

***NEW MEXICO
CHILDREN, YOUTH AND
FAMILIES
DEPARTMENT (CYFD)
2016
ANNUAL PROGRESS AND
SERVICES PLAN (APSR)***

***JUNE 30, 2016
RESUBMITTED
SEPTEMBER 21, 2016***

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I. General information

A. State Agency Administering the Program

The Protective Services Division (PSD) is one of three service areas that make up the New Mexico Children, Youth and Families Department (CYFD), along with Early Childhood Services, Juvenile Justice Service and Behavioral Health Services.

CYFD Administrative Services supports all the service areas and includes Budget & Revenue, Financial Management, Employee Support Services, and Information Technology Services. The Office of the Cabinet Secretary includes the General Counsel's Office, the Inspector General's Office, the Constituent Affairs Director, the Native American Liaison, and the Director of Legislative and Community Affairs.

PSD is the state agency designated to administer the Stephanie Tubbs Jones Child Welfare Services Program (Title IV-B subpart 1), the Promoting Safe and Stable Families (PSSF) Program (Title IV-B subpart 2), Child Abuse Prevention and Treatment Act (CAPTA & CBCAP), Title IV-E, the Chafee Foster Care Independence Program and Education and Training Voucher Program. As such, PSD is responsible for all child welfare services for children and families in New Mexico. The Division is mandated, in accordance with the New Mexico Children's Code, NMSA 1978 Section 32A-4 et. seq., to receive and investigate reports of children in need of protection from abuse and neglect by their parent, guardian or custodian, and to take action to protect those children whose safety cannot be assured in the home. In addition, the Division is committed to assuring the well-being of the children in its care and to provide permanency for those children as quickly and as safely possible.

PSD provides child protective services and other child welfare services in every geographic area in the state. Administration of the child welfare program is centralized, with direct services offered through county offices located within five designated regions. County office managers report to five regional managers who, in turn, report to the PSD director. *(See organizational chart in Section D below)*

New Mexico's APSR, CFSP and CAPTA plans are posted on the CYFD website: <http://cyfd.org/about-cyfd/publications-reports>. The current contact is Annamarie Luna (Annamarie.Luna@state.nm.us) at 827-8427 or 505-867-2373 or Milissa Soto (milissa.soto@state.nm.us) at 505-412-9597.

B. Vision and Mission Statement and Piñon Values and Principles

Over the past year, each division within the Children, Youth and Families Department (CYFD) has adopted the following department wide mission statement: Improving the quality of life for our children.

In addition to the mission statement, each division within CYFD adheres to the following principles:

CYFD believes that children and families should receive:

- Services that promote and build individual strengths.
- Early identification and intervention services to address problems as they emerge.
- Access to a comprehensive array of services that are individualized, community-based and, whenever possible, in-home, to meet the unique needs and potential of each child and family.
- Full participation and choice in all aspects in the planning and delivery of services.
- Services that are provided in the least restrictive setting and most normative environment and are integrated and linked, both within CYFD and with other child-serving agencies and which use peers, family and natural resources.
- Culturally competent services delivered without regard to race, ethnicity, religion, national origin, gender, sexual orientation, or disability.
- The most effective services that are based on evidence or promising or emerging practices, to achieve positive outcomes.

- Services that ensure smooth transactions to adult service systems.

Protective Services continue to integrate Piñon practice model values and principles when working with children and their families, foster parents, and community partners in child welfare. PSD also continues to integrate Piñon practice model values and principles into policy and procedure revisions as needed.

Piñon practice model values and principles:

Safety: Child and youth safety is paramount. Managing safety begins with our first contact and continues through the life of the case. We assess safety threats, child and youth vulnerabilities, and protective capacities and develop safety plans based on these factors.

Preserving Connections: All children and youth will have enduring relationships that provide a family, stability, belonging and a sense of self that connects them to their past, present and future.

Children and Youth Centered Practice: Our practice is centered on the best interests, well-being and needs of each child and youth we serve. As age and developmentally appropriate, the child and youth's views, thoughts, and ideas are expressed and taken into consideration in planning and service provision.

Family Focused: We recognize that all families have strengths and will have a voice in decisions about their children. We work with and support the entire family.

Organizational Competence: Children and families receive services from highly trained and skilled staff. Our staff will have a supportive, respectful and positive environment.

Customer Service: Customer service begins at the first point of contact and extends throughout all of our relationships. We are respectful, courteous, communicative and professional with each other, our children, youth and families, our community partners and the public. We engage our families, foster parents and others as part of the team planning and caring for our children and young people to achieve positive outcomes.

Trustworthy & Accountable: We are fair and compassionate and act with respect and integrity. We are transparent and responsive to our children, youth and families as well as our partners and communities, within the limits of confidentiality. We avoid personal bias and reach factually supported conclusions in a timely and thorough manner.

Culturally Competent Practice: We understand, respect and serve children, youth and families within the context of their own family rules, traditions, history and culture.

Data Driven Decision Making: We collect and use reliable and valid data to inform decision-making, to direct continuous quality and practice improvement and to evaluate our efforts in terms of safety, well-being, and permanency outcomes for children, youth and families.

Evidence Informed Practice: We use evidence-informed practices for effective service planning and service delivery for children, youth and their families.

Shared Responsibility: The entire community shares the responsibility of keeping children and youth safe and protecting them from abuse and neglect. Children and youth are best served when they are part of and supported by their community with services that are accessible and individualized. We recognize that community partnerships are essential to ensure child and youth safety, permanency and well-being.

C. Stakeholder Collaboration

In April and May 2015, New Mexico underwent round three of the Child and Family Service Review (CFSR). As a part of the CFSR, stakeholder interviews were held in Bernalillo, Dona Ana and Chaves counties to assess functioning of the seven systemic factors. Stakeholders who participated in those interviews included service providers, children court attorneys, respondent attorneys, guardian ad litem, judges, court personnel, youth, PSD field supervisors, PSD field workers, foster parents, birth parents, training partners, CYFD licensing and

certification staff, and executive management. Stakeholder meetings were held with tribal and pueblo partners completed in April 2015 as part of the annual Tribal IV-B Meeting.

Courts and Children's Court Improvement Commission:

PSD is represented on the State's Children's Court Improvement Commission (CCIC) and many of the CCIC's work groups, including the advisory groups for the CCIC training and data grants and new work groups on parent representation, education, and quality of representation and hearings. PSD initiatives which involve the court and court processes are discussed at CCIC meetings, and the division's input is sought into CCIC initiatives. PSD has worked with the Children's Law Center at the University Of New Mexico School Of Law, the sub-grantee on the CCIC training grant, and the New Mexico Administrative Office of the Courts (AOC) to use Title IV-E funds to support training for judges, attorneys, Court Appointed Special Advocate (CASA) volunteers, and court staff. PSD is represented on the Advisory Committee for the Children's Law Center and is a sponsoring partner in the annual cross-training presented through the training grant. PSD, Children's Law Center and AOC expanded Title IV-E support to offer training for judges and court-appointed attorneys, including training on maltreatment, trauma and the social and emotional well-being of children who have been abused or neglected.

PSD representatives participate on the Children's Justice Act Advisory Group (CJAAG), which ensures consultation and coordination in terms of the expenditure of Children's Justice Act funds to support the investigation and prosecution of child abuse and services to mitigate the trauma to the child victim. Other CJAAG members include judges, attorneys, law enforcement, service providers and advocates.

2016 APSR Update:

PSD continues to be represented and actively participates in the CCIC. In July 2016, PSD staff will participate in the CCIC's strategic planning retreat to map out collaboration between the CCIC and PSD in meeting the goals of the PIP.

On June 20, 2016 PSD staff met with New Mexico Supreme Court Justice Maes, and Angela Peinado and April Barela with the Administrative Office of the Courts (AOC). PSD staff discussed the process and activities related to completion Child and Family Services Review and discussed the process for the monthly legal reviews that take place in the counties as part of the quality assurance review week. PSD staff talked about the legal debrief held with the regional managing attorneys and the children's court attorneys after the legal review has been completed to talk about successes, barriers to permanency for children, and areas identified as needing improvement.

PSD staff also talked about the stakeholder interviews that were occurring as part of the quality assurance review week. Justice Maes suggested that PSD also hold separate stakeholder interviews with Judges, respondent attorneys, guardian ad litem attorneys and other AOC staff as part of the quality assurance week.

The CCIC, the AOC, and CYFD are embarking on a collaborative initiative to improve outcomes for children and families involved in the foster care system by sharing data between CYFD and the Courts about key child welfare outcomes, analyzing that data, and developing strategies for improvement. This process was piloted during the QA Review the Chaves County which occurred August 15-19, 2016.

On August 17th, CYFD and the AOC held a joint meeting with the Chaves County Judge and her staff, CYFD County Management, Regional Children's Court Attorney, Chaves County Children's Court Attorney, Respondent Attorney, and parent advocate. Also in attendance was a representative from the Corrine Wolf Law Center. Prior to this meeting the AOC gathered data from Odyssey concerning the ten cases reviewed as part of the QA legal review and CYFD prepared a data report from the prior legal review and CFSR data from the county. This information was shared at the stakeholder meeting.

A review of data from Odyssey and the agency legal files showed accurate data entry into Odyssey. In addition, AOC ran data for the past 12 months related to timeliness of custody hearings, adjudications, permanency hearings, and TPR hearings. Most hearings are timely and CYFD and the Chaves County Court have established

a strong working relationship. The Judge identified a primary barrier in cases is work with incarcerated parents and she asked if there were ongoing efforts at the cabinet level to work with the Department of Correction around the needs of these families. The Respondent Attorney reported that he appreciated the regular teaming meetings convened by the agency and the open communication. The FASTR program was recognized as a best practice for engaging parents in the county. All of the participants were optimistic about the prospect on the horizon of a subsidized guardianship program.

Tribal Collaboration:

PSD has been committed to working collaboratively with the 22 tribes located in New Mexico, as well as with those tribes whose members come into the care of the agency. PSD utilizes the CYFD Native American Liaison and different tribal and state meetings such as the Title IV-B Tribal meeting to further collaboration. Tribal input on the CFSP was obtained through the April and May 2014 stakeholder meetings and through the Title IV-B Tribal meeting that occurred in April 2014. Below is a list of tribal partners invited to the stakeholder meetings:

<i>Tribe or Pueblo</i>	<i>Tribe or Pueblo Representative</i>
<i>Pueblo of Acoma</i>	<i>Governor Fred S. Vallo, Sr, Donalyn Sarracino, Sharon Young</i>
<i>Pueblo of Cochiti</i>	<i>Governor Joseph H. Suina</i>
<i>Pueblo of Isleta</i>	<i>Governor E. Paul Torres, Caroline Dartez</i>
<i>Pueblo of Jemez</i>	<i>Governor Joshua Madalena, Carla Sandia, Hennetta A. Gachupin</i>
<i>Pueblo of Laguna</i>	<i>Governor Richard B. Luarkie, Marie Alarid</i>
<i>Pueblo of Nambe</i>	<i>Governor Phillip A. Perez, Venus Mongofeds</i>
<i>Ohkay Owingeh</i>	<i>Governor Marcelino Aquino, Rodelle Thompson</i>
<i>Pueblo of Picuris</i>	<i>Governor Richard Mermojo</i>
<i>Pueblo of Pojoaque</i>	<i>Governor George Rivera</i>
<i>Pueblo of San Felipe</i>	<i>Governor Joseph E. Sandoval, Darlene J. Valencia</i>
<i>Pueblo of San Ildefonso</i>	<i>Governor Terry L. Aguilar, Sharon Serrano, Julie Sanchez</i>
<i>Pueblo of Sandia</i>	<i>Governor Stuart Paisano, Randall Berner, Kimberly Lorenzini</i>
<i>Pueblo of Santa Ana</i>	<i>Governor George M. Montoya, Nathan Tsosie</i>
<i>Pueblo of Santa Clara</i>	<i>Governor J. Michael Chavarria, Jacque Wright, Julie Bird, Terri Chavarria</i>
<i>Pueblo of Santo Domingo</i>	<i>Governor Oscar K. Lovato, Tori Garnat</i>
<i>Pueblo of Taos</i>	<i>Governor Clyde M. Romero, Ezra Bayles, Helena Concha</i>
<i>Pueblo of Tesuque</i>	<i>Governor Robert Mora, Sr., Jeannette Jagles</i>
<i>Pueblo of Zia</i>	<i>Governor David Pino, Victoria Herrera</i>
<i>Pueblo of Zuni</i>	<i>Governor Arlen P. Quetawki, Sr., Betty Nez, Marla Fastwolf</i>
<i>Jicarilla Apache Nation</i>	<i>President Ty Vicenti, Hilda Petago, Karen Keating, Susan Thompson, Rubesan Sandoval, Olivia Nelson, Violet Garcia</i>
<i>Mescalero Apache Tribe</i>	<i>President Danny Breuninger, Sr.</i>
<i>Navajo Nation</i>	<i>President Ben Shelly, Regina Yazzie, Irene Eldridge, Michele Jones</i>
<i>Navajo Nation Council</i>	<i>Johnny Naize</i>
<i>All Pueblo Council of Governors</i>	<i>Chairman Terry L. Aguilar (San Ildefonso Pueblo) and Secretary Vincent Toya, Sr. (Jemez Pueblo)</i>
<i>Five Sandoval Indian Pueblos</i>	<i>Director James Roger Madalena</i>
<i>Eight Northern Indian Pueblos Council</i>	<i>Executive Director Gil L. Vigil</i>
<i>Ramah Navajo</i>	<i>Vera Beaver, Loretta Martinez, Jemlisa Raplult</i>
<i>Southern Ute</i>	<i>Ann Hale</i>

PSD utilized the information to identify systemic factor strengths and challenges, and the identification of goals for the Plan for Improvement. Over the next five years, PSD plans to hold stakeholder meetings to obtain ongoing feedback and assist in identifying strengths, challenges and progress towards goals.

PSD will share the CFSP with tribal partners through the Native American Liaison and tribal contacts – tribal governors or presidents. PSD will request a copy of each tribe or pueblos’ CFSP through their governor or president and through PSD Native American liaison.

2016 APSR Update:

The 2015 APSR was provided to each tribe and pueblo and listed on CYFD's website at www.cyfd.org. The 2015 APSR was also provided to the CYFD Native American liaison as an additional means of access for tribes and pueblos. PSD will provide the 2016 APSR to the tribes and pueblos in the same manner the CFSP and 2015 APSR were provided.

Over the last year, PSD continues to communicate and meet with tribes and pueblos to develop or update Joint Power Agreements (JPAs) and Inner Governmental Agreements (IGAs). PSD continues to be able to negotiate child specific JPAs with tribes and pueblos. PSD completed discussions with San Ildefonso pueblo. At this time San Ildefonso is in the process of developing a licensing process and still considering entering into a JPA. PSD continues to have ongoing discussions with Pueblo of Laguna. Pueblo of Laguna Tribal Social Services is very interested in a JPA, but Pueblo of Laguna governmental entities have not been willing to move forward in discussions. The Pueblo of Laguna Tribal Social Services director continues to obtain technical assistance related to the JPAs and IGAs and have conversations with Pueblo of Laguna governmental entities. In March 2016, PSD began discussions on a JPA with Ramah Nation. PSD is awaiting Ramah Nation's decision on how to proceed. In the next couple of months, PSD will begin discussions with Pueblo of Jemez on JPAs and IGAs.

PSD continues to keep tribes and pueblos informed through e-mail and face to face meetings about available trainings occurring within CYFD, PSD, community or cross trainings.

Throughout the last year, the Title IV-E/Medicaid manager and Title IV-E specialist continued to coordinate and collaborate with tribes and pueblos for Title IV-E services. This included providing technical assistance, training or attending tribal meetings. Title IV-E/Medicaid manager or Policy, Procedure, Federal Reporting and Training Bureau Chief, and chief children's court attorney within PSD also attend tribal quarterly meetings and participate in the Tribal Judicial Consortium. On April 8, 2016, the Title IV-E/Medicaid manager and chief children's court attorney attended the NM Tribal State consortium.

April 15, 2016, PSD Policy, Procedure, Federal Reporting and Training Bureau Chief met with the ICWA Consortium group to discuss training, development of an ICWA training and ICWA Consortium initiatives. In May 2016, ICWA Consortium, PSD, AOC, UNM Corinne Wolfe Law Center agreed to partner in seeking federal funds for the ICWA Implementation grant. As a part of this PSD will be entering into a JPA so that data can be exchanged, cases may be reviewed and improvements related to ICWA compliance can be addressed.

On April 14, 2016, PSD participated in the Tribal IV-B meeting. PSD provided information and technical assistance on items such as: initial and ongoing training opportunities, services for tribal youth including Chafee and Medicaid services, Title IV-E services available to tribes and pueblos and information about JPAs and IGAs. PSD currently has a Title IV-E Specialist identified to work directly with tribes and pueblos on IV-E services, JPAs and IGAs.

In February 2016, PSD began working with tribes and pueblos as well as PSD field staff on aligning PSD policy and procedures with the proposed ICWA regulations and guidelines. In August 2016, PSD will begin the promulgation process on some of these policy and procedures and expect to have these fully promulgated within a year.

In November 2015 and May 2016, PSD partnered with Casey Family Foundations, New Mexico tribes and pueblos, ICWA Consortium representatives, AOC, CYFD Tribal Liaison, Tribal Judicial representative, state judicial representative, CASA, UNM Corinne Wolfe Law Center, and Juvenile Justice Services to promote collaboration and communication for better outcomes for Native American children. During the meetings individuals provide information about outcomes and the work being accomplished with Native American children. The overall goal is for individuals to create a process that can be sustained keeping different parties informed on collaboration or communication occurring within each system. [Another meeting was held on August 15th, in which the group began the process of identifying issues that group would like to address. One of the issues discussed was that of data sharing between the Pueblos and Tribes and CYFD. Many of the Tribal representatives felt that they](#)

collected more reliable data than what was being reported by CYFD. The group will continue to problem solve around sharing more accurate data in order to get a clearer picture of what is occurring to Native American children who enter the child welfare system.

Other topics to be on-going discussions are the new ICWA guidelines and New Mexico's adoption of the Guardian Assistance Program. The Tribal representatives continue to want to be involved in the development of policies, procedures and practice in both of these topic areas. CYFD representatives have made a commitment to include Tribal representatives in that process.

Youth:

PSD supports and is actively involved with Leaders Uniting Voices, Youth Advocates of New Mexico (LUVYA-NM), an organization of foster care youth and foster care alumni. Members of LUVYA-NM plan the annual Independent Living Conference, identifying topics for workshops and speakers, managing the budget, developing the theme, and the overall process of conference activities. Youth are also involved in planning and participating in the annual Children's Law Institute. PSD collaborates with LUVYA-NM to improve outcomes for older children in care, focusing most recently on sibling rights, particularly in the areas of visitation and preserving connections post adoption.

2016 APSR Update:

Youth were an integral part in the stakeholder meetings held as part of the Child and Family Services Review. As such, youth were invited to participate on a Program Improvement Plan (PIP) advisory group in December, January and February in the early stages of development of New Mexico's PIP.

PSD Foster and Adoptive Bureau partnered with youth to assist in selecting foster parents to receive the "Foster Parent Excellence Award" to be provided to foster parents at the 2015 annual foster parent conference.

Beginning in May 2015, Children, Youth and Families Department (CYFD) Secretary, Office of General Council (OGC) and PSD staff meet monthly with LUVYANM youth and NMCANS youth to revise portions of policies and procedures on case review and case plans, transition planning, youth documents, and prudent parenting related to P.L. 113-183, Preventing Sex Trafficking and Strengthening Families Act. These policies and procedures were promulgated on September 30, 2015. Youth from both LUVYANM and NMCANS participated in the public hearing as part of the promulgation process.

Throughout fiscal year 2016, PSD continued to meet with youth in order to receive feedback in regards to policy and procedure changes. These meetings were successful for both youth and PSD, allowing for youth input to be directly included in five policy and procedures including permanency planning, placement services, youth services, Intake, and Investigations. In addition, in October 2015 PSD sent a number of representatives to receive training regarding building a community partnership network with youth. PSD continues to participate in the community partnership network meetings and this group's current goal is to improve placement stability for youth in care.

At the 2016 Children's Law Institute, youth held a forum on how to engage with youth and to have individuals increase empathy towards youth in care. These activities were focused on how to achieve better outcomes and emphasize youth's needs as a priority for individuals within child welfare.

For further reading on youth involvement see Section VI, Chafee Foster Care Independence Program (CFCIP) below.

Foster and Adoptive Parents:

PSD works closely with foster and adoptive parents on an ongoing basis. A community "roundtable" is held at both the annual Foster Parent Conference and Adoptive Families Conference for families to inform foster and adoptive about the division's initiatives and to obtain feedback. PSD actively supports the statewide and local Foster Parent Associations by inviting the group's president to present at statewide county office manager

meetings and other events, and by encouraging foster and adoptive parents to join these groups. PSD has also sought foster parent feedback on their experience with us through the Step Up! Diligent Recruitment grant surveys and through participation in different meetings with the division. The survey information has been utilized to develop customer service plans in the five Diligent Recruitment counties.

2016 APSR Update:

PSD is entering into a contract with La Familia-Namaste Inc. to provide additional supports to foster parents statewide. These supports include:

- grief and loss training and support;
- Facebook support network;
- “warm line”
- regional child care for foster parents to attend county based meetings or trainings; and
- childcare for foster parents during their attendance at the foster parent conference.

PSD is in the process of ending the contractual services with the Statewide Land of Enchantment Foster and Adoptive Parent Association due to the scope of work not being accomplished in an efficient manner. Throughout 2016, county foster and adoptive parent associations have grown and PSD expects these and the additional contract with La Familia-Namaste Inc. will continue to meet the needs of foster parents.

In 2015 and 2016, PSD partnered with NMSU, La Familia, Adoption Exchange and foster and adoptive parents to hold the annual foster and adoptive parent conferences.

A Foster and Adoptive Bureau representative began meeting with the Adoption and Foster Care Alliance of New Mexico in 2013 related to adoptions in New Mexico. This collaboration continued through 2016 strengthening the relationship between Protective Services Division and the different community adoption agencies.

The Immigration Liaison within the Foster and Adoptive Bureau works closely with the Mexican Consulate by educating the consulate about New Mexico child abuse and neglect laws and the Protective Services Division process. The Immigration liaison also directly facilitates the process for children and families between Desarrollo Integral de la Familia (DIF) and Protective Services Division so children and family’s needs between the two systems, United States New Mexico Protective Services Division and Mexico protective services, DIF. The Immigration liaison also assists in translations and interpretations for workers in the field, CYFD and PSD Constituent managers, Spanish documents from other countries, Spanish letters or e-mails sent to foster or adoptive families related to payments and reviews any CYFD or PSD Spanish material publically advertised (i.e. Heart Gallery and Pull Together). The Immigration liaison also has the ability to assist in returning children to Mexico through coordination of the transfer of care and transporting the child to the parent, guardian or custodian, relative or DIF.

PSD maintains a representative from the Foster and Adoptive Bureau in the refugee mental health task force bi-monthly. The purpose of the group is to work collaboratively with different community partners to assist in better meeting adult and children refugee needs. Members are Department of Health, Protective Services Division, New Mexico Department of Health Refugee Health program and University of New Mexico hospital. The representative assists in providing resources for children or adults that are refugees from any country and provides presentations on child abuse and neglect laws and the process of an investigation.

Approximately two years ago, PSD began working with the Guatemalan Consulate with children and families within New Mexico. PSD would like to formalize the relationship with the Guatemalan Consulate and recently began discussions to develop a memorandum of understanding (MOU) so that work similar to what has occurred with the Mexican Consulate may occur with the Guatemalan Consulate.

Foster and Adoptive Bureau has spent the last three years strengthening the relationship between Licensing and Certification Authority (LCA). This work gained additional momentum this year due to several closures and openings of behavioral health agencies. PSD and LCA developed a transition process for children and family’s when an agency closes so that there is minimal disruption in the services the child or adult receives.

Throughout 2016, Foster and Adoptive Bureau provides technical assistance and trainings to private adoption agencies, treatment foster care providers, and community homes ensuring each agency follows New Mexico Child Placement Agency Regulations.

Through 2016, Foster and Adoptive Bureau began working with Pegasus, New Mexico Voices for Children, Aging and Long Term Services and Human Services Department to collaborate and initiate a task force to address issues grandparents in New Mexico face in raising grandchildren. Public Education Department (PED) is also a mandated participant in the task force. At this time, PED has chosen to not attend meetings, but keep informed through meeting notes and recommendations. PSD also informs youth about the recommendations by sharing the meeting notes and recommendations to NM CANS program. The goals for this group are to assist in developing legal and support services to foster parents, child care and education, assistance with housing, Income Support Division benefits for grandparents, and providing technical assistance when a parent has voluntarily placed a child with a grandparent and the family is known to PSD. The group completed a report which included recommendations that was provided to the New Mexico Legislative Finance Committee (LFC) and the Legislative Health and Human Services Committee (LHHSC). The group requested the memorial be extended to maintain the task force, which occurred during the 2016 legislature session. The task force will continue to work on achievement of the goals throughout 2016 and provide an updated report at the 2017 legislative session.

Schools:

On December 6, 2012, the New Mexico Supreme Court ordered the establishment of a joint task force on education. The task force has submitted recommendations to the Governor, the Supreme Court Chief Justice, and the Secretaries of CYFD and the Public Education Department related to the challenges and barriers to address the educational needs of children and youth in the child welfare system. The task force will target specific educational outcomes that require improvement, identify and implement solutions, develop a cross training plan and implement a data system to be shared between child welfare, education and the judicial system.

PSD participates and represents child welfare on the New Mexico State Advisory Panel – Individuals with Disabilities Education Act (IDEA) Part C.

PSD has worked with the Public Education Department and the Department of Health Office of School Health to develop and disseminate an e-learning for school personnel on detecting and reporting child abuse and neglect.

2016 APSR Update:

Throughout 2016, PSD and county staff continued to collaborate with local school partners.

In April 2016, Dona Ana and Statewide Central Intake worked with local truancy program and are conducting a pilot related to truancy.

In May 2015, the educational liaison pilot began with FosterEd New Mexico in Lea County. FosterEd New Mexico is an initiative of the National Center for Youth Law that seeks to improve education outcomes for young people in foster care and juvenile justice. FosterEd New Mexico works directly with all young people in foster care and on court ordered probation. The FosterEd model of working with young people and families is based on the understanding that caregiver involvement is key for educational and social success, and utilizes a strength based approach to create concrete measureable goals that help students succeed. FosterEd has 14 of PSD children so far with the hopes of phasing more in monthly.

The collaboration with the schools and PSD has improved through this connection. At this time, there do not seem to be major barriers and the teams address and resolve problems as they arise. The staff in Lea County feel this is a great program for our children. Staff are hopeful there will be continued progress and improved outcome during the 2016-2017 school year. Staff have a great working relationship with the Foster Ed Program and feel Foster Ed is responsive to CYFD children's needs.

FosterEd New Mexico will also be providing technical assistance to PSD and juvenile probation officers statewide around education issues. Areas of technical assistance may be school enrollment, special education services, suspension, expulsion, school stability, or other related education matters.

In April 2016, Dona Ana County, Dona Ana County Court Truancy Program, and Statewide Central Intake (SCI) met to discuss truancy concerns with children in Dona Ana County. As a result of this meeting, a new experiment was developed. Dona Ana County Truancy Program will contact the SCI county office manager (COM) for a month on every truancy situation after a report has been made. SCI COM will review each SCI report received and assess if the SDM tool was appropriately utilized and if the screening decision was accurate.

PSD and the New Mexico Public Education Department (PED) have completed an MOU to exchange data. PSD is in the final stages of the process of sharing PSD data through ROM with PED. This will allow PED to enroll all foster children for free lunch without an application. Additionally the group continue to work on data to report on system involved children's educational outcomes.

Service Providers and Community Partners:

Community PSSF providers across the state are contracted (through a competitive bid process) for Family Support, Family Preservation, Time-Limited Family Reunification, and Adoption Promotion and Support Services. Providers meet with PSD staff at least four times a year and participate in various trainings and other events on a regular basis.

PSD initiated a workgroup to develop standards, policies and procedures related to the mental health of infants. The group is reviewing current policies and procedures specifically related to children age three and under and will make recommendations that address the needs of this population. This group will utilize the information obtained from two pilot projects in the state targeting infant mental health. These projects have developed teams in the community and courts that target infants and strategically work with parents to improve well-being and establish permanency for infants.

PSD has collaborated with state and local law enforcement entities over the past several years to provide training in response to regulatory and practice changes. In the spring of 2013 an interdisciplinary forum was held on the use of multidisciplinary teams in all jurisdictions in the state. As a result of this forum many counties have started Multi-Disciplinary Teams, which will provide ongoing collaboration.

2016 APSR Update:

Community PSSF providers across the state remain contracted as mentioned above. Providers continue to meet with PSD staff for technical assistance, trainings and events. PSD staff provide technical assistance and training during each site visit. Site visits are scheduled from March to June of each year.

Infant mental health teams continue to work with PSD staff in Bernalillo, Dona Ana, Grant, Otero, Rio Arriba, San Juan, Santa Fe, Sandoval and Taos counties. Santa Fe County meets with their infant mental health team every quarter to address any family issues and necessary collaboration. Grant County implemented an in-house infant mental health team who assist parents to better understand their child's needs.

Multiple Disciplinary Team (MDT's) meetings continue to occur monthly in many of the counties across the state.

- Chaves County participates in a monthly MDT through the Court Appointed Special Advocate (CASA) program.
- Quay, DeBaca and Harding Counties have representation at two different MDT groups. The county office manager or staff attends a MDT facilitated by the Director of the Arise SANE (Sexual Assault Nurse Examiner) agency every quarter and also attends a MDT co-facilitated by the Tenth Judicial District Attorney which focuses on child abuse/neglect issues. Representation includes local school superintendents, principals, SANE director, DV coordinator, NMSP, Quay County Sheriff, Tatum City Police, Logan Police Department, local therapists, community providers.

- Dona Ana County participates monthly in two MDT's in southern and northern part of the county. Attendants include the DA's office, investigators, legal, victim's assistance, State Police, New Mexico State University Police, the Dona Ana Sheriff's Department, Las Cruces Police Department, and Child Advocacy Center (CAC) staff. Both county office managers and an investigation supervisors attends the MDT's.
- Grant County attends a monthly MDT held within the sixth judicial district. The county office managers and investigation staff attend. The MDT is led by the [Sexual Assault Support Services \(SASS\)](#) and [Sexual Assault Nurse Examiner \(SANE\) teams](#). Attendants include the District Attorney's office staff, local law enforcement, behavioral health providers and Domestic Violence Shelter staff.
- Bernalillo County office managers, investigation and in-home services supervisors, and the regional manager attend monthly meetings. Three PSD investigation cases are reviewed every month; anyone (PSD, Law Enforcement, Child Abuse Response Team (CART), District Attorney, etc.) can request a review of a case.
- Curry and Roosevelt Counties attend the ninth judicial district MDT. The county office manager and the investigation supervisor attend every two months. PSD staff also attend the new child abuse/domestic violence MDT.
- Cibola County hold a monthly MDT at the District Attorney's office, and is attended monthly by the county office manager and senior investigation supervisor.
- San Juan County MDT occurs monthly, and investigation supervisors and senior investigator attend on a rotating on a monthly basis. Individual caseworkers also attend if one of their cases is being staffed.
- In Valencia County, the county office manager and investigation supervisor participate in monthly MDT's. Worker attend when their case is being reviewed.
- In Otero County, there are several standing MDT's. There is the official MDT with law enforcement, the District Attorney, and various advocacy based providers that is typically attended once every month by the investigation supervisor. There is another MDT with SANE/SART, District Attorney's office and local law enforcement that meets monthly also attended by investigation supervisor. A third group is composed of PSD, Juvenile Justice Services, and CHINS (Title IV-B service provider) that meets monthly and is attended by most staff.
- In Lincoln, there is not currently have a standing MDT, but the county office staff have held a couple of meetings with local law enforcement, the District Attorney's office, advocacy, and SANE/SART to agree on protocols to begin development of an MDT.
- Taos County's MDT is attended monthly by the county office manager.
- In Sierra County the investigation supervisor and senior investigator attend the MDT, JJAC and law enforcement meetings monthly.
- In Socorro County the county office manager attends with staff who are available or who have cases that will be reviewed. The county office staff holds monthly local law enforcement meetings, early intervention meetings, and meetings with domestic violence shelter providers.
- In Luna and Hidalgo Counties the county office manager and the investigation supervisor attends a monthly MDT held within the sixth judicial district. Attendance is monthly and MDT's are held in alternate locations between Lordsburg and Deming.
- In Sandoval - Our investigations supervisor and senior attend monthly MDT meetings. Our senior is Marvin Paul and the new supervisor is Matthew Hernandez.
- In Santa Fe County, county office staff participates in a monthly MDT with the Sheriff's Department, the Attorney General's Office, Victim Advocates, Santa Fe City Police Department, FBI, Tribal and State Police, the District Attorney's Office, the Solace Treatment Center, SANE nurses and Santa Fe Public

Schools. Meetings are held the third Wednesday of each month to conduct case reviews and discuss strengths, barriers, and areas needing improvement related to the county's child welfare system.

- McKinley County attends two MDT meetings. MDTs are attended by county office supervisors and senior workers monthly. One MDT occurs with Childhaven to discuss child abuse prevention, which includes law enforcement involvement. The second MDT is the RMCH MDT in which case management with provider involvement is discussed.

In January 2016, PSD began coordinating stakeholder meeting to better evaluate systemic factors relative to major Program Improvement Plan (PIP) initiatives. County office managers are asked to invite stakeholders to a two hour meeting to discuss Service Array and Resource Development, Foster and Adoptive Parent Licensing, Recruitment, and Retention, and Statewide Information System. These meetings have become part of the quality assurance review week that happens in the county offices. PSD continues to work on improving the process so that meaningful information can be collected from these meetings to assist the county and stakeholders in making improvements within their county child welfare system. CYFD Behavioral Health Division (BHD) staff also participate in these meetings to listen and gather information to assist PSD in improving access to behavioral health services for children and families. As a strategy within our PIP, PSD is working with BHD to create a reporting process via survey monkey including a link on the intranet for field workers to report when services are delayed or unavailable. Based on the feedback BHD will work with Human Services Department (HSD) to grow services or work with existing providers to address identified needs. Also as part of the PIP BHD plans on reaching out to independent Medicaid providers in areas identified by field staff via the survey to work with CYFD clients including offering incentives to work with CYFD clients.

PSD maintains a contract with New Mexico Friends of Foster Children to provide funds for appreciation events with law enforcement month (March) and foster parent month (May).

PSD has representatives at the Community Partnership Network meetings which include individuals from NMCANs, UNM Corrine Wolfe Law Center, Pegasus Inc., Rape Crisis Center, and AOC.

Public Input:

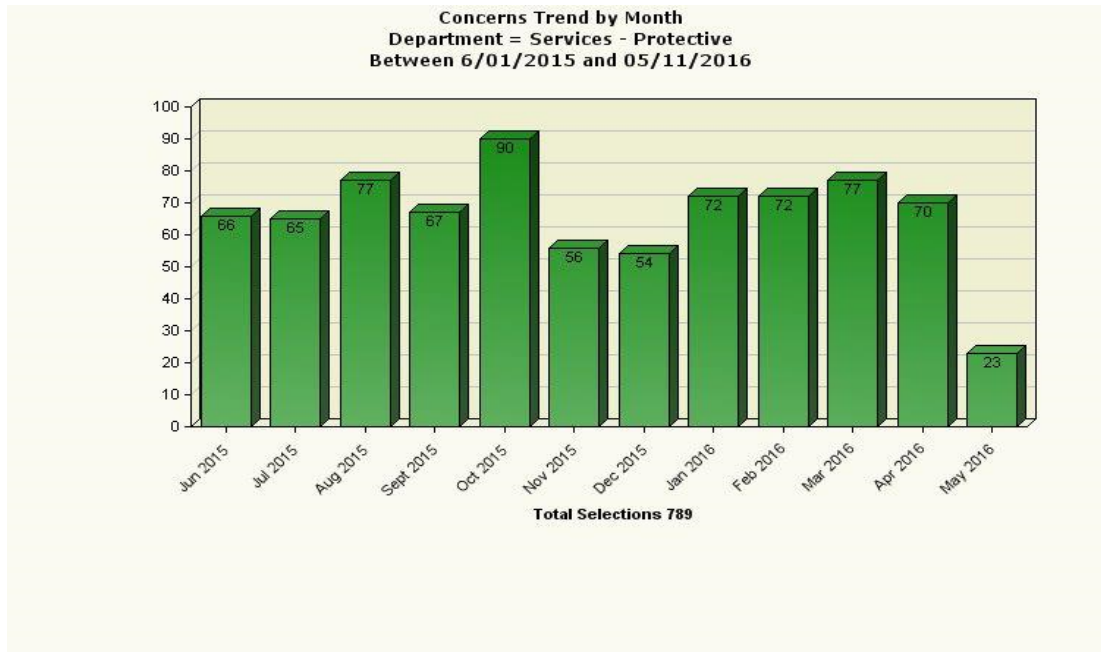
As required by state regulation, a public hearing is held any time PSD proposes new policy for promulgation or for feedback on the Social Security Block Grant (SSBG) Title XX plan. The NM Citizen Review Board Project publishes an annual report which provides recommendations for systemic changes in the child welfare system. The PSD director's response to the Annual Report is included as an attachment to the CAPTA Plan. The Office of the Secretary and PSD each maintain a constituency liaison whom address public concerns regarding the division or department. In addition, CYFD maintains a website, www.cyfd.org, which provides information about CYFD and its programs.

2016 APSR Update:

PSD continues to hold public hearings prior to promulgating any policy, and for obtaining feedback on the Social Security Block Grant (SSBG) Title XX plan. Public hearings that have occurred or will occur throughout 2016 are: SSBG (August 26, 2015), intake policy (August 27, 2015), investigation policy (August 27, 2015), permanency planning policy (September 9, 2015), placement services policy (September 9, 2015), youth services policy (September 9, 2015), administrative appeals (February 8, 2016), and in home services (February 8, 2016). PSD plans on having additional hearings in August for SSBG and September or October 2016 for foster care licensing.

PSD also continues to maintain a constituency [liaison who addresses constituent concerns via telephone, letters, and referrals from the Office of the Secretary and the Governor's office. The liaison is primarily responsible for ensuring that complaints and concerns are addressed by PSD in a timely management.](#) The majority of concerns received continue to come from birth parents, related to the PSD worker not returning their phone calls in a timely manner, uncertain of what steps the parent needs to take to reunify with their child, difficulties a parent has with visitations or a parent not being clear about their case plan. The second most common concern is still from relatives, related to not being considered as a relative foster parent. PSD

continues to believe that if birth parents are assessed and engaged appropriately, then constituent concerns will continue to decrease. Between June 1, 2015 and May 31, 2016, PSD received a total of 789 constituent concerns. This is a decrease from last year. Below are the number of concerns received each month during this time period:



Source: Everest System

Piñon Project:

PSD began working on the Piñon Project and Practice Model in 2009. The Piñon Project workgroup meets every other month and includes executive management, managers, supervisors and front line staff from across the state. In 2013, round one and round two counties began holding Piñon meetings that include managers and front line staff within a given region. Regionalized meetings occur every other month and follow the same format as the statewide Piñon Project meetings. As of April 2014, the Piñon Practice Model has been implemented in all counties. The primary focus for the Piñon Project will be full implementation, integration and sustainability. PSD continues to work with National Resource Center for Organizational Improvement (NRCOI) on this effort. PSD implements the Piñon Practice Model as a framework for collaboration with our internal and external partners. PSD began this process through development of workgroups to review and further develop PSD policy and procedure, aligning them with our Piñon values and principles. Workgroup members consisted of field staff, supervisors, County Office Managers, Central Office staff, foster parents and other external partners (i.e. biological parents, judicial, community providers) as appropriate. PSD completed this process with the following policy and procedures: General, Intake, Investigation, and In Home Services. Prior to the Piñon Project and Practice Model policy and procedures were developed by a small group of individuals consisting of Central Office staff. The Piñon model process allows for more inclusiveness and collaboration with internal and external stakeholders. As practices are developed to improve PSD and child welfare as a whole, workgroups are formed or Adaptive Leadership™ Office Hours are conducted. The Piñon Project and Practice Model and Adaptive Leadership™ Office Hours has allowed PSD to more transparent. PSD plans to use data and feedback to develop policy and procedures, practice, strategic plan and APSR over the next five years.

