

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

August 14, 2019

Senator Sara Howard
District 9, State Capitol
P.O. Box 94604
Lincoln, NE 68509

Dear Senator Howard,

Pursuant to Nebraska Revised Statute §43-4408, the Department of Health and Human Services, Division of Children and Family Services is submitting a report regarding the performance of PromiseShip.

Please feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew T. Wallen".

Matthew T. Wallen, Director
Division of Children and Family Services
Department of Health and Human Services

Attachment

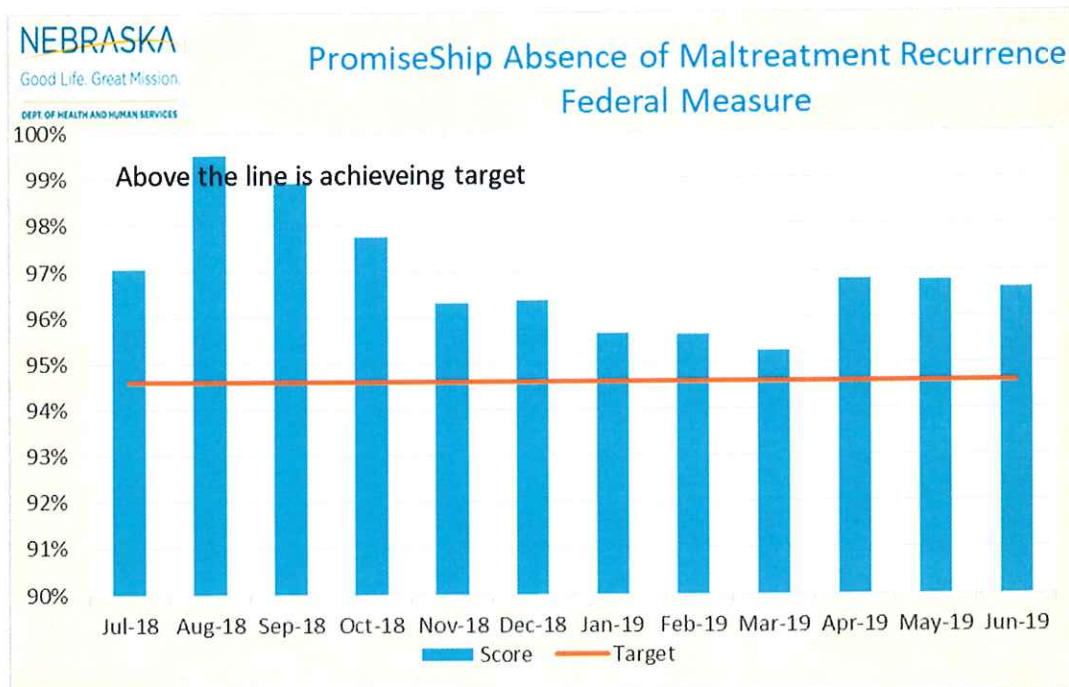
Section I: Continuous Quality Improvement (CQI) Framework

The Department of Health and Human Services (DHHS), Division of Children and Family Services (DCFS) continues to monitor the pilot project utilizing a continuous quality improvement (CQI) framework. Nebraska's CQI system utilizes a team approach to improve performance that leads to better outcomes for the children and families served.

