

DCYF DIRECTOR'S OFFICE
4210-2956

PURPOSE:

The Division for Children Youth and Families (DCYF) Director's Office includes, the Director, Chief of Operations, General Counsel & Legislative Liaison, JJS Legal Supervisor, Policy Unit, Central Registry, four administrative staff (responsible for support to all central office operations), two Program Specialists (supporting DCYF's Safety Culture Program), and DCYF Bureau of Information Systems. The Director's Office also directs all of the subordinate offices of DCYF.

The DCYF Policy Unit facilitates the promulgation of DCYF's administrative rules, policies, procedures and forms for all of the bureaus and programs within DCYF. The Policy Unit is also responsible for maintaining and updating the Title VI-E plan, ensuring compliance with the Prison Rape Elimination Act (PREA) and the Indian Child Welfare Act (ICWA), and managing DCYF's disaster preparedness documents.

The DCYF Safety Culture Program is responsible for creating and enhancing a culture of safety within the agency. The staff assigned to this unit develop and maintain relationships with DCYF staff and support them around the challenges of everyday work, when critical incidents arise, and when staff experience threatening and/or intimidating behavior from families. They maintain a focus on the physical and psychological safety of the DCYF workforce.

DCYF Bureau of Information Systems (BIS) is responsible for the Bridges application, which is a child welfare management system that meets the federal Comprehensive Child Welfare Information System, (CCWIS). In addition to the mission-critical nature, BIS is in the process of modernizing the CCWIS while maintaining the current business functionality for DCYF day-to-day operations. The Bridges system provides DCYF with a child welfare management system that meets the federal CCWIS, Adoption and Foster Care Analysis and Reporting System (AFCARS), the National Child Abuse and Neglect Data System (NCANDS), and the National Youth in Transition (NYTD) requirements. The system also incorporates the NH Department of Health and Human Services (DHHS) interfaces with other state systems, including New HEIGHTS Eligibility Management System, NH First, the State's Enterprise Resource Planning (ERP) and the NH Department of Education Special Education Information System (NHESIS), the New Hampshire Education Information System and the New Hampshire Child Support System (NECSSES). The Bridges application also processes claims for DCYF and DFA clients and vendors. Additionally, Bridges processes the claims for the Child Care Development Fund (CCDF) and tracks the quality and enrollment of the Child Care Providers.

CLIENT PROFILE:

The Director's office and DCYF Information Systems support services to children, youth, and families that are involved with the child protection system due to abuse or neglect, or the juvenile justice system because of delinquency or CHINS proceedings.

FINANCIAL SUMMARY 4210-2956

FINANCIAL HISTORY						
Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	\$4,083	\$3,913	\$4,731	\$4,854	\$4,695	\$4,816
GENERAL FUNDS	\$2,733	\$2,639	\$3,204	\$3,289	\$3,171	\$3,255

FUNDING SOURCE:

DCYF Information Systems is funded through a combination of federal (Adoption IV-E, CCDF, Foster Care IV-E, , Independent Living, Med Eligibility Determination, Medicaid, OJJDP, TANF) and state general fund dollars.

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			
To ensure continuous quality improvement by developing policies and practices to support all children, their families and the professionals who serve them through community engagement and information sharing, program evaluation, professional development, and staff retention.	new staff who attended training	% of FTEs filled with trained staff available to take case assignments	% of FTEs filled with trained staff available to take case assignments CPS –87% JJS –99% * As of June 30, 2022	% of FTEs filled with trained staff available to take case assignments CPS – 85% JJS – 95%	% of FTEs filled with trained staff available to take case assignments CPS – 85% JJS – 95%
	cases receiving quality assurance reviews related to achieving	# of outcomes that demonstrate 95% or better performance in accordance with	0/7 outcomes that demonstrate 95% or better performance in accordance with	2/7 outcomes that demonstrate 95% or better performance in accordance	3/7 outcomes that demonstrate 95% or better performance in accordance

	national standards	national standards	national standards	with national standards.	with national standards
	# of systems learning reviews conducted	Informed decision making regarding systemic barriers	12 systems learning reviews conducted	Maintain	Maintain
	Overall CQI and data quality support to ensure efficient business systems operations	# of Help Desk Tickets/# of users # of Bridges Changes #of DCYF Recurring Federal Reports (BIS/BEAR) # Completed Data Requests # of completed policies # of procedures added/updated # of added/updated forms	2076 tickets/741 users 55 Changes 14 Federal Reports 325 Data Requests 31 Policies 69 Procedures 44 Forms	Maintain	Maintain

OUTCOME:

DCYF Information Systems is in the process of upgrading their current Bridges system to accommodate federal mandates. This upgrade is included in the Capital Budget Request. The DCYF Information Systems related initiatives are:

- Oversee, gather, and collate data in order to respond to Federal Reporting requirements.
- Create data queries and ad hoc reports.
- Perform data analysis.
- Maintain and coordinate content with program staff for the DHHS/DCYF website.
- Assist program staff with identifying and implementing process efficiencies.
- Develop program process flows.
- Provide enterprise and non-standard software support.
- Work with program staff to identify requirements and produce input for the Statewide Information Technology Plan (SITP).
- Assist with RFP development and the contracting process.