2016 APSR Update:

PSD continues to utilize the Piñon Practice model to develop policy and procedures, update practices and assist in identifying PSD's strategic plan. In April 2016, PSD partnered with Casey Family Foundations to develop a Supervisory Support Model as the next area of focus for the Piñon practice model. The workgroup

consists of statewide supervisors, managers, senior workers, program deputy director, Academy for Professional Development and Training and Casey Family Foundations representatives. In September 2016, the group will provide a supervisory model and recommendations to PSD executive management. In July 2016 the group will begin working on steps for implementation, identification of training needs and sustainability.

In the past year the following policies and procedures were updated: Intake, Investigation, In Home Services and Permanency Planning. PSD also updated Administrative Appeals policy that impacts both Juvenile Justice Services (JJS) and PSD practices.

Adaptive Leadership™:

PSD has utilized Adaptive Leadership™ as a primary tool of the Piñon Project. Adaptive Leadership™ is a leadership framework developed by Cambridge Leadership Associates (CLA) that assists systems in recognizing the difference between technical and adaptive challenges, and providing individuals different tools to work on adaptive challenges. One such tool is Office Hours, which utilizes CLA's Peer Consultation Model. Each county identifies an adaptive challenge, develops an "experiment" around their challenge, and tests and measures their "experiment" until a practice is developed that can be scaled out further within the county, region and state. If a practice is accepted statewide, that practice is then incorporated into policy and procedure.

As of April 2014, every county in New Mexico is practicing Adaptive Leadership™ by looking at situations through a different "lens". Adaptive Leadership™ has assisted PSD in being more inclusive with internal and external stakeholders. Each county office is using Office Hours to address adaptive challenges within their county and conducting experiments to test different practices to address the adaptive challenge. Each county reports out their results at the Piñon Project Workgroup meetings. One example of this process is several counties (i.e. Grant, San Miguel) conducted Office Hours on collaborating differently with external partners. Through the knowledge obtained, PSD implemented "teaming" statewide. Utilization of Adaptive Leadership™ and office hours has allowed improved statewide consistency in certain practices as well as counties having the ability to build upon best practices developed in other counties.

2016 APSR Update:

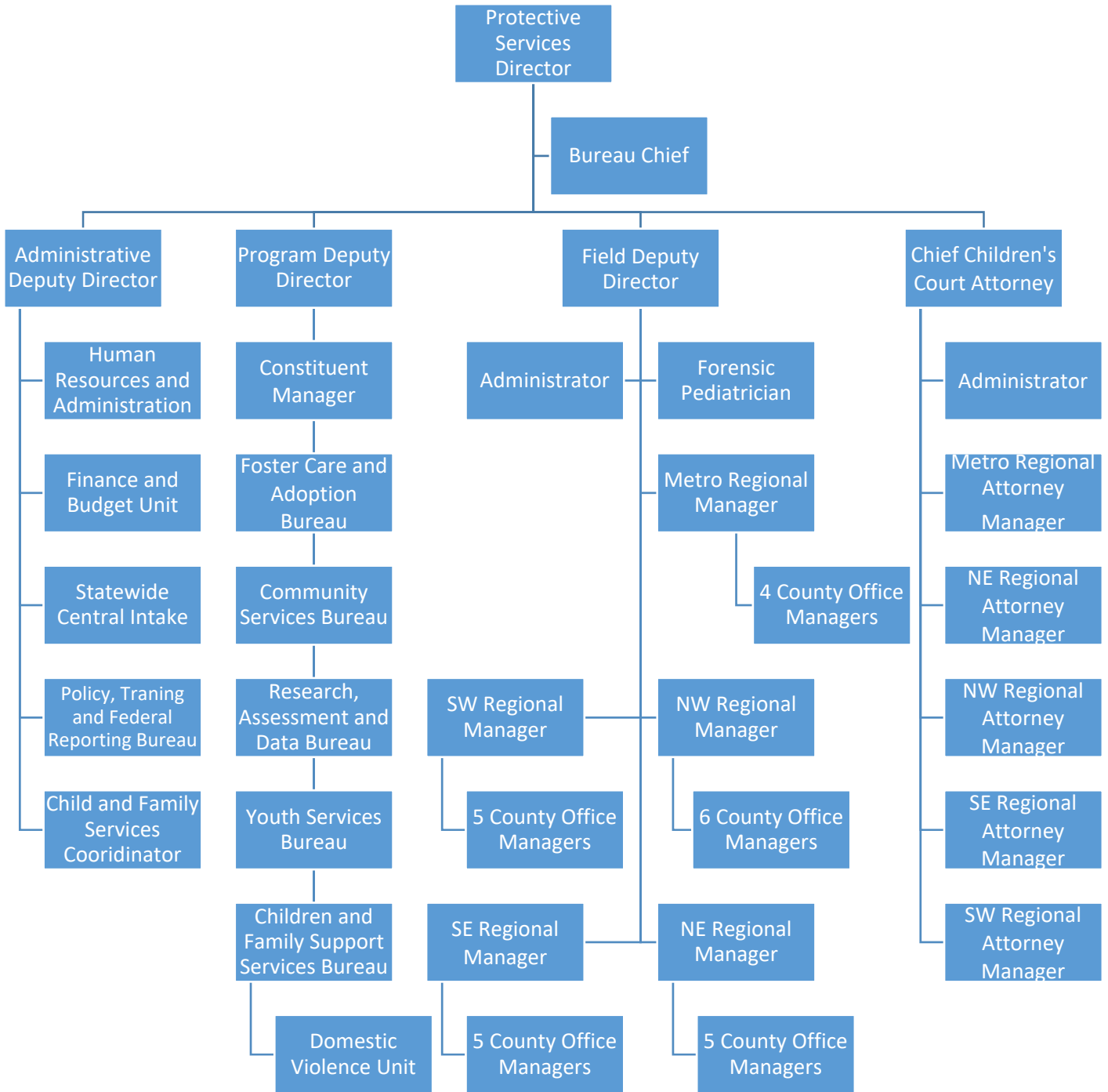
PSD continues to use adaptive leadership concepts, and is in the process of finalizing an eLearning module that will be offered to PSD staff when complete.

County offices and some bureaus in central office continue to conduct experiments in the areas of reducing repeat maltreatment, increasing stable placement, improving parent engagement, and improving customer service to foster parents and other stakeholders in the child welfare community.

One of the more successful experiments conducted by the Chaves County PSD staff, which began in January 2014, is the worker-parent visit strategy. The strategy was that workers visited bio-parents working reunification plans every month wherever that parent was currently residing. Chaves County saw improvement in five of the seven outcomes, specifically in Permanency Outcome 2 and Well-Being Outcome 1. Chaves County staff found trial home visits occurred sooner or a change of plan occurred more timely. In addition workers obtained more relative resource information and felt parents were more engaged in case planning, meetings and visitations with their child. Because of the success of this strategy making improvement in Permanency and Well-Being Outcomes, PSD has included the Chaves County Experiment as a Program Improvement Plan (PIP) activity. See Subsection C of Section II, Child and Family Outcomes.

Another PIP strategy based on a Sandoval County office hours experiment was the "warm hand-offs" strategy. Sandoval County sought to increase parental engagement by having PSD workers assist parents in the contact and follow through of services with service providers in their county. PSD plans to develop a process to assist in improving parental engagement between PSD staff, service array providers and parents as part of the warm hand-off strategy. PSD will look to engage services providers across the state in implementing this strategy in the PIP.

D. Protective Services Organization Chart



II. Child and Family Outcomes

PSD assesses practice through regular comprehensive case review in order to obtain quantitative and qualitative data that can be used in conjunction with data from the state's management information system, to accurately identify areas of practice strength and areas needing improvement.

Baselines for each safety, permanency and well-being outcome were obtained using QA data from calendar years 2013. Baselines for SACWIS measures were obtained using the average of the first three quarters of state fiscal year 2014. All targets were calculated using a "bootstrapping" technique based on guidance outlined in the April 23, 2014 Federal Register Notice of Statewide Data Indicators and National Standards for Child and Family Services Review (FR Doc. 2014-09001). PSD used QA data from calendar years 2011, 2012 and 2013 to calculate the mean and standard deviation. PSD used SACWIS data from state fiscal years 2012, 2013 and 2014 to calculate the mean and standard deviation. Targets were then calculated using the recommended four standard deviations above the mean. New Mexico's 2015 – 2019 Child and Family Services Plan set targets specifically for June 2019 of the Plan. PSD targets for each year as well as the five year period could be impacted by the CFSR items being reviewed differently. Any impact will be reported out in the first APSR.

Strengths and challenges identified below are based on QA data, data from the PSD quarterly performance measure (SACWIS data) and stakeholder input.

2016 APSR Update:

The PSD Quality Assurance (QA) Unit continues to assess practice through monthly case reviews across the state in order to obtain quantitative and qualitative data that can be used in conjunction with data from the state's management information system, to accurately identify areas of practice strength and areas needing improvement.

Calendar year 2014 data includes only a partial year of data (August – December 2014). The PSD quality assurance unit began using the new round three on-site review instrument (OSRI) in August of 2014.

Calendar year 2015 marks the first full year of QA data using the round three on-site review instrument (OSRI). Sections A, B and C below contain data for outcomes and items from ten counties selected for review during the 2015 calendar, of which six of those counties were selected for review for round three of the Child and Family Service Review (CFSR). Bernalillo, Dona Ana, San Juan, San Miguel, Sandoval and Chaves counties were reviewed from April to September 2015 as part of the CFSR; results from the CFSR are included in the data roll-up for the Safety, Permanency and Well-being Outcomes tables below.

The calculations methods for the baselines and targets remain the same as those reported in the 2015 – 2019 Child and Family Services Plan, except for Item 6 on the round three OSRI, which is now a roll up of several items that were on the round two OSRI. The target for item 6 was calculated using the same "bootstrapping" technique based on guidance outlined in the April 23, 2014 Federal Register Notice of Statewide Data Indicators and National Standards for Child and Family Services Review (FR Doc. 2014-09001). PSD used percentages for item 6 from calendar years 2014 and 2015.

A. Safety Outcomes 1 and 2, and National Data Indicators

	Baseline	CY 2014 Data	CY 2015 Data	Target
Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.				
At least 85.8% of cases reviewed will be rated as “substantially achieved” on Safety Outcome 1 of the CFSR-OSRI.	84%	91.8%	75%	96.8%
Item 1: Timeliness of Initiating Investigations of Reports of Child Maltreatment				
At least 96.8% of cases reviewed will be rated as a “substantially achieved” on Item 1 of the CFSR-OSRI.	84%	91.18%	75%	96.8%
Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.				
At least 75.4% of cases reviewed will be rated as “substantially achieved” on Safety Outcome 2 of the CFSR-OSRI.	49.7%	45%	45%	75.4%
Item 2: Services to Family to Protect Children in the Home and Prevent Removal or Re-Entry Into Foster Care.				
At least 98.6% of cases reviewed will be rated as “substantially achieved” on Item 2 of the CFSR-OSRI.	65%	53.3%	56%	98.6%
Item 3: Risk and Safety Assessment and Management.				
At least 83.1% of cases reviewed will be rated as “substantially achieved” on Item 3 of the CFSR-OSRI.	55%	45%	48%	83.1%

Source: PSD QA Data

National Data Indicators	Baseline	2015 APSR	2016 APSR	Target
Recurrence of Maltreatment: Percentage of children not subject to a substantiated maltreatment report within 6 months of prior substantiated maltreatment.	89%	88.8%	89.1%	93%
Maltreatment in Foster Care: Percentage of children not subject to substantiated maltreatment in foster care.	99.8%	99.9%	99.75%	100%

Source: SACWIS

2016 APSR Update:

Safety Outcome 1, timeliness of initiating investigations declined from 91.8% to 75%. PSD believes this may be attributed to many possible factors, such as high caseloads, turn-over in staff and lack of consistent and formal supervision. As part of New Mexico’s program improvement plan (PIP), PSD has proposed several strategies to improve the timeliness of initiating investigations. These strategies include implementation of a statewide pre-initiation staffing and a requirement for monthly supervision to improve worker knowledge, skill development and time management skills.

During the CFSR, it was noted that in two cases there was a lack of assessment upon the initiation of the investigation. It was determined that initiation must include assessment and interview of the alleged victim when they are of the age and mental capacity to participate in an interview. In response to this identified need, PSD added the requirement for interview and assessment to Protective Services Investigation Policy and Procedures in September of 2015.

Ratings for Safety Outcome 2 continues to remain flat as PSD continues to problem solve around improving risk and safety assessment and in identifying appropriate safety related services that will mitigate removal of a child and allow the child safely remain in his or her home. As part of New Mexico’s program improvement plan (PIP), PSD has proposed several strategies to improve risk and safety assessment, and the identification of safety related services to prevent children from being removed from their homes. PSD will be adding a requirement for on-going risk and safety assessment training for new and existing field workers and supervisors. PSD will also be developing a “warm hand-off” process to assist in improving parental engagement with service array providers and in decreasing the likelihood of repeat maltreat of children.

B. Permanency Outcomes 1 and 2, and National Data Indicators

	Baseline	CY 2014 Data	CY 2015 Data	Target
Permanency Outcome 1: Children have permanency and stability in their living situations.				
At least 36% of cases reviewed will be rated as “substantially achieved” on Permanency Outcome 1 of the CFSR-OSRI.	32.2%	19.2%	26%	36%
Item 4: Stability of Foster Care				
At least 79.2% of cases reviewed will be rated as “substantially achieved” on Item 4 of the CFSR-OSRI.	60.2%	55.3%	64%	79.2%
Item 5: Permanency Goal for Child				
At least 95.4% of cases reviewed will be rated as “substantially achieved” on Item 5 of the CFSR-OSRI.	73.3%	56.5%	72%	95.4%
Item 6: Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement				
At least 58% of cases reviewed will be rated as “substantially achieved” on Item 6 of the CFSR-OSRI.	34%	34%	40%	*58%
Permanency Outcome 2: The continuity of Family Relationships and Connections is Preserved for Children.				
At least 68.9% of cases reviewed will be rated as “substantially achieved” on Permanency Outcome 2 of the CFSR-OSRI.	42.4%	55.3%	52%	68.9%
Item 7: Placement with Siblings				
At least 98.3% of cases reviewed will be rated as “substantially achieved” on Item 7 of the CFSR-OSRI.	81.3%	78.1%	84%	98.3%
Item 8: Visiting with Parents and Siblings in Foster Care.				
At least 75.7% of cases reviewed will be rated as “substantially achieved” on Item 8 of the CFSR-OSRI.	44.1%	39.4%	52%	75.7%
Item 9: Preserving Connections				
At least 95.5% of cases reviewed will be rated as “substantially achieved” on Item 9 of the CFSR-OSRI.	65.8%	52.2%	54%	95.5%
Item 10: Relative Placement				
At least 87.9% of cases reviewed will be rated as “substantially achieved” on Item 10 of the CFSR-OSRI.	68.2%	73.9%	67%	87.9%
Item 11: Relationship of Child in Care with Parents				
At least 75.4% of cases reviewed will be rated as “substantially achieved” on Item 11 of the CFSR-OSRI.	39.6%	53.3%	57%	75.4%

Source: PSD QA Data

National Data Indicators	Baseline	2015 APSR	2016 APSR	Target
Permanency in 12 Months for Children Entering Foster Care: Percentage of children reunified with their natural families in less than 12 months of entry into foster care.	60.4%	59.4%	64.1%	74.1%
Permanency in 12 Months for Children in Foster Care 12 to 23 Months: Percentage of children adopted within 23 months from entry into foster care.	33.9%	31.8%	32.1%	36.1%
Re-Entry into Foster Care: Percentage of children re-entering foster care in less than 12 months.	8.6%	11.7%	9.8%	7%
Placement Stability: Percentage of children in foster care for up to 12 months with no more than 2 placement settings.	75%	76.8%	73.8%	82.3

Source: SACWIS

2016 APSR Update:

In regards to Permanency Outcome 1, placement stability continues to be a priority for PSD. It continues to be a focus area for Striving Toward Excellence Program (STEP) teams, and an Office Hours topic in several counties. As part of diligent recruitment, PSD has also rolled out framework statewide for developing county based targeted recruitment teams and plans to increase the number of licensed foster homes across the state. Additionally, PSD has executed Navigator contracts in each region of the state to assist potential foster parents in the licensing process from inquiry through licensure.

As part of New Mexico's Program Improvement Plan (PIP), PSD is increasing the number of placement workers in select counties to decrease caseload and provide added support to foster parents. PSD is also utilizing the "Pull-Together" campaign as an additional resource to foster parents in participating in free or low cost recreational activities for foster families to alleviate stress and promote overall quality of life and well-being.

PSD also recognizes the need to work with our judicial system in order to promote timely permanency and select the best possible outcome for children and their families. PSD continues to partner with the Children's Court Improvement Commission (CCIC), and has shared the proposed PIP with members of the CCIC. PSD will participate in the strategic planning retreat set for July 2016 to identify barriers that impede case progress and collect input to assist in timely permanency for children. Additionally, as part of the PIP, PSD has proposed requiring case staffing between supervisor and worker on all cases every 90 day regardless of permanency plan. PSD believes that increased supervisory oversight and continued monitoring of cases every 90 days will assist in the movement of cases toward timely permanency for children and assist in problem solving barriers in the case early on.

Ratings for Permanency Outcome 2 continues to remain flat as PSD continues to problem solve around how to improve continuity of family relations and ensuring connections are preserved for children in foster care. As part of the PIP, New Mexico has proposed the practice of using genograms as early as the initial assessment planning conference to assist identifying relatives, fictive kin and other community connections. PSD is also planning to include training to staff and foster parents to educate them on the significance and the positive impact preserving connections can have for a child.

As part of the 90 day case staffing requirement, re-evaluation of sibling separation is to occur at those staffings to ensure that every opportunity to place siblings together is available.

C. Well-Being Outcomes 1, 2 and 3

	Baseline	CY 2014 Data	CY 2015 Data	Target
Well-Being Outcome 1: Families Have Enhanced Capacity to Provide for Their Children’s Needs.				
At least 48% of cases reviewed will be rated as “substantially achieved” on Well-Being Outcome 1 of the CFSR-OSRI. Source: PSD QA Data	26.4%	30%	43%	48%
Item 12: Needs and Services of Child, Parents, and Foster Parents				
At least 51.5% of cases reviewed will be rated as “substantially achieved” on Item 12 of the CFSR-OSRI. Source: PSD QA Data	29.1%	33.3%	45%	51.5%
Item 13: Child and Family Involvement in Case Planning				
At least 88.1% of cases reviewed will be rated as “substantially achieved” on Item 13 of the CFSR-OSRI. Source: PSD QA Data	58.4%	60.3%	64%	88.1%
Item 14: Caseworker Visits with Child				
At least 93.5% of cases reviewed will be rated as “substantially achieved” on Item 14 of the CFSR-OSRI. Source: PSD QA Data	81.1%	68.3%	79%	93.5%
Item 15: Caseworker Visits with Parents				
At least 65% of cases reviewed will be rated as “substantially achieved” on Item 15 of the CFSR-OSRI. Source: PSD QA Data	32.6%	35.6%	51%	65%
Well-Being Outcome 2: Children Receive Appropriate Services to Meet Their Education Needs.				
At least 97.6% of cases reviewed will be rated as “substantially achieved” on Well-Being Outcome 2 of the CFSR-OSRI.	77.4%	91.7%	94%	97.6%
Item 16: Educational Needs of the Child				
At least 97.6% of cases reviewed will be rated as “substantially achieved” on Item 16 of the CFSR-OSRI.	77.4%	91.7%	94%	97.6%
Well-Being Outcome 3: Children Receive Adequate Services to Meet Their Physical and Mental Health Needs.				
At least 75.8% of cases reviewed will be rated as “substantially achieved” on Well-Being Outcome 3 of the CFSR-OSRI.	64.3%	64.1%	59%	75.8%
Item 17: Physical Health of the Child				
At least 90.2% of cases reviewed will be rated as “substantially achieved” on Item 17 of the CFSR-OSRI.	76.9%	82%	66%	90.2%
Item 18: Mental/Behavioral Health of the Child				
At least 87.4% of cases reviewed will be rated as “substantially achieved” on Item 18 of the CFSR-OSRI.	73.3%	66.7%	80%	87.4%















Source: PSD QA Data

2016 APSR Update:

As part of New Mexico’s Program Improvement Plan (PIP), PSD is currently rolling out a practice strategy based on a Chaves County Office experiment believed to have a positive impact on Well-Being Outcomes 1, 2 and 3.

Beginning in January 2014, Chaves County conducted an Office Hours experiment where workers made monthly visits to biological parents whose children had a plan of reunification at the parent’s most current place of residence. Monthly visits included incarcerated and homeless parents. The key to this experiment, was that monthly visits happened consistently and were not skipped regardless of workload or travel time. Chaves County saw improvement in Permanency Outcome 2 and Well-Being Outcomes 1, 2 and 3. Chaves County staff

found trial home visits occurred sooner or a change of plan occurred more timely. In addition workers obtained more relative resource information and felt parents were more engaged in case planning, meetings and visitations with their child. Below are outcome results from CY2013, CY2014 and CY2015 that captures OSRI data pre-experiment, experiment and post experiment. [As part of regular ongoing Quality Assurance Reviews, the QA team reviews a random sample of 12-15 cases per month in the county being reviewed. This sample includes 8-10 Foster Care cases and 4-5 In Home Cases. Because of this small sample size the ratings for one or two cases can have significant impacts on overall outcome ratings.](#)

<i>Outcome (Substantially Achieved)</i>	<i>Q3,13 (Pre - Experiment)</i>	<i>Q3,14 (During Experiment)</i>	<i>Q3, 15 (After Experiment Ended)</i>
<i>Safety 1: Children are first and foremost protected from abuse and neglect</i>	54%	100% 	100% 
<i>Safety 2: Children are safely maintained in their home whenever possible and appropriate</i>	47%	46% 	50% 
<i>Permanency 1: Children have permanency and stability in their living situation</i>	50%	40% 	0% 
<i>Permanency 2: The continuity of family relationships and connections is preserved for children</i>	30%	90% 	33% 
<i>Wellbeing 1: Families have an enhanced capacity to provide for their children's needs</i>	13%	38% 	30% 
<i>Wellbeing 2: Children receive appropriate services to meet their educational needs</i>	58%	88% 	80% 
<i>Wellbeing 3: Children receive adequate services to meet their physical and mental health needs.</i>	62%	77% 	25% 

Source: QA Data

The Chaves County worker-parent visitation strategy statewide not only focusing on frequency of visitation, but quality of visitation. Each region will have adapted this experiment into practice by August 1, 2016.

In an effort to improve the physical and mental health needs of children, PSD has partnered with the departments' Behavioral Health Division. This is in conjunction with the department Cabinet Secretary's strategic plan and Pull Together Campaign in "making New Mexico to be the best place to be a kid." PSD and BHD are working together to improve access to behavioral health services for children and families. BHD is conducting a "white space" study across the state to evaluate the need and growth of services. In addition, BHD is collecting information via a reporting process for workers to report when services are delayed or unavailable. BHD plans to work with New Mexico's Human Services Department to address delays and grow needed services.

New Mexico has also begun implementing Wraparound CARES by providing training to support workers in improving parental engagement in case planning. This training has been offered statewide.

In regards to improving physical health needs of children, PSD recognizes there needs to be some work done to improve Item 17 on the OSRI. As part of New Mexico's PIP, PSD has proposed the use of office hours to assist in identifying strategies to improve the medical and dental health needs of children. PSD will also amend procedures to ensure that the transfer of medical/dental information occurs when there is a case transfer or placement change.

D. Systemic Factors

PSD is committed to maintaining a collaborative and cooperative child welfare system that is responsive to the needs of the clients and community in a professional and timely manner. PSD utilizes feedback from constituents and stakeholders in this effort. PSD is committed to a process of continuous quality improvement through training, case review, data analysis, and employee evaluation to create a culture of accountability that aligns our behaviors with our child welfare practice model values and principles. This commitment is furthered by making efforts to be in conformity with the seven systemic factors identified in the CFSR. Systemic factors strengths and challenges were identified and developed in various stakeholder meetings and utilized feedback in the development of the Plan for Improvement.

2016 APSR Update:

From April 2015 to September 2015, New Mexico underwent round three of the Child and Family Service Review (CFSR). As part of the CFSR, stakeholder interviews were held in Bernalillo, Dona Ana and Chaves counties in April and May 2015. In addition to these meetings, tribal and pueblo partners participated in a stakeholder interview April 2015.

Stakeholder interviews were conducted with service providers, children court attorneys, respondent attorneys, judges, court personnel, youth, PSD field supervisors, PSD field workers, foster parents, birth parents, training partners, CYFD licensing and certification staff, and executive management to evaluate the seven systemic factors associated with the CFSR. New Mexico received the final CFSR report on December 22, 2015 which found that PSD was in conformity with two of seven systemic factors. In an effort to improve performance related to the systemic factors, the quality assurance team began conducting stakeholder meetings around relevant systemic factors outlined in the New Mexico proposed Program Improvement Plan (PIP). Service array, foster and adoptive parent licensing, recruitment and retention and statewide information system are addressed in these two hour meetings.

County Office Managers invite various stakeholders such as service providers, foster parents, children's court attorneys, PSD staff, Family Navigators, law enforcement and respondent attorneys. In March 2016, PSD partnered with Behavioral Health Division (BHD) to participate in the service provider portion of the stakeholder meetings to assist in assessing behavioral health service needs across the state. BHD will continue to participate in each stakeholder meeting throughout the remainder of the 2016 calendar year.

The PSD child and family services coordinator and the quality assurance manager have begun to explore a more systematic process to evaluate the seven systemic factors that will include the continued scheduling of stakeholder meetings, data collected through the supplemental legal and placement reviews, and QA data pertinent to the requirements of the systemic factor.

The child and family services coordinator and the Research, Assessment and Data (RAD) Bureau Chief will be meeting in October to discuss a process that will strengthen communication between county offices and their stakeholders, improve data sharing, and provide a feedback loop when collaborating on strengthening areas needing improvement.

1. Statewide Information System

Item 19. Statewide Information System:

The statewide information system is functioning statewide to ensure that, at a minimum, the state can readily identify the status, demographic characteristics, location, and goals for the placement of every child who is (or within the immediately preceding 12 months, has been) in foster care.

2016 APSR Update:

As part of the CFSR, New Mexico received an overall rating of Area Needing Improvement for Item 19 based on information reported in the statewide self-assessment and stakeholder interviews held in April and May of 2015. Although New Mexico's statewide automated children welfare information system (SACWIS), also known as FACTS (Family and Client Tracking System), can readily identify the status, demographic characteristics, and

goals for children, the system is not functioning statewide to ensure that child placement location information is routinely up to date. New Mexico has proposed a program improvement plan strategy to address this issue by revising procedures to ensure that placement changes are updated within 48 hours in FACTS.

In addition to this PIP Strategy, the PSD child and family services (CFS) coordinator is working with the quality assurance (QA) unit manager to develop a plan to evaluate this systemic factor more effectively. Since January 2016, the CFS Coordinator has been conducting stakeholder interview regarding relevant systemic factors addressed in New Mexico's PIP as part of the Quality Assurance Unit's review week. PSD staff have cited that time and caseload to be a barrier to updating FACTS on a regular basis. Some county office managers have begun reviewing cases in FACTS to ensure timely updates, especially related to the opening and closing of placements.

The CFS coordinator and the QA manager are also looking into conducting a special desk review of FACTS based on the requirements outlined in Item 19.

Over the last year, PSD has worked with IT to re-evaluate the development of EPICS, the web-based application intended to replace FACTS. IT resources had been allocated to EPICS with the plan of retiring FACTS by the end of FY2018. Therefore, changes to FACTS had been limited to federal, state, inter-agency and programmatic needs. Based on the re-evaluation, resources have been re-allocated for concurrent development of FACTS and the web-based application.

The following significant changes were made within the Statewide Information System during State Fiscal Year 2016:

- The data extract for ROM (Results Oriented Management), was tested and implemented to create desktop report generation for PSD management, STEP participants and graduates, Regional managers and County Office Managers.
- ICWA Active Efforts dropdown was added to allow workers to more accurately document their efforts.
- CSES: a process was developed to receive Child Support Enforcement (CSES) files with program information and create reports to display the information pertinent to children in custody.
- Modified the process to ensure Title IVE Specialists receive proper ticklers and assignment to cases.
- Modify the requirements for approvals levels in FACTS to ensure county level accountability of payments.
- Modified approval requirements for Drug Testing Limits to allow for new Drug Court Programs.
- Modified the process to ensure Youth Transition Specialists receive proper ticklers and assignment to cases.
- Revamped the training database used for new employees to ensure employee training is up-to-date with FACTS changes/developments.

Other initiatives:

- Law Enforcement Access to FACTS: Web services integration between CYFD/FACTS and Law Enforcement Tracking System (LETS) will provide real-time access to FACTS data by law enforcement throughout the state.
- FACTS Mobile: IT has developed limited, direct access to FACTS via Virtual Desktop Interface (VDI) on a mobile device.

Significant projects that are currently in-process include:

- Preventing Sex Trafficking and Strengthening Families Act: developing the necessary field and reports to capture the requirements of this law, including the reporting of a new set of information on children who run away from placement and children who reenter foster care after a finalized adoption or legal guardianship.
- AFCARS & NCANDS: making the necessary adjustments to stay in compliance with AFCARS and NCANDS reporting.

- 90-Day Staffing: Creating a process to document a new requirements of workers and supervisors officially staffing a case a minimum of 90 days.
- Worker/Parent Visits: Developing a process to track progress on the PSD Policy and Procedure for change for Worker/Parent Visitation.
- Psychotropic medications: Creating an extract to track children who are in out of home placement who have active medications.

2. Case Review System

Item 20. Written Case Plan:

The case review system is functioning statewide to ensure that each child has a written case plan that is developed jointly with the child's parents and includes the required provisions.

Item 21. Periodic Reviews:

The case review system is functioning statewide to ensure that a periodic review for each child occurs no less frequently than once every 6 months, either by a court or by administrative review.

Item 22. Permanency Hearings:

The case review system is functioning statewide to ensure that each child has a permanency hearing in a qualified court or administrative body that occurs no later than 12 months from the date the child entered foster care and no less frequently than every 12 months thereafter.

Item 23. Termination of Parental Rights:

The case review system is functioning statewide to ensure that the filing of parental rights proceedings occurs in accordance with required provisions.

Item 24. Notice of Hearing and Reviews to Caregivers:

The case review system is functioning statewide to ensure that foster parents, pre-adoptive parents, and relative caregivers of children in foster care are notified of, and have a right to be heard in, any review or hearing held with respect to the child.

2016 APSR Update:

Stakeholder interviews held during the CFSR revealed that New Mexico was not in substantial compliance with the systemic factor of Case Review System. Two items within this systemic factor, items 21 and 22, were rated as a strength. The remaining three items were rated as areas needing improvement.

Item 20, written case plan, was rated an area needing improvement because although PSD has written policy and procedure that guides field workers to develop case plans timely and jointly with parents and children, stakeholder interviews revealed that developing a case plan with a parent is a challenge, especially with those absent, incarcerated and non-engaged parents. Stakeholder interviews also revealed that many plans were similar and did not reflect the unique needs of the child and family. PSD has proposed strategies in its Program Improvement Plan (PIP) that will likely have a positive impact on this item. The worker-parent visitation strategy (as discussed above at Section II, Subsection C), the 90 day case staffing regardless of the permanency plan, and the NM CARES Decision Making training will assist in improving engagement with parents and ultimately improve parent and child involvement in case planning. PSD will begin tracking this particular item as part of the systemic factor stakeholder interviews that occur during the quality assurance week. PSD will engage bio parents and youth in order to qualitatively evaluate this item.

Beginning in July 2015, PSD will be working with the Administrative Office of the Courts to set up systemic factor stakeholder meetings with judges and attorneys within the child welfare system to evaluate the Case Review System during the quality assurance review week. In addition to these stakeholder meetings, the quality assurance unit continues to conduct the legal case review as part of the quality assurance review week. The legal case review instruments includes questions that evaluated items 21, 22 and 23. After the review week has concluded and data has been compiled from the legal review, the quality assurance unit meets with

the chief children's court attorney, the regional managing attorney, and children's court attorneys for that county to hold a de-briefing around data and findings.

Data compiled from the 10 Legal QA reviews conducted in calendar year 2015 determined the rate of compliance with the following requirements:

- a periodic review for each child occurs no less frequently than once every 6 months, either by a court or by administrative review;
- each child has a permanency hearing in a qualified court or administrative body that occurs no later than 12 months from the date the child entered foster care and no less frequently than every 12 months thereafter; and
- the filing of parental rights proceedings occurs in accordance with PSD policy and procedure.

Results of the legal reviews found that for both initial and ongoing permanency hearings, New Mexico was largely in compliance with 90.5% of initial permanency hearings occurring timely, and that 96% of ongoing permanency hearings are completed within 12 months of the last hearing.

New Mexico was not found to be fully compliant in regards to timely termination of parental rights (TPR), as only 66% percent of the motions filed for TPR occur more than 46 days after the change of plan and at least half of the first TPR settings occur more than 60 days after the TPR motion is filed. Most TPRs take between 61-180 days from the motion to completion and most children are freed after more than 24 months in custody.

PSD has proposed strategies that will likely have an impact on item 23. Ninety day case staffings will allow PSD worker and supervisors to track timelines more closely and help in notifying children's court attorneys of those case that are likely to go to TPR. In addition, PSD continues to work with the Administrative Office of the Courts and the Children's Court Improvement Commission

Notice of hearings and reviews to caregivers was also an area needing improvement. The CFSR determined that the process for providing written notice to caregivers is hampered by incorrect placement location in FACTS. Often the notices would be sent out, but often to the wrong placement address, once the notice was sent to the correct placement address, foster and adoptive parents reported there was little time to make arrangements to attend hearings. However during the stakeholder interviews, foster and adoptive parents confirmed that when they received the notice they were afforded their right to be heard.

In response, as part of the PIP, PSD has proposed revising procedure to ensure notification of hearing to foster care providers is sent at least seven days prior to the hearing and that the notice is being sent to the correct placement address. Additionally, PSD will be revising procedure to ensure that placement changes are updated within 48 hours in FACTS.

3. *Quality Assurance System*

Item 25. Quality Assurance System:

The quality assurance system is functioning statewide to ensure that it is (1) operating in the jurisdictions with the services included in the CFSP are provided; (2) has standards to evaluate the quality of services (including standards to ensure that children in foster care are provided quality services that protect their health and safety); (3) identified strengths and needs of the service delivery system; (4) provides relevant reports; and (5) evaluates implemented program improvement measures.

2016 APSR Update:

CFSR in New Mexico: New Mexico underwent round three of the Child and Family Services Review (CFSR) from April 2015 to September 2015. New Mexico's CYFD Quality Assurance Team conducted case reviews utilizing the Children's Bureau's, Child and Family Services Review's On Site Review Instrument. The purpose of the CFSR is to evaluate the effectiveness of the state's child welfare practice in terms of outcomes as they relate to safety, permanency, and child and family well-being. Both foster care and in-home cases were reviewed. New

Mexico was approved to conduct its own case reviews and submit the results to the Children’s Bureau in lieu of the traditional one week on site review overseen by the Children’s Bureau. This option allowed PSD to review more sites and thus have a more diverse sample, including all regions of the State, the largest metro area, a border community, rural communities, and counties with a significant Native American population.

CFSR Sample and Plan: A simple random sample of cases will be selected for review. A rolling sampling period will be utilized.

<i>Review Dates</i>	<i>County</i>	<i>Sampling Period for FC Cases</i>	<i>Sampling Period for In Home (The FC Sampling period plus an additional 45 days)</i>	<i>Period Under Review (From onset of Sampling Period – Date of Review)</i>	<i>Sample Size</i>
April 20-24, 2015	Bernalillo	4/1/14-9/30/14	4/1/14-11/14/14	4/1/14-4/24/15	8 Foster Care 4-5 In Home
May 11-15, 2015	Dona Ana	5/1/14-10/31/14	5/1/14-12/15/14	5/1/14-5/15/15	6 Foster Care 4 In Home
June 15-19, 2015	San Juan	6/1/14-11/30/14	6/1/14-1/14/15	6/1/14-6/19/15	6 Foster Care 2-4 In Home
July 13-17, 2015	Sandoval	7/1/14-12/31/14	7/1/14-2/14/15	7/1/14-7/17/15	4 Foster Care 3 In Home
	San Miguel				2 Foster Care 2 In Home
August 17-21, 2015	Chaves	8/1/14-1/31/15	8/1/14-3/17/15	8/1/14-8/21/15	6 Foster Care 4 In Home
September 14-18, 2015	Bernalillo	9/1/14-2/28/15	9/1/14-4/14/15	9/1/14-9/18/15	8 Foster Care 4-5 In Home

Assess the state’s current QA/CQI system. Describe any specific practices or system improvement the state has made based on QA/CQI:

CYFD’s QA Unit conducts monthly reviews in a different county each month as the primary component of the QA process. The reviews include the CFSR case review, a review of legal files, and a review of foster care provider records. While the structure of the review has not changed significantly over the past year, several initiatives have been implemented to develop and improve CYFD’s CQI framework.

The goal of the QA Process is to support the agency’s mission to improve the quality of life for children by supporting staff and stakeholders through a framework of Continuous Quality Improvement. Implementation of this framework is premised on the value that CQI requires active participation from everyone in the agency, as well as our stakeholders and partners, and that CQI thrives in a culture that supports continuous learning. Following is some of the strategies implemented to support this goal.

Improved CQI Training and Outreach:

1. **Improved Peer Reviewer Training:** The QA team convenes bi-monthly peer reviewer trainings to prepare agency staff, contractors, and Tribal partners to participate as peer reviewers. This is a comprehensive training that prepares participants to understand the CFSR outcomes and participate as a peer reviewer. To date over 130 participants have completed the training.
2. **Best Practice and the CFSR Discussion Group:** This is a 2-4 hour discussion/training that the QA Team provides at the request of management or staff in a county office. The goal of this training is to provide an overview of the CFSR Outcomes and how to support improved outcomes through implementation of PIP strategies and best practice. Over the past year five county offices have been visited.
3. **Outreach to the County:** Prior to each review, the QA Team hosts a one hour session with the review county to provide an overview of the review process and the CFSR Outcomes.

4. Legal Review and Foster Care Provider Review Training: Each month the QA Team hosts a monthly webinar to discuss the legal review instrument and the foster care provider review instrument.
5. CQI and Placement Meeting: At least quarterly, the QA Team hosts a statewide webinar with placement staff from around the state to discuss pertinent topics including CQI, targeted recruitment, the role of placement navigators, and full disclosure. At each meeting there is presentation of data to frame the discussion. There have been five meetings so far.
6. Workgroups: The QA team members attend or facilitate various workgroups on numerous topics including ICWA, Safety Assessment and Planning, Supervision, Investigations, and SCI.

Improved Information Sharing:

1. Open Meetings: In an effort to promote CQI and the transparency of the review process, the QA Team has opened all review related meetings to county management, supervisors, and staff. County staff are invited to attend and participate in the planning meetings for the, case staffings during review week, debriefings, the QA roll-up meeting, the exit conference, and the post review meeting with the second level consultant reviewer. The placement and legal reviews are also open meetings. County staff have provided positive feedback about this change to process and have identified these meetings as important learning opportunities for staff.
2. Timely Reports: The QA Team has committed to sending finalized reports to the county within six weeks of the review. This has been mostly achieved since transitioning to the OMS for the review process. The county is provided with the data from each review as well as the individual review instruments.

Improved Collaboration with both internal and external stakeholders:

1. Two QA liaisons have been assigned to each county to support the county office in CQI activities before, during, and after the QA review. Liaisons assist the county in interpreting review results, identifying strengths and challenges, and developing strategies. QA Team members have also been assigned as liaisons for Legal, Placement, and Statewide Central Intake. The Legal and SCI liaisons meet with those programs monthly after the review to discuss the review results as they relate to those program areas.
2. The county STEP participants are invited and encouraged to attend all QA activities.
3. Contract providers and contract managers are invited to attend QA meetings involving cases where services are provided through a contractor.
4. The CFSR Coordinator facilitates a stakeholder meeting concerning the systemic factors on the first day of the monthly review.

Include any training or technical assistance the state anticipates needing from Children's Bureau resources or other partners.

Resources and/or technical assistance to support some of the ongoing CQI initiatives may be beneficial.

1. Although the QA liaisons to the county offices are assigned, there is varying levels of engagement and we have identified a need to formalize the process around this initiative to maximize the benefits. In developing a process for the liaisons, our next step is to ensure we are including relevant stakeholders and including CYFD's data unit and STEP participants in a meaningful way.
2. Developing a process for incorporating ROM Data into the QA/CQI and monthly manager meetings process to ensure that the QA team can support county management and staff in utilizing ROM effectively.
3. Developing a systematic method for reporting out the qualitative information gathered during stakeholder meetings.