Outcome 1: Safety

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

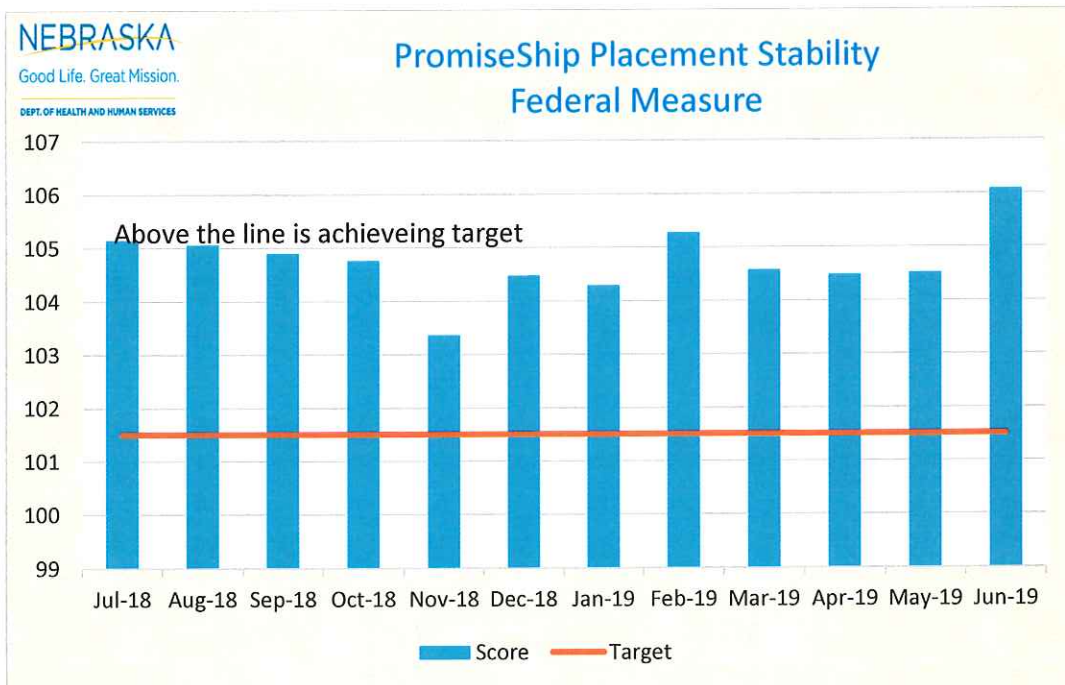
Indicator 1a: Absence of Maltreatment Recurrence - PromiseShip will continue to maintain 94.6% absence of maltreatment recurrence during the SFY ending June 30, 2018 (Federal Measure).



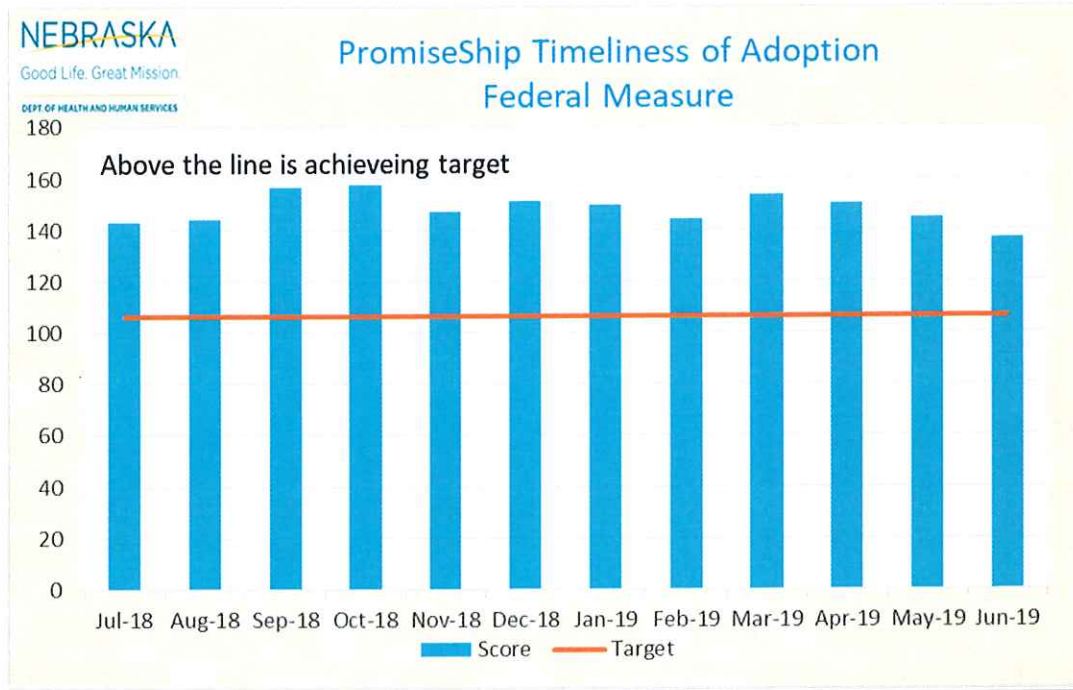
Outcome 2: Permanency

Children will experience stability and permanency.

