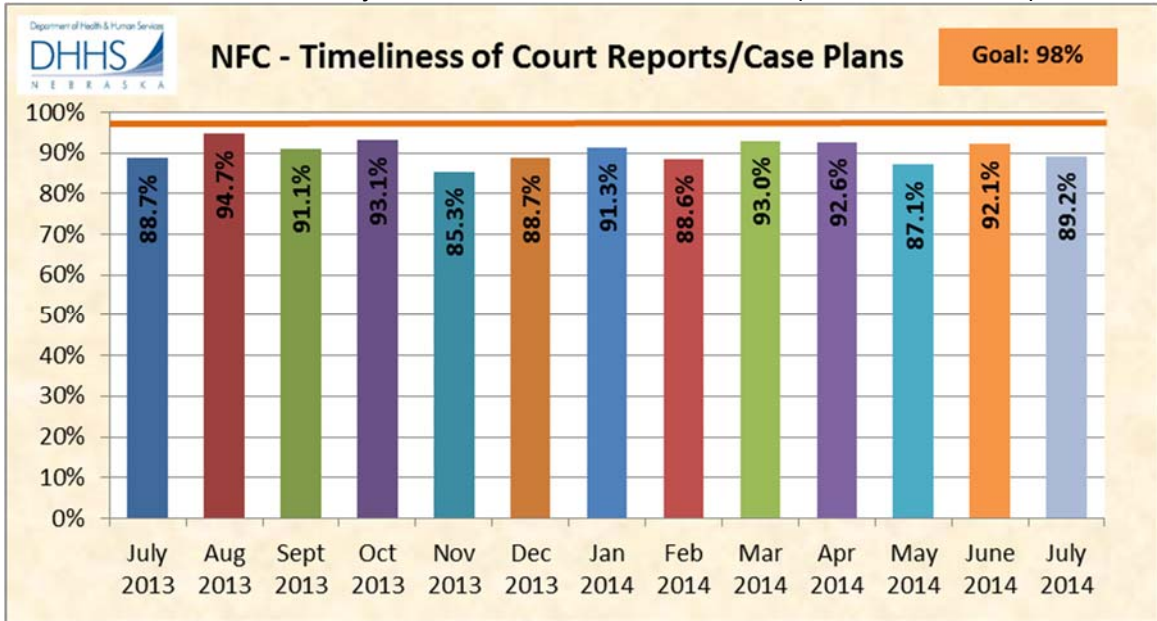
Indicator 2b: Timeliness of Adoption - NFC will achieve a 106.4 composite score for timeliness of adoption for children in care by June 30th, 2014 (Federal Measure).



Indicator 2c: Timeliness of Reunification - NFC will achieve a 122.6 composite score for timeliness of reunification for children in care by June 30th, 2014 (Federal Measure)



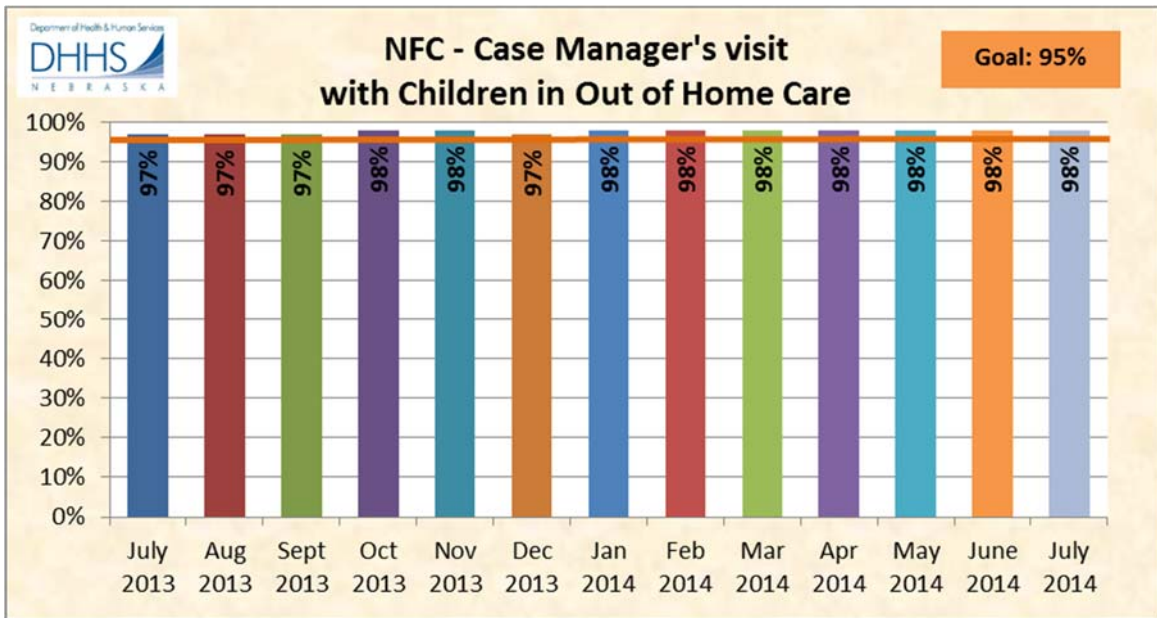
Indicator 2d: Timeliness of Court Reports/Case Plans: NFC will submit court reports/case plan to the courts in accordance with judicial timeframes 98% of the time (Nebraska Measure).



Outcome 3: Well-Being

Families have enhanced capacity to provide for their children’s needs.