Provide an update on QA/CQI results and data that have been used to update goals, objectives and interventions or use of funds in the 2017 APSR

The QA data and the CFSR review data, as well as the information gathered during the legal and foster care provider reviews, were utilized to inform the PIP strategies specifically related to the safety, permanency, and well-being outcomes. These PIP strategies include:

1. Pre-Initiation Staffings.
2. Ongoing training on safety assessment and management and review of the instrument , how it is used and revisions as necessary
3. Improved quality and quantity supervision
4. The “warm handoff” to services providers
5. Utilization of Genograms to improve relative placements and connections
6. Caseworker visitation with parents where they live at least monthly

4. Staff and Provider Training

Item 26. Initial Staff Training

The staff and provider training system is functioning statewide to ensure that initial training is provided to all staff who deliver services pursuant to the CFSP that includes the basic skills and knowledge required for their positions.

Item 27. On-going Staff Training:

The staff and provider training system is functioning statewide to ensure that ongoing training is provided for staff that address the skills and knowledge needed to carry out their duties with regard to the services included in the CFSP.

Item 28. Foster and Adoptive Parent Training:

The staff and provider training system is functioning to ensure that training is occurring statewide for current or prospective foster parents, adoptive parents, and staff of state licensed or approved facilities (that care for children receiving foster care or adoption assistance under title IV-E) that addresses the skills and knowledge needed to carry out their duties with regard to foster and adopted children.

2016 APSR Update:

Stakeholder interviews held during the CFSR revealed that New Mexico was not in substantial compliance with the systemic factor of Staff and Provider Training. All three items in this systemic factor were rated as areas needing improvement.

Throughout 2016, Foundations of Practice training was offered nine different times to 241 PSD staff. Youth continue to participate in a youth panel in Assessment week of Foundations of Practice training. Feedback from staff continues to reflect the youth panel is beneficial by advocating more for the youth voice, ensuring youth have a voice in case planning, importance of engaging youth and overall importance of youth being involved in decisions. Overall feedback from evaluations reflect staff feel more prepared to accomplish work in individual job areas (i.e. developing and writing effective affidavits and case plans, understanding New Mexico Children’s Code related to abuse and neglect, completing documentation for all levels of scrutiny, importance of teamwork, thorough assessment, interviewing and engagement with different individuals, worker safety and gathering the necessary information to complete safety and risk tools to determine initial and ongoing safety or risk). Throughout the year, Foundations of Practice training was adjusted based on feedback and evaluations. Some of the key areas adjustments occurred were:

- adding a policy and procedure section where individuals learn individual policy and procedure to emphasize specific roles (SCI, investigations, permanency planning, in home services, placement, etc.);
- enhanced interviewing, engagement and assessment around domestic violence, substance abuse and mental health station areas;
- case planning; and
- aligning coaches to offer more of a discovery learning process to staff.

Foundations of Leadership training was provided six times with two of these being adjusted to meet a specific job area (i.e. In Home Services and Bernalillo County supervisors). At this time, PSD has 68 mandatory, ongoing or advanced training opportunities for staff. Additional training updates will be provided below in the Section X, Subsection D, Training Plan.

Foster and adoptive parent pre-service training continues to be offered in each county in either a group or one on one setting. RAFT is available in English and Spanish.

Additionally, PSD is actively working with NMSU and other partners to develop and implement RAFT online as a blended learning curriculum for prospective foster and adoptive families. The first training will be piloted in Sandoval County at the end of August 2016. Revisions and training of facilitators will take place thereafter. Initial implementation to other regions is slated to begin January 2017. The blended curriculum will give foster and adoptive families another training option in the licensing process. The website will include additional resources for families. This additional method will be available in English with the goal of offering it in Spanish.

SAFE home study offers a consistent and uniform method of evaluating prospective foster and adoptive families. PSD staff is able to deliver SAFE training to staff and CYFD contractors on a quarterly basis. PSD continues its partnership with the Consortium for Children to provide SAFE training to private providers.

5. *Service Array*

Item 29. Array of Services:

The service array and resource development system is functioning to ensure that the following array of services is accessible in all political jurisdictions covered by the CFSP: (1) Services that assess the strengths and needs of children and families and determine other service needs; (2) Services that address the needs of families in addition to individual children in order to create a safe home environment; (3) Services that enable children to remain safely with their parents when reasonable; and (4) Services that help children in foster and adoptive placements achieve permanency.

Item 30. Individualizing Services:

The service array and resource development system is functioning statewide to ensure that the services in Item 29 can be individualized to meet the unique needs of children and families served by the agency.

2016 APSR Update:

As of January 2016, stakeholder meetings around three of the seven systemic factors has taken place as part of the quality assurance review week that occurs monthly at the county office. The three areas are related to main focus area in the PIP and the Cabinet Secretary's strategic plan. County office managers invite local service providers to discuss the service array available to children and families in that county. Beginning in March 2016, CYFD Behavioral Health Division staff also participate in these meetings to listen and gather information to assist PSD in improving access to behavioral health services for children and families.

As part of the PIP and the Cabinet Secretary's strategic plan, PSD is partnering with BHD to assist county offices in navigating the managed care system and contact information for each managed care organization. PSD is assisting BHD to develop a reporting process through survey monkey to report when services are delayed or

unavailable. BHD will work with HSD to grow services within New Mexico or work with existing providers to address delays or unavailable services.

PSD is also partnering with BHD to provide wraparound services. PSD office staff will complete wraparound training through the next years. Each staff member will minimally work with three families. Throughout the three years, PSD will collect data to see if wraparound services decreases time to permanency for children.

Two core service agencies closed down. One agency has been replaced and services transitioned for children and families. The transition with the other agency is currently in process. The changes in Core Service Agencies have caused significant challenges to the service array. PSD is working with BHD to implement the Child and Adolescent Needs and Strengths (CANS) trauma informed version. PSD plans to train staff in Fall 2016 and provide training for trainers at the same time as the tool is implemented. Permanency planning workers will complete the CANSs assessment after adjudication. Children who score high, meaning that have been exposed to significant trauma, can be referred to an NMT provider for an in-depth trauma assessment.

As part of the PIP, PSD will be reviewing best practices and strategies to improve the assessment of and response to the medical and dental health needs of children.

6. Agency Responsiveness to the Community

Item 31. State Engagement and Consultation with Stakeholders Pursuant to the CFSP and APSR:

The agency responsiveness to the community system is functioning statewide to ensure that, in implementing the provisions of the CFSP and developing related APSR, the state engages in on-going consultation with Tribal representatives, consumers, services providers, foster care providers, the juvenile court, and other public and private child and family serving agencies and includes major concerns of these representatives in the goals, objectives and annual updates of the CFSP.

Item 32. Coordination of CFSP Services with Other Federal Programs:

The agency responsiveness to the community system is functioning statewide to ensure that the state's services under the CFSP are coordinated with services or benefits of other federal or federally assisted programs serving the same population.

2016 APSR Update:

PSD was found to be in substantial compliance with agency responsiveness to the community. PSD was found to have successfully engaged stakeholders at the county and state levels. Examples of the state level are MDT's, CCIC, Tribal-State Consortium, JPAs, IGAs, and technical assistance with tribes and pueblos.

PSD has increased collaboration with the CYFD Behavioral Health Division to improve provider collaboration and overall services to children and families in New Mexico.

PSD will share the 2016 APSR with tribes and pueblos and will continue to collaborate in trainings, Title IV-B meetings, and workgroups. PSD will also share the 2016 APSR with the Administrative Office of the Courts, the CCIC, county offices, and will post the 2016 APSR on the CYFD website at www.cyfd.org.

7. Foster and Adoptive Parent Licensing, Recruitment and Retention

Item 33. Standards Applied Equally:

The foster and adoptive parent licensing, recruitment, and retention system is functioning statewide to ensure that state standards are applied to all licensed or approved foster family homes or child care institutions receiving title IV-B or IV-E funds.

Item 34. Requirements for Criminal Background Checks:

The foster and adoptive parent licensing, recruitment, and retention system is functioning statewide to ensure that the state complies with the federal requirements for criminal background clearances as related to licensing or approving foster care and adoptive placements, and has in place a case planning process that includes provisions for addressing the safety of foster care and adoptive placements for children.

Item 35. Diligent Recruitment of Foster and Adoptive Homes:

The foster and adoptive parent licensing, recruitment, and retention system is functioning statewide to ensure that the process for ensuring the diligent recruitment of potential foster and adoptive families who reflect the ethnic and racial diversity of children in the state for whom foster and adoptive homes are needed is occurring statewide.

Item 36. State Use of Cross-Jurisdictional Resources for Permanency Placements:

The foster and adoptive parent licensing, recruitment, and retention system is functioning statewide to ensure that the process for ensuring the effective use of cross-jurisdictional resources to facilitate timely adoptive or permanent placements for waiting children is occurring statewide.

2016 APSR Update:

As part of the CFSR, PSD was found to be in substantial compliance with two of the four items in the Foster and Adoptive Parent Licensing, Recruitment, and Retention systemic factor. PSD was not in substantial compliance with Items 35 and 36.

PSD worked with Consortium for Children to complete a fidelity review of the Structure Analysis Family Evaluation (SAFE) home studies for 2015. Based on the results, PSD and Consortium for Children will be providing a training for supervisors which will assist supervisors in enhancing supervisory skills in addressing the mitigation factors within a family and overall oversight of home studies.

PSD in process of updating Foster Care Licensing policy and procedure based on feedback from a licensing workgroup which included foster parents, child placement agencies and PSD staff. PSD will review these with youth prior to finalization. These policy and procedures are expected to be completed by October 2016.

The 2015 foster parent conference, “Healing Through Change: Learning and Growing Together” occurred September 11, 2015 and September 12, 2015. During the conference, PSD regions held town halls to provide updated regional data and seek feedback on the data. The focus for the conference was neuroscience of trauma and attachment.

The 2015 adoptive parent conference, “The Heart of the Matter: Tools for Learning and Thriving in Families” occurred March 21, 2015. The focus for the conference was neuroscience of trauma and attachment.

As part of the Step Up! Diligent Recruitment grant each county is to develop county based recruitment teams and a recruitment plan. Bernalillo County recruitment and retention Native American foster parents – part of targeted recruitment plan Bernalillo County is also partnering with New Day Inc. to assist in recruitment of foster parents for youth. New Day Inc. assists in supporting the foster parents by providing training and additional skills to assist foster parents in caring for youth.

Each county has a specific focus to assist in recruitment or retention of foster parents in a specific area identified through data.

PSD has implemented the targeted recruitment plan in every county for foster and adoptive families. For example, Santa Fe County has recruitment and retention teams to assist in implementing their county-specific recruitment and retention plan. Each team consists of a staff member and a foster parent. Santa Fe County is also utilizing office hours to address staff recruitment and retention. They have also implemented: staff completing a satisfaction survey every six months, providing a pre-interview packet to applicants prior to the interview, developed consistent interview questions between units, identified team reviewers, including at least one staff member, office mentors assigned to each new staff, inner-office meetings where a problem or

issue is identified and brought to management to address during the monthly general staff meeting, recruitment teams attending college job fairs, and monthly self-care activities.

PSD is entering into a contract with La Familia-Namaste Inc. to provide additional supports to foster parents statewide. These supports include: grief and loss training and support, Facebook support network, “warm line,” regional child care for foster parents to attend county based meetings or trainings, and childcare for foster parents during their attendance at the foster parent conference.

PSD is in the process of ending the contractual services with the Statewide Land of Enchantment Foster and Adoptive Parent Association due to the scope of work not being accomplished in an efficient manner. Throughout 2016, county foster and adoptive parent associations have grown and PSD expects these and the additional contract with La Familia-Namaste Inc. will continue to meet the needs of foster parents.

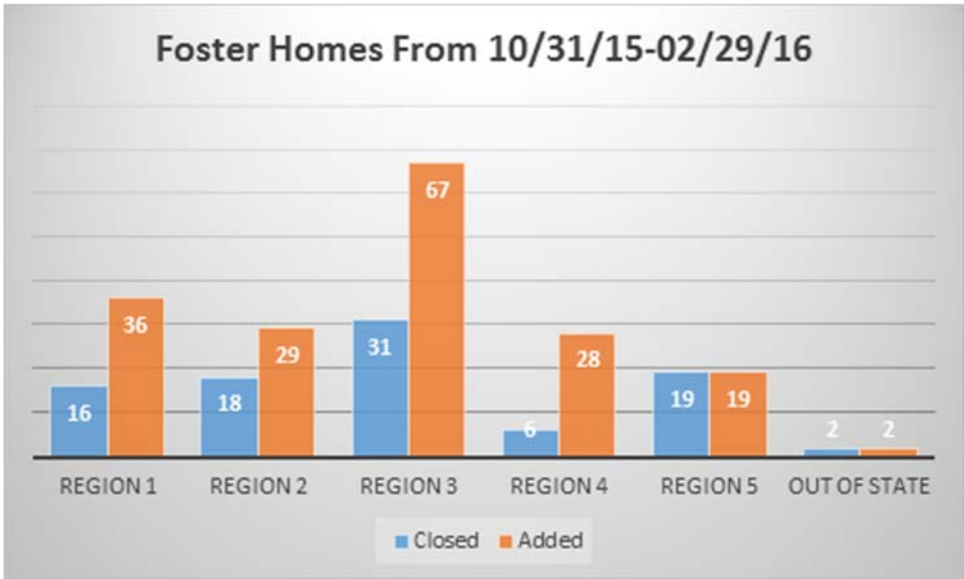
In 2015 and 2016, PSD partnered with NMSU, La Familia, Adoption Exchange and foster and adoptive parents to hold the annual foster and adoptive parent conferences.

PSD has seen an increase in foster homes throughout 2016. As seen through the table below this increase occurred in every county with a total increase of 181 for the state. PSD provided additional customer service training to all PSD staff by December 2015, which assisted staff to be more aware of foster parent customer service needs. PSD believes this may have contributed to the increase and retention of foster parents.

Foster Homes Added From 10/31/15-02/29/16 by License Type & County				
County	Foster Care	Relative Home	Specialized Foster Care	Grand Total
Bernalillo	34	31	2	67
Chaves	3			3
Cibola	1	1		2
Colfax		1		1
Curry	2	7		9
Dona Ana	6	2		8
Eddy	5	2		7
Grant	1	2		3
Lea	3	3		6
Lincoln	1	1		2
Los Alamos	4	1		5
Luna	3			3
McKinley	4	3		7
Otero	3			3
Out Of State		2		2
Rio Arriba	1	5		6
Roosevelt	2	1		3
San Juan	3	4		7
San Miguel	3	3		6
Sandoval	9	5		14
Santa Fe	3	2		5
Taos	2	4		6
Torrance	2			2
Valencia	3	1		4
Total	98	81	2	181

Source pm02a01

The chart below reflects the number of foster families from October 31, 2015 to February 29, 2016 that were added and closed for each region. PSD saw an increase in foster homes in every region other than region five which remained stable. PSD believes this increase may be related to county specific targeted recruitment, increased customer service and more focused work occurring when a family inquires to become a foster parent.



Source: pm02a01

III. Update to the Plan for Improvement and Progress Made to Improve Outcomes

New Mexico underwent round three of the Child and Family Services Review (CFSR) from April 2015 to September 2015 and received its final report documenting the findings in December 2015. New Mexico was found to be in substantial conformity with only one of the seven outcomes; well-being outcome 2, children receive appropriate services to meet their educational needs. New Mexico was found to be in substantial conformity with two of the seven systemic factors; quality assurance system and agency responsiveness to the community. New Mexico met four of the seven statewide data indicators; maltreatment in foster care, permanency in 12 months for children in care 12-23 months; Permanency in 12 months for children in care for 24 months or more; and re-entry into foster care in 12 months.

Based on these findings, New Mexico entered into a Program Improvement Plan (PIP) with the Administration for Children and Families, Children's Bureau in March 2015 to improve outcomes, systemic factors and statewide data indicators. New Mexico has since negotiated the terms of the PIP with the Children's Bureau and is currently awaiting for final approval. Once the PIP is approved by the Children's Bureau, New Mexico will have two years to accomplish the strategies and activities outlined in the PIP.

In order to focus on those areas identified as needing improvement in the CFSR final report, PSD has revised the Plan for Improvement to mirror PIP and will track progress using PIP goals, strategies, activities and measurement plan. Each goal in the PIP was based upon the goals and progress made in PSD's 2015-2019 Child and Family Services Plan the 2015 Annual Progress and Services Report.

Goal A: Children are maintained safely in their home or in their foster care placements and will not experience repeat maltreatment.

Strategies and activities contained in Goal A were developed to positively affect Safety Outcome 1, Item 1; Safety Outcome 2, Items 2 and 3; Permanency Outcome 1, Item 4; and Well-being Outcome 1, Item 12C.

Goal A strategies and activities were developed based on the progress made since the first submission of Plan for Improvement in the 2015-2019 Child and Family Service Plan (CFSP), and the results of the Child and Family Service Review. Development of Goal A strategies and activities also included information gathered from individual meetings with staff from the five regions within the state, information and data garnered from STEP (Striving Toward Excellence Program) and Office Hours experiments, and information reported in the fidelity review conducted by the National Resource Center for Child Protective Services on New Mexico's safety related policy, procedures, and decision making tools.

One of the themes that emerged from the CFSR based on case review and stakeholder meetings, was the need for more structured and formalized supervision. To decrease "crisis" driven supervision, PSD developed strategies to require monthly supervision and provide more guidance, training and tools to assist in providing supervision that is data informed. In addition to the CFSR, one of the operating principles in the CYFD strategic plan is to "create a culture of accountability and support." Part of the principle is related to regular supervision using a standardized tool. PSD is currently working with Casey Family Foundation in the development of a sustainable supervisory model.

PSD continues to address improvement around safety assessment and planning, and believes that both increased supervision, targeted training and informed decision making regarding revisions to the safety assessment tool will assist PSD in making progress. A workgroup consisting of quality assurance staff, field supervisors, and county office managers will continue to work on improving safety assessment and planning and consistent use of the safety tool. In addition, this workgroup may receive assistance from the Capacity Building Center for States based on their recommendations.

Decreasing repeat maltreatment was one of the focus areas a STEP team could choose for their experiment. Curry and Roosevelt Counties and Taos County chose this for their STEP experiments. In essence, each of those counties focused on intensive involvement with families during the investigation stage of the case to assist in being more successful in engaging families in services. In addition, Sandoval County through an Office Hours experiment conducted “warm-hand offs” to assist families through the navigation of services early on in the case and saw an improvement in engagement with both families and service providers. In part due to this work being done in the regions, PSD developed a strategy and activities to improve family engagement in services and to improve relationships with and engagement of service providers.

Through strategy 4A, PSD plans to improve communication and partnership between PSD county offices the counties services providers. The FNES unit will begin meeting with county office staff and county service providers to work on the warm-hand off PIP strategy and to facilitate open dialogue between the county office and services providers.

Additionally, PSD and the CYFD Office of the Secretary have worked closely with State Police and other local law enforcement agencies to develop the Virtual Desktop Initiative. This initiative give law enforcement access to FACTS to assist in providing more information to law enforcement about families who have had history with CYFD Protective Services Division.

PSD has sought out implementation supports through meeting with the Capacity Building Center for States on June 21, 2016 to discuss partnership and assistance in improving safety assessment and planning and improving consistent training of and use of the safety assessment tool. The next step is for the Capacity Building Center for States to provide PSD with a written summary of the meeting and recommendations for partnership with PSD. PSD is also working with Casey Family Foundation through the continued the support of STEP and through joint development of a supervisory model consistent with strategies and activities outlined in the PIP.

Another added support to PSD will be the request for federal financial support for IT/FACTS upgrades. The FACTS Manager and Research, Assessment, and Data Bureau Chief have a scheduled meeting with the CYFD Chief Information Officer to start fleshing out the plan requesting those fund for IT/FACTS upgrades. PSD is currently collaborating with the IT Division to develop a plan to develop and transition to CCWIS. In addition CYFD has invested \$150,000 for FACTS Mobile, a web based FACTS application. This application is currently being piloted in select counties.

Goal A Strategies and Activities:

Strategy 1A: *Implement a pre-initiation staffing process to ensure timely initiation of investigation.*

Activity 1: *Identify workgroup to include supervisors or managers to review and identify best practices/process related to pre-initiation staffing.*

Projected Completion Date: 6/30/2016

Activity 2: *Present identified practices/process to executive management for approval.*

Projected Completion Date: 12/30/2016

Activity 3: *Implement process into procedure and training materials to roll-out process statewide.*

Projected Completion Date: 6/30/2017

Activity 4: *Develop survey and solicit feedback from field staff on pre-initiation staffing process.*

Projected Completion Date: 9/30/2017

Activity 5: *Share survey results with PSD management and make recommend adjustments to pre-initiation staffing process as needed.*

Projected Completion Date: 11/30/2017 and On-going as needed

- Strategy 2A:** *Require on-going training for new and existing CPS field workers, supervisors and managers to improve knowledge and skills in safety assessment and planning to reduce repeat maltreatment.*
- Activity 1:** *Identify safety assessment and safety planning training that will be offered to CPS field workers, supervisors and managers.*
Projected Completion Date: 12/30/2016
- Activity 2:** *Complete roll out and tracking of safety assessment and safety planning training.*
Projected Completion Date: 6/30/2017
- Activity 3:** *Establish feedback loop to evaluate training regarding safety assessment and planning and make adjustments to curriculum as necessary.*
Projected Completion Date: On-going
- Strategy 3A:** *Add requirement for monthly supervision and identify supervision process to improve worker knowledge, development and time management skills.*
- Activity 1:** *Identify how ROM can assist monthly supervision.*
Projected Completion Date: 5/31/2016
- Activity 2:** *Provide Results Oriented Management (ROM) training to all field supervisors and county office managers.*
Projected Completion Date: 12/30/2016
- Activity 3:** *Develop a template to track one-on-one supervision and a mechanism to report back to county office managers and regional managers in order to improve accountability.*
Projected Completion Date: 7/29/2016
- Activity 4:** *Develop a process to guide monthly supervision.*
Projected Completion Date: 3/31/2017
- Activity 5:** *Implement supervision process into procedure and training materials to roll-out process statewide.*
Projected Completion Date: 8/4/2017
- Activity 6:** *90% of county offices will have at least one STEP graduate that will support the use of ROM in their office. Impact of STEP will be measured through formal program evaluations and presented to PSD management.*
Projected Completion Date: 12/31/2016
- Strategy 4A:** *PSD staff will improve communication and engagement with community providers to improve safety outcomes and reduce repeat maltreatment.*
- Activity 1:** *Develop a statewide “warm-hand off” process, to include a mechanism to assess impact on repeat referral.*
Projected Completion Date: 2/3/2017
- Activity 2:** *Present “warm hand-off” process and assessment mechanism to PSD management for approval.*
Projected Completion Date: 3/3/2017
- Activity 3:** *Implement warm-hand off process into procedure and training materials to roll-out statewide.*
Projected Completion Date: 8/4/2017
- Activity 4:** *Assess impact of “warm hand-offs” on repeat referrals.*
Projected Completion Date: On-going
- Activity 5:** *Review “warm hand-off” with PSD management and make adjustments as needed.*

Projected Completion Date: On-going

Activity 6: Implement Family Support Services in select counties.

Projected Completion Date: 9/30/2016

Activity 7: Contract with community providers for the development of Child Advocacy Centers in 7 counties.

Projected Completion Date: 9/30/2016

Activity 8: Expand pilot Virtual Desktop Initiative (VDI) out to large metropolitan areas (Albuquerque Police Department, Bernalillo County Sherriff's Office, MVRDA, Sandoval)

Projected Completion Date: 7/31/2017

Goal B: Children will have permanency and stability in their living situations.

Strategies and activities contained in Goal B were developed to positively affect Permanency Outcome 1, Items 4, 5, and 6; Permanency Outcome 2, Items 7, 8, 9, 10 and 11; Well-being Outcome 1, Items 14 and 15; and Systemic Factors Case Review System and Foster Parent Licensing, Recruitment and Retention.

Goal B strategies and activities were developed based on the progress made since the first submission of Plan for Improvement in the 2015-2019 Child and Family Service Plan (CFSP), and the results of the Child and Family Service Review. Development of Goal B strategies and activities also included information gathered from individual meetings with staff from the five regions within the state, information and data garnered from STEP (Striving Toward Excellence Program) and Office Hours experiments, and information learned from PSD's participation in the Diligent Recruitment grant.

Through information gained from the CFSR results, PSD recognizes the need to move cases through the child welfare system in order to achieve timely permanency for children. In conjunction with the need for structured and formalized supervision, PSD is moving toward staffing cases every 90 days regardless of the permanency plan. This will not only include a staffing between the worker and the supervisor, but will include other key players needed to move the case along and identify and problem solve barriers early on in a case. This is built upon the success of pacing permanency staffings that originally occurred for reunification cases through 13 months of the case. The 90 day case staffing will include the need to evaluate sibling separations and provide education and guidance on the importance of keeping and maintaining sibling connections.

PSD is also partnering with the Administrative Office of the Courts and the Children's Court Improvement Commission to share data and to incorporate Judges and attorneys in monthly stakeholder meetings held as part of the quality assurance unit's review week in a given county. The goal is to review data collected to address barriers to permanency identified on both the side of the courts and PSD and to problem solve and strengthen communications between the two entities.

In July 2015, PSD completed the last survey for the Step Up! Diligent Recruitment grant. The information collected from the survey identified the need to work closely with families from foster parent inquiry to being licensed as a foster parent. PSD launched the Resource Family Navigators and aligned them with regional recruiters to provide support to families through the licensing process. As part of the PIP, PSD will track progress in reducing time frames to licensure with the launch of foster parent navigators.

Additionally, based on foster parent feedback, Foster and Adoptive Bureau began working with Safety and Success in collaboration with New Mexico State University (NMSU) to develop and pilot a RAFT blended curriculum that will provide additional options for initial or pre-service foster parent training.

During the last year, PSD successfully completed a technical assistance work plan with the National Resource Center for Diligent Recruitment at AdoptUSKids. This consisted of PSD developing a targeted recruitment plan, receiving training and receiving bi-monthly support and technical assistance from the National Resource Center for Diligent Recruitment at AdoptUSKids. In July 2015, regional training was provided to all county-based recruitment teams to implement their own targeted recruitment and retention plans in each county. As

part of PIP, PSD will track newly licensed and existing foster parents to identify those counties needing resources and technical support in foster parent retention; and assist in on-going evaluation of target recruitment plans.

PSD will also be implementing procedures for creating a genogram beginning at the initial assessment planning conference and completed within 60 days of the child coming into care for early identification of relatives, fictive kin, and other community connections. Training on the importance of developing genograms and the significant impact on cases will be rolled out to regionally to field staff, supervisors, and managers and foster parents.

PSD has started the roll out of the worker-parent visitation strategy based on a Chaves County Office Hours experiment. This experiment is described in Section II "Child and Family Outcomes," Sub-section C "Well-being Outcomes 1, 2, and 3." A Program Instruction Guideline (PIG) was sent out to county offices across the state to provide guidance on the worker-parent visitation strategy on June 20, 2016; once the roll-out is completed, the PIG will be written into policy and procedure. Each region will have adapted this strategy into practice by August 1, 2016.

PSD has sought out implementation supports through meeting with the Capacity Building Center for States on June 21, 2016 to discuss partnership and assistance in implementing the worker-parent visit model. The next step is for the Capacity Building Center for States to provide PSD with a written summary of the meeting and recommendations for partnering with PSD.

The child and family services coordinator and the new Research, Assessment and Data (RAD) Bureau Chief will be meeting in October to discuss a strategies around sharing progress on PIP strategies and activities with relevant stakeholders and in obtaining feedback on the impact those PIP strategies and activities are having in their communities.

Goal B Strategies and Activities:

Strategy 1B: *Improve timeliness permanency for children in care through streamline case staffing process and data informed decision making.*

Activity 1: *Revise procedure to include supervisor/worker staffing on all cases regardless of permanency plan every 90 days.*

Projected Completion Date: 10/28/2016

Activity 2: *Meet with Court Improvement Project and Administrative Office of the Courts to identify barriers that impede case progress and gather input to aid case staffing process.*

Projected Completion Date: 12/31/2016

Activity 3: *Prioritize referrals to Time Limited Reunification providers to focus children with a reunification plan who have been in custody for 12 months or less.*

Projected Completion Date: 7/8/2016

Strategy 2B: *Increase number of licensed foster homes in all regions through target recruitment and improved customer service.*

Activity 1: *Track progress in reducing time frames to licensure with the launch of foster parent navigators.*

Projected Completion Date: On-going

Activity 2: *Provide quarterly technical assistance to county recruitment teams in the maintenance of their county target recruitment plans.*

Projected Completion Date: 12/31/2016

Activity 3: *Develop a self-service mechanism in which prospective foster parents can check the status of their application/ licensing process.*

Projected Completion Date: 6/30/2017

Activity 4: Create and launch a blended learning platform for RAFT to provide more flexibility in initial training for new foster parents.

Projected Completion Date: 12/31/2016

Strategy 3B: Increase retention of trained and licensed foster parents.

Activity 1: Utilize tracking of newly licensed and existing foster parents to identify those counties needing resources and technical support in foster parent retention; and assist in on-going evaluation of target recruitment plans.

Projected Completion Date: 6/30/2016

Activity 2: Increase placement workers in select counties to decrease caseload.

Projected Completion Date: 7/1/2016

Activity 3: Review and revise placement worker responsibilities to increase support to foster parents.

Projected Completion Date: 9/30/2016

Activity 4: Use Pull Together campaign as a resource for foster families in utilizing city, county and private partners to provide free or low cost recreational activities to foster parents.

Projected Completion Date: 3/31/2017

Strategy 4B: Support and preserve family connections for children in care.

Activity 1: Implement procedure for creating a genogram which begins at the initial assessment planning conference and is completed within 60 days for each child who come into care for early identification of relatives, fictive kin, and other community connections.

Projected Completion Date: 8/4/2016

Activity 2: Deliver training on the importance developing genograms and the significant impact on cases to field staff, supervisors, and managers regionally. Maintain genogram training as on-going training options for field staff, supervisors and managers.

Projected Completion Date: 12/31/2016 and On-going

Activity 3: Include training to foster parents in understanding the impact and significance of preserving connections for children through RAFT and menu of on-going training options for foster parents.

Projected Completion Date: 12/31/2016

Strategy 5B: Improve frequency and quality of visitation.

Activity 1: Scale out practice (Chaves County Experiment) of visiting parents in their living situations monthly region by region until fully implemented statewide.

Projected Completion Date: SE Region: 04/30/2016

Metro Region: 6/1/2016

NW Region: 06/30/2016

NE Region: 7/30/2016

SW Region: 7/30/2016

Activity 2: Track to ensure that parents are visited in their living situation every month by the worker.

Projected Completion Date: 8/30/2016

Activity 3: Revise procedure to amend worker/child visitation include "alone time" between the worker and children in foster care.

Projected Completion Date: 8/4/2016

Activity 4: Include the re-evaluation of sibling separation as part of the implementation of supervisor/worker staffing on all cases regardless of permanency plan every 90 days.

Projected Completion Date: 8/4/2016

Activity 5: Implement special population review protocol to assess frequency and quality of sibling visitation to include the re-evaluation of sibling separation.

Projected Completion Date: Beginning in June and on-going through PIP period.

Activity 6: Use data from special population review inform supervisors, managers, and bureau chiefs.

Projected Completion Date: On-going

Goal C: *Foster and birth parents have enhanced capacity to provide for their children's needs and children will receive services to meet their physical and mental health needs.*

Strategies and activities contained in Goal C were developed to positively affect Well-being Outcome 1, Items 12 and 13; Well-being Outcome 3, Items 17 and 18; and the Systemic Factor Service Array and Resource Development.

Goal C strategies and activities were developed based on the progress made since the first submission of Plan for Improvement in the 2015-2019 Child and Family Service Plan (CFSP), and the results of the Child and Family Service Review. Development of Goal C strategies and activities were also based on information gathered from individual meetings with staff from the five regions within the state, the Cabinet Secretary's strategic plan, and PSD's on-going partnership with the CYFD Behavioral Health Division.

Over the last two years, PSD has held various stakeholder meetings for both the statewide self-assessment and as part of the CFSR. Accessing the state's service array and ensuring that children and families are receiving the most appropriate services to address both their medical and behavioral health needs is an area needing improvement. In response PSD has begun taking action by partnering with the department's Behavioral Health Division (BHD). As part of the PIP and the Cabinet Secretary's strategic plan, BHD is in the process of completing a "white space" study around the state to assess the strengths and needs of behavioral health services available across the state. PSD and BHD plan to work with the New Mexico Human Services Department to grow areas in the state where services are lacking or not existent.

BHD will also assist PSD field staff in navigating the managed care organizations in the state. This will include technical assistance through the development of flow charts, desk reference guides, and updated points of contact for each managed care organization. BHD also is working on a reporting process for field staff to report when services for clients are delayed or unavailable. BHD also plans outreach to independent Medicaid providers and discussion incentives for working with CYFD clients.

PSD is also working with BHD to implement the NM Wraparound CARES training to select counties to improve parental engagement in case planning. Once select field staff have been trained, the county will identify three families to engage in the decision making process. PSD will track families' time to permanency and share results statewide. The initial engagement of families served is limited, as PSD gathers more data around the model, PSD will most likely look to expand the model.

Another area needing improvement is the need to follow through with medical assessment when a child has been alleged to have been physically abused or has received head trauma, or when a child has been exposed to harmful substances, such as exposure to a "meth-lab" in their home environment. PSD also plan to look at brainstorming ideas around ensuring that on-going medical and dental health needs are met for children in foster care. As part of the PIP, PSD plans to use county office experiments and best practices from around the state to improve the assessment of, follow through of, and on-going needs related to children's medical and dental health.

Goal C Strategies and Activities:

Strategy 1C: *Improve access to behavioral health services for children and families.*

Activity 1 *Examine data collected through Behavioral Health Division (BHD) white space study, CFSR self-assessment, and STEP.*

Projected Completion Date: 12/31/2016

Activity 2: *Develop flow charts, desk reference guide for navigation of managed care organizations.*

Projected Completion Date: 12/31/2016

Activity 3: *In conjunction with BHD, provide each county with information on the navigation of managed care system as well as contact information for each managed care organization.*

Projected Completion Date: 6/30/2017

Activity 4: *Create a reporting process via survey monkey, including a link on the intranet for field workers to report when services are delayed or unavailable. (These reports will go to BH Division)*

Projected Completion Date: 12/31/2016

Activity 5: *Based on feedback from intranet survey monkey BH Division will work with Human Services Department to grow services, or work with existing providers to address identified needs.*

Projected Completion Date: 6/30/2017

Activity 6: *BHD will reach out to independent Medicaid providers in areas identified via survey monkey/feedback from field to work with CYFD clients, including offering incentives.*

Projected Completion Date: 6/30/2018

Strategy 2C: *Implement NM Wraparound CARES; provide training to support implementation and improve parental engagement in case planning.*

Activity 1: *Provide Wraparound facilitator training in targeted areas.*

Projected Completion Date: 6/30/2017

Activity 2: *Provide trainings that support staff participation in Wraparound statewide: NM CARES Decision Making, Youth Engagement and Family Engagement.*

Projected Completion Date: 6/30/2017

Activity 3: *County office staff, upon receipt of NM CARES Decision Making training, will identify three families to engage in the team decision making process.*

Projected Completion Date: 12/31/2018

Activity 4: *Track families to measure time to permanency and share data statewide.*

Projected Completion Date: 12/31/2017

Strategy 3C: *Implement a strategy for improving the assessment of and response to the medical and dental health needs of children.*

Activity 1: *Through the use of office hours, identify best practices/strategies to improve the assessment of and response to the medical and dental health needs of children.*

Projected Completion Date: 5/31/2017

Activity 2: *Present identified best practices/strategies to executive management for approval.*

Projected Completion Date: 1/31/2017

Activity 3: *Implement best practices/strategies into procedure and training materials to roll-out statewide.*

Projected Completion Date: 6/30/2017

Activity 4: *As part of case staffing process add to procedure the transfer of medical/dental information when there is a case transfer or placement change.*

Projected Completion Date: *6/30/2017*

Goal D: Address systemic factors to improve child safety, permanency and well-being.

Strategies and activities contained in Goal D were developed to positively affect Systemic Factors Statewide Information System; Case Review System, Items 23 and 24; Staff and Provider Training, Items 27 and 28; and Foster and Adoptive Parent Licensing, Recruitment, and Retention, Item 36.

Goal D strategies and activities were developed based on the results of the statewide self-assessment and stakeholder meetings held during the CFSR. The PSD Child and Families Services Coordinator and Quality Assurance Manager are currently working on a process to improve evaluation of the seven systemic factors. See Section II "Child and Family Outcomes," Sub-section D "Systemic Factors."

Goal D Activities:

Activity 1: *Revise procedure to ensure that placement changes are updated within 48 hours in FACTS.*

Projected Completion Date: 8/4/2016

Activity 2: *Revise procedure to ensure notification of hearing to foster care providers is sent at least 7 days prior to the hearing and that the hearing notice is being sent to the correct placement address.*

Projected Completion Date: 1/27/2017

Activity 3: *Revise procedure to include guidance to foster care providers around the 6 hours of required on-going training.*

Projected Completion Date: 12/30/2016

Activity 4: *With increase in placement workers, include completion of ICPC studies within 60 days.*

Projected Completion Date: 12/31/2016

Activity 5: *Revise procedure to include that all field worker to receive 12 hours of training annually to include safety assessment and safety planning training every two years.*

Projected Completion Date: 10/27/2016

Goal E: Increase recruitment and retention of PSD staff.

Goal E revised strategies and activities were developed based on the progress made since the first submission of Plan for Improvement in the 2015-2019 Child and Family Service Plan (CFSP), and the results of the Child and Family Service Review stakeholder interview with PSD field workers, supervisors, county office managers and regional managers. Goal E also is in line with the Cabinet Secretary's strategic plan. Within the CYFD strategic plan, the Cabinet Secretary has identified manageable caseloads, staffing plans, recruitment of workers, reduction of vacancy rate and worker retention as part of her "Shoring Up Core Functions" strategic plank within the CYFD strategic plan. As part of Goal E, PSD has shifted its focus on continued requests to New Mexico Legislation for additional FTE's, addressing the staffing shortage in Colfax County, supporting the loan re-payment program, tracking the success of rapid hiring events, addressing the server staffing shortage in Colfax County, increasing supervision and supervisor knowledge and skills, and achieving the Cabinet Secretary's goal for PSD is to achieve a 10% vacancy rate over the next year.

PSD utilized data to assist in obtaining twenty-two additional positions from the legislature. PSD continues communicating with the Department of Finance and Legislative Finance Committee related to compensation and new staff needs. The twenty-two additional FTE will be authorized beginning July 1, 2016. PSD is currently advertising all of those positions with the goal being that most of them start on July 2, 2016.

PSD has implemented a hiring matrix in Colfax County due to the county having the highest vacancy rate in the state. Current staff in that office have been provided with a 10% temporary increase for the last year. New staff are hired using a matrix that is slightly higher than staff being hired in other areas of the state.

CYFD implemented the loan repayment program and received 181 applicants and made 167 awards. Of those awards, 98 were for PSD employees. For FY17, and going forward, the recurring amount of \$450,000 will be awarded annually to CYFD employees as part of the loan repayment program.

CYFD conducted six rapid hire events during the year and hired 38 new staff as a result of those events. Rapid hire events were held in Raton, Albuquerque, Hobbs, and Santa Fe:

Raton Rapid Selection Event held July 28, 2015:	2 hires
Albuquerque Rapid Hire Event held August 29, 2015:	20 hires
Hobbs Rapid Selection Event held Sept. 15, 2015:	3 hires
Santa Fe Rapid Selection Event held Oct. 28, 2015:	4 hires
Albuquerque Rapid Section Event held Nov. 13, 2015:	7 hires
NASW Conference held February 24-25, 2016:	2 hires

PSD has continue to partner with APDT to ensure staff receive adequate training to complete their job duties. From the data gathered, there have been changes to both Foundations of Practice to include:

- more training on genograms;
- increased the self-care portion of foundations of practice (FOP);
- four hours of PSD policy and procedure;
- during FOP PSD workers learn the purpose and function of various PSD roles, but core focus of training is specific to the position in which the employee was hired for within PSD; and
- additional focus on family engagement.

PSD has also been focusing on providing supervisors with the training and support to supervise and lead staff. PSD has recognized through the CFSR and stakeholder interviews with workers, supervisor, county office managers and regional managers that supervisors play a key role in retention. As part of the PIP, PSD will focus on enhancing the training and support of supervisors. PSD believes that one of the positive effects the increased focus on improved supervision will have is increased worker retention. As such, PSD has created a new training called Foundations of Leadership (FOL) to provide more training and support to PSD supervisors. FOL was piloted three times this past year and covered the following topic areas:

- Communication issues
- Boundaries issues
- Supervising after being a peer
- Conflict resolution
- Leadership styles
- Negotiation and team advocacy
- Verbal de-escalation
- Ongoing peer coaching

PSD continues to work on compiling results from surveys gathered from FOL to adjust the curricula as needed, and expects to add three more courses in FY17:

- Effective messaging and staff meetings
- Motivating and building your team
- Advanced conflict resolution and communication.