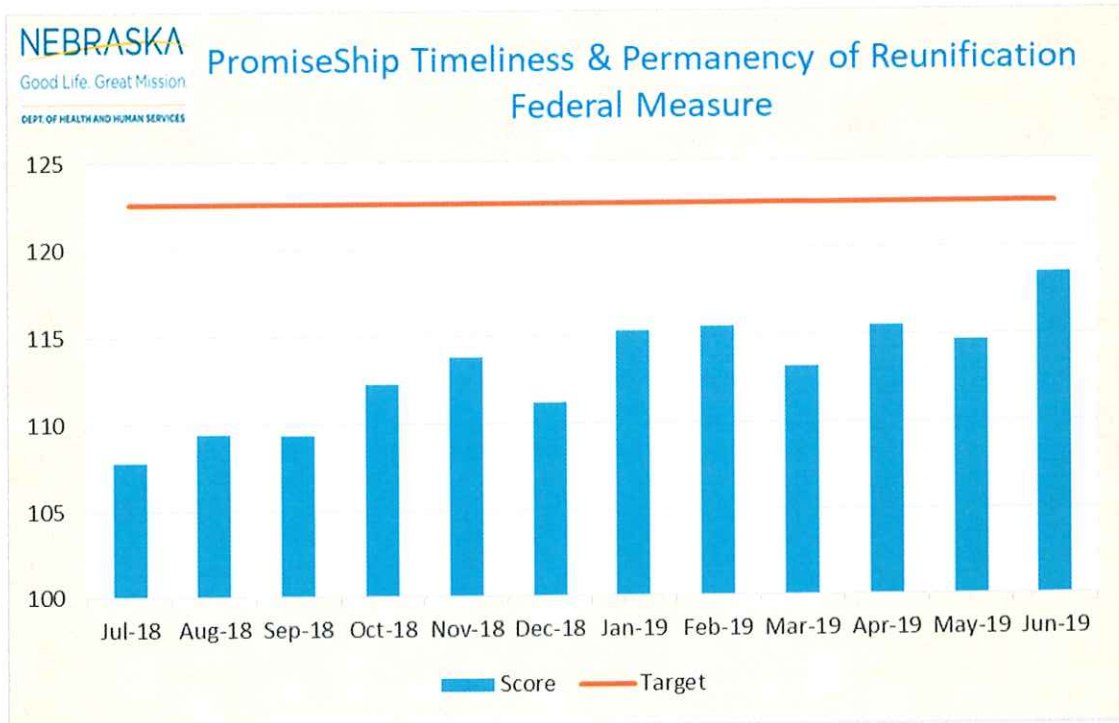
Indicator 2a: Placement Stability – PromiseShip will continue to maintain a 101.5 composite score for placement stability for children in care during the SFY ending June 30, 2018 (Federal Measure).



Indicator 2b: Timeliness of Adoption - PromiseShip will continue to maintain a 106.4 composite score for timeliness of adoption for children in care during the SFY ending June 30, 2018 (Federal Measure).