STATE MANDATES:

- NH RSA 126-U Limiting the Use of Child Restraint Practices in Schools and Treatment Facilities
- NH RSA 169-C Child Protection Act
- He-C 6339 requires collection of data from service providers
- NH RSA 169-A Interstate Compact on Juveniles
- NH RSA 169-B Delinquent Children
- NH RSA 169-D Children in Need of Services
- NH RSA 170-G Services for Children, Youth and Families
- NH RSA 170- H Parole of Delinquents
- NH RSA 621 Youth Development Center
- NH RSA 621-A Youth Services Center

FEDERAL MANDATES:

- Title IV-A of the Social Security Act
- Title IV-B of the Social Security Act
- Title IV-E of the Social Security Act
- Family First Preventions Services Act of 2018 (HR 1892)
- Public Law 108-79 Prison Rape Elimination
- Public Law 113-183

FEDERAL MANDATES:

- Title IV-A of the Social Security Act SSA section 402 requires a state plan
- Title IV-B of the Social Security Act SSA section 422 requires state plans for Child Welfare Services (includes plan for training)
- Title IV-E of the Social Security Act SSA section 471 requires state plan for Foster Care and Adoption Assistance
- Title IV-E section 1123A require conformity with federal Child & Family Services Reviews and development and demonstration of improvement on a Program Improvement Plan
- 45 CFR 1357.15(u) and Title IV-E sections 471(a)(7) and 471(a)(22) require states to establish and maintain a continuous quality improvement system, including data collection and dissemination, and report on that system annually
- The federal Comprehensive Child Welfare Information System (CCWIS) regulations
- 45 CFR 1355.50-59Public Law 108-79 Prison Rape Elimination Act requires compliance monitoring and audit activities
- Public Law 113-183 requires data collection and reporting regarding the protection of youth in child welfare from sex trafficking

SERVICES PROVIDED:

Many of the functions of the DCYF Bridges (Child Protection Program, Juvenile Justice Services and Child Care Scholarship) Child Welfare Information System team are internal functions meant to ensure uptime and proper functioning of the system as well as general information service functions (infrastructure, contract reviews, security and privacy needs, and technical innovation). Some of these functions include:

- Develop and maintain a Strategic plan
- Develop and maintain Bridges project plans
- Write business requirement documents, which may include process flows, screen and/or report mock-ups.
- Manage and participate in business requirement walkthroughs.
- Create and track Change Requests in CRTS (Change Request Tracking System).
- Work with developers to clarify and refine information contained in the requirement documents and review technical designs with development staff.
- Monitor progress of unit and integrated testing as well as participate in coding walkthroughs.
- Manage and perform duties related to a system release, i.e., create testing scenarios, system integration and user acceptance testing, maintain problem logs, coordinate and facilitate daily status meetings, write release notes, create training materials and conduct user training.
- Write review and assist with IT related Requests for Proposals (RFP) and contract amendment materials.
- Assist with Bureau budget preparation.
- Act as consultants for IT related research/projects (e.g.; laptops, third party software, voice recognition software) to support the DCYF staff.
- Participate in Legal, Security, and Privacy audits, inquiries and remediation.
- Work with State, Local, Federal and contracted IT partners to facilitate infrastructure, process and capability enhancements.

SERVICE DELIVERY SYSTEM:

A combination of state employees and multiple business functional areas provide services all driven through Bridges, the State Child Welfare System. Bridges provides functionality for the following business areas:

- Central Child Protective Services Intake
- Child Protective Services Assessment
- Case Management
- Juvenile Justice
- Finance
- Service Provider Management
- Staff Training
- Federal and State Reporting
- Foster Care, Permanency, and Adoption
- DCYF and JJS Policy
- Interstate Compact
- Provider Management

CHILD PROTECTION

4210-2957

PURPOSE:

The purpose of Child Protection is to assist families in the protection, development, permanency, and well-being of their children and the communities in which they live.