Worker retention is another important part of the CYFD strategic plan and every county office has been asked to begin experiments in their offices to improve the retention of staff. Many offices have begun experimenting through office hours on improving employee morale.

PSD continues to track the vacancy rate, staff turnover and days to hire for PSD field staff.

Vacancy rates are calculated by dividing the total number of PSD field positions by the number of vacant PSD field positions. The baseline data for vacancy rate and time to hire was developed from June 2014 data from SHARE. The vacancy rate will be reported and calculated monthly, and averaged annually.

Time to hire data will be calculated from the date the job ad closes to the employee's start date.

Turnover rate data will be calculated by utilizing the number of separations (minus death, retirement, and dismissal) and the average number of filled positions over the same time period.

OBJECTIVE	BASELINE	2015 UPDATE	2016 UPDATE	2019 TARGET
Increase recruitment and retention of PSD field staff.				
By June 30, 2019, PSD will achieve a vacancy rate of 14% for PSD field staff. Source: SHARE	19.1.%	15%	13.8%%	14%
Decrease time to hire period for PSD field staff.	79 days	60 days	65 days	65 days
Decrease Staff Turnover	27.4%	27.4%	21.5%	25%

Measurement - Baselines and Goals

PSD's quality assurance unit will continue to review the same six CFSR counties every year for the duration of the PIP to monitor progress. The Children's Bureau provided baselines and goals for New Mexico to assist in the monitoring of the PIP. In addition to these case review items, PSD will continue to track statewide data indicators and safety, permanency and well-being outcomes in Section II – Child and Family Outcomes. PSD has also begun to map a process to better evaluate systemic factors as outlined in Section II, Subsection D – Systemic Factors.

CFSR PIP Outcome Data for Bernalillo, Dona Ana, San Juan, Sandoval, Chaves and San Miguel counties

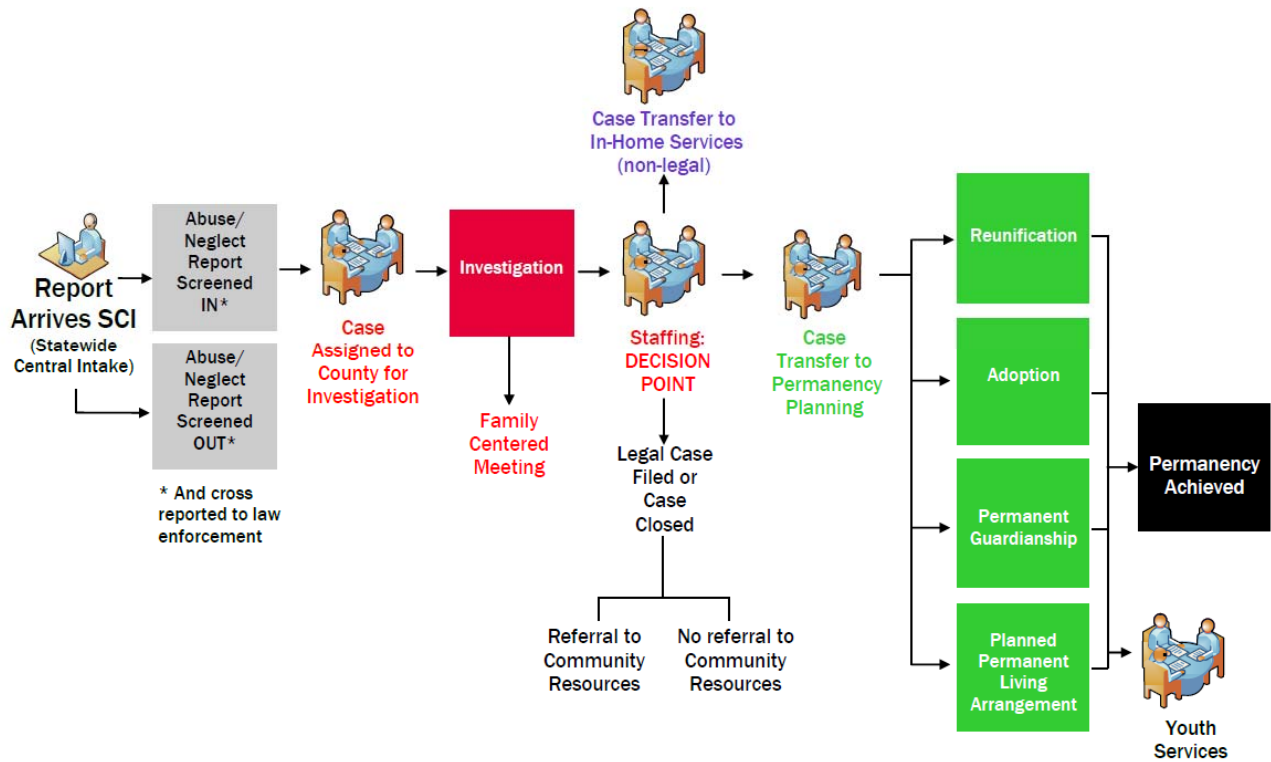
ITEMS REQUIRING MEASUREMENT	ITEM DESCRIPTION	PIP BASELINE	CFSR 2015 RESULTS	PIP GOAL
Item 1	<i>Timeliness of Initiation of Investigations of Reports of Child Maltreatment</i>	70.3%	70%	79.9%
Item 2	<i>Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry into Foster Care</i>	61.9%	62%	71.5%
Item 3	<i>Risk and Safety Assessment and Management</i>	49.2%	49%	57.2%
Item 12	<i>Needs and Services of Child, Parents, and Foster Parents</i>	49.2%	49%	57.2%
Item 12 a	<i>Needs Assessment and Services to Children</i>	84.6%	85%	NA
Item 12b	<i>Needs Assessment and Services to Parents</i>	47.3%	47%	NA
Item 12c	<i>Needs Assessment and Services to Foster Parents</i>	89.7%	90%	NA
Item 13	<i>Child and Family Involvement in Case Planning</i>	64.1%	64%	71.7%
Item 14	<i>Case Worker Visits with Child</i>	78.5%	78%	85%
Item 15	<i>Caseworker Visits with Parents</i>	54.5%	55%	63.1%

IV. Services

A. Child and Family Services Continuum

Protective Services

The process is unique for each child and family. Not every report becomes a case nor does every case enter every phase. This "Flow Chart" is a general overview of a complex multi-step process showing only key selected steps. The PS process focuses on the safety, well-being and permanency of children and the strengthening of families.



B. Service Description

This section provides a brief narrative description of the services provided in each of the program areas. Services are provided statewide unless specifically noted. The child welfare services described in section 1 below are provided through a combination of funds, as permitted in the State's federally approved Cost Allocation Plan. These funding sources include the Stephanie Tubbs Jones Child Welfare Services Program (Title IV-B subpart 1), CBCAP, Title IV-E, and the New Mexico General Fund. Section 2 below describes services provided through the Promoting Safe and Stable Families Program (Title IV-B subpart 2). Services funded through the Child Abuse Prevention and Treatment Act (CAPTA) are described in section 3 below, and the Chafee Foster Care Independence Program and Education and Training Voucher Program are described in section 4.

1. Child Welfare Services

Most services provided by PSD fall in the category of Child Welfare Services, designed to prevent child abuse and neglect, respond to allegations of abuse and neglect, intervene and provide services to maltreated children or children at risk of maltreatment and their families, provide foster care and permanency to children needing protection and youth services to older youth in foster care, youth who emancipated from the foster care system and youth adopted from foster care after age 16. All these services are focused on assuring the safety, permanency, and well-being of the children served by PSD.

a. Child Abuse and Neglect Prevention Services

With federal CBCAP and state general funds, PSD provides community-based prevention and support services through a combination of contracted and direct services. In keeping with federal directions, PSD's approach to CBCAP planning, programming, and monitoring emphasizes:

- greater use of evidence-based or evidence-informed programs and projects;
- efforts to enhance parental capacity and parental involvement in CBCAP program development;
- better integration with child welfare services (as a front-end component of the continuum of services),
- services for underserved populations, and
- more effective use of leveraging funds to support prevention activities.

These requirements have been incorporated in requests for proposals released for the provision of CBCAP services. PSD continues to work with providers to support them in getting trained in the evidence based curriculum, Positive Parenting Program (Triple P) and the evidenced informed curriculum, Circle of Security – Parenting (COS-P). PSD will continue to monitor these programs using the protective factors survey and an independent evaluation in order to ensure continuous quality feedback.

2016 APSR Update:

Pull Together is a platform to create a movement that is actionable with the overall goal to simplify how people navigate existing services who may be in need of services and those who want to help. This movement strives to enlist parents, families, community members, and young people in the fight to make sure our children are safe, cared for, and ready to succeed.

The goal of Pull Together is show a measurable decrease in child abuse in New Mexico. A Pull Together data analytics group will meet to look at potential metrics to be used in collecting data. Metrics may include: looking at number of views to the Pull Together website at pulltogether.org; tracking number of calls to the resource and referral line; tracking number of calls to #SAFE line with recent release of updated #SAFE ads; tracking the number of Pull Together community hubs across the state; tracking number of pull together events; tracking the number of pamphlets distributed; tracking the number of community partners that have donated resources and backpacks, including and the number of community partners that have stepped in to help kids and families by providing a ski trip, passes to state parks, and donated camping equipment.

All New Mexicans are responsible for making our state a great place for kids to grow up, and all families and parents face challenges, but our strong communities and diverse cultures make it possible to give all children the love, support, and guidance they deserve. The Pull Together website is designed to be a simple navigation tool for resources such as parenting tips, services in communities and family activities. This same website will have information on volunteer opportunities, #SAFE, foster children backpack donation program, foster and adoption as well how to work for CYFD. Pull Together has also enlisted libraries and community agencies across the state to be 'community hubs' that parents and families can go to, to get more information of services in their community and link to free or discounted family outdoor activities through the New Mexico State Parks Department. By creating one hub for resources, contact information, pamphlets, community outreach and services will ease the difficulty in finding information that families need and provide fun activities for parents and children.

The CBCAP funds will continue to be used to provide training to CBCAP funded service providers, child prevention awareness campaign efforts through Pull Together and family support services. CYFD specifically utilizes CBCAP funds to provide evidence based family support programs for families with children 0-5 utilizing evidence based and evidence informed parent education curriculum. These programs use the CBCAP Conceptual Framework as the logic model for providing services. The main purposes of the CBCAP programs are:

- To support community-based efforts to develop, operate, expand, enhance and where appropriate to network initiatives aimed at the prevention of child abuse and neglect;
- To support networks of coordinated resources and activities to better strengthen and support families to reduce the likelihood of child abuse/neglect; and
- To foster understanding, appreciation and knowledge of diverse populations in order to effectively prevent and treat child abuse and neglect.

b. Child Protective Services Intake

Reports are received by PSD's statewide central intake (SCI) through the state's toll free number or a "short code" #SAFE (#7233) from cell a phone. SCI responds to calls and is staffed 24 hours a day, seven days a week with professionally trained workers. The intake worker utilizes the SDM screening and response priority tool. Completion of the tool results in a recommended determination regarding the acceptance and priority assignment of the report for investigation. The toll-free line has the capacity for callers in both English and Spanish, and there are separate dedicated phone lines for law enforcement and juvenile justice sources. This toll free number is for use statewide, all allegations of child abuse or neglect are funneled through SCI. In New Mexico, it is in state statute that all citizens are mandatory reporters of child abuse and neglect.

A screening determination on an incoming report is made by SCI. Once accepted, the PSD report is assigned to the appropriate county office for investigation. Reasons for non-acceptance of a report may include, but is not limited to no specific allegation or risk of abuse or neglect; insufficient information to investigate; referral to another agency; does not meet SDM screening criteria; perpetrator is not a parent or caretaker; referral to law enforcement; or it is a duplicate report.

Figure 1. Total Reports: This graph illustrates that total number of report of abuse from FY2009 through FY 2016 in New Mexico.

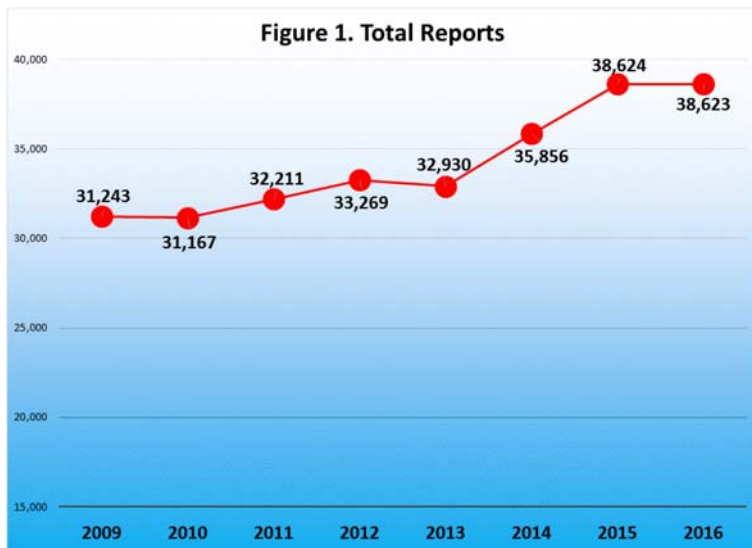


Figure 2. Accepted/Screened-In: This graph illustrates the total number of accepted report from FY2009 through FY2016.

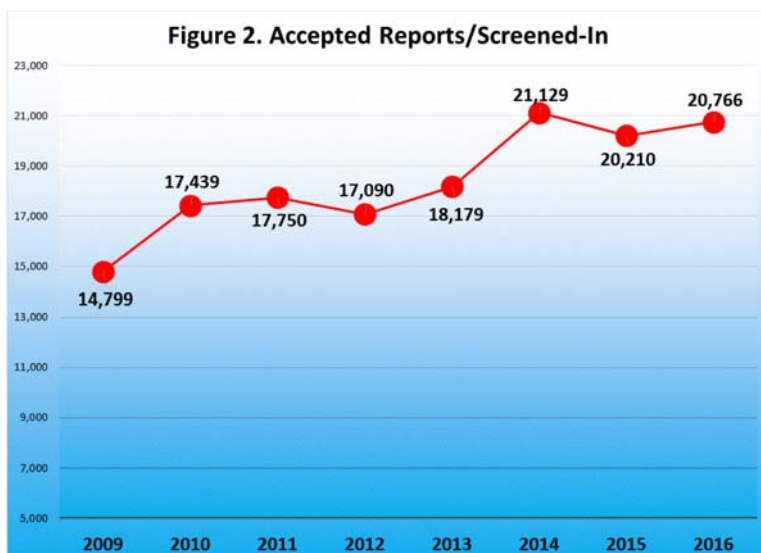
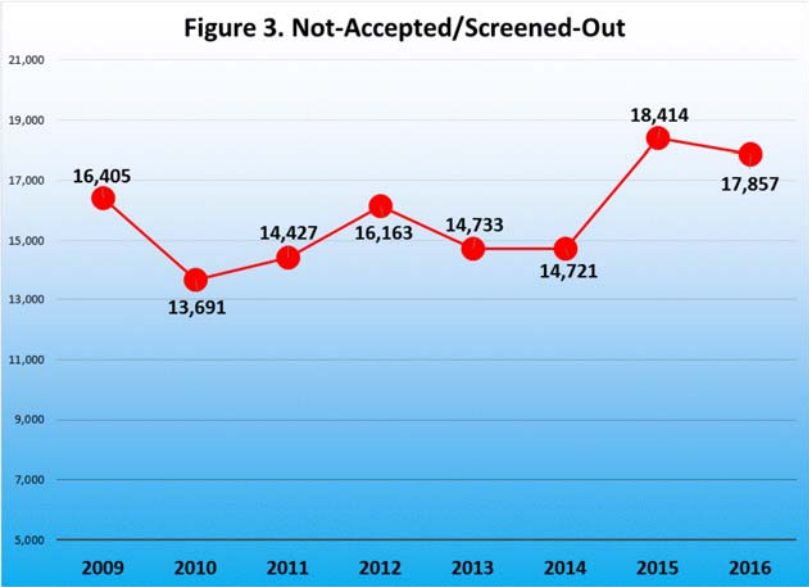


Figure 3. Not Accepted/Screened-Out: This graph illustrates the total number of not accepted reports from FY2009 through FY2016.

Note: Reasons for



c. Child Protective Service Investigation

Reports of abuse or neglect that meet the state’s criteria for investigation are assigned a priority status based on the severity of harm or safety concerns of the child, including CAPTA requirements regarding an infant born drug-addicted or exposed. Emergency reports are initiated within three hours from the acceptance of the report at SCI, Priority 1 reports within 24 hours, and Priority 2 reports within five calendar days. PSD is responsible for conducting civil investigation of allegations of child maltreatment; law enforcement conducts criminal investigations. County offices work with local law enforcement to coordinate when each entity is involved.

Investigations are conducted by workers in the county field offices. The investigation decision, due within 45 days of the report, includes a determination of substantiated or unsubstantiated on each of the allegations in the report. [Substantiated in a child abuse or neglect investigation means the victim is under the age 18, a parent/caretaker have been identified as the perpetrator or identified as failing to protect the child, and credible evidence exists to support the conclusion by the investigation worker that the child has been abused or neglected as defined by state statute in the New Mexico Children’s Code.](#) Unsubstantiated means that the information collected during the investigation does not support a finding that the child was abused or neglected as defined by state statute in the New Mexico Children’s Code.

The services of medical professionals, mental health professionals and other related professionals are used as appropriate to assess the safety of the child, threat of risk of harm to the child, the protective capacities of the caregivers, and the family’s needs and strengths. The workers use standardized safety and risk assessment tools to make a determination about what actions, if any, should be taken by PSD. Children under the age of three who are subject of a substantiated report of child maltreatment, whether or not they enter PSD custody, are referred to the state’s early intervention program, Family Infant Toddler (FIT), for an assessment.

By state law, only law enforcement can remove a child from the home without the order of the court. As part of a set of amendments passed by the 2009 legislature, the state’s Children’s Code now requires that law enforcement contact PSD before placing the child into custody. PSD conducts an on-site safety assessment to determine whether or not it is appropriate to take the child into custody. In addition, the law now clarifies that PSD may release a child from custody within the two-day emergency temporary custody time period if is determined that release is appropriate.

Figure 1. Protective Services Investigations FY 2009-FY2016: The graph illustrates the number of statewide investigations results from FY 2009 through FY 2016.

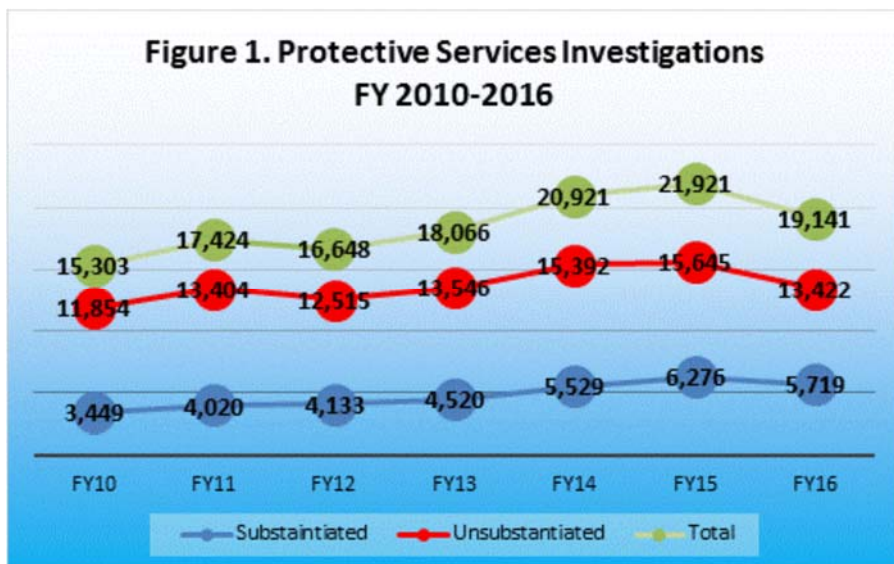


Figure 1. Investigations July 2015-June 2016: this table illustrates the number of accepted report, substantiated and unsubstantiated investigations, and child victims across the state.

County	Accepted Reports	Substantiated	Unsubstantiated	Total	County % of State Total Investigations	# of Substantiated Child Victims	Victim Rate per 1,000
Bernalillo	6837	1746	3927	5673	29.6%	2773	15.6
Catron	26	0	0	0	0%	0	0
Chaves	761	188	525	713	3.7%	313	15.1
Cibola	211	72	149	221	1.2%	119	15.7
Colfax	186	114	116	230	1.2%	186	59.0
Curry	532	166	379	545	2.8%	297	19.6
DeBaca	21	0	7	7	0%	0	0
Doña Ana	2539	532	1755	2287	11.9%	948	14.7
Eddy	621	134	478	612	3.2%	211	13.6
Grant	360	131	234	365	1.9%	280	38.9
Guadalupe	75	17	28	45	0.2%	27	24.0
Harding	10	0	0	0	0%	0	0
Hidalgo	97	10	14	24	0.1%	19	13.6
Lea	615	176	392	568	3.0%	351	16.7
Lincoln	219	51	160	211	1.1%	77	18.0
Los Alamos	84	12	29	41	0.2%	14	3.0
Luna	296	107	253	360	1.9%	165	22.4
McKinley	482	163	302	465	2.4%	300	12.0
Mora	34	0	0	0	0%	0	0
Otero	574	170	451	621	3.2%	295	16.7
Quay	146	29	153	182	1.0%	38	17.3
Rio Arriba	418	171	274	445	2.3%	310	28.1
Roosevelt	212	75	133	208	1.1%	143	22.8
San Juan	1192	323	832	1155	6.0%	544	13.1
San Miguel	317	189	222	411	2.1%	338	44.4
Sandoval	985	205	731	936	4.9%	354	9.2
Santa Fe	1047	344	733	1077	5.6%	570	17.1
Sierra	182	64	128	192	1.0%	109	51.2
Socorro	241	82	212	294	1.5%	121	24.1
Taos	373	142	204	346	1.8%	244	32.7
Torrance	194	58	173	231	1.2%	110	25.2
Union	42	7	7	14	0.1%	9	8.7
Unknown	0	0	3	3	0%	0	0
Valencia	786	241	418	659	3.4%	419	18.7
State Totals					100%	9684	16.7

d. In-Home Services

The purpose of in-home services (IHS) is to promote the safety of children and reduce the risk of the recurrence of maltreatment of children by their parents or legal guardians without the intervention of the courts. Services are designed to enhance the family’s capacity to provide for their children’s needs in a safe environment, create stability within the home and develop healthy and supportive ongoing community relationships. IHS is an integrated, comprehensive approach to strengthening and preserving families who are at risk for, or who are currently experiencing problems in family functioning. IHS case interventions are provided for a maximum of 180 days with a possibility of up to three 45 day extensions. PSD continues to look at ways to evaluate IHS effectiveness and determine if changes need to be made to current practice.

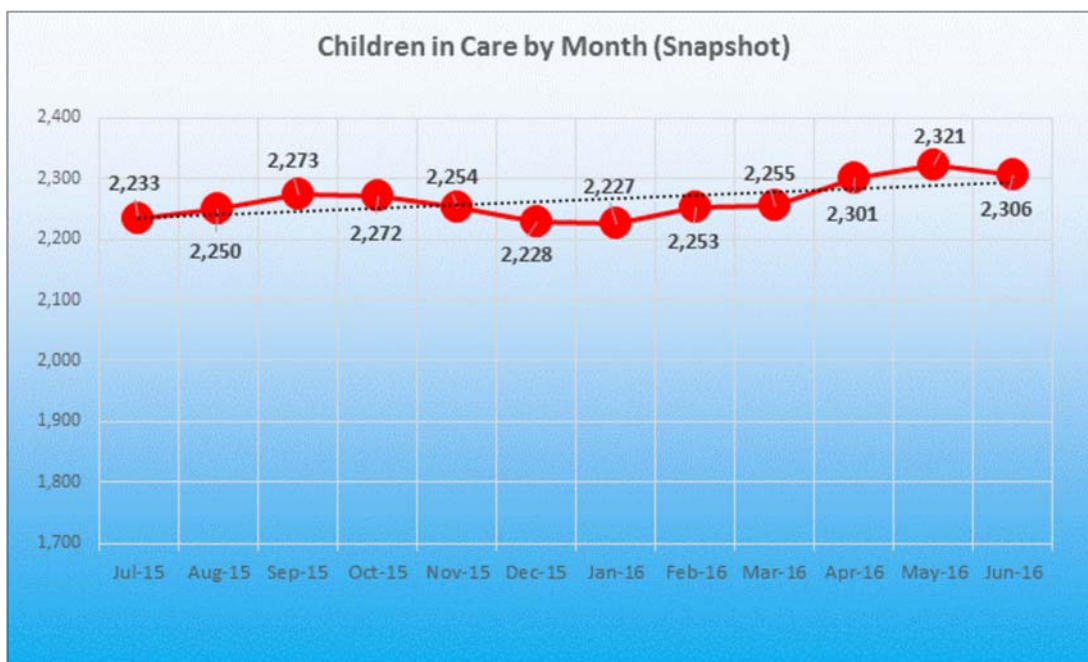
Over the last year, PSD had an IHS workgroup to address consistency in practice and updating policy and procedure. Updated policy and procedures were promulgated March 15, 2016. Supervisors and staff received initial training and supervisors obtained additional training in May 2016.

e. Foster Care

Permanency planning services (foster care services) are provided when legal intervention is required to protect a child’s safety and enhance the child’s well-being. Legal intervention often involves a child in state custody being placed in foster care. New Mexico’s Children’s Code contains the requirements of the Adoption and Safe Families Act and other relevant federal laws, including the Safe and Timely Interstate Placement of Foster Children Act of 2006, the Child and Family Services Improvement Act of 2006, and the Adam Walsh Child Protection and Safety Act of 2006. Changes to the Code in 2009 assure compliance with the Fostering Connections to Success and Increasing Adoptions Act of 2008.

Entry into Custody: A child can enter PSD custody through emergency placement by law enforcement, however an abuse/neglect petition must be filed with the district court within two business days of custody or the child will be returned to the parent or guardian. PSD has the responsibility to make reasonable efforts to prevent the removal of a child from the home; however, the child’s safety always takes precedence. If a child enters foster care, PSD then has the responsibility to make reasonable efforts to reunify the child with the parent or guardian, if that can be done safely for the child.

Figure 1. Children in Care by Month (Snapshot): This chart shows children in care statewide by month in FY 2016.



Permanency Planning Services: Permanency planning services include services needed to enhance caregiver protective capacities to manage the safety and risk factors present in the child’s family. PSD establishes a permanency plan for every child in PSD custody. Reunification is the initial plan of choice for each child, unless that plan is determined not to be appropriate. Other acceptable plans are adoption, permanent guardianship, placement with a fit and willing relative, and other planned permanent living arrangement.

Figure 2. Average Number of Children in Care: This table illustrates the average number of child in care by type from FY 2011 through FY 2016.

Average Number of Children in Care						
	SYF 11	SYF 12	SYF 13	SYF 14	SYF 15	SYF 16
Foster Care	776.1	840.7	887.6	947.0	1069.5	1167.6
Foster Care Relative	327.5	334.1	381.9	464.3	468.7	472.5
Pre-Adoption	111.3	112.5	83.3	96.7	78.8	81.3
Pre-Adoption Relative	66.9	44.7	36.4	36.7	35.0	35.3
Special Arranged/DD	32.8	32.3	46	56.1	57.8	58.3
TFC	233.6	237.6	218.5	224.2	269.7	270.3
TFC - Relative	13.7	16.6	13	11.3	17.8	16.6
Institutional Care	37.9	34.7	38.6	45.8	46.8	44.5
Group Home	19.9	21.0	25.2	34.3	33.5	30.7
RTC	57.9	30.3	35.3	47.0	66.4	76.8
SIL Under 18	19.0	11.6	13.3	13.4	12.2	10.6
Total	1696.6	1715.9	1779.2	1872.5	2156.0	2264.4

Level of Care: Children are assessed upon entry into foster care for their appropriate level of care. The child’s level of care determines the maintenance payment amount, identifies the needs of the child, the skill level of the foster care provider and provides an initial assessment of the needs of the foster care provider. All children enter foster care as a level 1 placement. Children who have a higher level of need than the general population of children in out of home care and who also require a higher level of supervision and skill by the substitute care provider are eligible for level 2 foster care. Level 3 foster care is for those children with significant medical or behavioral needs who require a significantly and consistently higher level of care from a highly trained caregiver. These are children who would otherwise require hospitalization or institutional placement.

Health Care: Children who are legal residents of the United States in out-of-home care are eligible for Medicaid, either through Title IV-E eligibility, SSI or state-funded care. Medical care is provided for children who are non-citizens through state funds. Children receive early periodic screening diagnostic and treatment (EPSDT) assessment within the first 30 days of placement; this begins the process to identify any needs they have and begin early intervention. Caseworkers record health care information in FACTS, the state SACWIS system, and work with the foster care provider to maintain the child’s traveling file to provide for continuity of health care information should the child change placement or exit foster care. Youth emancipating from foster care are provided copies of their health care records.

Representation and Advocacy: For every legal custody case, the parent or guardian is appointed an attorney if they cannot afford one, and every child is appointed an attorney guardian ad litem (GAL) or a youth attorney. Children under the age of 14 are appointed a GAL who represents the best interest of the child. Older youth have a youth attorney who represents the position and wishes of the child. Many children are assigned a court

appointed special advocate (CASA), who acts as an advocate for the child and reports on the status of the child to the judge at reviews. New Mexico has a citizens review board (CRB) system, and boards around the state conduct reviews of legal custody cases on a periodic basis.

Foster Care Providers: PSD recruits, trains, licenses, and maintains foster families for placement of children. There is an emphasis on placements with relatives, and policy directs that relative placement options be considered throughout the life of the case. Both relative and non-relative foster care applicants are required to complete the same set of licensing criteria, including a criminal records check, training, a home safety check list, and a mutual assessment process to identify the strengths of the applicant family and their appropriateness for caring for children in state custody, whether temporarily in foster care or permanently in adoption. PSD policy and procedure detail the requirements for local, state and federal criminal record checks for persons applying to be foster parents or relative foster parents. Criminal background checks and abuse and neglect checks are also required for any adult residing in the home of the foster parent or relative foster parent applicant. PSD provides foster care maintenance payments to substitute care providers as financial reimbursement for the care of children placed in their home. Maintenance payments are supported by both general funds and Title IV-E funds.

2. Promoting Safe and Stable Families Program

The continuum of services funded through the Title IV-B Subpart 2 Promoting Safe and Stable Families (PSSF) Program is complemented by other services provided to children, youth and families by PSD through state general funds and other funding sources. PSD allocates 20% of PSSF funds for each of the four allowable services: Family Support Services, Family Preservation Services, Time-Limited Reunification Services and Adoption Promotion and Support. In addition, PSD allocates 10% of PSSF funds for administrative costs which include the salaries and operating costs of program managers who are administering the delivery of these services statewide. The remaining 10% is allocated for program support costs which includes training, evaluation, CQI, CFSR and staff recruitment and retention.

Contracts are issued through a competitive procurement process. The request for proposal (RFP) requires that all agencies be community based providers. PSD staff located statewide serve as the evaluators for the RFP evaluation committee; they make recommendations for awards after evaluating the submitted proposals. CYFD then awards the contracts to the community based agencies determined to be the most qualified to deliver the service.

a. Family Support

Family Support Service (FSS) contractors provide services to parents and secondary caregivers to prevent child maltreatment. Families with a child age 0-5 who are at risk of child abuse and neglect or foster and adoptive families who have been referred by PSD and have one or more foster and adoptive children age 0-18 in their home are eligible for these services. Referrals can be made to FSS contractors from a variety of sources within the community; however, PSD referrals are given priority. Contracts were awarded to community based service providers throughout the state. PSD currently has FSS programs in Bernalillo and Dona Ana counties. An RFP is pending release for Valencia County. PSD is also in the process of an RFP that will serve two additional counties.

FSS are intensive home-based services focused on providing support to eligible families and enhancing child and family well-being. The types of services which may be provided to families through FSS include:

- Home visits;
- Case management;
- Crisis intervention;
- Evidence-based parent education curriculum;
- Parent support visits;

- Parent Leadership Councils;
- Information and referral;
- Support services;
- Life skills;
- Education and training;
- Mentoring; and
- Transportation

2016 APSR Update:

PSD closed the internal FSS Bernalillo pilot program within CYFD and implemented FSS programs through community based providers. PSD issued RFPs for the Family Navigation and Education Services (FNES) and contracts were executed in October 2015 in Taos, Rio Arriba, Chaves and Bernalillo counties. In May 2016, the contract with the community based provider in Bernalillo County was terminated and services will begin with a new provider in July 2016 in Bernalillo County.

FNES contractors will provide services to families to prevent child maltreatment and prevent reoccurring child maltreatment. Families that have received three or more CPS reports in one year or six or more reports in five years will be targeted for these services. FSS will provide intensive home-based, short term (60 days) case management to families in order to link families with appropriate services and provide one-on-one evidence-based parenting. Referrals can be made to FSS contractors from PSD.

<i>Family Support Services (FSS)</i>				
<i>County</i>	<i># of Children Served</i>	<i>Performance Measure #1- 90% of Children Served will not have an incident of substantiated maltreatment while receiving services and within 6 months of close of services.</i>	<i>Performance Measure #4- Increase in General Knowledge within the community of Child Abuse. (PM determined based on # of community events held in each county)</i>	<i>Performance Measure #5- 90% of Children Served will not have an entry into Foster Care during or within 6 months following case closure.</i>
Dona Ana	42	88%	4 events	100%
Bernalillo	36	96%	4 events	100%
Valencia	69	77%	2 events	100%
Chaves	39	79%	2 events	
Lea	60	96%	2 events	100%
Statewide Totals				

<i>Family Navigation and Education Services (FNES)</i>			
<i>County</i>	<i># of Children Served</i>	<i>Performance Measure #1- 90% of Children Served will not have an incident of substantiated maltreatment while receiving services and within 6 months of close of services.</i>	<i>Performance Measure #5- 90% of Children Served will not have an entry into Foster Care during or within 6 months following case closure.</i>
Dona Ana	93	78%	100%
Bernalillo	167	88%	84%
Valencia	26	60%	90%
Chaves	65	67%	87%
Taos	39	92%	92%
Rio Arriba	46	94%	100%
Statewide Totals	436	82%	96%

b. Family Preservation

PSD implements family preservation services through our IHS program. The model incorporates the basic principles of family preservation services as an intensive in-home service while recognizing that the short-term crisis intervention model did not offer the sufficient amount of time needed to address the complex needs of the children and their families. In-home services is an integrated comprehensive approach to strengthening and preserving families who are at risk for or who are currently experiencing problems in family functioning and are at imminent risk of having a child removed from the home due to abuse or neglect. Family needs and strengths are identified through an initial as well as an on-going assessment process; the intervention process builds upon the family's existing strengths while supporting and expanding their network of resources in order to increase their capacity to meet the needs of the family system and those of the individual family members. The model also encourages and promotes a strong partnership between the department and the family and incorporates traditional and nontraditional supporting agencies, individuals and organizations into the intervention based on the unique qualities and characteristics of each family.

For the past several years, family preservation services have been available to families in most counties throughout the state through direct services provided by IHS staff or contract services from community based providers. In FY16 family preservation services were available in Bernalillo, Dona Ana, Lea, Otero, Grant and Valencia counties. The IHS model has supported PSD in its efforts to reduce the occurrence of child abuse and neglect by moving services towards addressing the factors that place the family at risk for child maltreatment through problem solving and assistance to families. Family preservation services are provided to enhance the family's capacity to provide for their children's needs in a safe environment with an emphasis on skill building and is a method utilized to help maintain the family unit and prevent out of home placement of the child. The services are time-limited and are focused on the effective management of identified safety threats while enhancing caregiver protective capacities. The purpose of these services is to enhance family capacity to provide for child safety and reduce the risk of abuse and neglect using the family's strengths while addressing family needs.

Families are eligible regardless of income. Referrals are made by PSD when a child in the home has been assessed to be conditionally safe and the risk of maltreatment has been determined to be moderate or high; or the child has been assessed to be unsafe and the risk of maltreatment has been determined to be very low, low, moderate or high. Families whose children are in the legal custody of PSD are ineligible for referral. Contracts were awarded statewide to community based providers. Families referred to contractors by PSD receive family preservation support every week for six months in the following areas:

- Safety planning
- Case management
- Skill building including parenting, conflict management, communication and life skills
- Crisis management
- Transportation
- Assistance in finding housing
- Counseling

PSD was on target to spend the allocated 20% in 2016.

2016 APSR Update:

For FY17, an RFP was released for competitive bids to provide family preservation services. FPS are anticipated to be available in July 2017 in Dona Ana, Grant, Southern Catron, Lea and Valencia counties.

In FY16, contracted, community based partners providers served families in Lea, Dona Ana, Bernalillo, Valencia, Otero and Grant Counties.

<i>In-Home Services (IHS)</i>			
<i>County</i>	<i># of Children Served</i>	<i>Performance Measure #1- 90% of Children Served will not have an incident of substantiated maltreatment while receiving services and within 6 months of close of services.</i>	<i>Performance Measure #2- 90% of children served will not have an entry into foster care while receiving services and within 6 months of close of services.</i>
Lea	79	82%	95%
Dona Ana	54	69%	96%
Bernalillo	22	86%	95%
Valencia	22	95%	91%
Otero	54	83%	94%
Grant	50	40%	74%
Statewide Totals	281	73%	90%

c. Time-Limited Reunification

Time-limited reunification (TLR) contractors provide services to families when a child cannot be safely maintained in the home and the child enters foster care. TLR contractors are required to provide intensive services to families and assist PSD in reunifying families in an expedited time frame (no more than four months from the date of referral and within 12 months of the most recent removal from the home). In addition, TLR contractors are required to conduct at least one home visit per month for up to four months after PSD has closed the case in order to provide support services to the family. TLR services are available to families 24 hours a day, seven days a week. The services provided through TLR are multifaceted and may include the coordination of resources to support safety plans, the provision of supervised and monitored visitation, parent education and skill building and monitoring when the child returns to the home. These contracts also incorporate monthly meetings that include the TLR provider, the biological family, PSD worker, other service providers and/or interested parties; the focus of the monthly meetings is to review the safety assessment, treatment plan, reunification goals, visitation plan and progress related to the reunification plan to ensure the family is receiving the appropriate services required to achieve timely reunification. PSD utilizes ancillary support services provided by other program areas and other state agencies such as childcare, substance abuse intervention, mental health intervention, and employment assistance in effort to further support the reunification process.

TLR were awarded to community based service providers statewide. In FY15 and FY16 PSD had TLR services in Bernalillo, Dona Ana, Lea, Sandoval and Valencia counties.

PSD was on target to spend the allocated 20% in 2016.

2016 APSR Update:

An RFP was released for competitive bids to provide time-limited reunification services beginning in July 2017. TLR services are anticipated to be available in July 2017 in Dona Ana, Lea, Bernalillo, Sandoval and Valencia counties.

In FY16, contracted, community based partners providers served families in Lea, Dona Ana, Bernalillo, Valencia, and Sandoval Counties.

<i>Time Limited Reunification (TLR)</i>				
<i>County</i>	<i># of Children Served</i>	<i>Performance Measure #1- Of children served, 90% will not have an incident of substantiated abuse or neglect during or within 6 months following the closure of the case.</i>	<i>Performance Measure #2- 95% of Children will not have re-entry into foster care during or within 6 months following the closure of the case.</i>	<i>Performance Measure #3- 95% of Children served will be successfully reunified within 12 months of their most recent referral.</i>
Lea	26	81%	69%	58%
Valencia	40	68%	68%	35%
Dona Ana	49	71%	88%	51%
Bernalillo	98	96%	91%	49%
Sandoval	23	87%	74%	39%
Statewide Totals	236	86%	83%	46%

d. Adoption Promotion and Support

When it is determined that a child cannot be reunited safely with their parent or guardian, PSD works to identify an adoptive home that will meet the child’s unique needs and provide a nurturing, stable family environment. PSD has a policy preference for placement with and adoption by relatives. Both relatives and non-relatives have the same licensing requirements which includes criminal records checks, child abuse and neglect checks, pre-service training, home safety check and mutual assessment process. PSD works to minimize the trauma often associated with changes in placement by implementing concurrent planning and encouraging adoption of children by their current foster parents.