Indicator 3a: Case manager's visit with children in out-of-home care: NFC will visit with children in out-of-home care one time each month 95% of the time (Federal Measure).



The chart below identifies the types of formal communication processes in place.

Type of Feedback	Participants	Frequency	Purpose
Local Operations Meeting	Local DHHS Staff and NFC Program Staff	Monthly	To review outcome data from the continuous quality improvement reports specific to Eastern Service Area. Data analysis leads to strategy/action steps developed for formation of workgroups to further data analysis and data drill down. Operational processes are reviewed and revised as needed. Compliance with contract and operations manual items is reviewed.
Targeted CQI Priority Workgroups	Local DHHS Program Staff and NFC Program Staff	Monthly	Workgroups designated to review data specific to the target CQI priority outcomes; develop strategies and action steps.
Statewide Operations Meeting	Statewide DHHS Staff and NFC Program Staff	Monthly	Statewide Leadership meeting to address system challenges, updates on initiatives and policies and to review overall field operations.
Management Meeting	Eastern Service Area Administrator and NFC CEO and NFC COO	Monthly	Discussion and resolution regarding programmatic or contract issues. Review of questions and clarification on contractual roles/responsibilities. Discussion and action on community efforts needed with providers and other stakeholders.
Provider Meetings	NFC Program Staff and DHHS Program Staff and Providers	Monthly	Meeting with providers in NFC network to address foster care issues and service needs.
Shelter Utilization Meetings	NFC Program Staff and DHHS Program Staff	Weekly	Review of youth placed in shelter and discharge planning. Review of capacity and placement needs as alternatives.
Child and Family Outcome Monitor Staffing and review	DHHS CFOM local Program Staff and NFC Program Staff	Daily	CFOM staff review recommendations and plans submitted by NFC staff to ensure quality and compliance to SDM models and DHHS policy.
Assessment Team Meetings	DHHS local Program Staff and NFC Program Staff	Monthly	Review of new out-of-home assessments and concerns with foster care homes. Develop coordinated action plans.

Section II: Contract Monitoring and Accountability

A. Compliance Reviews

Compliance reviews continue to be conducted. The chart below identifies the type of review and the dates on-site reviews were completed.

Type of Review	Date of On-Site Reviews
Personnel File Review - On-Site Review	Oct 1, 2013 Dec 10, 2013 Mar 24, 2014 June 25, 2014
Quarterly & Annual Data Reports per Federal and State Requirements	Quarterly: Oct 15, 2013 Jan 16, 2014 April 25, 2014 July 15, 2014 Annual: May 30, 2014

B. Process and Outcome Measures

DHHS continues to monitor the pilot project's performance utilizing Process and Outcome Measures.

Process Measures	Frequency of Review	Forum
Documentation of Placement Changes within 72 hours	Monthly	Statewide CQI meetings
Family Team Meetings 1 x every 90 days	Monthly	Statewide CQI meetings
Contact with Child in Out-of-Home Care - 1 x month	Monthly	Statewide CQI meetings
Contact with Child in Non-Court Case -1 x month	Monthly	Statewide CQI meetings
Contact with State wards (In-Home and Out-of-Home) 1 x month	Monthly	Statewide CQI meetings
Outcome Measures	Frequency of Review	Forum
Absence of Maltreatment Recurrence	Quarterly	Statewide CQI meetings
Absence of Maltreatment in Foster Care	Quarterly	Statewide CQI meetings
Permanency for Children in Foster Care	Quarterly	Statewide CQI meetings
Timeliness of Adoption	Quarterly	Statewide CQI meetings
Exits to Adoption in less than 24 months	Quarterly	Statewide CQI meetings
Timeliness and Permanency of Reunification	Quarterly	Statewide CQI meetings
Placement Stability	Quarterly	Statewide CQI meetings

Section III: Fiscal Monitoring

DHHS continues to monitor the pilot project’s financial statements as indicated in the December 2012 report. DHHS continues to consider NFC as a sub-recipient and no longer a contractor. NFC is also required to conduct and submit an annual A-133 audit when over \$500,000 in federal funds are utilized for their sub-grant.

DHHS also requires NFC to submit an “actual” invoice for each service provided during the month. Invoiced expenditures are recorded via N-FOCUS in order to accurately claim federal funding for Title IV-E maintenance payments. A quarterly reconciliation of invoices to the monthly financial statement continues to be a requirement.

DHHS is unable to draw down maintenance and administrative dollars for children served by the pilot project per the directive of the Federal Administration for Children and Families (ACF). The Department continues to have ongoing discussions with both ACF and NFC related to Title IV-E claiming.

Below is a chart depicting the average number of children (out-of-home) and families (in-home) served by NFC.

Average # of Children & Families Served	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Children (Out of Home)	1,506	1,525	1,545	1,509	1,475	1,477	1,482	1,487	1,485	1,436	1,398	1,362
Families (In Home)	564	562	531	536	541	508	497	482	463	465	437	425
Total (Children + Families)	2,070	2,087	2,076	2,045	2,015	1,985	1,979	1,969	1,948	1,901	1,835	1,787
(Decrease)/ Increase from Prior Month	23	16	(11)	(31)	(30)	(31)	(6)	(10)	(21)	(47)	(66)	(48)

Section IV: Corrective Action

DHHS has not changed the process identified in the September 2012 report to address any deficiencies that may be identified.

Section V: Functional Capacities

DHHS’s on-going assessment of the pilot project’s functional capacities is consistent with the assessment information provided in the September 2012 report.