CLIENT PROFILE:

Children and families who come to the attention of the child protection system do so as a result of abuse and/or neglect reports being made to DHHS/DCYF pursuant to NH RSA 169-C. These reports involve children and youth allegedly subjected to maltreatment and trauma and are in danger or at risk of harm due to the following: sexual, physical, emotional or psychological abuse, neglect including educational, emotional, medical, and physical.

Parents involved with the child protection system may have a history of abuse and trauma in their own childhood, and/or currently struggle with mental health challenges, substance abuse, domestic violence and a scarcity of resources. These circumstances have a direct impact on their ability to assure the ongoing safety, protection needs and over-all well-being of their children.

DCYF counts services received by the number of calls received, rather than by the individual. Calls to Central Intake trigger the initiation of services. There were 18,697 calls in SFY 2022. DCYF screened in 10,421 calls for assessment in SFY 2022.

30,352 children received services during screened referrals to Central Intake. Sometimes families participate in more than one investigation, or may participate in an open service case. As such, some of those same individuals will continue to receive services by different child protection service

workers within DCYF during the course of their involvement with the agency, beginning with an investigation, at time of case opening and until such time the assessment or case is safely closed.

Due to the complex needs of children, youth, and families involved in an open case, they may receive direct services from more than one staff person within family services or the permanency program. For example, a youth may be working with their direct family service CPSW on a reunification plan with the parents on maintaining stability in their placement, while at the same time engaging with the adolescent CPSW to complete a needs/strengths assessment regarding preparation for adult living. A foster care CPSW and permanency CPSW will team on their work with a foster/adoptive parent to prepare them and a child or youth for adoption or another permanency plan depending on the circumstances related to that case.

In addition, there are individuals that DCYF serves during the course of an open case that are not included in the unduplicated client count including relative caregivers, foster parents, extended family members such as siblings who are not involved in the open case.

FINANCIAL SUMMARY 4210-2957

<u>FINANCIAL HISTORY</u>						
Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	\$40,574	\$44,494	\$48,860	\$50,565	\$48,012	\$49,698
GENERAL FUNDS	\$28,312	\$31,491	\$35,568	\$36,815	\$34,960	\$36,193
ANNUAL COST PER CASE-TOTAL	\$4,000	\$4,000	\$5,000	\$5,000	\$4,439	\$4,593
CASELOAD	10,490	10,797	10,815	10,821	10,815	10,821

The Agency Request includes a prioritized need in SFY 24 of \$1.5M total funds (\$1.2 general funds) and in SFY 25 of \$1.6M total funds (\$1.2M general funds).

FUNDING SOURCE:

Medicaid, TANF, and Title IV-E are earned through Random Moment Time Studies to support these services. A large percentage of the general funds associated with this program are required to match the Medicaid and Title IV-E federal funds at 50% federal and 50% general.

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			

<p>To achieve safety, protection and healthy development for children whose life, health or welfare is endangered. To achieve safety, protection and healthy development for children whose life, health or welfare is endangered.</p>	<p>reduce processing times of screened in reports</p>	<p>18697 calls received by DCYF Central Intake</p>	<p>The median total processing time from call to approval for both day and after hours is 4 hours.</p> <p><small>*data point in time- 8 weeks- April-June 2022</small></p>	<p>Maintain less than 4 hours median total processing time for both day and after hours</p>	<p>Maintain less than 4 hours median total processing time for both day and after hours</p>
	<p>10421 child protection assessments conducted</p>	<p>% of child protective assessments completed within 60 days</p>	<p>58% of child protective assessments completed within 60 days</p>	<p>65% of child protective assessments completed within 60 days</p>	<p>70% of child protective assessments completed within 60 days</p>
	<p>20458 children served in open child protection cases</p>	<p>% of children in child protection remain safely in their home</p>	<p>68% of children in child protection remain safely in their home</p>	<p>75 % of children in child protection remain safely in their home</p>	<p>80 % of children in child protection remain safely in their home</p>
	<p>30352 children served in child protection assessments</p> <p>952 victims identified in open child protection assessments</p>	<p>% recurrence of child maltreatment after substantiated abuse or neglect</p>	<p>3.4% recurrence of child maltreatment after substantiated abuse or neglect</p>	<p>Maintain less than 3.5% recurrence of child maltreatment after substantiated abuse or neglect</p>	<p>Maintain less than 3.5% recurrence of child maltreatment after substantiated abuse or neglect</p>

OUTCOME:

DCYF outcomes are based on the performance of child protection staff in specific program areas related to safety, permanency and wellbeing items identified by the federal Administration for Children and Families as well as internal measures created to assure compliance with State statutes.