PSD provides adoption promotion and support services through a combination of PSD staff and contracted services. PSD staff and contract providers are available to recruit, train and study foster and adoptive families as well as provide post-placement support services. Post adoptive support services are available through state and IV-E subsidies. PSD works with AdoptUSKids, the Adoption Exchange and other national exchanges to conduct child-specific recruitment for children needing adoptive families. The contract with the Adoption Exchange provides a quarterly newsletter for all adoptive parents.

PSD continues to utilize the Structured Analysis Family Evaluation (SAFE) home study process throughout the state. The SAFE home study process, which includes an extensive psychosocial assessment of all household members of a prospective foster and adoptive family, is intended to result in a more comprehensive evaluation of family functioning and more safe and stable placement options for children.

PSD also contracts with a statewide agency to provide post-decree family support services for adoptive families. The FIESTA program includes family activities, education, support groups, a warm line and training, networking and social opportunities for adoptive parents and specialized training in adoption competence for therapists and mental health professionals who provide therapeutic services to PSD families. Information is available to adoptive families statewide through a lending library of books, videos, and DVDs. PSD also sponsors a blog as another opportunity for parents to network on-line. Adoptive parent family contacts reside in and serve each of the five PSD regions and are responsible for coordinating activities and running the warm line.

PSD will continue to offer the annual Adoption Conference to all adoptive families and their children. The FIESTA Program assists in the planning of the conference and ensures program staff is available to assist at the event. The conference allows adoptive families to meet other adoptive families and for parents to receive training on adoption related topics while their children are engaged in activities during the day.

In the 2009 Legislative session, the New Mexico Children’s Code was amended to require that a motion for mediation in contemplation of an open adoption be filed when PSD files a motion for termination of parental rights. The Code was also amended to include the option of post-adoption contact agreements among siblings. This service continues to be funded through PSSF funds and is currently provided by the Administrative Office of the Courts.

PSD also continues its partnership with the Heart Gallery of New Mexico. The Heart Gallery of New Mexico offers small grants to children and families to support special needs of the family that may include training, camps, and or additional support. The Heart Gallery of New Mexico has been an invaluable resource for supporting PSD adoption recruitment efforts.

Adoption Promotion and Support services are provided statewide and available in every county.

2016 APSR Update:

PSD continues to utilize the Structured Analysis Family Evaluation (SAFE) home study process throughout the state. The SAFE home study process, which includes an extensive psychosocial assessment of all household members of a prospective foster and adoptive family, is intended to result in a more comprehensive evaluation of family functioning and more safe and a stable placement options for children. PSD contracts with a statewide agency to provide home study services for the agency. The population being served are families or individuals interested in adopting children in CYFD custody. This agency services only families identified and referred to the agency by CYFD. This is a statewide service. In FY 16, 438 families were referred to the statewide agency to conduct a home study.

PSD also contracts with a statewide agency to provide post-decree family support services for adoptive families. THE FIESTA program included family activities, education, support groups, a warm line and training, networking and social opportunities for adoptive parents and specialized training in adoption competence for therapists and mental health professionals who provide therapeutic services to PSD families. Information is available to adoptive families statewide through a lending library of books, videos and DVDS. The contractor provides social media as another opportunity for parents to network on-line. Adoptive parent family contacts reside in and serve each of the five PSD regions and are responsible for coordinating activities and running the warm line. This is a statewide service. In FY 16 the following information was gathered:

Total Participant Families: 629

Total Child Participants: 1833

Total New Families: 63

Total Social Media participants: 636

Lending Library: 393

Warm line: 97

e. Heart Gallery of New Mexico

PSD continues to work with the Heart Gallery of New Mexico. As of April 2016, PSD has 25 digital Heart Gallery displays and 12 static picture displays for a total of 37 Heart Galleries. The static picture displays include QR scan codes so that people can view information related to the child or children on their smartphone.

Heart Gallery exhibits are currently located in Albuquerque (airport, Motor Vehicle Department Express offices, Wendy's and local churches), Las Cruces, Santa Fe, Alamogordo, Silver City, Hobbs, Roswell, Clovis, Lovington, Artesia, Grants, Deming, Belen, Carlsbad, Farmington and Gallup.

PSD partners with New Mexico Friends of Foster Children (NMFFC) to assist in meeting foster children's needs and to support "teen" adoption events. In 2015, PSD had 271 available children attend an adoption matching event. Adoption events over the year included four youth events and five all age events. The youth events included:

- Birds 1 (Carpentry) on January 24, 2015 with 16 youth attending
- Birds 2 (Birding) on March 24, 2015 with 12 youth attending
- Lovin' from the Oven on February 21, 2015 with 20 youth attending
- Geocaching on November 14, 2105 with 7 youth attending

The all age events included:

- Lobo Fever in Albuquerque on April 18, 2015 with 50 children attending
- Let's Play Ball in Santa Fe on July 25, 2015 with 44 children attending
- Home on the Range in Santa Fe on September 27, 2015 with 63 children attending
- Space History in Alamogordo on October 17, 2015 with 41 children attending

NMFFC also utilized funds for portraits for recruitment, seat drop cards on the Rail Runner, updating Heart Gallery photos or digital displays, monitors at public events to display Heart Gallery adoption information and charter bus transportation to assist children in attending an adoptive event.

3. CAPTA

PSD is the state agency responsible for administering the Child Abuse Prevention and Treatment Act (CAPTA) state plan. The CAPTA plan shares many of the same goals and objectives found within Child Welfare Services and PSSF, and agency policies and procedures and state law have been made compliant with the CAPTA requirements. PSD's CAPTA Plan is submitted separately from the Child and Family Service Plan.

4. Chafee Foster Care Independence Program

New Mexico provides services to meet the needs of older youth in foster care, those youth who have emancipated out of foster care, and those youth adopted from the foster care system at sixteen years of age or older. A statewide youth advisory board, Leaders Uniting Voices, Youth Advocates of New Mexico participates in developing the youth services program (independent living program) and provides feedback and suggestions to PSD staff, foster parents and community providers. PSD is committed to partnering with youth to identify and develop relationships with adults who can serve as mentors and advocates as the youth transitions to adulthood.

PSD continues to provide services to meet the needs of older youth in foster care, youth who have aged out of foster care at the age of 18 and youth adopted from the foster care system at sixteen years of age or older. PSD also continues to partner with youth entities within PSD and New Mexico.

Components of New Mexico's Chafee Foster Care Independence Program are provided in more detail in Section VI.

5. Education and Training Vouchers

PSD continues to strengthen the ETV program through outreach activities and the engagement of youth to assist in accessing post-secondary educational opportunities and increasing their participation in the ETV program. Components of New Mexico's ETV program are provided in more detail in Section VI.

PSD continues to provide ETV funds through outreach activities and engagement of youth to assist in accessing post-secondary educational opportunities and increase youth's participation in the ETV program. Components of New Mexico's ETV program are provided in more detail in Section VI.

C. Service Decision Making Process for Family Support Services

Agencies and organizations are selected for funding to provide family support services through the CYFD request for proposal process. The Community Services Bureau within PSD partners with CYFD's Contract Development Unit to develop and release request for proposal (RFP)'s to those agencies and organizations that provide services specific to PSSF requirements. Agencies and organizations provide CYFD with proposals for

contract. These proposals are evaluated by a team of field staff and community service bureau employees. Once evaluated, the team makes a recommendation to Office of Secretary on who to award the contract.

Once the contract is awarded, the Community Service Bureau and Contract Development Unit negotiate final contract with the selected agency or organization.

D. Populations at Greatest Risk for Maltreatment

PSD recognizes that New Mexico’s population at greatest risk for maltreatment are children aged 0 to 5 years old.

2016 APSR Update:

PSD continues to focus on children ages 0-5 years of age through referrals to early childhood programs such as Family Infant Toddler (FIT) programs, infant mental health teams, and IV-B programs. PSD also continues to provide Circle of Security Parenting to PSD staff and contractors to better serve children, youth and families.

As indicated by the chart below, the percentage of maltreated victims for years 2009 through 2014 continues to be consistently higher for those aged 0-5. However, PSD has seen a decrease for children between ages 1-5 in 2014.

	<i>Percentage of Maltreated Victims by Federal Fiscal Year for New Mexico</i>					
<i>Age of Victim</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>	<i>2014</i>
<i>< 1</i>	11	10.7	10.7	11.2	5.8	8.2
<i>1 Year</i>	7.3	7.7	7.6	7.1	8.5	4.5
<i>2 Years</i>	7.2	7	7.4	6.5	7.9	4.8
<i>3 Years</i>	6.4	6.3	7.1	6.9	7.6	5.0
<i>4 years</i>	6.3	6.6	7	6.7	7.4	5.3
<i>5 years</i>	6.3	6.6	7.1	6.4	7.9	6.4
<i>6 years</i>	6.7	6.6	6.7	7	6.4	6.7
<i>7 years</i>	6.3	6.6	6.1	5.8	5.4	6.9
<i>8 years</i>	5.8	5.7	6	5.5	6	6.2
<i>9 years</i>	5.4	5.3	5	5.1	5.2	5.7
<i>10 years</i>	4.6	4.9	4.7	5.3	5.8	5.7
<i>11 years</i>	4.3	4.7	4.6	5.2	4.3	5.4
<i>12 years</i>	4	4.5	4.4	4.6	3.9	5.4
<i>13 years</i>	4.5	4	3.9	4.1	4	5.6
<i>14 years</i>	3.4	4.2	4	3.8	3.8	5.7
<i>15 years</i>	3.9	3.2	2.6	3.2	3.4	5.2
<i>16 years</i>	3	3	2.8	3	3.9	4.3
<i>17 years</i>	1.8	1.8	1.8	2	2.9	3.1
<i>18 + years</i>	0	0	0	0	0	0

(Source: AFCARS data)

E. *Services for Children Under Five*

For state fiscal year 2014, quarter three there were 2163 children in care; of those, 937 (43.3%) were under age five.

PSD has developed a work group to review and revise policies and procedures for children 0 - 5. These policy and procedure changes will review timelines for hearings, permanency and services for this population. The "Survey of State Child Welfare Agency Initiatives for Maltreated Infants and Toddlers" will serve as a guide for the review and recommended changes.

PSD has been and will continue making several efforts to target services to this age group:

- Family Support Services: In an effort to target services to those at most risk, during the coming year family support services will be prioritized for parents and secondary caregivers who have a child age 0 to 5 who is at risk of abuse or neglect.
- Safety Management: A key factor in PSD's safety assessment process is the vulnerability of the child, and the child's age obviously enters into that assessment. Focusing on safety throughout the life of a case ensures that the safety of young, vulnerable children is considered.
- Early Intervention: Children under the age of three who are subject of a substantiated report of child maltreatment are referred to the state's early intervention program, Family Infant Toddler (FIT), for an assessment.
- CYFD Early Childhood Services: Infants and children in PSD custody or at risk of coming into custody are often eligible for a range of services provided through CYFD's Early Child Services Division and its contractors, including childcare, infant mental health services, pre-K programs, and home visiting.
- Infant Mental Health Teams: PSD is partnering with providers in pilot sites within the state to enhance the state's workforce capacity (providers, PSD staff and foster parents) in terms of the provision of infant mental health services. PSD is working with the Early Childhood Division to identify more pilot sites and increase use and understanding of home visiting services in the state.
- Neurosequential Model of Therapeutics: PSD staff and foster parents have received training on the neurosequential model of therapeutics. This model is an approach that integrates core principles of brain development and the impact of trauma. This model has three components: training and capacity building, assessment and then, recommendations. Training and capacity building has occurred for approximately 30 individuals.

Children under the age of three who are subject of a substantiated report of child maltreatment, whether or not they enter PSD custody, are referred to the state's early intervention program, Family Infant Toddler (FIT), for an assessment.

2016 APSR Update:

For state fiscal year 2015 quarter three, there were 2,356 children in care. Of those, 838 (35.6%) were under age five, reflecting a slight decrease from the previous year.

The Community Based Child Abuse Prevention (CBCAP) programs provide home based and evidence based prevention services to families with children 0-5 years old. These services target families that have not had substantiated maltreatment and offer targeted case management, family planning and individualized Circle of Security parenting to families in the following communities: Rio Arriba, Taos, Northern Santa Fe, Bernalillo, the 5 Sandoval County Pueblos, and Dona Ana Counties.

PSD field staff currently provide safe sleep brochures and information to families during home visits or interventions with families. In March 2015, PSD began additional partnering with the Department of Health (DOH) to provide regional trainings to PSD staff on components around safe sleep and children crying, "Purple Cry." This training will allow PSD staff to be better able to work with families around safe sleep methods and managing crying with a child.

PSD staff, foster parents and community partners continue to be trained on the neurosequential model of therapeutics. In October 2015, twenty-two individuals will complete this training. Thirty individuals remain trained. In October 2015, four community agencies will be able to provide neurosequential model of therapeutics training within their own agencies. In October 2015, another cohort of individuals will be trained.

CYFD's secretary continues to focus on prevention throughout New Mexico as part of the CYFD strategic plan and Pull Together.

Efforts to provide services for children under the age of five to New Mexico are:

1. The "At-Risk" Childcare program, which provides free childcare to families whose children are at risk of coming into foster care;
2. Relative guardianship assistance provided to families to prevent kids from lingering in foster care;
3. Use of wrap around services to families and children to prevent children coming into foster care;
4. Home visiting program, in program in which a provider visits new parents and infants in their homes; and
5. Access to Infant Mental Health Teams around the state.

PSD is also exploring how case planning can be more targeted and specific to meet the needs of children ages 0-5, and reduce their time in foster care.

F. Services for Children Adopted From Other Countries

CYFD Protective Services Division (PSD) does not have a specific policy on re-homing of adopted children. However, if an inter-country adoptive family calls into statewide central intake for assistance, they are referred like all families for services that they qualify for and are appropriate to their situation. As with any adoptive family, inter-country adoptive families may access post adoption services through the FIESTA program funded by CYFD.

PSD will inform the Adoption Alliance Network, adoption agencies certified by CYFD, certified counselors and investigators of this new requirement to ensure the network is up to date with the processes PSD will put in place when an inter-country adoptive family comes to the attention of CYFD and the expectations of a placement agency or certified investigator/counselor when these families come to their attention.

If an inter-country adoption family comes to the attention of CYFD as being in crisis or are in the process of a dissolution or disruption, a referral notification will be made with the family's name, child's name, number of children, agency name that handled the adoption, plans for the child as available, and the reason for the disruption or dissolution to the Council on Accreditation(COA) at 212-797-3000 or haguecompliance@coanet.org and to Department of State at adoptionusca@state.gov.

PSD will work with our information system to determine the best method to capture the data will be with inter-country adoptive families come to the attention of CYFD. PSD will encourage adoption agencies and certified counselors/investigators to track the number of families that come to their attention for reporting purposes.

2016 APSR Update:

During this reporting period, PSD has worked with a sibling group of seven children in custody previously adopted from another country with a dissolution. Two agencies involved in the private adoption were Kids to Adopt in Vancouver WA (agency is now closed) and Little Miracles International Inc., Amarillo, TX. Two of the children were adopted independently and two other are unknown to the department.

Private adoption agencies in New Mexico indicated not receiving referrals to serve children involved in inter-country adoptions during this reporting period. La Familia-Namaste, which serves the post adoption families served approximately 90 families on an ongoing basis. Families participate in the statewide events and many more participate in discussions or forums in the FIESTA Facebook page. The FIESTA program is available and accessible to all adoptive families including children and families adopted from other countries.

CYFD will work with all the adoption agencies in the state of New Mexico and will request data on children served that were adopted from other counties. CYFD licenses adoption agencies and an agency review is performed by CYFD. CYFD will now request that each agency report on the number of children adopted and served from other countries, number of adoptions finalized, number of adoptions that disrupted and number of families served. This information will become part of the agency licensing report. Child Placement Agency Regulations will need to be amended to include collecting data regarding children adopted from other countries.

Children adopted from other countries that come to the attention of CYFD will be offered services to ensure safety permanency and wellbeing for the children. The Foster Care and Adoption Bureau will work with the Research, Assessment and Data Bureau to develop a statewide protocol that can assist the field in identifying the children to include agency that completed the adoption, country or origin and will provide services to the family.

Post Adoption Support Services: Through a contractual agreement, CYFD serves any adoptive family statewide to include public and private adoptions. These services provide adoption training, technical support and networking groups for adoptive children, adoptive parents and other family members to include, but not be limited to biological or other adopted children in the adoptive home including post-placement and post-decree to provide support, information, preparation and understanding of the adoption related events occurring in their lives. The contracting agency maintains a lending library of adoption resource and referral information to share resources with adoptive families in the state. The purpose of these services to reach as many adoptive families as possible. Calendar of events is publicized in the CYFD adoption newsletter. Through the contractual agreement, the agency provides an online support network so that families can correspond with other families throughout the state.

Additionally, the foster care and adoption bureau will work with the Adoption and Foster Care Alliance of New Mexico to provide information regarding to the available services that are available to any of the adoptive families served by private agencies or independent counselors.

G. Preventing Sex Trafficking and Strengthening Families Act P.L. 113-183

In December 2014, PSD began collaborating on P.L. 113-183 through co-chairing with a Children's Court judge and the Domestic Child Sex Trafficking Task Force. This task force consists of PSD, judicial representatives, law enforcement, juvenile justice, medical providers, district attorney's office, youth, community providers, tribes, pueblos, and community individuals. The purpose of the task force is to develop a comprehensive system in New Mexico to address child sex trafficking in New Mexico and to begin to address the components in the Preventing Sex Trafficking and Strengthening Families Act. The group is focused on development of PSD policy and procedure, services, community outreach, education and training, law enforcement response and prevention.

PSD has also been working with youth through LUVYANM and NMCANS related to the portions of the law on case review and case plans, transition planning, youth documents, and prudent parenting.

In late June 2015, PSD will begin work with the Administrative Office of the Courts and National Center for Missing and Exploited Children (NCMEC) related to reporting on children missing from care.

Policy and procedure will be updated for all components of P.L. 113-183 by September 29, 2015.

2016 APSR Update:

At the 2015 foster parent conference, Glen Casel from Community Based Care of Central Florida held three workshops for foster parents on reasonable and prudent parenting. Glen Casel provided a pre-conference workshop for foster parents, PSD staff, attorneys, Juvenile Justice staff, judges, CASA's, CRB members and other related individuals at the 2016 Children's Law Institute. He also held two different workshops, one which

was recorded and is freely available online to any individuals that would like to view it. PSD will train all new foster parents on prudent parenting through RAFT initial or pre-service training.

PSD is currently working with LCA to implement reasonable and prudent parenting activities in higher levels of care, including Treatment Foster Care and Residential Treatment Centers.

At the 2015 Foster Parent Conference, a panel of youth made up of VIP and LUVYA members shared their experiences while in foster care in regards to normalcy activities and the importance of being able to participate in activities as part of childhood development. The audience was made up of foster parents and PSD staff.

From April through June 2016, policy and procedures training has been provided to staff at county offices. This training focused on the changes to policy and procedures related to preventing sex trafficking, prudent parenting and other case and transition planning changes that came about due to the Preventing Sex Trafficking and Strengthening Families Act. At least two trainings were available for each region and these trainings took place both in person and through webinar.

CYFD staff as well as individuals in the Domestic Trafficking Taskforce are currently working with FosterED to submit an application for funds to implement preventing sex trafficking practices in New Mexico. This grant will be due in July 2016. FosterED, an organization based out of California, helped to create California's sex trafficking practices, which have been highly regarded since their implementation and is eager to help CYFD create practices which will be effective in New Mexico.

PSD is also planning to offer training at the 2017 Children's Law Institute and is partnering with the 3rd Judicial District to offer training to Juvenile Justice and Protective Services staff on identifying, assessing and providing provisions for victims of sex trafficking. This training will be funded by the Children's Justice Act Grantees (CJAG). In addition, counties are discussing with their MDTs the need for specialized software to help identify potential victims of sext trafficking. PSD also intends to offer on-going training to PSD staff on the identification of sex traffic victims as part of New Mexico's Program Improvement Plan to improve options of on-going training available to PSD staff.

V. Consultation and Coordination Between State and Tribes

A. Input, Coordination and Collaboration From Tribes to Develop CFSP

The 2015-2019 plan was developed after a series of weekly meetings with stakeholders that occurred in April and May 2014. Tribal entities that were able to attend some of the meetings were: Navajo Nation, (Michele Jones), Pueblo of Zuni (Betty Nez) and Pueblo of Acoma (Donalyn Sarracino). Tribal input for our plan was obtained through our April and May 2014 stakeholder meetings and through the Title IV-B Tribal meeting that occurred in April 2014. After each stakeholder meeting notes were sent out through e-mail to be distributed for additional input and feedback. PSD utilized the Indian Affairs Department to assist in sending out invitations each of the tribes and pueblos for the PSD stakeholder meetings. The stakeholder meetings were also advertised in the Indian Affairs Department's newsletter in April and May of 2014. Below is a list of our tribal partners invited to the April and May 2014 stakeholder meetings:

Tribe or Pueblo	Tribe or Pueblo Representative
<i>Pueblo of Acoma</i>	<i>Governor Fred S. Vallo, Sr, Donalyn Sarracino, Sharon Young</i>
<i>Pueblo of Cochiti</i>	<i>Governor Joseph H. Suina</i>
<i>Pueblo of Isleta</i>	<i>Governor E. Paul Torres, Caroline Dartez</i>
<i>Pueblo of Jemez</i>	<i>Governor Joshua Madalena, Carla Sandia, Hennetta A. Gachupin</i>
<i>Pueblo of Laguna</i>	<i>Governor Richard B. Luarkie, Marie Alarid</i>
<i>Pueblo of Nambe</i>	<i>Governor Phillip A. Perez, Venus Mongofeds</i>
<i>Ohkay Owingeh</i>	<i>Governor Marcelino Aquino, Rodelle Thompson</i>
<i>Pueblo of Picuris</i>	<i>Governor Richard Mermojo</i>
<i>Pueblo of Pojoaque</i>	<i>Governor George Rivera</i>
<i>Pueblo of San Felipe</i>	<i>Governor Joseph E. Sandoval, Darlene J. Valencia</i>
<i>Pueblo of San Ildefonso</i>	<i>Governor Terry L. Aguilar, Sharon Serrano, Julie Sanchez</i>
<i>Pueblo of Sandia</i>	<i>Governor Stuart Paisano, Randall Berner, Kimberly Lorenzini</i>
<i>Pueblo of Santa Ana</i>	<i>Governor George M. Montoya, Nathan Tsosie</i>
<i>Pueblo of Santa Clara</i>	<i>Governor J. Michael Chavarria, Jacque Wright, Julie Bird, Terri Chavarria</i>
<i>Pueblo of Santo Domingo</i>	<i>Governor Oscar K. Lovato, Tori Garnat</i>
<i>Pueblo of Taos</i>	<i>Governor Clyde M. Romero, Ezra Bayles, Helena Concha</i>
<i>Pueblo of Tesuque</i>	<i>Governor Robert Mora, Sr., Jeannette Jagles</i>
<i>Pueblo of Zia</i>	<i>Governor David Pino, Victoria Herrera</i>
<i>Pueblo of Zuni</i>	<i>Governor Arlen P. Quetawki, Sr., Betty Nez, Marla Fastwolf</i>
<i>Jicarilla Apache Nation</i>	<i>President Ty Vicenti, Hilda Petago, Karen Keating, Susan Thompson, Rubesan Sandoval, Olivia Nelson, Violet Garcia</i>
<i>Mescalero Apache Tribe</i>	<i>President Danny Breuninger, Sr.</i>
<i>Navajo Nation</i>	<i>President Ben Shelly, Regina Yazzie, Irene Eldridge, Michele Jones</i>
<i>Navajo Nation Council</i>	<i>Johnny Naize</i>
<i>All Pueblo Council of Governors</i>	<i>Chairman Terry L. Aguilar (San Ildefonso Pueblo) and Secretary Vincent Toya, Sr. (Jemez Pueblo)</i>
<i>Five Sandoval Indian Pueblos</i>	<i>Director James Roger Madalena</i>
<i>Eight Northern Indian Pueblos Council</i>	<i>Executive Director Gil L. Vigil</i>
<i>Ramah Navajo</i>	<i>Vera Beaver, Loretta Martinez, Jemlisa Raplult</i>
<i>Southern Ute</i>	<i>Ann Hale</i>

Information obtained from the April and May 2014 stakeholder meetings and Title IV-B tribal meeting was utilized to develop PSD's strengths, challenges and assisted in identifying goals for our Plan for Improvement. Over the next five years, PSD plans to hold monthly stakeholder meetings to obtain ongoing feedback and assist in identifying strengths, challenges and progress towards goals.

PSD will share the CFSP with tribal partners through the Native American Liaison and tribal contacts. We will request a copy of each tribal CFSP directly through their governor or president and through our tribal liaison.

Opportunities for consultation also occurred throughout the year and involved formal public hearing and meetings, presentations at both the foster parent and annual Children's Law Conferences as well as through our ongoing collaborations. Below are some opportunities PSD utilizes for collaboration and coordination of services with New Mexico tribal partners.

- Tribal-State Judicial Consortium – the purpose of the tribal consortium is to build closer relationships between the state and tribal courts and enhance communications. PSD attends quarterly meetings as an interested party. Subcommittees address state services for tribal children, full faith and credit, collaboration and compliance with ICWA.
- Indian Child Welfare Protection conference planning committee – conference coordinated in collaboration between CYFD, BIA, community partners and tribes around the state.
- PSD presentation at the yearly Tribal Title IV-B, includes presentations on Title IV-E, Chaffee funds, ETV funds and obtaining feedback from tribal partners.
- IGA's – Ongoing discussions with PSD and tribes around the state to address the option of entering into an IGA that addresses tribal licensing. One goal of the IGA is to increase ICWA preferential placements by partnering with tribes to increase licensing of tribal foster families. Currently for a foster family to be licensed by a tribal entity, CYFD is required to enter into Intergovernmental agreements (IGA) with the tribe.
- Quarterly IGA meetings with Navajo Nation to discuss the roles and responsibilities of the Nation and the state for ensuring ICWA placement preference for Indian children.
- Quarterly ICWA staffings with Navajo Nations, so children outcomes can be achieved more timely.
- PSD notification to tribes when children come into care and ongoing partnering with the tribe during the time the child is in custody.
- IV-E unit provides ongoing collaboration, training and technical assistance with tribes, pueblos and the Nation in the area of IV-E.
- PSD partners with CCIC cross-training grant to ensure tribal representatives are invited to all training events and topics are relevant to tribal partners.
- PSD participates in the BIA-Tribal Social Services quarterly meetings on ICWA coordination issues and concerns in order to jointly address children and family issues.
- PSD utilizes our CYFD Native American liaison to assist in facilitation and mediation of some staffings, provide information to out of state tribes and assist with tribal requests for home studies for off reservation homes.
- PSD has identified a PSD Title IV-E staff person to be the designated primary contact for eligibility determinations, questions, consultations and technical assistance or training regarding children in tribal custody. Templates have also been developed for court orders in tribal court to incorporate the required language in the order to determine IV-E eligibility.
- Tribal youth are eligible for the same services under the Chafee Foster Care Independence Program and Education and Training Voucher Program as youth in the custody of the state.

2016 APSR Update:

The 2015 APSR was provided to each tribe and pueblo and listed on CYFD's website at www.cyfd.org. The 2015 APSR was also provided to the CYFD Native American liaison as an additional means of access for tribes and pueblos. PSD will provide the 2016 APSR to the tribes and pueblos in the same manner the CFSP and 2015 APSR were provided.

Over the last year, PSD continues to communicate and meet with tribes and pueblos to develop or update Joint Power Agreements (JPAs) and Inner Governmental Agreements (IGAs). PSD continues to be able to negotiate child specific JPAs with tribes and pueblos. PSD completed discussions with San Ildefonso pueblo. At this time San Ildefonso is in the process of developing a licensing process and still considering entering into a JPA. PSD continues to have ongoing discussions with Pueblo of Laguna. Pueblo of Laguna Tribal Social Services is very interested in a JPA, but Pueblo of Laguna governmental entities have not been willing to move forward in discussions. The Pueblo of Laguna Tribal Social Services director continues to obtain technical assistance related to the JPAs and IGAs and have conversations with Pueblo of Laguna governmental entities. In March 2016, PSD began discussions on a JPA with Ramah Nation. PSD is awaiting Ramah Nation's decision on how to proceed. In the next couple of months, PSD will begin discussions with Pueblo of Jemez on JPAs and IGAs.

PSD continues to keep tribes and pueblos informed through e-mail and face to face meetings about available trainings occurring within CYFD, PSD, community or cross trainings.

Throughout the last year, the Title IV-E/Medicaid manager and Title IV-E specialist continued to coordinate and collaborate with tribes and pueblos for Title IV-E services. This included providing technical assistance, training or attending tribal meetings. Title IV-E/Medicaid manager or Policy, Procedure, Federal Reporting and Training Bureau Chief, and chief children's court attorney within PSD also attend tribal quarterly meetings and participate in the Tribal Judicial Consortium. On April 8, 2016, the Title IV-E/Medicaid manager and chief children's court attorney attended the NM Tribal State consortium.

B. Description of Understanding of Responsibility to Provide Child Welfare to Tribal Children

Compliance with the Indian Child Welfare Act (ICWA) is a high priority for PSD, CYFD, and the State of New Mexico ICWA requirements are included in PSD policies in many places, including an extensive section in Legal Services and specific references and requirements in Investigation, Permanency Planning, and Adoption Act Regulations. The New Mexico Children's Code incorporates the provisions of ICWA into state law. Specifically:

- Notification of Indian parents and Tribes of State proceedings involving Indian children and their right to intervene: PSD Intake Policy (8.10.2.14 NMAC); PSD Investigation Policy (8.10.3.15 NMAC; 8.10.3.16 NMAC); PSD Legal Services Policy (8.10.7.27 NMAC); NM Children's Code Abuse & Neglect Act 32A-4-6 NMSA 1978 (Taking into custody), 32A-4-22 NMSA 1978 (Disposition of adjudicated abused or neglected child);
- Placement preferences of Indian children in foster care, pre-adoptive, and adoptive homes: PSD Legal Services Policy (8.10.7.27 NMAC); PSD Permanency Planning Policy (8.10.3.11 NMAC); PSD Adoption Act Regulations (8.26.3.44 NMAC); NM Children's Code Abuse & Neglect Act 32A-4-9 NMSA 1978 (Indian child placement preferences), 32A-4-21 NMSA 1978 (Neglect or abuse predisposition studies...), 32A-4-22 NMSA 1978 (Disposition of adjudicated abused or neglected child); Children's Code Adoptions Act 32A-5-4 NMSA 1978 (Application of federal Indian Child Welfare Act of 1978), 32A-5-5 NMSA 1978 (Indian child placement preferences);
- Active efforts to prevent the breakup of the Indian family when parties seek to place a child in foster care or for adoption: PSD Permanency Planning Policy (8.10.8.19 NMAC); NM Children's Code Abuse & Neglect Act 32A-4-24 NMSA 1978 (Periodic Review of dispositional judgments), 32A-4-28 NMSA 1978 (Termination of parental rights; adoption decree), 32A-4-20 NMSA 1978 (Termination procedure); NM Children's Code

Adoptions Act 32A-5-4 NMSA 1978 (Application of federal Indian Child Welfare Act of 1978), 32A-5-5 NMSA 1978 (Indian child placement preferences);

- Tribal right to intervene in State proceedings or transfer proceedings to the jurisdiction of the tribe: PSD Legal Services Policy (8.10.7.27 NMAC); NM Children’s Code Abuse & Neglect Act 32A-4-6 NMSA 1978 (Taking into custody), 32A-4-27 NMSA 1978 (Intervention; persons permitted to intervene).

2016 APSR Update:

April 15, 2016, PSD Policy, Procedure, Federal Reporting and Training Bureau Chief met with the ICWA Consortium group to discuss training, development of an ICWA training and ICWA Consortium initiatives. In May 2016, ICWA Consortium, PSD, AOC, UNM Corinne Wolfe Law Center agreed to partner in seeking federal funds for the ICWA Implementation grant. As a part of this PSD will be entering into a JPA so that data can be exchanged, cases may be reviewed and improvements related to ICWA compliance can be addressed.

On April 14, 2016, PSD participated in the Tribal IV-B meeting. PSD provided information and technical assistance on items such as: initial and ongoing training opportunities, services for tribal youth including Chafee and Medicaid services, Title IV-E services available to tribes and pueblos and information about JPAs and IGAs. PSD currently has a Title IV-E Specialist identified to work directly with tribes and pueblos on IV-E services, JPAs and IGAs.

In February 2016, PSD began working with tribes and pueblos as well as PSD field staff on aligning PSD policy and procedures with the proposed ICWA regulations and guidelines. In August 2016, PSD will begin the promulgation process on some of these policy and procedures and expect to have these fully promulgated within a year.

In November 2015 and May 2016, PSD partnered with Casey Family Foundations, New Mexico tribes and pueblos, ICWA Consortium representatives, AOC, CYFD Tribal Liaison, Tribal Judicial representative, state judicial representative, CASA, UNM Corinne Wolfe Law Center, and Juvenile Justice Services to promote collaboration and communication for better outcomes for Native American children. During the meetings individuals provide information about outcomes and the work being accomplished with Native American children. The overall goal is for individuals to create a process that can be sustained keeping different parties informed on collaboration or communication occurring within each system.

C. Ongoing Compliance with ICWA

ICWA compliance is documented in individual case records (in court reports, activities, narratives, etc.) and compliance data will be obtained through QA. PSD ensures compliance with ICWA through staff training, supervision, QA reviews and ongoing meetings with tribal representatives. PSD will continue to address ICWA compliance through training. ICWA is included in the legal module of foundations of practice. A 90-minute e-learning course, Introduction to ICWA, is also mandatory for all staff.

PSD will utilize data from QA Reviews, information obtained from our judicial partners, and information from meetings between PSD and tribal partners to improve or maintain our compliance with ICWA.

2016 APSR Update:

PSD is partnering with the ICWA Consortium seeking ICWA Development Implementation grant funds. The application will be submitted June 2016. PSD views this as an opportunity to continue to collaborate with tribal and pueblo partners on Native American children within New Mexico ensuring ICWA compliance is fully supported.

PSD has also partnered with Casey Family Foundations, New Mexico tribes and pueblos, ICWA Consortium representatives, AOC, CYFD Tribal Liaison, Tribal Judicial representative, state judicial representative, CASA,

UNM Corinne Wolfe Law Center, and Juvenile Justice Services to promote collaboration and communication for better outcomes for Native American children. One of the topic areas of discussion, and future continued discussion, is the topic of on-going ICWA compliance. CYFD is looking to partner with the Pueblos and Tribes in improving data sharing and developing processes for tracking ICWA compliance. Additionally, the Quality Assurance Unit is looking at revising data collection on ICWA cases so to better track compliance throughout the state.

D. Discussions with Tribes Related to the CFSP

The 2015-2019 plan was developed after a series of weekly meetings with stakeholders that occurred in April and May 2014. Tribal entities that were able to attend some of the meetings were: Navajo Nation, Pueblo of Zuni and Pueblo of Acoma. One meeting specifically focused on youth services. Each year, the Youth Services Bureau staff also participate in the New Mexico tribal Title IV-B meeting. During this meeting youth services staff discuss the services available to tribal youth including ETV funds, transition support services, and foster youth tuition and fee waiver.

2016 APSR Update:

In April 2016, PSD participated in the Tribal IV-B meeting to provide information on Title IV-E, Medicaid, JPA's, IGA's, youth services, CFSP, APSR and training.

The Title IV-E/Medicaid manager, Title IV-E specialist and chief attorney continue to participate in tribal meetings and the judicial consortium.

VI. Chafee Foster Care Independence Program (CFCIP)

A. Agency Administering CFCIP

The New Mexico Children, Youth and Families Department (CYFD), Protective Services Division (PSD), Youth Services Bureau directly administers, supervises, and oversees the Chafee Foster Care Independence Program (CFCIP). The Youth Services Bureau consists of the following personnel:

- Bureau Chief – Provides oversight and supervision for overall implementation of the program.
- Deputy Bureau Chief – Manages and coordinates the Education and Training Voucher (ETV) and Chafee program funds; tribal and out of state referrals; the annual Independent Living Conference; Leaders Uniting Voices Youth Advocates of New Mexico (LUVYANM); and develops and manages contracts with housing and life skill development providers.
- Eight Youth Transition Specialists (YTS) – Provides direct transition support services to individual youth across the state.
- Business Operations Specialist – Provides administrative support to staff and management of the Youth Services Bureau.

2016 APSR Update:

Over the last year, the Youth Services Bureau has made some additions to their staff. This includes:

- An Additional Senior Youth Transition Specialist – Provides direct transition support services to individual youth across the state, provides staff training and technical assistance, assists with the coordination of ETV and Chafee program funds, acts as the Officer in Charge for the Bureau, attends various collaborative meetings, and carries out other assignments to support the Bureau Chief and the Youth Transition Specialists.
- Two Additional Youth Transition Specialists (YTS) – Provide direct transition support services to individual youth across the state.
- A Youth Services Supervisor – This position will most likely manage 7 of the youth transition specialists and one of the senior youth transition specialists in order to assist the Bureau Chief in daily operations, supervision and guidance.

B. Description of Program Design and Delivery

There are seven primary components of the services delivered to youth who are likely to remain in care until age 18 that assist and support youth in their transition to self-sufficiency. These are:

1. **Independent Living (IL) Assessment:** The IL assessment is completed by the permanency planning worker (PPW) within 60 days of the youth's turning 15 ½ years or within 60 days of the youth's entry into foster care if the youth comes into care after the age of 15 ½. All youth, regardless of their permanency plan, complete the Casey Life Skills Assessment (CLSA) via the internet and are reassessed annually so that the youth and those that are involved in the youth's life (PPW, foster parents, CASA, etc.) can work with the youth on developing the skills necessary to self-sufficiency as an adult. Specialized assessments are also available based on the youth's individual needs such as the Pregnant and Parenting Assessment or the American Indian Assessment.
2. **Life Skills Development:** Any youth 16 years of age or older in foster care participates in life skills development, regardless of the youth's permanency plan. Life skills development is an individualized process of learning the knowledge and skills necessary to be successful in living as an adult. Life skills may be acquired through a variety of methods including but not limited to group learning; taking advantage of

teachable moments; use of community resources and mentors; self-paced or home base curricula; and individual practice with out-of-home providers. Life skills development is most effective when delivered through hands on, day to day participatory real life situations. In addition, the youth transition specialist obtains a credit report for each youth ages 16 and 17 in foster care. Through this process, the YTS assists the youth in understanding what their credit report is and assisting youth in disputing any erroneous information contained in their credit reports.

3. **Transition Planning Process:** Approximately three months prior to a youth's 17th birthday, the youth transition specialist contacts the youth to schedule an informal pre-planning meeting for the youth's transition plan. During this meeting, the YTS supports the youth in developing goals and plans for what will happen when the youth turns 18 years old and emancipates from the foster care system. The areas the plan focusses on include housing, employment and income resources, education, physical and behavioral health, community support services, family, mentors, and other supportive adults. The plan and goals developed include multiple back-up plans, in the event that the youth's first plan does not work out. The YTS and the youth identify all the people the youth would like to invite to the meeting including, but not limited to the PPW, youth attorney, foster parents, CASA, mentors, biological family, fictive kin, friends, and community support people (i.e., clergy, coaches, teachers, mentors, etc.). The formal youth transition meeting takes place prior to the youth's 17th birthday. During this meeting the plan is presented to the youth's team and is refined with the input of those present. The transition plan or Toolkit for Adulthood is then attached to the court report and presented to the court at the first permanency hearing after the youth's 17th birthday. The plan may be updated at any time by request of the youth or any member of the youth's team prior to the youth's 18th birthday. All plans must be reviewed and updated with the youth and the youth's team within 30 days of the youth's 18th birthday or the youth's discharge hearing. The updated Toolkit for Adulthood is presented to the court at the youth's discharge hearing.
4. **Financial Resources:** Aside from the Education and Training Voucher program, there are three financial resources for which youth are eligible that support them in their transition to self-sufficient adulthood:
 - **Start-Up Funds** are funds available through the Chafee Act to assist eligible youth in purchasing the household items and services needed to establish a home or to support the youth's transition into adulthood. Expenses which are eligible for the use of Start-Up funds are determined according to the standards of the Chafee Act. Youth must fill out an application to receive the funds and turn in receipts for purchases to ensure the funds are used appropriately. Youth who emancipated from the foster care system are eligible for these funds as are youth who were adopted after the age of 16. Adopted youth may not use the funds for room or board payments. Start-Up funds must be used by the youth's 21st birthday.
 - **Independent Living Placement Status (ILPS):** ILPS allows an eligible youth to receive a stipend based on substitute care monthly maintenance payments. The stipend payment allows the youth to live as a boarder with a foster parent or to live independently with limited supervision regarding safety and appropriate use of funds. Youth must refrain from substance use and illegal activity and provide documentation on a monthly basis as to their participation in activities such as employment or education that will support their successful transition to adulthood. ILPS is available to youth who are likely to emancipate from the foster care system starting at age 17 and extending to age 21.
 - **Medicaid:** Medicaid is available to youth who have emancipated from the foster care system up to the age of 26 in accordance with the federal Affordable Care Act. Youth must fill out an application on an annual basis to ensure continued eligibility.
5. **Transition Support Services:** Transition support services are provided by the youth transition specialist for the purpose of preparing and assisting youth in their transition to adulthood. Services begin at the preparation for the transition meeting and may continue until the youth turns 21 years of age. Youth who are currently in foster care, youth who have emancipated from foster care, and youth who were adopted after the age of 16 are eligible for transition support services. Transition support services include, but are not limited to locating and maintaining safe and stable housing; identifying and accessing educational and vocational opportunities; information and referral on employment or income resources; referring youth to

health and mental health services and ensuring enrollment in Medicaid; identifying local opportunity for mentors; linking youth with significant adult connections, prior to and after aging out of foster care; and accessing other continuing support services as available.