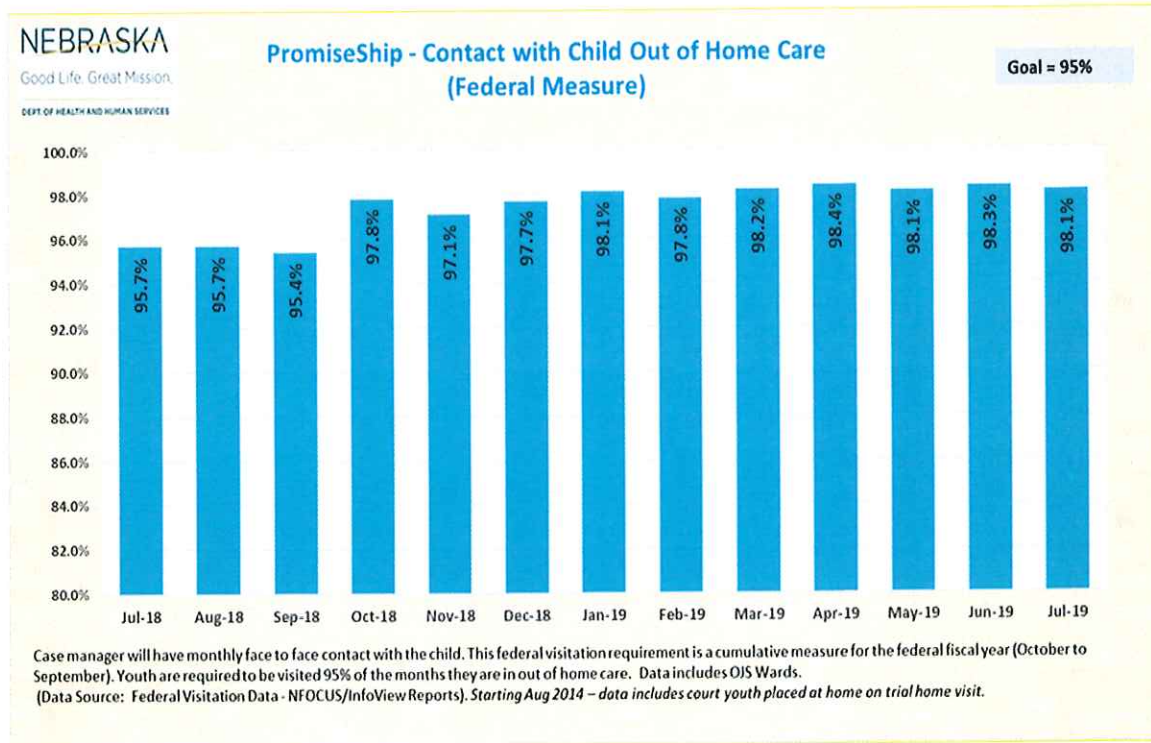
Indicator 2c: Timeliness of Reunification - PromiseShip will achieve a 122.6 composite score for timeliness of reunification for children in care by June 30, 2018 (Federal Measure).



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: PromiseShip will visit with children in out of home care one time each month 95% of the time (Federal Measure).



Nebraska completes quarterly Children and Family Services Reviews (CFSR) reviews. The reviews are completed by CFS Quality Assurance reviewers using the Federal Round 3 Children and Family Services Review tool. These case reviews are required to measure the State's progress toward achievement of the goals of the Federal CFSR Program Improvement Plan.

Approximately 30 Eastern Service Area cases are selected for review each quarter. The CFSR review consists of 18 items (focus areas) designed to assess case management processes according to the Federal/State statutes & DCFS policies.

Thirty-one child welfare cases were reviewed in the Eastern Service Area during January-March 2019 quarter. Seventeen of these case were out-of-home youth reviews, and fourteen were in-home family reviews (four of the in-home cases were Alternative response cases).

The following table illustrates the scores for CFSR items 1-18. Generally speaking, each item represents a particular case management process. Scores indicated in blue text indicate a score at or above 90% and achieving the Federal standard (items 1 and 16 require 95% to achieve the Federal standard), black indicates a score between 70% and 89%, and red indicates a score below 70%.

Children and Family Services Review (CFSR)	Eastern Service Area		
	ALL	Foster Care Only	In Home Only
ITEMS			
Number of Cases	31	17	14
Item 1 Timeliness of Investigations	71%	50%	91%
Item 2 Services to prevent Removal or Re Entry	79%	57%	100%
Item 3 Risk and Safety Assessment and Mgmt	65%	53%	79%
Item 4 Stability of Foster Care Placement	53%	53%	NA
Item 5 Permanency Goal	53%	53%	NA
Item 6 Achieving Permanency	35%	35%	NA
Item 7 Sibling Placement	100%	100%	NA
Item 8 Parent/Sibling Visitation	53%	53%	NA
Item 9 Preserving Connections	65%	65%	NA
Item 10 Relative Placement	71%	71%	NA
Item 11 Child/Parent Relationship	75%	75%	NA
Item 12 Needs & Services (Child, Parent, Foster P)	29%	24%	36%
Item 12A Needs & Services - Child	71%	71%	71%
Item 12B Needs & Services - Parents	41%	38%	43%
Item 12C Needs 7 Services - Foster Parents	47%	47%	NA
Item 13 Child and Family - Case Planning	65%	71%	57%
Item 14 Caseworker visit with Child	77%	71%	86%
Item 15 Caseworker visit with Parents	52%	54%	50%
Item 16 Educational Needs of the Child	77%	76%	80%
Item 17 Physical Health of the Child	82%	76%	100%
Item 18 Mental/Behavioral Health of the Child	67%	63%	75%

The item scores also role up into what the Children’s Bureau refers to as Outcome measures. The table below illustrates the Outcome measures for the 31 cases reviewed in the Eastern Service Area during the Jan-March 2019 review quarter. Broadly speaking there are 2 Safety measures, 2 Permanency measures, and 3 Well-being measures.