Safety Outcomes:

1. The primary outcome is to protect children from abuse and neglect.
 - Investigations are timely to prevent recurrence of maltreatment.
 - Interventions are put in place to mitigate risk in families where prevent maltreatment and removal (ability to achieve of this outcome is dependent on funding of related prioritized needs).
2. Children remain in their home whenever possible and appropriate.
 - Case management and referral to services are provided to prevent removal (ability to achieve of this outcome is dependent on funding of related prioritized needs).
 - Assessments of strengths and needs of all household members are ongoing throughout the life of the case with the goal of reducing risk of harm to children/youth in their own home and in out-of-home placement.
 - Children remain in their home when a DCYF managed voluntary service case, or a family referred Community Based Voluntary Service is opened.

Permanency Outcomes:

1. Children have permanency and stability in their living situations.
 - Increase the number of children served in their own home.
 - Reduce the number of children re-entering foster care homes and residential treatment facilities.
 - Children in foster care will not experience multiple changes in placement.
 - The permanency goal for the child/youth is appropriate and established within 60 days of the date of the placement.
 - Timely achievement of reunification, adoption, guardianship or other planned permanent living arrangements.
 - Decrease the utilization of congregate care by limiting to only children whom it is clinically required.
2. Preserving children's continuity of family relationships and connections.
 - Children/youth experiencing out-of-home placement remain close to their family, community and siblings.
 - Facilitate visits between children/youth, their siblings, parents and other important community connections to preserve connections.
 - Identify and locate relatives as possible resources for children/youth that require out-of-home placement.

Well Being Outcomes:

1. Families have enhanced capacity to provide for their children's needs.
 - The needs of children/youth, parents and foster parents/relative caregivers are assessed and services are provided to meet those needs.
 - Parents and children are engaged in the case planning process.
 - In person visits occur on a monthly basis for children/youth in open cases.

- Conduct face-to-face visits with parents as often as needed.
2. Children receive appropriate services to meet their educational needs.
 3. Children receive adequate services to meet their physical and mental health needs.
 - DCYF nursing program assists field services to identify and address all physical and medical (including dental) health needs for children/youth while they are involved with the agency.
 - Identify and address behavioral, emotional and mental health needs of children/youth on an ongoing basis and review and monitor any prescribed psychotropic medications regularly.

STATE MANDATES:

- NH RSA 169-C Child Protection Act
- NH RSA 170-A Interstate Compact on the Placement of Children
- NH RSA 170- B Adoption/Surrender of Parental Rights
- NH RSA 170-C: Termination of Parental Rights
- NH RSA 170-G: Services for Children, Youth and Families

FEDERAL MANDATES:

- Child and Family Services Improvement and Innovation Act PL 112-34
- Child Abuse Prevention and Treatment Act PL 111-320, Amended 2011
- Fostering Connections to Success and Increasing Adoptions Act PL 110-351
- Child and Family Services Improvement Act PL 109-288
- Adam Walsh Child Protection and Safety Act PL 109-248
- Safe and Timely Interstate Placement of Foster Children Act PL 109-239
- Keeping Children and Families Safe Act PL 108-36
- Adoption and Safe Families PL 105-89
- Preventing Sex Trafficking and Strengthening Families Act of 2015. PL 113-183

SERVICES PROVIDED:

DCYF receives and responds to reports of child abuse & neglect (RSA 169-C). Federal and state statutes mandate DCYF to promote and support safe and stable relationships in the life of a child. District offices receive screened and accepted reports. DCYF conducts initial comprehensive and ongoing assessments of the family circumstances to assess the immediate danger to the child/youth and for the potential of any future risk of harm to the child/youth.

SERVICE DELIVERY SYSTEM:

State employees provide all of the Child Protection services. Four-hundred, sixty-two full time employees (FTE's) in SFY 24-25 are associated with the provision of these services. With the addition of CPSW positions through legislation and the budget, child protection workloads are closer to national standards than in prior years.

**CHILD/YOUTH - FAMILY SERVICES
ABUSE/ NEGLECT, CHINS, DELINQUENTS
4210-2958**

PURPOSE:

The purpose of the services provided to abuse and neglect clients is to keep children safe in their own homes whenever possible and assist families in the protection, development, permanency, and well-being of their children. Children and families involved with DCYF due to abuse and neglect concerns need both core and intensive supportive services. Both are essential in order to assure child safety and increase positive outcomes for children and families in their homes and communities.

The overall goal of service provision is to promote the safety, stability, and social and emotional development and well-being of vulnerable children, youth and their families. Additionally, to assist families in building relationships in their community that will enhance and support parental resilience, and access to community resources. Services are provided in conjunction with court orders or through the family agreeing to voluntary services provided by DCYF.