6. **Youth Leadership Skills:** Youth are engaged and empowered to participate in advocacy and policy making in multiple ways with CYFD. These include participating in Leaders Uniting Voices Youth Advocates of New Mexico (LUVYANM), planning and participating in the annual independent living youth conference, training of PSD workers, participating in policy meetings, public speaking at conferences such as the Children’s Law Institute and the foster parent conference, and advocacy work with the New Mexico legislature.
7. **Housing Services:** Youth services contracts with four housing programs across the state to assist youth in their ability to access affordable, safe, and stable housing. The housing programs are located in Santa Fe, Albuquerque, Las Cruces, and Hobbs. Collectively these programs are able to serve up to 30 youth per year.

2016 APSR Update:

As of September 29, 2015, PSD promulgated policies and procedures that outlined the requirements for prudent parenting and engagement in age or developmentally appropriate activities. There has been training throughout the state focused on prudent parenting and the importance of allowing youth to participate in age appropriate activities. This training has been incorporated into RAFT training, as well as presented at the 2015 Foster Parent Conference. In addition, the PSD Policy and Procedure Coordinator has held several trainings for PSD field staff in all 5 regions of the state to review the recently revised policies and procedures related to prudent parenting, preventing sex trafficking and the requirement of youth involvement in case planning. Youth services has begun providing training to county offices on the new requirements particularly on case planning, credit reports, and transition planning. Youth Services developed a checklist for Permanency Planning Workers and Youth Transition Specialists identifying tasks for each worker to assist in their joint work with 13.5 to 18 year olds.

PSD provided the “I Am Me” training at the foster parent conference this past year. This workshop provided training on how foster parents can support LGBTQ youth. Policies and procedures to support or affirm the sexual orientation and gender identities of youth served by the program will need to be reviewed and strengthened in 2017. Current practice is to be inclusive and to refer our LGBTQ youth for services specific to their needs and preferences. Casa Q provides safe housing options for LGBTQ youth.

PSD continued to meet monthly with youth from LUVYANM and NMCANS to finalize policy development and participate in promulgation through September 29, 2015. In October 2015 through December 2015, PSD continued to work with youth from LUVYA and NMCANS to refine and expand upon the recently promulgated policies and procedures in alignment with P.L. 113-183 –Preventing Sex Trafficking and Strengthening Families Act.

The use of another planned permanency living arrangement for youth 16 years of age and older continues to be limited and only chosen as a last resort when all other permanency plans have been deemed inappropriate or ruled out. If APPLA is chosen as a permanency plan, the permanency planning worker is required to review the plan for appropriateness on a regular basis.

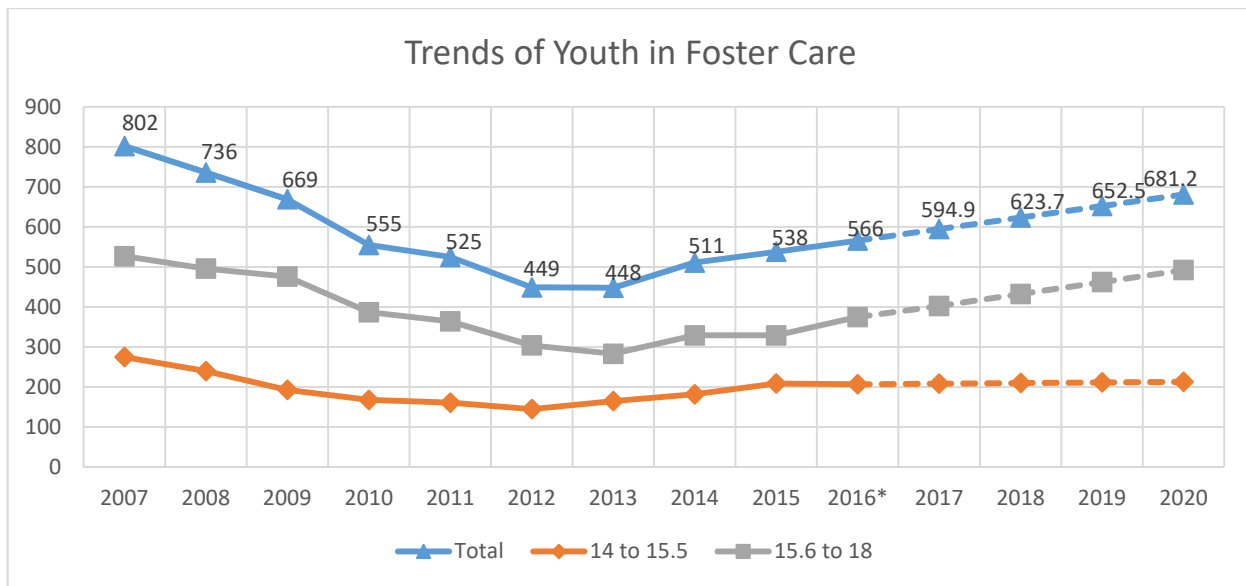
Independent Living Placement Status (ILPS) continues to be available to youth who are likely to age or who have aged out of the foster care system starting at age 17 to age 21.

Youth continue to complete a yearly application for Medicaid; the YTS, when possible, updates the youth’s address for on-going communication purposes.

Transition support services are provided for foster care youth aged 13 and half and older, as well as for youth who have aged out of foster care at 18 and youth who were adopted after the age of 16.

Supportive housing in Albuquerque continues to be provided through the Supportive Coalition. Eligibility includes youth with a behavioral health diagnosis and are at risk for homelessness. Minimally four youth a year are served through this program.

PSD utilized statistical forecasting through SPSS to estimate youth in care through 2020. According to this forecasting, youth being served will steadily increase each year for a total of 681 youth age 14 to 18 in care by 2020. Below is a chart with those forecasted trends:



Source: sm0904

Above is a graph of the 14 to 18 year old foster care population in New Mexico. Note that the amounts for 2016 are estimated. 2016 was calculated by adding July 2015 through May 2016 raw data and then estimating how many youth would be added in the final month of the fiscal year. The historical data was entered into SPSS and a time series modeler was used to forecast future values. After using the modeler a MAPE value of 7.787 and an R squared of 0.793 were obtained. The MAPE value is low and indicates that the predications should be off by no more than 7.8%. In the graph above the dashed lines indicate the forecasted values.

Program Areas to Strengthen

In consultation with the youth from LUVYANM, the youth identified five program areas that needs enhancing or strengthening. These are life skill development services; affordable housing options; opportunities for mentors; vocational training and employment opportunities; and the transition planning process.

Over the next five years, the Youth Services Bureau will work on improving these areas through our collaborations and partnerships with both the youth we serve and community stakeholders such as the New Mexico Child Advocacy Network, the Heart Gallery of New Mexico, the Corrine Wolfe Children’s Law Center, and the Administrative Office of the Courts. These are described in detail in Section K below.

2016 APSR update:

The above five program areas remain the focus for program areas to strengthen over the next five years.

Youth Involvement in the CFSP

Each year at the annual independent living conference, LUVYANM conducts a town hall meeting with approximately 70 youth who participate to discuss issues that are most relevant to them. A summary of the discussion is developed and synthesized including recommendations for changes to youth services and the child welfare system as a whole. This information is being used to inform New Mexico’s state CFSP and CFCIP plan. LUVYANM members also provide feedback to CYFD and other stakeholders on an ongoing basis focused on areas of specific interest to those involved. For example, over the past year, LUVYANM members have provided information and feedback on topics including concurrent planning, trauma informed therapeutic

services, design and implementation of transitional living programs, engaging youth in the court process, opening child welfare courts, and issues of well-being. Youth services gathered additional information in April and May 2014. LUVYANM reviewed a draft CFCIP plan and will receive a copy of the CFSP.

In developing goals for the ETV program, the most significant stakeholders are the youth themselves. Youth in the ETV program expressed overall satisfaction with the way the program is being implemented. The greatest challenges to the ETV program that are in need of goals and outcomes are the number of youth who are eligible for the program. This is largely due to the challenges in the New Mexico child welfare system with extremely low graduation rates (approximately 25-35%, depending on how it is measured) and difficulty in supporting youth in staying in school. In addition, over the last several years we have had substantially fewer youth emancipating from care—only 78 youth in FFY 2012 and 48 in FFY 2013. The goals for the ETV program are as follows:

1. Increase the number of youth utilizing the ETV funds each year.
2. Provide supportive services to youth while in college so that the youth stay in post-secondary education. Youth Services will continue to use the annual independent living conference, LUVYANM, LUVYANM town hall, and meetings related to youth over the next five years to ensure the collection of high quality data.

2016 APSR Update:

Last year, PSD served 49 youth under the ETV program. This year to date PSD served 37 youth. In this last year, PSD saw a decrease in the number of youth utilizing ETV funds. Youth Services Bureau had significant vacancies in the last year. Also, some youth graduated. These two factors contributed to the decrease in ETV applications. The Youth Services Bureau is almost fully staffed with dedicated individuals who will ensure that eligible youth are served in 2017.

PSD continues to collaborate with Building Futures and Foundations (BFF) to provide support services to youth while in college at CNM and UNM. BFF now has a cohort of youth participating in their Sky Scholars program at Central New Mexico University (CNM). The project's goal is to increase opportunities for young people who have experienced foster care to pursue higher education and to provide support that promotes success and well-being throughout their post-secondary education experience. As a prerequisite to beginning in the fall, youth were required to participate in two leadership building courses to strengthen their skills and assets. The first course is Sky Warriors which pairs a Veteran Mentor with a youth to learn how to be a part of a hot air balloon chase crew. The second course is Leadership Plenty where youth come together for 10 Fridays to explore and develop leadership skills alongside the Veteran mentors. PSD will work with BFF to ensure eligible youth are referred to the Sky Scholars program and that the Youth Transition Specialist supports youth in participating in this program in 2017.

PSD continues to utilize the annual independent living conference, LUVYANM town hall and meetings related to youth to collect youth data. During 2016, 44 youth participated in LUVYANM meetings. The 2015 annual independent living conferences theme was "Broken Crayons Still Color". The youth determine the theme each year. Although adults suggested a different theme the youth were adamant about this theme and felt it was an important message to convey. The opening speaker was Mike Katko and he talked about adolescent brain development. The closing speaker was Martin Sepulveda and his talk included youth advocacy and art as a coping mechanism. Other workshops included:

- Breaking the Cycle of Generational Involvement with the System;
- Building Futures and Foundations-Visionaries Inspiring Positive Leaders;
- Catharsis;
- Community Organizing;
- First Aid Basics;
- Sibling Rights and Relationships;
- The Home Inside;
- For Rent: How to Get and Keep Your Own Place; and
- Stepping Stones to Banking and Finances.

LUVYANM youth lead in the development of the independent living conference and also were monitors in workshops. LUVYANM youth facilitated the 2016 Town Hall meeting. During the town hall meeting, youth were asked to discuss Sibling Rights. In particular youth provided feedback on these topics:

- Good Things about being Connected with your Siblings;
- Problems when Separated;
- Reasons for No or Little Visits
- Problems with Connections; And
- Solutions

In 2016, 54 youth participated in the annual independent living conference. In 2017, we added the following fields regarding gender identity for youth registration at the Independent Living Youth Conference: gender fluid, transgender, and write in option. One of the lead youth transition specialists interviewed one youth from each region and asked them a series of question about transgender youth. The youth were selected by the regional Youth Transition Specialist who did not know the purpose of the interview. In 2017, PSD will continue to support LGBTQ youth so that they feel safe and supported.

During the 2016 legislature, 10 youth met with Secretary Jacobson to listen and provide feedback on Children, Youth, and Families' strategic plan and Pull Together. LUVYANM wanted to find ways to partner with Secretary Jacobson.

Additionally, LUVYANM participated in the below youth engagement activities in 2016:

- Legal Core Youth Panel
- Foster Parent Award Nomination Selection Committee
- Foster Parent Award Video Participation
- Foundations of Practice Training Youth Panels
- Program Improvement Planning Meetings

In 2017, Youth Services will work with Behavioral Health Services to provide Youth Engagement training statewide at the local level for caseworkers and foster parents.

Informing Stakeholders of NYTD Data

In May 2014, Youth services staff presented NYTD data to a group of stakeholders and to youth for the purpose of feedback for the CFSP. Stakeholders represented included PSD field staff and administration, school personnel, tribal representatives, and community-based service providers. Data points highlighted were: demographic information; life skill and financial services the youth received; percentages of youth adjudicated delinquent and those who receive special education services, aggregate outcome survey information on 17 and 19 year olds, percentages of youth receiving social security benefits; education levels; youth homelessness; referrals for substance abuse evaluation and treatment; incarceration rates; and rates of young parents.

2016 APSR update:

PSD compiled NYTD data for all youth surveyed at 17, 19, and 21 years old and presented the results to various stakeholders with the purpose of informing and improving practice. PSD presented this NYTD data to NMCAN Building Futures and Foundations and Jim Casey Foundation as part of a Foster Care to 21 discussion and on another occasion as part of the Self-Evaluation team. The Youth Services Bureau also provided this information to Youth, to Youth Services Bureau staff, and to internal partners as part of STEP Continuous Quality Improvement process. We specifically discussed the amount of youth who were in a correctional facility, who were arrested, who were convicted of a crime, the lack of positive relationships, and their educational outcomes. As a result of these outcomes, other data, and youth feedback, we determined that the Self-Evaluation team will focus on crossover youth (youth involved in the Juvenile Justice and Protective Service systems) with a subset of education. PSD worked with the Juvenile Justice Division to create a new report identifying these cross over youth. PSD has four STEP teams working on various initiatives to improve

placement stability and outcomes for youth in foster care. In 2017 PSD will continue with STEP to improve outcomes for youth.

NYTD – Outcome Surveys

Youth transition specialists are responsible for completing the outcome surveys with youth within 45 days at ages 17 and 19 and beginning in FFY 2015, those who are 21. The YTS will continually survey each age cohort for PSD to obtain the most data possible, as the population of youth who are emancipating from care is relatively small. On a weekly basis youth service workers receive a SACWIS report of all youth who are turning 17 while in care. In FFY 2013, youth transition specialists began receiving reports on a semi-annual basis of the 19 year old cohorts that were due for the follow up population. This too is an on-going process.

The surveys are completed preferably in a face-to-face interview utilizing Survey Monkey®. If it is not possible to do an in-person survey, the YTS conducts the survey via telephone. Youth are eligible for a financial incentive of \$50 for participation in the survey. Staff are equipped with laptops and wireless hot-spots so the survey can be completed in different locations convenient for youth. In FFY 2014, PSD began using a version of the NYTD Plus survey to capture more data points that are relevant for planning and implementing services. This will more effectively meet the youths' needs. The Youth Services Bureau in collaboration with the Research, Assessment, and Data Bureau analyze the survey data and share the data with interested stakeholders and youth as opportunities arise.

2016 APSR Update:

PSD completed the second cohort for 21 year old youth. PSD obtained responses from 50% of youth to be surveyed. Youth Services Bureau staff made every effort to survey the 22 youth in this cohort. Six youth were incarcerated or incapacitated and were excluded from participation leaving 16 to participate in the survey. Eight of the 16 youth participated. The remaining eight youth were either unable to be located or refused to participate. PSD completed the first cohort or Cohort A for 19 year old youth. PSD surveyed 17 youth for a total of 73% youth participation. PSD continued to utilize social media to locate and contact youth as well as Independent Living Coordinators in other states. PSD continues to provide youth up to \$50 for participation in the survey. In 2017 PSD will continue its efforts to be in compliance with NYTD requirements and to use NYTD as an opportunity to engage youth.

NYTD – Services Data

Service data is entered into the FACTS system by both youth services staff and permanency workers. An independent living window is created when a worker completes and uploads the Casey Life Skills Assessment. There is a dropdown menu for each domain of life skills and financial assistance in addition to a domain of "uncategorized services" which include life skills such as communication and decision-making. Within each life skill domain is another dropdown menu of descriptors so there is a potential ability to build a report identifying the specific life skill development services delivered. The worker can also enter a few sentences about the circumstances under which the life skill was delivered.

Housing and life skill development contractors provide data on a semi-annual basis on the services they provided to the protective services youth in their programs. This data is then entered by Youth Services staff into the FACTS system so that the services reports can be as accurate and complete as possible.

Youth Services staff will continue to report out on NYTD data at appropriate intervals and in appropriate settings such as conferences and stakeholder meetings. This will include analysis of the available data in the improvement of service delivery. Significant outcome data will not be available on the surveyed population until the end of FFY 2015 when there will be data from the 21 year old surveys.

2016 APSR Update:

PSD continues to use the following survey methods: survey youth in person, Facebook, phone, e-mail or text. At the time of the survey Youth Services requests up to date contact information from youth, asks youth how

staff can be of assistance, and offers services. Service data continues to be entered into the FACTS system by both youth services staff and permanency workers. Housing and life skill development contractors continue to provide data on a semi-annual basis on the services they provided to the protective services youth in their programs. This data is then entered by Youth Services staff into the FACTS system so that the services reports can be as accurate and complete as possible.

This year the RAD bureau compiled and analyzed the NYTD survey results. The results are guiding changes in the Youth Services Bureau's practice with youth by identifying emerging areas of concern in our youth population, such as runaways, crossover youth, and homelessness. In 2017, data obtained from NYTD and other sources will be used to guide PSD's practice with youth.

C. *Youth Services Across the State*

Youth services has eight regional youth transition specialists that are located across the state and cover regions of up to seven counties. They are located in the following cities: Santa Fe, Rio Rancho, Las Vegas, Las Cruces, Roswell, Clovis and two in Albuquerque. Youth transition specialists are expected to collaborate and coordinate with the local county offices to ensure that all youth in New Mexico's foster care system are able to receive the necessary services.

Variations in Service Delivery

NYTD services data reveal that in counties where a Youth Transition Specialist (YTS) is housed receive a higher number of life skill and financial assistance services than in counties where no Youth Transition Specialist is housed. On average, 66.7% of youth who live in counties where an YTS is housed receive life skill or financial assistance services whereas only 33.3% of youth who live in counties where an YTS is not housed, receive life skill development services. This makes it twice as likely that youth who live in "YTS counties" will receive services as those who do not live in "YTS counties". This data is consistent across all domains of life skill and financial assistance.

2016 APSR Update:

PSD continued to sustain high vacancies within field staff and youth transition specialists. Another senior youth transition specialist was reclassified to assist with the increasing Youth Services Bureau caseloads. Currently, the Youth Services Bureau is almost fully staffed with highly dedicated individuals. In the next year, PSD will add an additional supervisor, and two additional Youth Transitional Specialists in Hobbs and in Albuquerque. These positions were funded through New Mexico's Legislature. After filling the second senior position regional coverage was once again restructured allowing another position in Las Cruces. Most youth are located in the south east, south west and central areas of the state. PSD continues to utilize contract providers to assist in youth service delivery. These additional positions will allow Youth Services to better meet the needs of youth aging out of foster care.

D. *Serving Youth of Various Ages and States Achieving Independence*

Youth Under Age 16 – Prior to age 15½, youth in New Mexico typically do not receive youth services, although they may participate in the Independent Living Youth Conference on a case by case basis. At age 15½, youth are referred for an independent living assessment utilizing the Casey Life Skills Assessment (www.caseylifeskills.org). A copy of the assessment results are uploaded into the FACTS system and is attached to the court report for the first permanency hearing. The PPW and out-of-home providers work with the youth on developing life skills based on the needs identified in the assessment. Youth are also able to attend various life skills events and groups in the areas in which they live. At 15½, the YTS also receives an automatic secondary assignment to a youth's case in FACTS.

2016 APSR Update:

PSD met with youth and internal and external partners to revise Youth Services, Placement, and Permanency Planning policies and procedures to align with the Preventing Sex Trafficking and Strengthening Families Act P.L. 113-183. PSD now provides Youth Services for youth 13.5 years and older. An IL Assessment is conducted at age 13.5, case planning and transition planning including a credit report start at 14 years of age.

Youth Ages 16 to 18 – Between ages 16 and 18, youth begin the transition planning process, regardless of their permanency plan. Initially, the youth meets with the youth transition specialist, typically by themselves or occasionally with their PPW or foster parents to begin the process of developing a plan for when they emancipate from foster care. This informal meeting determines who the youth would like to have at their formal transition meeting; the youth's plans for housing, education, employment, and supportive services; and to provide information about their rights, responsibilities, and services they are eligible for through youth services. The formal youth transition meeting occurs prior to the youth's 17th birthday and is attached to the court report to be presented to the court at the first permanency hearing after the youth's 17th birthday. The PPW and the YTS work collaboratively during this time to ensure that all the action steps necessary to achieve the plan are completed prior to the youth's emancipation from care. The plan is revisited 30 to 60 days prior to the youth's 18th birthday to ensure that the plan still meets the youth's needs and to revise any areas as necessary.

During this time, youth begin to more actively engage in life skills development activities and youth leadership activities with their PPW, YTS, out-of-home care providers, and community service providers Youth receive limited transition support services, as the PPW remains their primary worker. At age 17, youth become eligible to participate in the various housing programs and are eligible to begin receiving a stipend if they wish to live in a semi-independent living situation. This requires that the PPW verifies the youth has the skills to live safely in the living situation, that the home is safe, and that it is unlikely that the youth will be exploited.

2016 APSR Update:

Starting at age 14 youth start the transition planning process, regardless of their permanency plan. This takes place at the case planning meeting where the case plan and life skills plan is developed with the youth. A more formalized transition plan is developed with youth before a youth's 17th birthday and again prior to the youth's 18th birthday to prepare the youth's transition to adulthood.

If a PPW determines that a youth is appropriate for Independent Living Placement Status (ILPS) prior to 18 then the PPW provides a MFD through their chain of command and must receive approval from the Regional Manager and the Youth Services Bureau Chief. In 2017 Youth Services plans to increase collaborative efforts with Permanency Planning, working as a team, to ensure youth receive appropriate services and youth are engaged in normalcy activities.

Youth ages 18 to 20 – In the current foster care system, youth are not eligible to remain in foster care beyond age 18. Once a youth ages out of the foster care system, the YTS becomes their primary worker and the PPW closes out her assignment to the case. At age 18, all youth who do not have Medicaid through another means (such as through Social Security benefits) are eligible for Medicaid to 26 through the Affordable Care Act. The youth must fill out a form one time per year with the assigned YTS in order to update their contact information. If a youth does not receive social security benefits they are eligible for a stipend to encourage success in school or work activities. At age 18, youth are also eligible for Start-Up funds and Education and Training Vouchers if the youth has completed high school or gotten their GED, are enrolled in post-secondary education, and meet the other criteria set out in ETV regulations. Youth continue to develop their life skills, participate in youth leadership activities, receive transition support services and continue to be eligible to participate in housing programs.

2016 APSR Update:

PSD sent outreach letters to youth 21 and older who aged out of foster care at age 18 to inform them that they were eligible for Medicaid. As a result PSD was able to serve an additional 10 youth. This is a practice that will

continue each year. In this next year, PSD will change the practice of how youth are initially signed up for Chafee Medicaid and Medicaid to 26. Youth will now complete the Medicaid application no later than the discharge hearing allowing PSD to open the youth up to Medicaid at 18 without any gaps in service. In 2017, Youth Services will continue outreach efforts to youth eligible for Medicaid.

Youth who were adopted after age 16 – Youth who have been adopted after the age of 16 are eligible for transition support services, youth leadership activities, life skill development services, and ETV as long as they meet the other eligibility criteria for ETV. Youth who were adopted after the age of 16 are also eligible for Start-Up funds, although they may not use Start-Up funds for room and board payments. It is rare in PSD that youth leave foster care for kinship guardianship as it is not a subsidized permanency arrangement, therefore, youth who leave foster care after age 16 for kinship guardianships are not eligible for services.

2016 APSR Update:

PSD continues to provide Youth Services to youth adopted at 16 years of age. PSD continues to provide Tuition and Fees Waiver eligibility letters for youth who were in PSD custody at 14 years old or older and whose parental rights were relinquished or whose parental rights were terminated. In this next year, the Youth Services Bureau will invite adoption workers to any trainings on Youth Services.

Assessment Tools

PSD does not use any particular tool to identify youth who are likely to emancipate or remain in care for longer periods of time. PSD utilizes the Casey Life Skills Assessment (CLSA) and other assessments through the Casey website (www.caseylifeskills.org) to identify developmental levels particularly on life skills and perceptions of permanency. The CLSA is then repeated on an annual basis to assess the level of skills attained by youth while in PSD custody.

Administrative Barriers

No administrative or statutory barriers have been identified that impede the state’s ability to serve a broad range of youth.

Room and Board

PSD defines room as “payment of rent or mortgage”. The definition of board is “payment for food”. PSD has two primary means to pay for room and board for youth between the ages of 18 and 20. The first is through Start-Up funds. These are funds available through the Chafee Act to assist eligible youth in purchasing the household items and/or services needed to establish a home or to support the youth’s transition into adulthood. Expenses which are eligible for the use of Start-Up funds are determined according to the standards of the Chafee Act and among these are room and board payments. The second is through the housing and life skill development contracts throughout PSD. The contractors assist youth in paying for rent and food among other items to support the youth in their transition to successful adulthood.

The issue of safe, stable, and affordable housing is an issue that youth identified as a program area that is in need of strengthening. In the plan described above, PSD will examine how it utilizes the Chafee funds spent on room and board and in FY 2016 will revise the approach while still maintaining a limit of 30 percent of the Chafee funds being spent on room and board.

2016 APSR Update:

PSD currently defines room and board as “payment of rent” and “payment for groceries”. PSD continues to provide housing for youth aging out of foster care through Supportive Housing Coalition and four housing and life skill development contracts. A request for proposal (RFP) was issued this year for innovative housing and

life skill development programs statewide. This is currently under the procurement process and contracts will be awarded for 2017.

E. Collaboration with Other Private and Public Agencies

Helping Adolescents Achieve Independence

There are three agencies or organizations PSD regularly partners to support youth in achieving self-sufficiency. These include: New Mexico Child Advocacy Networks (NMCAN), Heart Gallery of New Mexico Foundation, and the Juvenile Justice Division of CYFD.

NMCAN is the lead agency for the Jim Casey Youth Initiative in New Mexico. They have initiated the Opportunity Passport™ program, a matched savings program (Individual Development Accounts) with intensive financial literacy training. To date approximately 12 youth have started this program with more participating in the coming years. In addition, the project spearheaded the Foster Child Tuition and Fee Waiver in the legislature this year, enabling foster youth to attend any New Mexico college or university without having to pay tuition or fees. Currently the project is working in collaboration with the Children's Court Improvement Commission (CCIC) to improve youth participation in their court hearings and support children's court judges in learning best practices around youth in court. NMCAN also houses the Building Futures and Foundations (BFF) mentoring program. BFF trains and matches volunteer mentors in the Albuquerque metro area to older youth in foster care. Since its inception in 2010, BFF has matched approximately 40 youth with volunteer mentors. Finally, NMCAN is partnering with the Annie E. Casey Foundation to promote success in post-secondary education. In this project they are working with Albuquerque area colleges and universities to ensure that foster care youth are able to obtain the necessary skills and supports to be successful in their college careers.

The Heart Gallery assists PSD foster youth achieve independence in a number of ways. Youth can make requests for financial assistance for items for which there is no other payer source such as high school graduation costs, GED fees, driver's education, and other items needed by youth. They have partnered with Mattress Firm to provide a queen mattress and box spring set to each youth who emancipates from care in New Mexico. They partnered with Comcast to support an annual toiletries and personal care items drive so that youth can access supplies such as toilet paper, shampoo, toothbrushes, and razors for free. Heart Gallery of New Mexico maintains a storage unit called the "Hope Chest" that contains donated furniture and household items that youth can access to set up their own apartments. Heart Gallery of New Mexico partnered with businesses in the Albuquerque area to identify internships and apprenticeships for youth for employment. The Heart Gallery of New Mexico is working with CASA in the Albuquerque area to develop an educational advocacy pilot program, as recommended from the independent living youth conference's town hall meeting.

The Juvenile Justice Division (JJD) of CYFD has a similar program to PSD's Youth Services Bureau for youth who are transitioning out of juvenile justice facilities on supervised release, particularly for those youth with significant behavioral health needs. Prior to the youth exiting the facility, youth services staff partner with Juvenile Justice staff on multi-disciplinary team meetings and on coordinating services once the youth has exited the facility. This ensures youth who may be at the highest risk for on-going challenges have access to the most comprehensive and appropriate supports possible to address their transition needs.

2016 APSR Update:

PSD continues to partner with New Mexico Child Advocacy Networks (NMCAN), Heart Gallery of New Mexico Foundation, the Juvenile Justice Division of CYFD, and the Community Outreach and Behavioral Health Services Division of CYFD. Youth Services developed a positive working relationship with Pegasus Youth Attorneys this past year in order to assist special needs youth obtain appropriate services. Pegasus provided a training for Youth Services on Sibling Rights especially on visitation. 15 youth participated in the Opportunity Passport™

program, a matched savings program (Individual Development Accounts) with intensive financial literacy training.

Heart Gallery of New Mexico has created the Just Serve program for youth. This program allows a youth to request a service or funds for an item (s) through an application process. The community then has an opportunity to provide the service. PSD and Heart Gallery developed the application process together.

This year PSD asked the Higher Education Department (HED) to provide data on the numbers of youth who received the Tuition and Fees Waiver. HED provided this data for Fall 2014 and Summer 2014 for each University. A total of 46 youth accessed the Tuition and Fees Waiver through CNM, Eastern New Mexico University, San Juan College, and New Mexico State University. Youth Services will continue to obtain updated aggregate data through HED each year. In 2017, Youth Services will work with FosterED on their initiative in Lea County to work with Education Decisions Makers and to ensure youth receive appropriate education services.

Coordination with Other Programs Serving Youth

The Youth Services Bureau contracts with four transitional living programs across the state to provide housing and life skill development services to protective services and tribal youth. These include: Youth Shelters in Santa Fe; A New Day in Albuquerque; Families and Youth, Inc. in Las Cruces; and Guidance Center of Lea County in Hobbs. Although there is no contractual relationship, youth services collaborates with Dreamtree Project in Taos and Youth Development, Inc. in Albuquerque.

In addition to the transitional living programs youth services partners with the CYFD Office of Behavioral Health to provide supportive housing services to youth emancipating from PSD custody. This program has been in effect for approximately seven years and is very successful in providing housing options for youth in the Albuquerque area. This project has also been able to access preference points for youth participating in the supportive housing program with the Albuquerque Housing Authority so that youth may access Section 8 housing in a relatively timely manner.

PSD coordinates with the Developmental Disability Services Division of the Department of Health to access the Developmental Disability (DD) Waiver for youth who qualify. Typically there is an approximate ten year wait list to receive DD Waiver services. Over the last seven years, PSD has developed a system so that youth who are eligible for DD Waiver services are able to access an expedited allocation assuming they still continue to qualify for the program and have exhausted all other resources. This has helped many severely disabled youth access services when there are no other options for their care.

2016 APSR Update:

- Homelessness Prevention: This year PSD issued a Request for Proposal (RFP) for Housing and Life Skills Development Programs for youth aging out of the foster care system. The RFP allows for multiple awards for four years. This is currently under procurement until the contracts are awarded. PSD continues to partner with the Supportive Housing Coalition to provide supportive housing for youth in Albuquerque. Youth Services is working closely with the Dona Ana County Office on increasing the number of youth accessing Family Unification Program (FUP) Vouchers. Youth aging out of foster care are eligible for this program for up to 18 months. In the next year, PSD will meet with New Day and other transitional living programs to identify the current housing continuum in New Mexico and to identify current gaps.
- Pregnancy Prevention: PSD is a member of the Expectant and Parenting Teens Statewide Advisory Committee. This advisory statewide advisory committee meets regularly and is developing subcommittees to work on specific issues related to expect and parenting teens, such as health, behavioral health, and education. In addition PSD currently contracts with Guidance Center of Lea County to provide Supportive Housing and Behavioral Health Services to Pregnant and Parenting Teams. Guidance Center consistently provides these services to youth in foster care, those who aged out of foster care, and those involved in Juvenile Justice Services.

- Training on Supporting LGBTQ Youth: PSD collaborates with Behavioral Health Services Division Communities of Care who provides “I Am Me-LGTBQ +” training. This training was provided during the SFY 16’s foster parent conference and at the Children’s Law Institute. It is also being provided again on July 8, 2016 as part of Center of Excellence’s Day of Learning. Communities of Care was recently funded to develop another video in which PSD staff participated. The training will focus on:
 - a. Providing guidance on how to conduct an organizational assessment of how welcoming and inclusive their agency is for LGBTQ+ clients.
 - b. Providing best practice for LGBTQ+ inclusive policies for employees (employee protections & personnel policies (i.e. does the non-discrimination policy include gender identity, gender expression, & sexual orientation?).
 - c. Providing best practice for LGBTQ+ inclusive policies for clients (employee protections & personnel policies (i.e. intake paperwork, practices for residential facilities, non-discrimination policy).
 - d. Encouraging staff (especially supervisors) to analyze their own biases as well as their staffs’; and how to recognize those and still provide professional & quality care.
 - e. Providing some case study examples of how to implement policies/handle incidents, etc.

Affordable Care Act (Medicaid to 26)

On January 1, 2014 PSD met with representatives from Medicaid to propose that CYFD continue to manage the process of enrolling youth who emancipate from care in Medicaid. This has been put into place and is entered into the SACWIS system. Medicaid staff continue to determine Medicaid for youth moving from other states to New Mexico.

2016 APSR Update:

PSD continues to provide Medicaid to 26 services to youth who aged out of foster care at 18 and who received Medicaid at the time of their 18th birthday. PSD also provides youth with Chafee Medicaid who are ineligible for Medicaid to 26.

Reducing the Risk of Human Trafficking

New Mexico has not yet undertaken concerted efforts to address human trafficking. However, some of the common components identified with human trafficking such as large numbers of youth in congregate care settings or large numbers of youth emancipating from care, are not as significant an issue in New Mexico as they appear to be in other states.

2016 APSR Update:

PSD continues to co-facilitate the human trafficking workgroup with a Children’s Court Judge. The task force meetings are not convening currently as they requested technical assistance to develop human trafficking protocols. The task force received approval to partner with FosterEd on a federal grant opportunity that will assist with the development of the protocols as FosterEd developed California’ protocols. The grant application will be submitted in July.

PSD worked with youth, the task force, and other internal and external partners to develop policy and procedure on case plans, transition planning, at risk youth including youth on a runaway status, youth at risk for human trafficking, trafficking victims, and on prudent parenting normalcy activities. These policies and procedures were promulgated in September of 2015.

F. Determining Eligibility for Benefits and Services

All youth who emancipate from PSD at age 18 are eligible for the services and benefits described in this plan. All youth who emancipate from one of the 22 New Mexico tribes and pueblos foster care system are also eligible for all the benefits and services described in this plan. Youth who emancipate from foster care in other states and move to New Mexico are eligible for all the benefits and services that are available to New Mexico

youth with the exception of Medicaid through the foster youth provision of the Affordable Care Act. Those youth are likely to be eligible for Medicaid through the Medicaid expansion of the Affordable Care Act and staff are able to assist youth in applying for Medicaid through the Income Support Division of the Human Services Department. Youth who were adopted from foster care after the age of 16 in New Mexico or from the tribes and pueblos in New Mexico, and youth who were adopted from foster care in another state after the age of 16 are all eligible for the services described in this plan.

2016 APSR Update:

PSD continues to provide services to youth who age out of foster care at 18 in PSD custody and Tribal custody and to youth who are adopted at age 16 or older. PSD continues to provide services to eligible youth who move to New Mexico. The number of youth moving from another state to New Mexico has decreased in the past year.

G. Cooperation in National Evaluations

PSD and Youth Services Bureau will cooperate in any national evaluation of the effects of the program in achieving the purposes of CFCIP.

2016 APSR Update:

PSD and the Youth Services Bureau continue to be willing to cooperate in any national evaluations. In the past year the Youth Services Bureau participated in two surveys: Tuition and Fee Waivers and on Child Trends Survey for youth transitioning out of care.

H. Describe Methods Used to Operate ETV Funds Efficiently

Eligibility

Each youth must provide documentation of the completion of the Free Application for Federal Student Aid (FAFSA); proof of enrollment in an accredited post-secondary education institution or accredited vocational education institution; and proof of academic progress (if the youth has completed more than one semester of education) to the deputy bureau chief to ensure eligibility. To maintain eligibility, a youth must maintain a GPA of 2.0 or higher. If, at any point, the youth's cumulative GPA drops below a 2.0, the youth develops an academic improvement plan with support from the YTS to identify resources, goals, and plans to assist the youth to improve academic performance.

2016 APSR update:

PSD continues to maintain the same eligibility requirements as listed above. The Senior Youth Transition Specialists determine eligibility for ETV funds with one senior YTS taking the lead and the second one serving as a back-up. Youth Services will continue to refer youth to Building Futures and Foundations Sky Scholars program through CNM in order to support youth in obtaining their educational goals.

Application

The YTS supports the youth in completing a simple two page application, attaches the necessary supporting documentation and submits the application to the deputy bureau chief. Complete applications are processed utilizing a fiscal agent each week and it takes approximately two weeks for a check or gift card to be returned to the YTS.

2016 APSR Update:

The ETV application requirements remain the same as above. Youth Services revised the ETV application last year to make it more efficient. In 2017, Youth Services Bureau will review the entire ETV application process in order to streamline it.

Receipts and Fiscal Accountability

All receipts for items and services purchased with ETV funds must be submitted to the deputy bureau chief. If the item was purchased with a gift card, the youth must also submit the used gift card. This is done to prevent inappropriate or fraudulent use of the federal funds. If a youth loses the receipt or is unable to produce one, the youth must make a repayment of the funds used. Currently, approximately 91 percent of receipts have been submitted for FY 2014.

2016 APSR Update:

All ETV receipts for purchased items and services are submitted to one of the senior Youth Transitions Specialists. PSD received approximately 89% receipts for FY 2016.

I. Methods Used to Ensure Total Amount Does Not Exceed Total Cost of Attendance (ETV) & how PSD Avoids Duplication of ETV Benefits

Youth Services Bureau maintains an Excel spreadsheet that contains information regarding ETV utilization including unduplicated youth receiving the funds. A hand count is performed of the number of youth who receive funds. Each youth is identified on the spreadsheet as to whether he or she is a tribal youth to accurately report the number of tribal youth who receive ETV funds.

Each time a youth submits an application for ETV funds, they must submit a statement of the cost of attendance from their educational institution as well as a statement of their financial aid award. The financial aid award is subtracted from the total cost of attendance to determine the unmet need of the student. The youth is eligible for up to \$5000 or the unmet need from the Cost of Attendance, whichever is less. This ensures youth are not receiving a duplication of benefits under the ETV program.

2016 APSR Update:

PSD continues to utilize the above methods to ensure the total amount of ETV funds do not exceed total cost of attendance and avoid duplication of ETV benefits.

J. Consultation with Tribes on ETV

All services provided to New Mexico youth under CFCIP are available to eligible youth who were under tribal social services custody. The referral for services can come from any source including community service providers, schools, or the tribes themselves. Prior to this past year, Youth Services received such requests for services for one or two youth each year. This past year, Youth Services has received referrals for 13 eligible tribal youth representing five of the 22 tribes and pueblos in New Mexico.

Each year, the Youth Services Bureau staff participate in the New Mexico tribal IV-B meeting. During this meeting youth services staff discuss the services available to youth who emancipate from the tribal social services systems. This includes information on ETV funds, transition support services, and the new Foster Youth Tuition and Fee Waiver passed in the 2014 legislative session.