Children and Family Services Review (CFSR)	Eastern Service Area		
	ALL	Foster Care Only	In Home Only
OUTCOMES			
Safety Outcome 1 (Item)	71%	50%	91%
Safety Outcome 2 (Items 1 & 2)	65%	53%	79%
Permanency 1 (Items 4 - 6)	29%	29%	NA
Permanency 2 (Items 7-11)	71%	71%	NA
Well-Being 1 (Items 12-15)	29%	24%	36%
Well-Being 2 (Item 16)	77%	76%	80%
Well-Being 3 (Item 17 & 18)	64%	53%	82%

Section II: Contract Monitoring and Accountability

A. Communication and Feedback

Type of Feedback	Participants	Frequency	Purpose
Local Operations Meeting	Local DHHS Staff and PromiseShip Program Staff	Bi-Monthly	To review outcome data from the continuous quality improvement reports specific to ESA. 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.
Management Meeting	Eastern Service Area Administrator and PromiseShip 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.
Monthly Data Share	Data Share	Monthly	Sharing of DHHS generated data reports of various outcome measures and data.
Legal Calls	DHHS/PromiseShip Leadership and Legal staff	Monthly	Monthly conf call to discuss any legal issues in the ESA and strategies to address.
Provider Meetings	PromiseShip Program Staff and DHHS Program Staff and Providers	Bi-Monthly	Meeting with providers in PromiseShip network to address foster care issues and service needs.
Child and Family Outcome Monitor Staffing and Review <i>This ended Feb. 2018</i>	DHHS CFOM local Program Staff and PromiseShip Program Staff	Daily	CFOM staff review recommendations and plans submitted by PromiseShip staff to ensure quality and compliance to SDM models and DHHS policy.
Assessment Team Meeting	DHHS local Program Staff and PromiseShip Program Staff	Monthly	Review of new out-of-home assessments and concerns with foster care homes. Develop coordinated action plans.
Daily Intake/Transfer Call	DHHS program staff and PromiseShip program staff	Daily as needed	Review of any new intake on an open case and/or any case ready for transfer to PromiseShip. Develop specific role and responsibility tasks for each agency.

Quality Assurance Reviews	DHHS CQI team	Monthly	Review of random sampling of cases and notations back to PromiseShip staff of any accolades or concerns.

B. 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	<ul style="list-style-type: none"> • Sept 27, 2017 83% Compliance • Dec 19, 2017 94% Compliance • Mar 21, 2018 96% Compliance • June 21, 2018 96% Compliance

C. Process and Outcome Measures

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

Process Measures	Frequency of Review	Forum
Family Team Meetings 1 x every 90 days	Monthly/Quarterly	Monthly data share/Quarterly meeting
Contact with Child in Out of Home Care-1 x month	Monthly/Quarterly	Monthly data share/Quarterly meeting
Contact with Child in Non-Court Case-1 x month	Monthly/Quarterly	Monthly data share/Quarterly meeting
Contact with Statewards (In-Home and Out of Home) 1 x month	Monthly/Quarterly	Monthly data share/Quarterly meeting

Outcome Measures	Frequency of Review	Forum
Absence of Maltreatment Recurrence	Monthly/Quarterly	Monthly data share/Quarterly meeting
Absence of Maltreatment in Foster Care	Monthly/Quarterly	Monthly data share/Quarterly meeting
Permanency for Children in Foster Care	Monthly/Quarterly	Monthly data share/Quarterly meeting
Timeliness of Adoption	Monthly/Quarterly	Monthly data share/Quarterly meeting
Exits to Adoption in less than 24 months	Monthly/Quarterly	Monthly data share/Quarterly meeting
Timeliness and Permanency of Reunification	Monthly/Quarterly	Monthly data share/Quarterly meeting
Placement Stability	Monthly/Quarterly	Monthly data share/Quarterly meeting
Reduction of Children in out of home care	Monthly/Quarterly	Monthly data share/Quarterly meeting