The purpose of the Child In Need of Services (CHINS) statute is to provide services for children and youth under the following circumstances:

- truant from school, ran away from home,
- commit offenses which would constitute violations of the criminal code,
- 16 years old who commit violations of the motor vehicle code, and
- children who have a mental health and/or developmental diagnosis, dangerous behaviors such as assaultive, suicidal, fire setting or sexualized behaviors.

These services could be in-home supports and therapies or placement treatment services.

The purpose of services provided to youth who have committed a delinquent act is to promote community safety and positive youth development via Juvenile Probation and Parole Supervision. Juvenile Probation and Parole Officers work to assure accountability through restoration of individuals and communities harmed by misconduct and by treating youth as assets developed within families and communities. DCYF implemented a Juvenile Probation Assessment process approximately one year ago in which youth and their families may have the option to work with DCYF, receive case management, in home services and connection to community services as a means to prevent lower risk juveniles from entering the deep end of the judicial system.

CLIENT PROFILE:

Children and families who come to the attention of the child protection system do so as a result of abuse and/or neglect reports being made to DHHS/DCYF pursuant to NH RSA 169-C and through RSA 170-A, the Interstate Compact system. These reports involve children and youth allegedly subjected to maltreatment, trauma and are in danger or at risk of harm due to the following: sexual, physical, emotional and psychological abuse, neglect including educational, emotional, medical, and physical.

Parents involved with the child protection system may have a history of abuse and trauma in their own childhood, and/or currently struggle with lack of parenting skills, mental health challenges, substance abuse disorder, domestic violence and a scarcity of resources. These circumstances have a direct impact on their ability to assure the ongoing safety and protection of their children.

RSA 169-D defines CHINS as:

- Under the age of 18 and subject to compulsory school attendance, and who are habitually, willfully, and without good and sufficient cause truant from school;
- Who habitually runs away from home, or who repeatedly disregards the reasonable and lawful commands of his or her parents, guardian, or custodian and places himself or herself or others in unsafe circumstances;
- Who has exhibited willful repeated or habitual conduct constituting offenses which would be violations under the criminal code of this state if committed by an adult or, if committed by a person 16 years of age or older, would be violations under the motor vehicle code of this state;
- Or with a diagnosis of severe emotional, cognitive, or other mental health issues who engages in aggressive, fire setting, or sexualized behaviors that pose a danger to the child or others and who is otherwise unable or ineligible to receive services under RSA 169-B or RSA 169-C;
- And is expressly found to be in need of care, guidance, counseling, discipline, supervision, treatment, or rehabilitation.

A youth served within the delinquency statute (RSA 169-B) is defined as an individual under the age of 18 who commits an offense that if committed by an adult would be the equivalent of a felony or misdemeanor crime.

FINANCIAL SUMMARY 4210-2958

<u>FINANCIAL HISTORY</u>						
Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	\$53,401	\$53,161	\$55,248	\$55,305	\$55,748	\$55,805
GENERAL FUNDS	\$37,136	\$35,293	\$36,252	\$36,308	\$36,502	\$36,558
ANNUAL COST PER CASE- TOTAL	\$64,849	\$65,945	\$69,336	\$70,138	\$72,492	\$73,296
CASELOAD	5,380	5,566	5,433	5,326	5,433	5,326

2958- Child-Youth -Family Services (abuse/neglect, Delinquency and CHINS)						Average Cost per Case
	Total	CPS	JJ	Budget	% of total	
SFY 2022						
in home (includes non-licensed relative placements)	3525	1865	1660	\$53,401	35%	\$5,302
Foster care (includes licensed relative placements)	1332	1315	17		11%	\$4,410
Residential	523	291	232		54%	\$55,137
SFY 2023						
in home (includes non-licensed relative placements)	3648	1906	1742	\$53,161	35%	\$5,123
Foster care (includes licensed relative placements)	1409	1391	18		11%	\$4,169
Residential	509	297	212		54%	\$56,653
SFY 2024						
in home (includes non-licensed relative placements)	3582	1862	1720	\$49,953	35%	\$5,218
Foster care (includes licensed relative placements)	1369	1350	19		11%	\$4,291
Residential	482	295	187		54%	\$59,827
SFY 2025						
in home (includes non-licensed relative placements)	3494	1842	1652	\$52,131	35%	\$5,349
Foster care (includes licensed relative placements)	1355	1339	16		11%	\$4,335
Residential	477	289	188		54%	\$60,454

FUNDING SOURCE

TANF and Title IV-E support these services. Some of the general funds spent in this account support the TANF MOE. Many of the general funds associated with this program are required to match Title IV-E at 50% federal and 50% general.