Youth Services staff ensure copies of referral forms, updates on changes to the program, and updated contact information are provided to tribal social services. This information is also provided upon the tribe or community service providers' request. All CFCIP services are offered on an equal basis to youth who emancipate from CYFD custody or tribal custody or to those who were adopted after the age of 16. (See Section VI - Chafee Foster Care Independence Program section B - Description of Program Design and Delivery for a more detailed description of the CFCIP program design and delivery.) All of these services are provided to eligible tribal youth.

At this time, no tribe has requested to develop an agreement to administer, supervise, or oversee the CFCIP or ETV program with respect to eligible Indian children or to receive an appropriate portion of the state's allotment for such administration or supervision.

Over the next five years Youth Services will explore methods in increasing collaboration to improve consultation and coordination of youth services.

2016 APSR Update:

PSD continues to provide all youth services under CFCIP to eligible youth who are under tribal social services custody. In the last year, The Youth Services Bureau served 11 eligible tribal youth this year; representing seven of the 22 tribes and pueblos in New Mexico.

On February 10, 2016, the Youth Services Bureau provided a presentation at the BIA Social Service Meeting at Okhay Owingeh Pueblo. The presentation resulted in a candid discussion of what tribes need from the State.

In April 2016, the Youth Services Bureau staff participated in the New Mexico Tribal IV-B meeting. Tribes and pueblos were provided information on what services are available to tribal youth, including information on youth now being eligible for Medicaid through age 26 and the Tuition and Fees Waiver.

PSD also continues to offer all CFCIP services on an equal basis for youth who are in custody, youth who have aged out of PSD custody or tribal custody, or to those who were adopted after the age of 16.

At this time, no tribe or pueblo has asked to develop an agreement to administer, supervise or oversee the CFCIP or ETV program with respect to eligible Indian children, or to receive an appropriate portion of the state’s allotment for such administration or supervision.

K. CFCIP Program Improvement Efforts (ETV)

Youth and stakeholders identified five CFCIP program areas to strengthen over the coming five years. Below is a table describing the efforts which will be undertaken to address the identified needs in these areas:

<i>Year(s)</i>	<i>Program Area of Focus – Identified Program Challenges</i>	<i>Plan for Strengthening the Program Area</i>
<i>FY 2015</i>	Life Skill Development Services: Youth report that they need more life skill development services prior to emancipating from care to prepare for the challenges they face when they transition to adulthood.	<ul style="list-style-type: none"> • Develop regional teams made up of youth, foster parents, service providers, permanency workers, and youth transition specialists to identify life skill priority areas and timelines for development and delivery of life skill services. • Evaluate process and programs to determine efficacy. • Revise youth services policy and procedures related to life skill development services.
<i>FY 2015</i>	Transition Planning Process: Youth report that the process is overwhelming, confusing, and not as engaging as it needs to be. In addition, one Children’s Court Judge reported that he was concerned that the transition plans were more focused on what the adults on the youth’s team think should happen rather than what the youth wants to have happen. YTS’s agree that often youth create a plan based on what they believe the adults want to hear as opposed to what they really want to have happen.	<ul style="list-style-type: none"> • Utilize an Adaptive Leadership™ approach within the Youth Services Bureau to develop experiments to identify what works and what doesn’t work in the planning process. • Review best practices and literature related to transition planning for youth emancipating from child welfare systems across the country. • Evaluate outcomes of experiments to identify the most effective means of conducting transition planning. • Revise youth services policy and procedures to reflect changes in practice as they are developed through the Adaptive Leadership™ process.
<i>FY 2016</i>	Affordable Housing Options: Youth report that there are simply not enough affordable housing options for them when they emancipate from care. Often the living situations they are able to identify are	<ul style="list-style-type: none"> • Complete site reviews and program audits of housing services through the current set of contracts. • Conduct focus groups with youth and other stakeholders about what would be most helpful to them related to housing services.

	<i>unstable (living with roommates, family members, etc.) and fall apart quickly. Currently, youth services is in the second year of a four year RFP cycle for housing programs.</i>	<ul style="list-style-type: none"> • Either develop a new RFP or identify other ways in which to use the funds for housing services. • Identify next steps to develop housing supports that will meet the youths' needs for safe and affordable housing services.
FY 2017	Opportunities for Mentors: <i>When reviewing NYTD service data, the youth identified that only approximately ten percent of youth participate in a formal mentoring program. The youth described this as "sad" because those youth who have mentors find it so helpful.</i>	<ul style="list-style-type: none"> • Identify regions of the state that may have the conditions necessary to support and sustain a mentoring program. • Partner with the New Mexico Child Advocacy Network's Building Futures and Foundations program to support the development of a program like this in the identified communities. • Evaluate the effectiveness of the program in meeting the needs of youth.
FY 2018	Vocational Training and Employment Opportunities: <i>Youth report that they often have difficulty finding jobs in their communities. In addition, youth need career training opportunities, especially if higher education is not something that works for them.</i>	<ul style="list-style-type: none"> • Identify communities in which there is the greatest need for career-based training programs. • Develop partnerships with programs (such as Workforce Investment Act, YouthBuild, Americorps, etc.) and businesses in communities where the need for career-based employment opportunities is the greatest. • Partner with foundations such as the Heart Gallery of New Mexico and community-based service providers to develop opportunities for youth in various communities across the state. • Evaluate the effectiveness of the initiative based on the numbers of youth who participate and the outcomes of the programs they participated in.

2016 APSR Update:

One of Youth Services' main goals this past year was to improve the quality of the youth transition meeting and the actual transition plan, 'the toolkit to adulthood'. In the past not all parties were invited to the youth transition meeting and they were not happening in a timely manner. This past year 70% of youth transition meetings were conducted in a timely manner. All pertinent parties were invited and encouraged to attend these meetings. At the youth transition meeting youth were encouraged to voice their goals, needs, concerns, and the type of assistance they needed in order to be successful in this plan. Youth transition specialists ensure that the youth voice is heard. The Youth Services Bureau Chief and the Lead Youth Transition Specialists reviewed transition plans before they were submitted to permanency planning workers, youth, and the courts. Most of the previous transition plans were cookie cutter, based largely on resources available and were not specific, measureable, attainable, results oriented or time limited. Also, there was insufficient information on the youth's background in education, employment, supportive relationships, mental health and health. Youth Services developed a tool to assist Youth Transition Specialists adequately prepare for the youth transition meeting. As a result, transition plans are stronger, more meaningful, and courts have commented on the improvement. Youth Services will continue to improve the youth transition meeting and transition plan.

Youth Services Bureau staff in the central region of the state refocused on life skills development in certain counties and with certain age groups. Upcoming life skills topics were determined by a LUVYANM focus group and VIP Leaders report out on what youth need, as well as, individual youth's Casey Life Skills Assessment (CLSA) results. This will result in group learning sessions. These Youth Transition Specialists met with two resources for youth: Roadrunner Foodbank and Workforce Investment Act (WIA). Roadrunner Foodbank was happy to accommodate youth in skill building, volunteer and regular volunteer in the warehouse. They can provide certifications in the warehouse that a person can operate the equipment like plate jack and sky ladder and others. Youth can earn their GED through WIA if they do not have their high school diploma or GED. They can also assist youth with skill based youth opportunities. One of the first life skill development group sessions will be on WIA. The Southeast YTS also conducts regular life skill classes in Roswell, Hobbs, and Alamogordo.

CASA volunteers in Portales and Curry counties were going to start a life skills class for youth under 18. However, this was discontinued once the particular CASA director left. Youth in the metro area are still encouraged to participate in life skill classes through Life Skills Academy at New Day.

L. CFCIP Training (include ETV)

One half day of PSD’s foundations of practice training is focused on youth and the services that the Youth Services Bureau provides. This training includes information: positive youth development; the importance of permanency for older youth with a particular emphasis on relational permanency and biological family connections; special issues of working with youth including sexual orientation and pregnant and parenting youth; and the services for which youth are eligible.

Currently, there is no other specific CFCIP training that is planned in the coming five years.

2016 APSR Update:

A youth panel participated in Foundations of Practice training every five weeks to inform youth centered practice. The foster parent training and the Children’s Law Institute conference provided “I Am Me” training this past year to foster parents, PSD workers, youth, CASA’s, GAL’s, Youth Attorneys and Judges.

CFCIP Annual Reporting of Education and Training Vouchers (ETV) Awarded:

New Mexico

	Total ETVs Awarded	Number of New ETVs
<i>Final Number: 2014-2015 School Year (July 1, 2014 to June 30, 2015)</i>	49	22
2015-2016 School Year* <i>(July 1, 2015 to June 30, 2016)</i>	39	12

*Numbers as of June 17, 2016

VII. Monthly Caseworker Visits

Current PSD policy requires that the caseworker visit each child in custody in his/her placement at least monthly and assess the placement for appropriateness in meeting the child’s needs and safety. PSD has annually exceeded its goals, reporting 98% of children are visited each month in custody over the past two federal fiscal years. Results of the Round 2 CFSR onsite finds that Item 19 was rated as a strength in 88% of the cases (foster care and in-home). PSD will continue to closely monitor monthly caseworker visits with children in custody.

Data Collection Methodology

Modifications to the FACTS data system (SACWIS), enabled caseworkers to enter the date and location of visits with the child. Narrative sections can be used to document the content and outcomes of each visit. PSD developed management information reports to run on a monthly, quarterly and annual basis to be able to meet reporting requirements and provide for the automatic calculation of percentages in accordance with ACYF-CB-PI-07-08.

Standards for the Content and Frequency of Case Worker Visits

Current PSD policy requires that the caseworker visit each child in custody in his/her placement at least monthly and assess the placement for appropriateness in meeting the child's needs and safety. Visitation Guidelines and a corresponding visitation checklist provide specific information to case workers about the nature and content of the visitation and includes guidance as to the information to be obtained from and shared with the child during each visitation.

Activities that are planned to support monthly caseworker visits with children in foster care include:

1. Continue monitoring and managing the monthly, quarterly and annual caseworker visits management reports. These reports produce data regarding the frequency and location of visits.
2. Utilize the supervisory case review instruments to monitor the occurrence and quality of caseworker visits with children in custody.
3. Utilize the benefits of technology to improve caseworker ability to conduct monthly worker-child visits. The technology enables case workers to dictate from any location using a cell phone information related to case work activities, thereby making more time for them to conduct face-to-face visitation with the child in the child's place of residence.

PSD utilizes the Monthly Caseworker Visit Grant funds to assist workers with documentation. This is accomplished through funding of a transcription and dictation service called SpeakWrite. In FY14 PSD will expend \$247,192 (\$168,091 federal funds and \$79,101 in state general funds) in this program. In FY15 PSD will expend \$250,000 (\$181,100 federal funds and \$68,900 state general funds) in this program.

2016 APSR Update:

Documented Worker/Child Visits

Summary by County (as of June 8, 2016)

FINAL - Sorted by percentage

County	Region	# of children with documented monthly visits	# of children without documented visits	Total all children	Percentage of children with a documented visit	# of visits in child's residence	% of visits in child's residence
Bernalillo Placement	Metro	27	0	27	100.00%	27	100.00%
Colfax/Union	NE	24	0	24	100.00%	24	100.00%
Grant/Catron	SW	27	0	27	100.00%	27	100.00%
Lincoln	SW	24	0	24	100.00%	24	100.00%
Otero	SW	75	0	75	100.00%	74	98.67%
Quay/Harding/DeBaca	SE	15	0	15	100.00%	15	100.00%
Roosevelt	SE	11	0	11	100.00%	11	100.00%
San Juan	NW	113	0	113	100.00%	110	97.35%
Santa Fe	NE	35	0	35	100.00%	34	97.14%
Sierra	SW	13	0	13	100.00%	13	100.00%
Taos	NE	41	0	41	100.00%	40	97.56%
Torrance	NW	26	0	26	100.00%	26	100.00%
San Miguel/Mora/Guad.	NE	70	1	71	98.59%	65	92.86%
Curry	SE	69	1	70	98.57%	66	95.65%
Dona Ana	SW	117	4	121	96.69%	117	100.00%
Rio Arriba/Los Alamos	NE	52	2	54	96.30%	48	92.31%
Socorro	SW	37	2	39	94.87%	37	100.00%
Cibola	NW	35	2	37	94.59%	35	100.00%
Bernalillo East	Metro	454	26	480	94.58%	445	98.02%
Chaves	SE	64	4	68	94.12%	64	100.00%
McKinley	NW	73	5	78	93.59%	73	100.00%
Valencia	NW	149	11	160	93.13%	149	100.00%
Luna/Hidalgo	SW	25	2	27	92.59%	24	96.00%

Eddy	SE	75	8	83	90.36%	75	100.00%
Lea	SE	75	10	85	88.24%	75	100.00%
Bernalillo West	Metro	403	64	467	86.30%	388	96.28%
Sandoval	NW	55	10	65	84.62%	54	98.18%
Totals		2184	152	2336	93.49%	2140	97.99%

PSD continues to utilize Monthly Caseworker Visit Grant funds to assist workers with documentation. This continues to be accomplished through funding of a transcription and dictation service called Speak Write. For State Fiscal Year 2016, PSD expended: \$260,110 (\$188,510 federal funds and \$71,600 in state general funds) in this program.

VIII. Adoption Incentive Payments

Over the past few years, New Mexico’s adoption incentive payments have been directed to enhance recruitment and provide support for foster-adoptive and adoptive parents. The majority of the funds have been utilized to maintain the foster parent liaisons each year in supporting foster and adoptive parents. Other items purchased were supplies and equipment for the production of recruitment materials, materials to be used to identify and recruit adoptive homes and promote foster parent conversions, and enhancements to electronic management information system to be better able to collect and process information about children waiting for adoptive homes and eligible families. Funds have also been utilized to purchase media to raise awareness for the need of foster homes across the state. In addition, PSD has used the funding to improve child specific recruitment capabilities on the CYFD website and for targeted recruitment of foster families in areas of most need, including recruitment of homes that will foster/adopt older youth and sibling groups.

In FY14, PSD will continue to fund foster parent liaisons to support foster parents and will continue to do targeted marketing in areas of greatest need of additional foster parents. We will purchase promotional materials to assist in recruitment efforts statewide. After 2014, PSD does not expect to receive future Adoption Incentive funds.

2016 APSR Update:

PSD has not received any Adoption Incentive funds since June 2014 because the number of finalized adoptions has remained relatively the same over the last few years therefore PSD has not been able to increase the number of finalized adoptions needed to receive these funds.

Prior to this, PSD utilized adoption incentive funds as mentioned above. Foster parent liaison contracts continue to be funded through state general funds. Future foster parent support services and recruitment materials will also continue to be funded with general funds. PSD is currently in the process of completing a request for proposal (RFP) for services to provide additional supports to foster parents. These supports will include foster parent liaisons and a “warm line”.

IX. Child Welfare Waiver Demonstration Activities

New Mexico Is Not Involved in Any Child Welfare Waiver Demonstration Activities.

2016 APSR Update:

Through the last year, New Mexico has not been involved in any child welfare waiver demonstration activities.

X. Targeted Plans within APSR

A. Foster and Adoptive Parent Diligent Recruitment Plan

PSD continues to make steady progress in terms of recruitment and retention of foster and adoptive parents. PSD has implemented the pre-service training, Relative, Adoptive, and Foster Parent Training (RAFT) statewide. PSD offers annual mandated recertification training and trainings on different topics to foster parents on an ongoing basis.

PSD values foster and adoptive parent and sought their input and ideas in developing and implementing PSD foster and adoptive parent recruitment plan. PSD conducted meetings in the five regions of the state to gather input for the Diligent Recruitment (DR) Plan. PSD staff, foster and adoptive parents, foster parent liaisons, and community stakeholders that serve foster and adoptive families statewide participated in these meetings. PSD utilized the DR Navigator developed by the National Resource Center for Diligent Recruitment at AdoptUSKids and PSD data reports to assist in the development of the DR plan. PSD compared the number of children in care by county and ethnicity in each region and number of active foster and adoptive providers by county and ethnicity in each region. Data collected from the statewide customer service surveys completed in 2011 and 2013 was also reviewed. The purpose of the comparative surveys was to gain insight on factors that relate to retention and foster parents did not complete the application process and to assess the levels of foster parent satisfaction with PSD. The most recent customer service satisfaction survey results from the five Step Up! transformation zones were reviewed as well.

The following strengths and challenges information was obtained from the 2014 stakeholder meetings, foster parent listening tours, and foster parent surveys. PSD in collaboration with present stakeholders identified strengths, challenges and requested assistance in identifying goals for our Plan for Improvement. Specific elements, challenges and strategies for the foster and adoptive parent diligent recruitment plan are presented below.

2016 APSR Update:

PSD is currently working with NMSU and other partners to develop and implement RAFT online as a blended learning curriculum for prospective foster and adoptive families. The first training will be piloted in Sandoval County at the end of August 2016. Revisions and training of facilitators will take place thereafter. Initial implementation to other regions is slated to begin January 2017. The blended curriculum will give foster and adoptive families another training option in the licensing process. The website will include additional resources for families.

As part of the final year in the Step Up! Project, customer service surveys and listening tours were conducted. Surveys and listening tours were implemented in 2011 and again in 2015. In general, foster parents and staff described good customer service similarly in both years – being available and providing resources and supports; being open and forthcoming with information; acting in respectful and courteous ways; listening and responding

and trying to meet requests; and so forth. Their feedback has not changed much from 2011 to 2015 as they feel there are still big needs for more contact, more information, better listening, and more recognition. Foster parents continue to want more positive relationships.

In order to support the long-term sustainability of the customer service model developed by the Step Up! Project; CYFD held train-the-trainer sessions in each of the state's regions on the customer service curriculum during September 2015, with assistance provided by the NRCDR. These sessions supported the early development of CYFD's customer service model and built on the standards that had been established as part of the Piñon Project. Subsequent customer service training was offered to all PS staff statewide.

Diligent Recruitment Plan Elements and Strategies

Element 1: Characteristics of the children for whom foster and adoptive homes are needed.

Strengths:

- *PSD completes ongoing data collection to gather and update the characteristics of children in care, including age, gender, membership of a sibling group, race, ethnicity, tribal affiliation, census number, number of placements while in foster care.*
- *Training to prospective foster and adoptive parents regarding the characteristics, needs, and issues of children who have experienced trauma is provided on an annual basis.*
- *Foster and adoptive parents receive annual recertification training, and provided additional opportunities to enhance their skills throughout the year. Training topics have included trauma informed components, skills and tools for children and families.*
- *PSD has emphasizes trauma informed care for foster and adoptive families. Trainings are skill based and offered to all providers statewide. Certified trainers are available to train foster parents as needed.*
- *Trainings were translated and delivered in Spanish to our monolingual and bilingual Spanish speaking families.*
- *RAFT is available statewide and offered in some counties in Spanish.*

Challenges:

- *The data collection is not always gathered or entered timely in the data information system.*
- *The information system captures data that duplicates licenses, therefore skewing the actual number of foster and adoptive families available.*
- *Staff lack understanding or education about data application in recruitment.*
- *Staff do not always utilize data when recruiting foster and adoptive families.*
- *Lack of bilingual staff to offer the supportive services to foster and adoptive families.*
- *Budget constraints are a barrier in translating curriculum.*
- *RAFT in Spanish is not offered in every community.*

Strategies:

- *PSD continues to receive technical assistance from the National Resource Center for Diligent Recruitment at AdoptUSKids to learn about general, targeted and child specific recruitment.*
- *Targeted recruitment plans were developed and will be implemented in the five transformation zones identified in the Step Up! Project. Recruitment plans are data driven and include the following elements: types and total of number of foster families needed, capacity, the number of concurrent homes available and additional factors such as families' location, race, ethnicity, and language. Targeted recruitment*

plans will look at the source of recruitment, track families through the process, track the utilization of families after licensing and track the number of families retained after placement.

- *PSD will continue to collaborate with community partners on targeted recruitment efforts in the faith based community.*
- *PSD will continue general recruitment to raise public awareness about the need for foster and adoptive families and provide a positive view of foster care and adoption in NM.*
- *PSD will continue child specific recruitment to find adoptive homes for waiting children. Resources such as registration through the Adoption Exchange, AdoptUSKids, Heart Gallery of New Mexico and CYFD photo listings will be utilized for all children in care without a resource.*
- *PSD will continue partnering with New Mexico State University to continually look at the funding stream and ensure translation services are supported.*

2016 APSR Update:

In July 2015, regional training was provided to all county-based recruitment teams to implement their own targeted recruitment and retention plans in each county. Funds from the heart gallery foundation contract were appropriated for social media efforts in all regions. There is some evidence of an increase in the number of homes representative of the Hispanic child/youth population in Bernalillo County. Only 14 concurrent planning homes were recruited.

In the final year of the Step Up! Project, the process evaluation revealed that all transformation counties worked diligently at collecting and analyzing the data and setting a recruitment goal, a retention goal, and a goal related to increasing the percentage of family applicants who make it to licensure. Four counties achieved their recruitment goals and one didn't have the data to say one way or another. New homes were recruited for various recruitment targets and strategies were soundly implemented. No county was able to meet its retention goal. Three of five counties met their goals related to higher rates of licensure among applicants.

CYFD digital heart galleries continue to grow statewide. CYFD digital heart galleries are displayed in various state museums, hospitals, airports and other high traffic venues.

PSD continues to ensure Spanish speaking foster and adoptive families are supported by providing training, materials and documents in Spanish.

Element 2: Specific strategies to reach out to all parts of the community.

Strengths:

- *PSD obtains data on an ongoing basis to update the characteristics of children in care, including age, gender, membership of a sibling group, race, ethnicity, tribal affiliation, census number, number of placements while in foster care.*
- *Data collected informs PSD who the foster care population is, helps us take an active approach to recruitment and retention and helps us understand where to direct recruitment efforts.*
- *PSD provides post-decree family support services through the FIESTA Program. This statewide program includes Family activities, Information, Education, Support groups and Training for Adoptive families.*
- *In most PSD counties, Foster Parent Liaisons are available by contract to help support foster and adoptive families.*
- *PSD has created a partnership with the Aspen Project and faith based recruitment is ongoing.*
- *PSD has a partnership with the Office of African American Affairs to assist with general and child specific recruitment activities.*

- *PSD has a partnership with various pueblos and Navajo Nation to collaborate with recruitment of Native American foster and adoptive homes.*
- *PSD recruitment materials are available in Spanish and feature families that reflect the ethnic and racial diversity of the children in care.*

Challenges:

- *PSD is currently receiving support to have a closed group and access to a Facebook page, however, sustainability and maintenance after the DR grant ends is not clearly defined.*
- *PSD Spanish speaking materials are not always readily available to families or workers and bilingual staff are not always able to deliver a curriculum in Spanish.*
- *PSD smaller counties have difficulty locating and maintaining foster parent liaisons.*
- *PSD continues to be challenged in recruitment and retention of Native American foster families.*
- *PSD has an insufficient number of recruitment specialists to serve the geographical size of the state.*

Strategies:

- *PSD foster parent liaison contracts have been revised to emphasize the support role of the liaison for foster parents. Key elements of diligent recruitment in the Step Up! activities have also been incorporated into the contracts.*
- *PSD will continue to support the FIESTA contract and learn about foster and adoptive family's needs to assist in providing post adoption support.*
- *PSD regional recruitment specialists will be decentralized and supervised within each region to better serve the recruitment needs of the counties within each region. This will assist with county ownership and shared responsibility of recruitment and retention of foster and adoptive families.*
- *PSD will continue to educate individuals about the CYFD Facebook.*
- *PSD will explore sustainability strategies to support the use of a Facebook group for foster parents similar to FIESTA.*
- *PSD will develop partnerships with other religious organizations.*
- *PSD will utilize the NM Office of African American Affairs to reach out to members for information and dissemination of foster care needs in New Mexico.*
- *PSD will partner with the CYFD Native American liaison, BIA, Navajo Nation and pueblos to develop recruitment and retention strategies for Native American homes.*

2016 APSR Update:

As part of the Step Up! Project, Project Valor was developed to provide training sessions and monthly support group services in each of the five transformation zones/counties intended to assist CYFD foster parents in recognizing and addressing feelings of grief and loss engendered by the fostering experience.

Under a subcontract with The Adoption Exchange, La Familia-Namaste, a child placing agency headquartered in Albuquerque, NM, developed a three-hour training session for CYFD foster parents (both regular foster families and concurrent planning families) on grief and loss issues. They also developed content for 12 two-hour support group sessions focused on dealing with grief and loss. The content for the support group sessions incorporated a children's therapeutic component designed to help the foster, adopted, and biological children in the home to deal with their own feelings of grief and loss. Under a subcontract with The Adoption Exchange, La Familia-Namaste, a child placing agency headquartered in Albuquerque, NM, developed a three-hour training session for CYFD foster parents (both regular foster families and concurrent planning families) on grief and loss issues. They also developed content for 12 two-hour support group sessions focused on dealing with

grief and loss. The content for the support group sessions incorporated a children's therapeutic component designed to help the foster, adopted, and biological children in the home to deal with their own feelings of grief and loss. The training sessions and support groups rolled out in June 2015 and continued through September 2015. All materials for the training sessions and support groups were produced in both English and Spanish language versions.

As a result of Project Valor, PSD reallocated funds and entered into a four year contract with a statewide entity to provide support systems to licensed foster families. The program will continue to provide grief and loss training and support to foster parents and their biological and adopted children to increase foster parent resiliency and long term connections. The program will have a social media component as well as a warm line for foster families. All the supports and services will be available in English and Spanish.

In 2016, PSD reallocated funds and contracted services with several Regional Resource Family Navigators in most regions of the state to provide additional support system to prospective relative and non-relative foster and adoptive families and assist them in navigating the child welfare system upon first contact. PSD in the process of evaluating the effectiveness of the program, however, since it has only been implemented in the past six months, evaluation data is pending. Additionally, the Regional Recruiters are working in sync with the Resource Navigators to provide the same level of service and will be instrumental in continued targeted recruitment and retention planning.

In July 2015, regional training was provided to all county-based recruitment teams to implement their own targeted recruitment and retention plans in each county. Funds from the heart gallery foundation contract were appropriated for social media efforts in all regions of the state.

The FIESTA program continues to be a statewide resource for all PSD and private adoptive families for post adoption services. A new four year cycle to facilitate the Adoption Promotion Services with a statewide entity is slated to begin in state fiscal year 2017.

CYFD digital heart galleries continue to grow statewide. CYFD digital heart galleries are displayed in various state museums, hospitals, airports and other high traffic venues.

Element 3: Diverse method of dissemination both general information about being a foster and adoptive parent and child specific information.

Strengths:

- *PSD has made a major philosophical shift in how foster and adoptive parents are viewed. We believe foster and adoptive parents are partners with a common interest or goal of the welfare of children and their families.*
- *PSD customer service standards and competencies are incorporated in our training for all of CYFD staff.*
- *PSD developed a new Concurrent Planning Model that is being tested in five transformation zones. The training curriculum is co trained with a foster parent.*
- *PSD will continue general recruitment to raise public awareness about the need for foster and adoptive families and provide a positive view of foster care and adoption in NM.*

Challenges:

- *PSD has more children in care than concurrent homes available for the children.*
- *PSD needs to enhance the analysis of the current pool of available foster and adoptive placement resources.*
- *PSD needs to recruitment and license additional concurrent planning homes, including relative homes.*
- *PSD needs to recruit and license foster and adoptive homes for siblings in care so sibling groups can be placed together.*

- *PSD will continue to support foster families to ensure children and youth are maintained in their schools when placed in foster care.*

Strategies:

- *PSD will continue to test and implement targeted recruitment plans in the five transformation zones utilizing data to measure.*
- *PSD will continue child-specific recruitment utilizing Adoption Exchanges, Wendy's Wonderful Kids, Wednesday's Child, Adoption Columns, AdoptUSkids, Heart Gallery of New Mexico, CYFD website and Facebook page.*
- *PSD will continue all ages adoption and teen events.*
- *PSD will continue to utilize customer service satisfaction surveys to help inform us about areas of focus for foster parents.*
- *PSD will conduct focus groups with foster and adoptive parents to assess the effectiveness of our strategies.*
- *PSD will continue to support customer service work plans.*

2016 APSR Update:

In July 2015, regional training was provided to all county-based recruitment teams to implement their own targeted recruitment and retention plans in each county. Funds from the heart gallery foundation contract were appropriated for social media efforts in all regions. There is some evidence of an increase in the number of homes representative of the Hispanic child/youth population in Bernalillo County. Only 14 concurrent planning homes were recruited. At the time of the initial Targeted R&R Plan, families in zip codes 87108 and 87120 were prioritized, as were families for sibling groups and families who want to work a concurrent plan with birth families. The focus is now on families in 87120 and 87121 and families for sibling groups.

In the final year of the Step Up! Project, the process evaluation revealed that all transformation counties worked diligently at collecting and analyzing the data and setting a recruitment goal, a retention goal, and a goal related to increasing the percentage of family applicants who make it to licensure. Four counties achieved their recruitment goals and one didn't have the data to say one way or another. New homes were recruited for various recruitment targets and strategies were soundly implemented. No county was able to meet its retention goal. Three of five counties met their goals related to higher rates of licensure among applicants.

During the final six months of the grant, CYFD's Cabinet Secretary identified "good customer service" as one of her top priorities for the Department. Having customer service be a significant priority with CYFD's leadership helped drive the expansion of CYFD's customer service training and model statewide. This roll-out was already part of CYFD's sustainability plan; the project expedited the delivery of the train-the-trainer sessions in order to ensure that representatives from each county in the state were equipped as trainers by the end of September 2015 and prepared to provide ongoing training on basic customer service concepts in the future. As a top priority, the identified field trainer representatives were tasked with providing customer service training to every county office Protective Service employee. CYFD trained all PSD staff by December 2015. In partnership with CYFD's Academy of Professional Development and Training, additional customer service competencies will be developed and offered to all employees to support further implementation of the specific competencies.

Additionally, two customer service webinars were developed and conducted for County Office Managers, Regional Office Managers, and supervisors to inform them of the September 2015 training-for-trainers initiative on the customer service curriculum and to engage them in that work. The webinars were made available online for a short period of time so that people who missed the live webinars could still access and review them.

PSD continues to facilitate all ages matching adoption events and teen-specific events as child-specific recruitment strategies. PSD continues to have ongoing partnerships with The Adoption Exchange, Wendy's Wonderful Kids, AdoptUSKids, Heart Gallery of New Mexico, and New Mexico Friends of Foster Children; among others to assist achieving permanency for children.

Element 4: Strategies for assuring that all prospective foster/ adoptive parents have access to agencies that license/approve foster/adoptive parents, including location and hours of services so that the agencies can be accessed by all members of the community.

Strengths:

- *PSD posts all foster and adoptive parent informational meetings and RAFT training schedules on the CYFD website and regularly updates the information.*
- *PSD provides informational meetings and trainings after hours and weekends.*
- *PSD provides home study contracts statewide and contractors meet with families at times convenient for them.*

Challenges:

- *RAFT is designed to be offered completed in an eight hour block of time and on Saturdays. This schedule does not work for all families.*
- *Child care for prospective foster and adoptive families is a barrier.*
- *Home study contractors may conduct home visits back to back, which doesn't allow a family to process the materials.*
- *Perspective foster and adoptive families find the SAFE home study to be too personal and intrusive. This has especially been seen in our Native American community.*

Strategies:

- *PSD and NMSU continue to work together to develop training methods that work for families. PSD will be looking into a blended learning method for RAFT trainings.*
- *PSD will coordinate RAFT and Informational meetings to be offered in venues other than government buildings to accommodate specific groups, i.e. church members, major employers, and targeted schools.*

2016 APSR Update:

Foster and adoptive parent pre-service training continues to be offered in each county in either a group or one on one setting. RAFT is available in English and Spanish.

Additionally, PSD is actively working with NMSU and other partners to develop and implement RAFT online as a blended learning curriculum for prospective foster and adoptive families. The first training will be piloted in Sandoval County at the end of August 2016. Revisions and training of facilitators will take place thereafter. Initial implementation to other regions is slated to begin January 2017. The blended curriculum will give foster and adoptive families another training option in the licensing process. The website will include additional resources for families. This additional method will be available in English with the goal of offering it in Spanish.

SAFE home study offers a consistent and uniform method of evaluating prospective foster and adoptive families. PSD staff is able to deliver SAFE training to staff and CYFD contractors on a quarterly basis. PSD continues its partnership with the Consortium for Children to provide SAFE training to private providers. Consortium for Children completed a fidelity review in early 2015, results of the audit revealed specific areas

of improvement in the area of supervision and mitigation factors. PSD worked with the Consortium for Children to provide training to all placement supervisors following the audit.

PSD expects to enter into a four year contract with a statewide entity to provide home study services for prospective foster and adoptive families in state fiscal year 2017.

Element 5: Strategies for training staff to work with diverse communities including cultural, racial, and socio-economic variations.

Strengths:

- *SAFE Home study format is available in Spanish for staff and contractors to utilize.*
- *PSD staff participate in trainings such as “Knowing Who You Are” to explore their attitudes and increase awareness of other’s worldviews*
- *PSD staff participate in trainings and conferences throughout the year with an emphasis on cultural competence such as the Children’s Law Institute and ICWA conference.*
- *PSD Piñon Practice Model holds the value of cultural competency; taking into account family traditions, language, and cultural identity.*
- *PSD general recruitment materials reflect the ethnic and racial diversity of children in the state for whom foster and adoptive homes are needed.*
- *PSD general recruitment materials reflect several types of families that incorporates the LGBTQ community, single parents and non-traditional families throughout the state of New Mexico.*
- *PSD staff participate in recruitment efforts at various events in the state, such as PRIDE Fests, festivals, fairs, and Pow Wows amongst many others.*

Challenges:

- *PSD struggles statewide with high vacancy rates*
- *PSD has high staff turnover in rural and tribal areas of the state.*
- *PSD staff in the rural or tribal areas are not always of the same cultural background or speak the language, thus creating a linguistic and cultural challenge for families.*

Strategies:

- *PSD will continue to collaborate with the Consortium for Children to discuss cultural barriers when completing the interview process with families.*
- *PSD will continue to obtain technical assistance from the Consortium for Children for home study writers within PSD, child placement agencies and private contractors.*
- *PSD will continue to provide SAFE training through PSD staff, contractors and child placement agencies via PSD trainers and Consortium for Children.*
- *PSD will provide yearly relevant cultural trainings to staff.*
- *PSD will develop procedures or protocols for staff to engage effectively with diverse cultural, racial, and economic communities who are reflective of the children and youth in foster care.*
- *PSD will continue to support the utilization of the Piñon practice model values and principles and customer service model when responding to prospective foster and adoptive parents. This will assist in reducing the number of foster parents who leave the system.*

- *PSD will continue to collaborate with CYFD Academy for Training and Professional Development in development of trainings that incorporate the values and principles as defined in the practice model and customer service model.*

2016 APSR Update:

During 2015, Consortium for Children completed a fidelity review in early 2015, results of the audit revealed specific areas of improvement in the area of supervision and mitigation factors. PSD worked with the Consortium for Children to provide training to all placement supervisors following the audit.

PSD continues to make efforts by recruiting foster families are recruited to reflect the characteristics of children in the child welfare system. PSD continues to provide informational meetings (orientations), RAFT pre-service training and annual mandated training in Spanish. PSD has seen an increase in monolingual foster and adoptive families, and therefore is offering more trainings in Spanish.

In September 2015, PSD held its annual state foster parent conference. PSD provided a Spanish track to allow foster parents additional training methods. The 2016 annual foster parent training, and mandated trainings, will continue to have the Spanish training option.

PSD worked with the Academy for Professional Development and Training on incorporating customer service components into Foundations of Practice training. In 2015, PSD provided a customer service training, specific to working with foster and adoptive parents to all staff within the division.

Element 6: Strategies to address linguistic barriers.

Strengths:

- *PSD recognizes the need to remove linguistic barriers, CYFD utilizes a multi-lingual pay system for those that serve as interpreters and translators in the CYFD.*
- *PSD provides RAFT training in Spanish in some communities.*
- *PSD provides foster parent mandated training is offered in Spanish in several communities. This supports the customer service model value, principle standards and competencies.*
- *PSD provides services and forms in Spanish to families.*

Challenges:

- *PSD has no certification requirement to accurately identify interpreters and translators.*
- *PSD struggles with consistent funding for translation services.*
- *PSD is not always able to access interpretation services for the deaf or hard of hearing prospective foster or adoptive families.*

Strategies:

- *PSD and New Mexico State University, our training partner are committed to removing barriers and ensure funds for translation services are available.*
- *PSD is in the process of translating foster parent forms.*
- *PSD will distribute Spanish books to each county office for foster children, foster parents or family resource coordinators to access.*
- *PSD will utilize the immigration liaison to speak with families who need assistance and facilitate the process with Home Land Security when applying for adjusted status for children in care.*

- *PSD will discuss steps needed to ensure interpretation and translation services are available for prospective foster and adoptive families.*

2016 APSR Update:

PSD was successful in translating all concurrent planning curriculum, birth parent orientation curriculum, grief and loss curriculum, informational meetings and PSD forms in Spanish. RAFT and mandated trainings continue to be offered in Spanish.

PSD collaborated with other sister agencies within the department to develop a universal poster called “Ispeak” which incorporates several languages. An interpretation service is available to all the divisions for clients who are non-English speakers. Protocols were put in place for all department staff in order to access these services on behalf of families.

The PSD immigration liaison continues to assist and facilitate staff in applying for adjusted status for children in care. The immigration liaison provides advocacy through work with Homeland Security, Desarrollo Integral Familiar (DIF) in Mexico, the Mexican Consulate and PSD staff to reunify children with birth parents or relatives. Over the several years, PSD has built a strong partnership with the Mexican Consulates in New Mexico and Texas. The Consulate of Guatemala is interested in an MOU with CYFD to provide same services to its citizens that come to the attention of the child welfare agency.

Element 7: Non-discriminatory fee structures.

Strengths:

- *PSD endorses a non-discriminatory fee structure and provides the home study and pre-service trainings free of charge. This practice allows families of various income levels the opportunity to foster or adopt children in care.*
- *PSD foster or adoptive parents may purchase an official copy of their home study for a reasonable fee.*

Challenges:

- *Some families complete the home study process with PSD and leave the agency shortly thereafter to pursue private or out of state adoptions.*
- *Fee schedules are not readily accessible to field staff.*

Strategies:

- *PSD will develop a fee structure that is easily accessible to staff and families.*
- *PSD will communicate the steps involved for a family to purchase their home study.*

2016 APSR Update:

PSD continues to not charge any fee to families seeking to be licensed foster or adoptive parents. This information is provided during the initial informational meeting or through individual discussions with a regional recruiter.

PSD is actively working on licensing requirements for foster and adoptive parents which includes home study purchases for adoptive families seeking to pursue a private adoption.

Element 8: Procedures for a timely search for prospective parents for a child needing an adoptive placement, including the use of exchanges and other interagency efforts, provided that such procedures ensure that placement of a child in an appropriate household is not delayed by the search for a same race or ethnic placement.

Strengths:

- PSD utilizes the available recruitment resources through NM Adoption Exchange to recruit adoptive families, children in care are photo listed with AdoptUSKids, Wendy's Wonderful Kids, Wednesday's Child, Adoption Columns, AdoptUSkids, Heart Gallery of New Mexico, CYFD website and Facebook page.
- CYFD's Heart Gallery of New Mexico program continues to develop venues and opportunities to raise awareness for adoptive parents, especially youth, large sibling groups and hard to place children.
- PSD provides opportunities for children and teens to meet and interact with prospective adoptive families through all ages and teen adoption events.
- PSD encourage youth to write their own profiles to be added to their photo listings.
- PSD partnered with the Adoption Exchange and Heart Gallery of New Mexico on videos featuring some of the Heart Gallery of New Mexico children.
- Through PSD adoption consultants, potential in state and out of state adoptive families become identified as resources for waiting children.
- PSD will have implemented digital Heart Galleries in at least five locations statewide by the end of 2014.
- PSD has a minimum of 17 permanent Heart Gallery portrait exhibits in New Mexico.
- PSD traveling Heart Gallery portrait exhibits are featured throughout different communities in the state.
- CYFD's Facebook page was developed in the last year and is growing.
- PSD photos of waiting children and materials are consistently updated to reflect the child or youth's growth and development and posted on the CYFD and Heart Gallery of New Mexico websites.
- PSD has developed partnerships with newspapers to have monthly adoption columns and feature children that are waiting for a permanent resource.
- PSD partners with the NM Friends of Foster Children in foster and adoptive parent recruitment and retention events.
- PSD partners with Adoption Options in Colorado. This agency has developed and delivered training for foster and adoptive parents, have presented workshops and trainings at annual conference as well as regionally.
- PSD has well established Interstate Compact on the Placement of Children (ICPC) and Interstate Compact on Adoption and Medical Assistance (ICAMA) processes which remove barriers and assist in timely completion of interjurisdictional placement of children in cases across state lines.
- PSD has ICPC and ICAMA specialists at the state level.