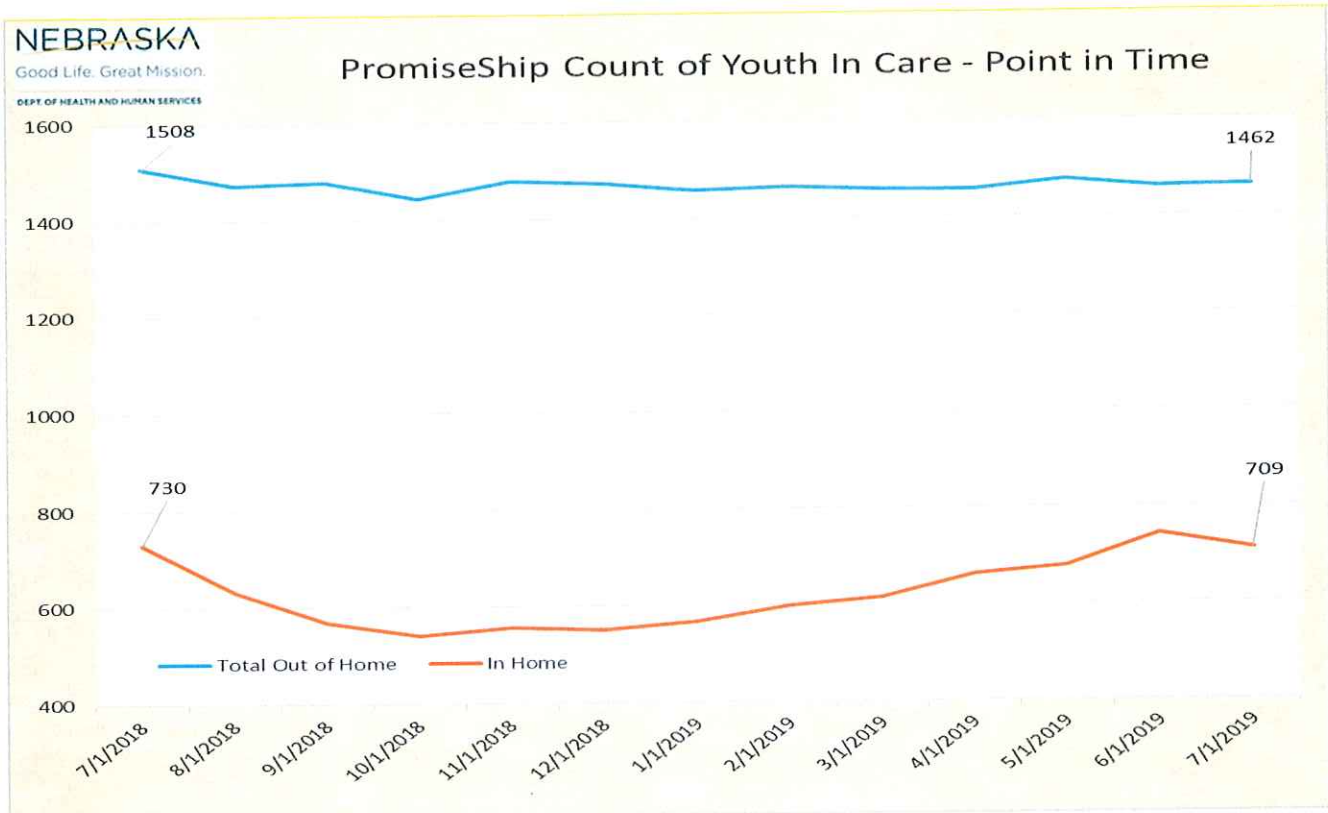
Section III: Fiscal Monitoring

DHHS continues to monitor the pilot project's financial statements. PromiseShip is a sub-recipient which means they are only reimbursed for costs incurred to provide services. PromiseShip is required to conduct and submit an annual A-133 audit as over \$500,000 in federal funds are utilized for this sub-grant.

DHHS requires PromiseShip 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 continues to claim Title IV-E maintenance funds as it relates to PromiseShip. DHHS also continues to claim the maximum amount allowed under the Title IV-E waiver capped allocation.

Below is a chart depicting the number of in-home and out-of-home youth served by PromiseShip point-in-time.



Section IV: Corrective Action

DHHS has not changed the process identified in the September 2012 report to address any deficiencies that may be identified. DHHS has however created and hired a new Contract Monitor Administrator position to monitor the performance of the private contractor in the Eastern Service Area.

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.