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			

Permanency- children served in out of home care achieve permanency within 12 or 24 months	children served in out of home care achieve permanency within 12 months	% of children who achieve reunification within 12 mos. of removal	46% of children achieve reunification within 12 mos. of removal	55% of children achieve reunification within 12 mos. of removal	60% of children achieve reunification within 12 mos. of removal
	children served in out of home care achieve permanency within 24 months	% of children who achieve permanency within 24 mos.	63% of children achieve permanency within 24 mos.	70% of children achieve permanency within 24 mos.	75% of children achieve permanency within 24 mos.
To promote community safety and positive youth development by providing supervision and rehabilitative services to youth adjudicated under state law as delinquent or children in need of services.	# of new youth referred for an assessment	% of juvenile justice assessments involved youth served in the community	68% of juvenile justice assessments referred for community based interventions	Maintain 60% of juvenile justice assessments referred for community based interventions	Maintain 60% of juvenile justice assessments referred for community based interventions
	2459 juvenile justice involved youth served in the community 127 juvenile justice involved youth served in placement during the year	% of juvenile justice involved youth able to remain in the community	95% of juvenile justice involved youth able to remain in the community	Maintain 95% of juvenile justice involved youth able to remain in the community	Maintain 95% of juvenile justice involved youth able to remain in the community
To ensure that children are consistently cared for in safe nurturing environments and		% of children as determined by quality reviews who receive home	65% of children received an appropriate home based service,	70% of children receive home based services supporting them in	75% of children receive home based services supporting them in

prevent child abuse, neglect and delinquency.		based services to support them maintaining safety in their homes and communities	supporting them in maintaining at home or in the community	maintaining at home or in the community	maintaining at home or in the community
		% of children as determined by quality reviews who receive appropriate educational services they require	92 % of children as determined by quality reviews who receive appropriate educational services they require	92 % of children as determined by quality reviews who receive appropriate educational services they require	95 % of children as determined by quality reviews who receive appropriate educational services they require
		% of children as determined by quality reviews who receive appropriate medical (and dental) services they require	78 % of children as determined by quality reviews who receive appropriate medical (and dental) services they require	80% of children as determined by quality reviews who receive appropriate medical (and dental) services they require	85% of children as determined by quality reviews who receive appropriate medical services (and dental) they require
		% of children as determined by quality reviews who receive appropriate mental health services they require	82% of children as determined by quality reviews who receive appropriate mental health services they require	85% of children as determined by quality reviews who receive appropriate mental health services they require	90% of children as determined by quality reviews who receive appropriate mental health services they require

OUTCOME:

Parents and caregivers involved with Child Protective Services (CPS) will develop increased functional capacity to ensure their children are no longer in danger, and that the risk of abuse and/or neglect has been sufficiently reduced, thereby allowing children to be safely maintained at home. Families will understand how to access community resources to meet their needs. Children/youth who receive in-home, community-based, or out-of-home placement services will receive care, treatment and support that are trauma informed and designed to assess and deliver interventions that improve the child/youth's behavior and development.

The intent of the CHINS program is to provide services and supports to families with children/youth who meet the aforementioned definition. Safety of the child/youth, family members and community is an expected outcome of the services provided.

Services provided to adjudicated delinquent youth should result in positive youth development and increased community safety. The intention of these services is to assure offender accountability through restoration of individuals and communities harmed by misconduct and by treating youth as assets to develop within families and communities. Expected outcomes for youth include improved behavior and attitudes related to family, peer and community relationships, school attendance, academic performance and reduction and improved physical and emotional health and parents will be better able to manage and support what the youth needs to remain safe and stable at home. The intended outcome of the Juvenile Justice Assessment process is to connect youth with appropriate services and supports to prevent unnecessary court involvement.

STATE MANDATES:

- NH RSA 169-C Child Protection Act
- NH RSA 170-A Interstate Compact on the Placement of Children
- NH RSA 170-B Adoption/Surrender of Parental Rights
- NH RSA 170-C: Termination of Parental Rights
- NH RSA 170-G: Services for Children, Youth and Families
- NH RSA 169-A Interstate Compact on Juveniles
- NH RSA 169-D Children in Need of Services
- NH RSA 186-C Special Education
- NH RSA 169-B Delinquent Children
- NH RSA 170-E Missing Children
- NH RSA 170- H Parole of Delinquents
- NH RSA 621 Youth Development Center
- NH RSA 621-A Youth Services Center
- Executive Order 99-3 (Establishing the State Advisory Group on Juvenile Justice)

FEDERAL MANDATES:

- Child and Family Services Improvement and Innovation Act PL 112-34
- Child Abuse Prevention and Treatment Act PL 111-320, Amended 2011
- Fostering Connections to Success and Increasing Adoptions Act PL 110-351
- Child and Family Services Improvement Act PL 109-288
- Adam Walsh Child Protection and Safety Act PL 109-248
- Safe and Timely Interstate Placement of Foster Children Act PL 109-239
- Keeping Children and Families Safe Act PL 108-36
- Adoption and Safe Families PL 105-89
- Preventing Sex Trafficking and Strengthening Families Act PL 113-183
- Comprehensive Addiction and Recovery Act PL 114-198
- Families First Prevention Services Act P.L 115-123

FEDERAL REGULATIONS FOR PAYMENT OF SERVICES:

Federal regulations for payment of services are in the Social Security Act and in the Code of Federal Regulations.

- Title IV-E Foster Care and Adoption, SSA Title IV-E, Sec 472 and 473
- Title IV-A Emergency Assistance (TANF) and Cash Assistance (Relative Payee), SSA Title IV-A, Sec 404
- Title IV-B Subpart 1, Sec 422
- Title IV-B, Promoting Safe and Stable Families, Sec 432
- Title XIX, Medicaid, 42 CFR Sec 434.2, 434.12,
- 42 CFR 435.1009 Medicaid and Institutionalized Individuals, Inmates

SERVICES PROVIDED:

Federal and state law mandates these services. Services provided based on the identified strengths and needs of the children, youth, and their parents, as well as the complexity of the issues affecting parental capacity to ensure the safety of the child/youth.

Service provision can be rehabilitative and/or clinical, and include:

- Parent education and functional supports,
- Access to masters level licensed alcohol and drug counselors (MLADC) in offices,
- Family violence prevention specialists in all of the district offices
- Intensive home-based and adolescent therapeutic services.

These services can provide in-home based therapy, family counseling and crisis intervention. Additionally, when deemed necessary, DCYF provides out of home placement with a relative, resource family, or intensive residential treatment service. They also provide a variety of voluntary services;

including cases managed by DCYF or community-based providers. The intent of these services is to stabilize families and prevent entry into the formal DCYF system.

Key characteristics include:

- a network of coordinated community-based services that share responsibility for service delivery with DCYF;
- a mix of low, medium and high intensity services that are comprehensive and flexible; and
- Preventive/protective services delivered to at-risk families, including an enhanced array of voluntary services, both voluntary cases opened by DCYF, or referred to contracted providers such as Community Based Voluntary Services (CBVS).

SERVICE DELIVERY SYSTEM:

The vast majority of community-based services and out-of-home placement services to providers that are certified and enrolled for payment through DCYF, with the Division only paying for the services provided. The services provided by the master's licensed alcohol and drug counselors (MLADC) and family violence prevention specialists in the district offices are contracted services. Community based voluntary services (CBVS) are also contracted services. Four full time employees (FTE) manage the DCYF community-based service delivery system.

Federal and state law mandates these services. These funds are used to pay all court ordered services resulting from the adjudication of a youth who committed a delinquent act pursuant to RSA 169-B. These services include a variety of community-based services (counseling, supervision, treatment and rehabilitation) as well as out-of-home placement services. The exception is youth ordered by the court to be committed or detained at the John H. Sununu Youth Services Center (SYSC). This is 100% general funds.

Federal and state law mandates these services. Pursuant to RSA 169-D:5 the department shall assess whether to offer the child and family, on a voluntary basis, any services permitted under RSA 169-D:17 except out of home placement. Provider agencies that are certified and enrolled for payment administer all services resulting from a voluntary or court ordered CHINS including community-based and out-of- home placement services

DCYF provides a continuum of care services that have increasing levels of intensity and participation by youth and families. These services range from in-home supports and therapies to placement treatment services, for both Child Protective Services (CPS) and Juvenile Justice Services (JJS).

DCYF is modernizing the overall residential and in-home service array. Consistent with best practice and to maximize federal funding pursuant to the recently passed federal Family First Preventative Services Act, the residential service array must begin to utilize independent assessments of children's needs to inform placement in treatment settings, trauma informed service models, enhanced clinical and nursing support, and ongoing therapeutic support upon discharge among other requirements. Similarly, in-home services must transition toward evidence-based models to maintain children safely in their own homes and communities. Making these changes will require funding, increased expectations, and enhanced monitoring of service providers.