Challenges:

- Due to vacancies and work volume PSD does not always register waiting children with the Adoption Exchange or AdoptUSKids.
- PSD has not allocated appropriate funds for contracts to meet the level of need.
- Digital Heart Galleries are in its infancy and the funding stream to buy the necessary equipment is limited.

- *Older youth often do not want to be adopted. PSD needs to provide training for field staff to reinforce the need for adoptive homes for teens is necessary but this is not always available.*
- *PSD ICPC database is in need of updating and to be integrated into our information system.*
- *PSD ICPC and ICAMA training is needed on an ongoing basis.*

Strategies:

- *PSD will deliver ICPC and ICAMA training to staff working with interjurisdictional cases.*
- *PSD will utilize the Adoption exchanges to its maximum potential by requiring staff to register all waiting children through the exchange.*
- *PSD will develop a system with the Adoption Exchange to filter appropriate and approved families for consideration.*
- *PSD will develop a protocol with the Adoption Exchange whereby families are informed about the process to become licensed and approved as a prospective family in their state.*
- *In collaboration with CYFD’s communication director, PSD will engage our media partners to examine the current processes to photo list the children such as adoption columns.*
- *PSD will partner with the CYFD communications director to assist in the media efforts statewide.*

2016 APSR Update:

PSD continues to utilize the Adoption Exchange to recruit adoptive families for children. PSD maintained a partnership with Wendy’s Wonderful Kids to assist in serving children statewide. However, PSD was informed that the Adoption Exchange will not be renewing its grant application with The Dave Thomas Foundation and the WWK recruiter will no longer be a resource in NM.

PSD utilizes the Heart Gallery of New Mexico, AdoptUSKids, adoption columns in local newspapers and the CYFD Facebook for recruitment of adoptive families.

PSD and the Adoption Exchange have collaborated for the last five years with the Step Up! Diligent Recruitment grant.

Over the last year, PSD hired an additional individual to assist with ICAMA and ICPC. This has allowed PSD to provide updated ICAMA and ICPC training to PSD, Juvenile Justice Services and judicial partners. Over the last year, PSD provided formal and informal ICPC training to PSD, Juvenile Justice Services and judicial partners. ICPC had an increase of 12% in home study requests October 1, 2015 to May 2016.

PSD has begun the process of contracting with APHSA on the National Electronic Interstate Compact Enterprise (NEICE) project. It is expected that NEICE will shorten timelines and decrease costs of mailing and copying as it is implemented.

PSD maintains an ongoing relationship with the CYFD Communication Director to ensure a unified message regarding the need for foster and adoptive homes in the state is delivered to members of the media and the public.

B. Healthcare Oversight and Coordination Plan

Centennial Care was implemented in New Mexico in January 2014. Centennial Care is the Medicaid system managed by the New Mexico Human Services Department and utilized by PSD for the physical and behavioral health needs of children, youth and families. The Centennial Care plan can be located at:

<http://www.centennialcare.net/>. PSD partners with the Managed Care Organizations (MCO), Client Service Agencies (CSA), and Health Homes to access, and share information relevant to the physical and mental health of children and families served and to ensure delivery of identified services

As part of Centennial Care, The four MCO's are responsible for physical and behavioral health. Each MCO will develop a care coordination process; the intensity of care coordination will depend on the client's risk level. Care coordinators work collaboratively across one or multiple MCO's to inform each other of the client's needs and to coordinate service plans.

MCO's relies on certain events and/or data to trigger a review of an individual's health status and needs. These triggers include events such as 1) Abuse or neglect reports involving the individual; 2) New diagnosis with significant health or safety impact; 3) New diagnosis involving behavioral health or substance abuse; 4) Hospitalization; 5) Request by provider or family member; and 6) Any other indication that the individual may need to move to a new risk group. In addition, plans will have software that will enable the care management staff to access patient records in real time and on demand from all providers in the system. When a trigger event occurs for an individual, the MCO will assign a care coordinator to complete a comprehensive assessment for low and medium risk individuals or deploy the assigned care coordinator to update the assessment for an individual who is already receiving complex case management.

PSD has collaborated with the MCOs and provider agencies to develop a procedure for monitoring psychotropic and other prescription medications. This procedure will be effective July 1, 2014. It requires that all changes to medication be approved by the assigned PSD worker and birth family, if appropriate. PSD workers will become more active participants in the monitoring of medication and will receive specific training on medication. PSD utilized a psychotropic medication workgroup that includes PSD staff, medical providers, youth and foster parents to assist in developing these procedures. PSD participates in a statewide Medication Monitoring committee that has developed a complex case consultation. PSD workers are able to staff cases with psychiatrists who volunteer their time to review casework, best practice and medication. The committee is in the process of coordinating a summit. The goal of the summit will be to provide education to psychiatrists in the state regarding medication and best practice for prescribing medications with the foster care population.

CYFD foster children are required to obtain an EPSDT screening within 30 days of placement. The PSD worker receives recommendations from the physician who completes the EPSDT screening and provides follow up. Centennial Care requires that all Medicaid members have a high risk assessment completed within 30 days of membership. The high risk assessment determines the need for a comprehensive needs assessment. This assessment primarily screens for physical health. The level of care coordination by the designated MCO is determined upon completion of this assessment. The care coordinators are responsible for following up on identified needs in the comprehensive assessment. As stated above, all children in care are taken for EPSDTs exams within 30 days of placement in care. Workers are responsible for follow up on any issues identified in that exam. The MCOs Care Coordination process assess and coordinates physical and behavioral health for children. They are responsible for ensuring services have been provided. The CSA's are also responsible for ensuring that all needs for a child are addressed. CSA's are the entity responsible for completing comprehensive assessments for children. The assessment addresses critical domains of child's life and provides recommendations for services. The domains include physical, development, educational, recreational and behavioral. CSA's also provide comprehensive community support services (CCSS) to address all the above domains. CCSS is a service designed to assist in the recovery and resiliency of families. This service can provide support to our foster families when the child is placed in their home. The CCSS worker is provided with a copy of the comprehensive assessment and works with the child's team to ensure that all recommendations for needs are addressed. The CCSS worker is able to assist foster parents in obtaining all services as well as provide intervention related to structure in the home, interventions to assist in transition, activities that are relational, repetitive, rewarding, rhythmic, respectful and relevant.

In July of 2014, the Severely Emotionally Disturbed criteria was amended to include trauma as a qualifying condition for children to become eligible for core service agency (CSA) criteria. This change allows all children

in foster care to receive services. This process began in June of 2013, led by PSD as part of the Three Branch Institute initiative to improve well-being, as a mechanism to ensure that all foster children were able to become CSA eligible. All characteristics of trauma informed interventions can occur in the home.

Psychiatric and crisis response services are also required for all CSA eligible clients. Every county in the state has a designated CSA required to respond to the needs of children and adults. PSD is working closely with the providers of CSA services, the Human Services Department that funds Medicaid services and the Managed Care Organizations (MCO's) who disburse Medicaid funding to ensure that each child in foster care has timely access to CSA services. There have been efforts to require designated CSA's who are unable to meet the requirements of their contract, to subcontract services to other agencies who are willing to provide services under the CSA menu.

PSD has developed an agreement with the Human Services Department to allow young adults to receive health insurance until the age of 26. (See above Chafee section IV for further information.)

PSD retains the services of a forensic pediatrician, Dr. Karen Campbell as medical director. The medical director provides training on the detection of abuse and neglect and the impact of severe abuse on the child victim. She is available to PSD staff for consultations related to meeting the on-going physical needs of children and to assist with identification of specialists, as needed. PSD also has access to Dr. George Davis, another medical director who is retained through CYFD that provides training and consultation on mental health needs of our youth. PSD had also developed a consultation process for staff to have access to voluntary psychiatrists for review, support and recommendations related to complex cases.

PSD has access to physicians and other medical professionals to consult with PSD both in terms of individual children and in terms of changes needed in the overall service system. There are clinics in Albuquerque that provide comprehensive services to foster children and youth. At the stage of an abuse or neglect investigation, the Child Abuse Response Team (CART) provides psychological evaluations and comprehensive physical exams, including dental. CART is at the University Hospital and can be used by other counties if the youth is sent to Albuquerque; it is essentially a trauma team. Dental services can be rather limited, but there are traveling dental clinics (not limited to foster children) in Chaves, Doña Ana, and Santa Fe Counties. Routine health care is generally accessible statewide, but for certain specific needs, individuals have to travel to Albuquerque. Telemedicine care is being provided in some of our counties to assist in providing more timely care services to individuals.

PSD remains involved with the Behavioral Health Purchasing Collaborative (BHPC). PSD and Managed Care Organizations (MCO's) have implemented a process to provide for timely behavioral health assessments for children when they first enter foster care. Assessment results are used to ensure the timely provision of services and to enhance placement stability.

PSD addresses initial and follow up health care screenings, treatment of health needs and updated medical information through our permanency planning procedures that requires a child to have a complete physical examination (EPSDT screening) within the first 30 days of custody. Procedures continue: "Each child in out-of-home placement receives scheduled routine medical care, dental care, eye care, or psychological services, as needed. For Medicaid eligible children, the investigation or permanency planning worker coordinates care with the child's primary provider. Information regarding the child's medical, dental, eye care or psychological status is documented on the Medical Profile tab in the Medical window in FACTS and is updated at least every six months to reflect the medical status. Hard copies of records are maintained in the hard file as well as provided to the substitute care provider." PSD follows the EPSDT schedule for routine medical care. PSD has also worked with Department of Health (DOH) to be able to access DOH immunization records for children in foster care and are able to import those records into the foster care record.

PSD Placement Services procedures requires:

- There shall be a designated licensed physician and dentist for each child, so that a coordinated plan of care is assured.

- Foster parents shall obtain medical attention for any sick or injured child. Foster parents, in their role as an adjunct representative of state government, shall not rely solely on spiritual or religious healing for children.
- Foster parents shall maintain copies of all educational and medical documents related to the foster child in a traveling medical and educational file that shall remain with the child if the child is moved.
- The permanency planning worker (PPW) ensures that the foster family is obtaining medical attention for any sick or injured child and that the family is meeting the child's ongoing health care needs such as well child checks.

PSD youth services procedures comply with provisions of P.L. 111-148, the Patient Protection and Affordable Care Act, which require states to provide information about the importance of designating another individual to make health care treatment decisions on behalf of the child if the child becomes unable to participate in such decisions and the child does not have, or does not want, a relative who would otherwise be authorized under State law to make such decisions, and provides the child with the option to execute a health care power of attorney, health care proxy or other similar document recognized under State law. In addition to the amendments to procedures, PSD has provided training on the new requirement to our youth transition specialists.

2016 Update:

The changes in Core Service Agencies have caused significant challenges to the service array. PSD is working with BHD to implement the Child and Adolescent Needs and Strengths (CANS) trauma informed version. PSD plans to train staff in Fall 2016 and provide training for trainers at the same time as the tool is implemented. Permanency planning workers will complete the CANSs assessment after adjudication. Children who score high, meaning that have been exposed to significant trauma, can be referred to an NMT provider for an in-depth trauma assessment.

Monitoring of psychotropic medications is done through case consultation with Dr. Davis from CYFD and with child psychiatrists from UNM, clinical directors from Deseret hills, and behavioral health directors with the Managed Care Organizations. The case consultation provides recommendations back to the caseworker to inform the quarterly medication meetings on a given child.

PSD has learned since monitoring that there are certain prescribers who seem to have a pattern of over prescribing psychotropic medications. PSD has also learned that children in RTC and TFC seem to have more medications prescribed to them than those in regular foster care.

PSD continues hold case consultations with caseworkers whose clients are in TFC or RTC, as well as any child that the case worker is concerned about. PSD is also endeavoring to work with the Managed Care Organizations in coming up with guidelines regarding prescribing practices for children to increase awareness and education around the state. Caseworkers have been provided with a list of questions that they may ask the prescriber to ensure due diligence in justifying the need for the medication, and understand why the medication is being prescribed. Two trainings on psychotropic medications have been conducted, and currently a third one is being scheduled.

Questions for Parents/CYFD workers to ask Doctors to be more informed about medications their child may be taking:

1. What is the medication being prescribed for?
2. What changes should we expect to see from the use of this medication?
3. How long before the medication begins to have a therapeutic effect.
4. What are the possible side effects that I should be watching for? What can I do to address any side effects from the medication?
5. Are there any drug interactions that I should be aware of while this child is on this medication?

6. How long will the child need to be on the medication? (Is this a long term medication, a trial medication, or a short term fix?)
7. Are there any alternatives that could be used instead of medication to treat the behavior or the symptoms that we could try at home?

C. *Disaster Plan*

In response to the requirements of the Child and Family Services Improvement Act of 2006, PSD developed the Protective Services Statewide All-Hazard Emergency Response Plan (attached). In March 2007, a Protective Services Emergency Planning Committee was created, including representatives of various parts of the state and various service areas (intake, investigation, placement, permanency, legal, etc.). The Emergency Planning Committee developed a planning template consistent with the National Response Template, the National Incident Management System, FEMA planning guidelines, and the State of New Mexico's All-Hazard Emergency Operations Plan. Using this template, and following the suggestions provided in *Coping with Disasters and Strengthening Systems: A Framework for Child Agencies* as well as models from other states (particularly Washington and Delaware), the Committee developed the All-Hazard Emergency Response Plan, originally submitted to ACF in September 2007 and updated in 2014.

The plan has been minimally revised since it was originally submitted. In the last seven years New Mexico has not experienced a state disaster that has required the use of the Disaster Plan (All-Hazard Emergency Response Plan). Placement staff continue to obtain and update information from foster parents, so that all children in care can be located and their services can be maintained with minimal disruption. PSD is also in the process of providing Smart phones to all staff which will provide additional methods for staff to contact their supervisor or for their supervisor to contact them in case of an emergency. Not all offices are consistent on completing drills or "practices" to test the All Hazard Emergency Plan. Over the next two years Policy, Procedure, Training and Federal Reporting bureau staff will work with Field Deputy Director and Regional Manager's to assist in improved knowledge of the All Hazard Emergency Plan and compliance with drills or "practices". In the last year PSD began work with Department of Health, specifically with Heather Stanton, to assist in developing a disaster plan specific to children. Throughout the next five years, PSD will participate in multidisciplinary meetings, led by Department of Health to continue this effort.

The PSD Plan has two inter-related and equally important components: local and statewide. Together these processes will assure:

- continued services for children in state custody and for new cases caused by the disaster,
- ongoing communication with workers displaced because of the disaster,
- preservation of essential program records, and
- coordination and information sharing with other states.

State Planning: The PSD Statewide All-Hazard Emergency Response Plan addresses all phases of emergency preparedness, including prevention, response, and recovery (or, as organized in *Coping with Disasters and Strengthening Systems*, before, during and after a disaster). The plan is considered a work in progress, constantly changing in response to new hazards, new technologies, and new state and federal emergency response initiatives. In the next year, PSD will work with Academy for Professional Development and Training to develop an e-learning on the emergency response plan process.

Local Planning: In New Mexico, and across the country, it is understood that almost all emergency response takes place at the local level. Every county in the state has a local emergency manager, and many counties also have multi-disciplinary local planning committees. In April 2006, each PSD county office manager (COM) designated a representative to serve as a liaison between PSD and the local emergency management system. These PSD liaisons help inform state-level planning activities and serve as points of contact for the dissemination

of emergency planning information, including checklists for foster families for emergency preparedness and resources made available through National Resource Centers and other sources. Each liaison has been provided a copy of *Coping with Disasters and Strengthening Systems: A Framework for Child Agencies* for additional information and direction. During the spring of 2008, meetings were conducted in each of the five PSD regions, bringing together COMs, county liaisons, local emergency managers, and others to begin to work together to incorporate a PSD response into local emergency response plans. Each county office is charged with completing a county emergency response plan. Ten counties have begun to work on their plans, and PSD plans to have plans in all counties within the next five years.

Following the Region VI ACF/FEMA Disaster Response Conference, the Region VI Emergency Management Specialist traveled to New Mexico and met with representatives of several agencies, including PSD, other CYFD components, Child Support Enforcement and other HSD components, and Department of Health. PSD continues to collaborate with Department of Health on development of a statewide disaster plan.

As of May 2009, a modification to the FACTS system now allows emergency contact information for staff, parents, and foster parents to be entered into and maintained in the system. The system provides for up to three contacts, including names, addresses, e-mail addresses, and phone numbers. We have begun the process of collecting this contact information and will continue to do so.

2016 APSR Update:

In 2015, New Mexico did not sustain a disaster that required the All Hazard Emergency Plan to be utilized.

During 2015 and 2016, finalized the All Hazard Emergency Plan e-learning training. All PSD staff were to begin the training September 2015. PSD learned in June 2016, that there was a communication error between Academy for Professional Development and Training and PSD resulting in the training not being provided to initial or existing PSD staff. This issue was resolved and new employees and existing employees began completing the e-learning in June 2016. All existing staff are expected to complete the training by August 31, 2016. New staff will continue to complete the e-learning during Foundations of Practice training.

D. Training Plan

PSD operates a training and staff development program that supports the goals and objectives of the Child and Family Service Plan (CFSP). Children, Youth and Families Department Foundations of Practice (FOP) training and PSD's advanced trainings are designed to support safety, permanency and well-being for children, as well as PSD's CFSP Plan for Improvement goals. PSD has worked with the Academy for Professional Development and Training to include the Piñon Practice Model, Adaptive Leadership™, and Continuous Quality Improvement (CQI) into the FOP curriculum. In order to prepare an employee to perform job duties, an employee is taught child welfare concepts, which include, but are not limited to:

- Trauma informed - A trauma informed component which assists the employee in addressing trauma experienced by the child, birth family or legal guardian, the foster parents and with themselves.
- Child maltreatment - An employee will obtain knowledge in identification of child maltreatment and gain skills in assessing safety threats to the child and identifying parental protective capacities.
- Worker bias - An employee will become aware of their personal biases and how those biases may impact their decision making in working with children and families. Recognizing biases assists an employee to be self-aware and may better prepare an employee for their work in child welfare which may help with retention of employees.
- Communication/Interview skills - An employee learns to communicate with children, parents, guardians, foster parents and other partners in child welfare to effectively assist in achieving safety, permanency and well-being for children and families.

In addition to the FOP the training plan addresses services provided under Title IV-B and IV-E and provides ongoing training for staff and providers who deliver these services that addresses skills and knowledge needed to carry out their duties. Training is also provided to current and prospective foster parents that enhances their skills and knowledge to carry out their duties with foster and adopted children. In addition all of PSD trainings are offered to our tribal partners. In 2014 CYFD enhanced their Professional Development Bureau into an Academy for Professional Development and Training. This will allow PSD to continue to improve training opportunities for PSD staff. The new "core" training, foundations of practice will be piloted June 30, 2014. It will be offered on a monthly basis, have an evaluative component, provide blended learning experiences and allow for higher levels of skill building.

PSD training includes foundations of practice, mandatory trainings and ongoing trainings. Each of these trainings are supported through a combination of state general funds and federal Title IV-E, Title IV-B Part 2, Chafee, CAPTA and other funds. Non-IV-E funds (e.g., Title IV-B Part 2 and CAPTA), although limited, provide important support for training for contract service providers, as well as staff training on topics not eligible for IV-E reimbursement. Trainings are provided by Academy for Professional Development and Training, Protective Service Employees, Juvenile Justice Employees and New Mexico State University Family and Child Welfare Training Project Employees. A cross division Training Advisory Council (TAC) continues to assist in development of staff trainings. Please refer to the attached Training Plan for an outline of PSD trainings.

PSD utilizes a Public Assistance Cost Allocation Plan (PACAP) to provide accurate claiming. This plan includes Random Moment Sampling, related claiming procedures, and calculation of IV-E eligibility rates. Through Random Moment Sampling (RMS) process, CYFD collects specific information on the subject matter of the training the person sampled was receiving. This allows for more accurate claiming. In addition, the cost of new staff participating in Foundations of Practice training are captured and tracked separately. Only after new staff complete foundations of practice training are they included in the sampling population for the RMS.

Non IV-E Training – 2015 – 2019

Title IV-B Part 2 & CBCAP: For 2015 – 2019, Title IV-B Part 2 training funds are used to support the annual adoptive family conference, quarterly provider training and Circle of Security training for some PSD staff and

providers. IV-B Part 2 funds are utilized for the quarterly provider trainings and “Protective Service provider core” (a four day reduction of the PSD foundations of practice). PACAP funds are also utilized for the “Protective Service provider core” training.

CAPTA: During 2015 – 2019, CAPTA funds are utilized to support and supplement several training efforts, including Circle of Security, Abuse and Neglect Detection and Reporting E-learning, and costs related to development of multi-disciplinary teams and Child Advocacy Centers (Valencia County). CAPTA funds supports the attendance of PSD staff and attorneys at the annual Children’s Law Institute. PSD will also utilize CAPTA funds, IV-E and IV-B training funds to provide training on sex trafficking, human trafficking, labor trafficking and prudent parenting.

Chafee: For 2015 – 2019, Chafee funds are used to support the annual Independent Living Conference,

CBCAP: CBCAP funds will be used in 2015 – 2019 to help support the delivery of “Protective Service Provider Core”, “Positive Parenting Program” (Triple P) as well as offerings of “Circle of Security Parenting” training. For more information, see PSD’s annual CBCAP Report.

Other:

- Other training for PSD staff is provided through Academy for Professional Development and Training in areas such as defensive driving, HIPAA, general supervisory skills, Respect in the Workplace, Ethics, domestic violence and other topics.
- PSD FACTS staff provide statewide training whenever the FACTS system undergoes a major revision. FACTS staff follow up throughout the year with county and regional “booster” training on complex topics relating both to annual and mini releases. PowerPoint trainings for the various aspects of the annual releases are made available to staff via the CYFD Intranet. Initial FACTS training will be provided through e-learnings during foundations of practice.
- PSD staff provide informal training and technical assistance regularly to staff in the field when the need arises. For example, the ICPC coordinator often provides training on changes in ICPC procedures; youth services staff provide training on emerging issues related to youth, etc.
- A pilot test of training on “Understanding Children with Disabilities, Victimization, Risk and Systems Safety” for any interested staff person was provided through an arrangement with the New Mexico Coalition of Sexual Assault Programs, Inc. with funding through a SAMSHA grant. A half-day pre-session was provided at the 2014 Children’s Law Institute and four regional trainings occurred in April and May 2014.
- Protective Staff that assist as trainers due this in addition to their other job-related duties, the cost is absorbed by the agency.

IV-E Training – 2015 – 2019

Social Work Stipend Program: Through Agreements with the four Universities offering Social Work programs in the state (New Mexico Highlands University, New Mexico State University, Western New Mexico University, and Eastern New Mexico University), stipends were offered to BSW or MSW students in exchange for coming to work for PSD upon graduation. During the 2012 – 2013 program year, PSD established a Stipend Program Workgroup with representatives from each PSD region and from each School of Social Work. The group developed a standardized application, interview and selection process. The current emphasis is on evaluation and long term benefits of the program.

Foundations of Practice: Sessions will be provided each month for ten to twelve sessions a year. The training is completed in a five week time frame, of which one week is on the job training (OJT) activities. Foundations of practice will be piloted June 30, 2014. Please see the attached training plan for courses included in foundations of practice.

Other IV-E Training:

- Supervisory Core Training: The 9 -day PSD supervisory core was not offered in 2013 – 2014. Because of agency vacancies there was not a sufficient number of new supervisors to make it feasible to offer this resource intensive training.
- Annual Children’s Law Institute: This conference was held as planned, with approximately 800-900 people in attendance.
- Tribal ICWA Conference: This conference will be held in July 2014. The focus will be on how to enhance tribal and state relations.
- Annual Court Improvement Project Cross-Training: These annual events are funded largely through the Court Improvement Project’s cross-training grant, with some logistical support provided by SWIFCA through IV-E. The 2014 cross-training topic was “Being Well: Mental Health Considerations for the Families Involved in Child Welfare.”
- Annual Foster Parent Conference and Recertification Training: The mandatory foster parent recertification training in 2013 – 2014, paid for with Title IV-E funds “Waking up to Trauma: Daily Trauma Informed Care.”

The 2014 training will be on Understanding Children with Disabilities, Victimization, Risk and Systems Safety” by Dr. Scott Modell.

- RAFT, Foster Parent Pre-Service Training: PSD’s foster parent pre-service training includes skill building on childhood trauma and otherwise improves the quality of foster and adoptive parent preparation. Relative, Adoptive and Foster Training (RAFT) curriculum provided in every county. Staff and contractors continue to go through a certification process to train the curriculum.
- “Knowing Who You Are”: Protective Service Division, NMSU and Academy for Training and Professional all have staff who were trained by Casey certified trainers. One session of KWYA was offered in 2013 – 2014, which included ten participants.
- “Working with Youth”: A six hour training that included information on positive youth development, adolescent brain development, youth engagement, talking with youth about sex, and youth safety issues.
- Special Topics in Adoption: Trainings are provided to CYFD staff and foster and adoptive families to assist in their knowledge in adoptions.
- SAFE Training: SAFE training is ongoing throughout the year, provided by PSD staff certified to train SAFE.

2016 APSR Update:

Foundations of Practice (FOP), continues to be PSD’s initial training for new employees. From June 2015 to June 2016, the Academy for Professional Development and Training provided nine Foundations of Practice trainings. Feedback from staff, supervisors, managers, and coaches remains positive, with the general sense that individuals are starting their roles with a good foundation to do child welfare work. Foundations of Practice was adjusted throughout the year for staff to obtain additional opportunities to practice initial child welfare skills specific to individual roles. These adjustments were seen through:

- a policy and procedure overview specific to job roles;
- orientation to Children, Youth and Families Department which included how the different roles within Protective Services Division impact each other;
- families, children and youth interviewing and engagement;
- additional training on safety and risk assessment and safety planning;
- genograms and
- worker safety.

PSD has partnered with National Center for Excellence to identify additional training needs for safety and risk assessment. Information from these meetings may impact how safety and risk is trained in FOP and in ongoing trainings.

From June 1, 2015 to June 15, 2016, PSD hired 241 staff. The table below provides a breakdown of PSD’s new employees; and current employees who completed Foundations of Practice between June 1, 2015 and May 26, 2016.

Employee Role	# Employees Completed
<i>Statewide Central Intake Worker or Supervisors</i>	20
<i>Administrative, Secretary, Legal Secretary, Auditor, Record clerk and supervisors</i>	1
<i>Investigative Worker or Supervisors</i>	55
<i>Youth Transition Specialists</i>	2
<i>Permanency Planning Worker or Supervisor</i>	81
<i>Placement Worker or Supervisor</i>	24
<i>Children’s Court Attorney</i>	10
<i>County Office Manager or other Managers</i>	2
<i>In Home Services Worker or Supervisor</i>	16
<i>Client Service Agent Worker or Supervisor</i>	22
<i>Substance Abuse Counselor</i>	1
<i>Family Centered Mediator</i>	2
<i>Central Office</i>	3
<i>Tribal</i>	2
Total	241

Source: Academy for Professional Development and Training Data Base and SHARE

New employees continue to register for Foundations of Practice through the Academy for Professional Development and Training registration form located on the CYFD intranet or through Cornerstone. The Academy for Professional Development and Training staff, PSD Policy, Procedure, Federal Reporting and Training Bureau Chief and each individual’s supervisor monitor individuals’ completion of prerequisite e-learnings. If a prerequisite is not completed, then the employee, supervisor and Policy and Procedure, Federal Reporting and Training bureau chief receive an e-mail notification. The bureau chief and supervisor assist in ensuring the prerequisites are completed, so the employee can attend the Foundations of Practice training in a timely manner. Cornerstone also allows the worker and supervisor to know immediately if a pre-requisite has been completed or what pre-requisites still need to be completed.

All Foundations of Practice trainings continue to have evaluation components including self-assessments and pre and posttests. Employees and their supervisors also participate in an evaluation at one month, six months and one year after completing the training. Areas individuals found to be most useful were: safety, assessment, legal, trauma, gathering information for assessment, interviewing, and having the opportunity to practice the skills throughout the training. The one consistent area identified as needing improvement and adjustment was the FACTS training. FACTS training was adjusted throughout the year, but feedback continued to be that it was an area needing improvement. Currently PSD is working with CYFD IT and Academy for Professional Development and Training to develop a virtual training for FACTS. This will allow individuals to practice FACTS skills in a more hands on manner with cases assigned rather than through a training environment. Below is some evaluation information gathered on Foundations of Practice throughout the year:

	<i>I am confident I can recognize & appropriately address child maltreatment.</i>	<i>I am clear how to use the Risk Assessment Tool.</i>	<i>I have the knowledge & skills to practice verbal de-escalation & can use it with families</i>	<i>I am confident I can recognize grief, loss, & trauma issues with children and families</i>
Strongly Agree	40	12	66	49

Agree	53	38	88	48
Somewhat Agree	7	12	23	8
Somewhat Disagree	1	1	4	0
Disagree	0	0	0	0
Strongly Disagree	0	0	0	0
Missing or unanswered	7	14	13	5

Source: Academy for Professional Development and Training Data Base

	<i>I effectively asked follow up questions and “dug deeper” to gather information during my interviews</i>	<i>I am clear about the legal definition of abuse and neglect as defined by the New Mexico Children’s Code</i>	<i>I am confident I can write an effective affidavit.</i>	<i>I am confident I can write an effective case plan.</i>
Strongly Agree	26	22	12	21
Agree	44	21	20	20
Somewhat Agree	10	2	12	4
Somewhat Disagree	0	0	1	0
Disagree	0	0	0	0
Strongly Disagree	1	0	0	0
Missing or unanswered	24	90	9	9

Source: Academy for Professional Development and Training Data Base

The Academy for Professional Development and Training and PSD has utilized the evaluation data to help inform trainings and has made adjustments during the Foundations of Practice training or by the next training. This information has also been utilized to help identify ongoing, advanced or mandatory trainings for PSD staff.

In February 2016, The Academy for Professional Development and Training began utilizing an updated database, Cornerstone. Cornerstone allows employees and supervisors to have direct access to more training information and allows for additional data analysis on initial, supervisor and ongoing training opportunities.

The Academy for Professional Development and Training staff continue to act as advisors to employees attending Foundations of Practice providing technical assistance and coaching throughout the training, and remain the point of contact to the employee’s supervisor.

The Academy for Professional Development and Training continued providing Foundations of Leadership (FOL), a supervisor training for supervisors and managers. FOL was initially piloted in March 2015. It was adjusted and re-piloted again. Overall FOL was provided six different times throughout the year. FOL allows supervisors to have unique experiences in each training offered and can have “modules” added or removed depending on the need of the supervisors. For example, if the supervisors in the training identify a need to grow in providing boundaries with staff then the training can be adjusted to provide more skill based work on boundary setting. FOL’s objective continues to be preparing supervisors or managers for their roles and assisting them in identifying each staff members’ development levels. FOL also continues to be a blended course with assessments and skill-based classroom opportunities related to items such as worker development, evaluation and growth. Skills focused on through the training continue to be: communication, responsiveness, staff evaluations, setting boundaries and FACTS documentation and approvals. During FOL a supervisor identifies their leadership style, including how this style may be a strength or a challenge in supervision, receive leadership feedback from the

individuals the supervisor directly supervises and feedback from the supervisor’s supervisor. As in FOP, during FOL, supervisors and managers provide feedback on ongoing or advanced supervisor and manager training needs. Supervisor and manager training needs are also identified through the Supervisor Association, manager meetings and feedback supervisors or managers provide throughout the year. FOL utilizes the same evaluation components as FOP training.

In April 2016, PSD partnered with Casey Foundations to develop a New Mexico Supervisory Model. A workgroup of supervisors and managers across the state are currently meeting once to twice a month to develop this model. By September 2016, this group will provide a recommendation to executive management. The recommendation will include the identified model, implementation strategies and sustainability components. Information from this group will also be used to identify supervisory and leadership initial, ongoing or advanced training opportunities.

Throughout the last year, Academy for Professional Development and Training and PSD focused identifying additional on ongoing trainings opportunities. At this time, PSD has 68 mandatory, advanced or ongoing training opportunities available to PSD staff. Below are some of the ongoing trainings provided from June 1, 2015 to May 26, 2016 including the number of employees who have completed the trainings.

<i>Training</i>	<i># Employees Completed</i>
<i>Foundations of Leadership (FOL)</i>	<i>66</i>
<i>Advanced Techniques in Child Maltreatment Cases</i>	<i>43</i>
<i>Customer Service</i>	<i>573</i>
<i>Human Resources Training</i>	<i>76</i>
<i>Interpersonal Neurobiology: Intro to Implications for CYFD Workers</i>	<i>108</i>
<i>Medically Fragile Case Management</i>	<i>14</i>
<i>Adult Mental Health First Aid</i>	<i>14</i>
<i>Youth Mental Health First Aid</i>	<i>16</i>
<i>Psychotropic Medications</i>	<i>35</i>
<i>Safe Sleeping for Infants</i>	<i>177</i>
<i>Situational Frontline Leadership</i>	<i>10</i>
<i>Steps for Respect in the Workplace</i>	<i>136</i>
<i>Adoption Subsidy and Title IV-E Training</i>	<i># Not reported</i>
<i>Weaving Policy and Procedures into Practice</i>	<i>344</i>

Source: Academy for Professional Development and Training Data Base

PSD continues to partner with Dr. Bruce Perry for ongoing trauma trainings. He was the trainer for the Interpersonal Neurobiology: Intro to Implications for CYFD Workers. Dr. Perry is now offering an Advanced Trauma course that will be provided to staff throughout 2016. PSD in Bernalillo County is also in the process of partnering with ACTION team to provide monthly trauma trainings to staff to assist staff in addressing vicarious trauma, working with children, youth and adults who have been traumatized and assist supervisors in supervising staff who have experienced trauma. These are planned to begin in July 2016.

PSD provided trainings on human trafficking, prudent parenting, case planning and children missing in care or on runaway status at the annual foster parent conference, Children’s Law Institute (CLI), Foundations of Practice training policy and procedure portion and during May and June 2016 in each region for field staff and supervisors. PSD is in the planning stages of development of e-learnings on human trafficking and prudent parenting. PSD is also in the discussion phase with FosterEd in partnering on a federal grant to assist New Mexico in development of child and youth protocols on human trafficking.

Some counties throughout the state also provided staff and foster parent trainings in all staff meetings or through foster parent meetings in human trafficking and prudent parenting throughout the year (i.e. Luna County prudent parenting training December 18, 2015, Lincoln and Otero counties prudent parenting training September 23, 2015, October 7, 2015 and October 28, 2015 and youth permanency planning training on February 17, 2016, Dona Ana County May 17, 2016 and June 9 2016).

Dona Ana County also provided the following trainings:

- 08/2015 through 11/2015 Circle of Security group to birth and foster parents in Luna County
- 08/28/15 Reporting abuse and neglect training to Families and Youth Inc.
- 08/31/15 Safety Assessment and safety planning training to PSD staff
- 09/18/15 Substance abuse assessment training to PSD staff
- 10/14/15 Waking up to Trauma – Daily Trauma Informed Care bio parents, foster parents and community providers
- 01/2016 to 02/2016 Circle of Security group to birth and foster parents in Dona Ana County
- 01/12/16 Program Improvement Plan training to identify local goals to improve outcomes to staff
- 01/14/16 Safety assessment tool training with placement for experiment on safety in foster homes and utilization of safety assessment tool to staff
- 01/28/16 Neurosequential Model of Therapy training to staff
- 01/29/16 Trained childcare site investigators on safety assessment and customer service
- 02/16/16 Training to Las Cruces Public Schools and District Attorney’s office on service provision, abuse and neglect and parent engagement
- 02/17/16 Dealing with Difficult Behavior training to supervisors
- 02/22/16 DNA sample collection training to PSD staff
- 02/23/16 In Home Services Policy and Procedure training to In Home Services supervisors
- 06/2016 to 07/2016 Circle of Security group to birth and foster parents in Dona Ana and Otero counties

CYFD Behavioral Health Division received a System of Care grant and utilized these funds to develop the below videos and trainings:

- I Am Me Understanding the Intersections of Gender, Sexuality and Identify an LGBTQ training video, toolkit and resource guide,
- Understanding Infant Mental Health in New Mexico video
- Family Engagement training video
- Youth Engagement training
- New Mexico Communities of Care video
- Wraparound trainings

Each new PSD employees complete these trainings during Foundations of Practice training. Existing staff within PSD will complete these trainings throughout 2016. The trainings are available to any CYFD staff or community partner at <http://www.nmsoc.org/cocvideos.html>.

CYFD Behavioral Health Division received additional funding to complete additional videos for supervisors and advanced skills in working with LGBTQ children, youth and adults, family engagement and wraparound trainings. These started being developed in June 2016.

CYFD Behavioral Health Division is also offering a series of trainings through a “Day of Learning” that are also available to PSD staff as ongoing trainings. These trainings will begin July 2016 in Albuquerque and be offered in different regions across the state every two months. The trainings that will be available for the “Day of

Learning” consist of: Youth Engagement, New Mexico Cares Decision Making, Infant Mental Health, Cultural and Linguistic Competencies, Wraparound for Supervisors, and Mental Health First Aid.

Academy for Professional Development and Training continues to work with PSD Domestic Violence manager to develop and advanced course on domestic violence for field staff and supervisors. Academy for Professional Development and Training and PSD Policy and Procedures, Federal Reporting and Training Bureau Chief remain in discussions with New Mexico tribes and pueblos on development of an updated ICWA course for PSD staff. At this time, members of the ICWA Consortium group have identified an interest in developing this training with Academy for Professional Development and Training.

PSD partnered with Juvenile Justice Services to provide additional worker safety trainings in each county office throughout 2016. These trainings supported worker safety information trained through FOP and provided additional information on office safety, field safety and gang awareness.

PSD continues to utilize Title IV-E, Title IV-B, and CAPTA to provide initial and ongoing trainings to PSD staff. PSD also continues to utilize PACAP for accurate Title IV-E claiming.

PSD maintains a partnership with four universities (New Mexico Highlands University - NMHU, New Mexico State University - NMSU, Western New Mexico University – WNMU and Eastern New Mexico University - ENMU) for the Title IV-E stipend program. Throughout the last two years, PSD and the universities have focused on developing a consistent interview and selection process. Over the last year the focus changed to stipend program evaluation. In March 2015, a stipend evaluation process was implemented with stipend students. The evaluation focuses on preparedness for employment in child welfare. Through these evaluations, the social worker program, practicum experience and employment with PSD will be evaluated. The evaluation is a tiered process consisting of evaluations being completed at:

- The date a stipend student is awarded a stipend
- The date a stipend student graduates
- One year after a stipend student has been employed with PSD
- Three years after a stipend student has been employed with PSD
- Five years after a stipend student has been employed with PSD

At this time 51 stipend students responded to one of the evaluations. Each identified that the university program, practicum experience and training assisted in preparing the stipend student to be prepared for employment within child welfare and accomplish job duties within PSD.

E. Financial Information

In FY15, the state will not use more Title IV-B, Subpart 1 funds for child care, foster care, maintenance and adoption payments than it did in FY2005. Currently, we are not using any funds for adoption subsidy payments or child care.

New Mexico’s IV-B Subpart 1 funds for child care, foster care maintenance and adoption assistance payments for FY 2014 does not exceed the amount expended in FY 2005, \$454,505.

New Mexico’s expenditure of non-Federal funds used as a match for Title IV-B Subpart 1 funds for foster care maintenance for FY 2014 does not exceed the amount expended in FY 2005, \$3,152,282.

2016 APSR update:

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New Mexico's expenditure for Title IV-B Subpart 2 funds for FY 2014 of \$2,834,553 exceeds the FY 1992 base year amount expended of \$ 2,148,100. In FFY14, New Mexico met the 20% allocation for Time Limited Reunification and exceeded the 20% allocation for Family Preservation. New Mexico did not meet the 20% allocation for Family Support Services (17%), Adoption Promotion and Support (17%) and did not meet the 10% allocation for Administrative Costs (8%) and Other Service Related Activities (5%). During FY13 and FY14 contractual issues in behavioral health services in New Mexico led to many service providers that were contracted with CYFD for PSSF Title IV-B Subpart 2 to be unable to provide services and terminated contracts. This has had a ripple effect through FY15 and many FSS and Adoption Promotion and Support services had to go back out to Request for Proposals (RFP), leaving the program unable to meet the full allocation of the programs. Administrative costs were lower than anticipated due to staff vacancies during the fiscal year.

New Mexico has re-issued new statewide service RFP's for all 4 service areas under Title IV-B Subpart 2 funds and all contracts are fully executed as of July 1, 2016. CYFD has adjusted how the match dollars are met along with contract program and fiscal monitoring to ensure that allocations are appropriately met in all areas. Match dollars will be provided directly from State General Fund to the IV-B Subpart 2 program.