**DOMESTIC VIOLENCE PROGRAMS
4210-2959**

PURPOSE:

The Family Violence Prevention and Services Act (FVPSA) supports the establishment, maintenance and expansion of programs and projects to prevent incidents of family violence, domestic violence and dating/intimate partner violence and to provide immediate shelter and supportive services for victims of family violence and their dependents that meet the needs of all victims, including those in underserved communities. The federal grant provides the primary funding stream dedicated to the support of emergency shelters. NH Marriage License Fees, Domestic Violence Prevention Program (DVPP) and Temporary Assistance for Needy Families, (TANF), support the statutory obligations of the DVPP to coordinate direct services to victims of domestic and family violence throughout the state. DCYF receives funds and is a passthrough agency to the NH Coalition against Sexual and Domestic Violence, who in turn fund its member agencies and the Family Violence Prevention Specialists (FVPSs). The Coalition and the crisis centers throughout the state provided domestic and sexual violence services to 7,902 survivors in SFY22. Of these 4,805 received shelter care. They also provided 32 Domestic Violence related community awareness events and 1,390 education programs and presentations. Of these presentations, 8,718 were adults and 9,077 were youth attendees.

The overarching purpose of the program is to protect children and families from violence and to ensure that victims receive a coordinated and collaborative response from the statewide service systems.

CLIENT PROFILE:

Domestic Violence is a pervasive problem that has devastating and far-reaching consequences for individuals and families. Funding for The NH Coalition against Domestic and Sexual Violence serves children and families experiencing various forms of abuse. Family and Domestic violence crosses all social and economic boundaries and can include sexual, physical and emotional abuse. The NH Coalition against Sexual and Domestic Violence awards subcontracts to support direct services to victims and member crisis centers throughout the state.

FINANCIAL SUMMARY 4210-2959

Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	\$3,101	\$2,761	\$2,783	\$2,783	\$2,783	\$2,783
GENERAL FUNDS	\$1,427	\$1,268	\$1,297	\$1,297	\$1,297	\$1,297
ANNUAL COST PER CASE-TOTAL	392	342	338	331	338	331
CASELOAD	7,902	8,068	8,230	8,394	8,230	8,394

FUNDING SOURCE:

Federal Family Violence Prevention & Services State Grants (FVPS), Marriage License fees (\$38 from every marriage license in NH) and Joshua’s Law fees (\$50 for every conviction) support these services. There are no MOE concerns associated with this program. Services are available statewide. The NH Coalition against Sexual and Domestic Violence (NHCASDV) receives disbursed funds. DCYF staff, families and communities receive services in the form of consultation, education, and advocacy.

OUTCOME:

- Statewide cross training regarding domestic violence and sexual assault.
- Case consultation services for DCYF staff involved in alleged domestic violence and sexual assault.
- Support services for individuals in need of shelter services.
- Prevention of family violence, domestic violence and dating violence
- Provision of immediate shelter, supportive services, and access to community-based programs for victims of family violence, domestic violence or dating violence and their dependents.
- Provision of specialized services for children exposed to family violence, domestic violence, or dating violence, underserved populations and victims.

STATE MANDATES:

NH RSA 173-B: 15 Protections of Persons from Domestic Violence

Chapter 223 of Laws of 1981 established a special fund for domestic violence programs, for the sole purpose of revenues allocated to domestic violence programs

FEDERAL MANDATES:

Family Violence Prevention and Services Act 42 U.S.C. 10401

Child Abuse Prevention and Treatment Act PL 111-320

SERVICES PROVIDED:

- Funds for implementing, maintaining and expanding programs and projects to respond to, prevent and raise public awareness about domestic violence.
- Technical assistance to agencies on policy and practices related to interventions and prevention services as well as training and support to local domestic violence programs.
- Partnership with agencies for meaningful, accessible and culturally relevant services for marginalized and underserved populations
- Participation in statewide efforts, including attending trainings, meeting and other activities associated with domestic violence.
- Collaboration with state domestic violence coalition and other state agencies involved in the areas of family, domestic, intimate partner and dating violence.
- Statewide clearinghouse for information regarding domestic violence for professionals, media and policy makers.

- Development and implementation of training for professionals supporting victims.
- Promotion and coordination of interdisciplinary responses to violence.
- Technical assistance and training for direct service providers.
- Monitoring and support of serviced provides by the DVPP funds.

SERVICE DELIVERY SYSTEM:

DCYF child protection and juvenile justice services systems provides direct support to victims of family violence. Family Violence Specialists embedded within DCYF district offices respond to alleged or substantiated cases of violence within families.

All services provided via contract with NH Coalition against Sexual and Domestic Violence. The Domestic Violence Prevention Program helps to fund Coalition staff salaries. There are no state funded FTE associated with the provision of these services.

ORGANIZATIONAL LEARNING & QUALITY IMPROVEMENT 4210-2960

<u>FINANCIAL HISTORY</u>						
Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	\$3,712	\$5,175				
GENERAL FUNDS	\$1,587	\$2,146				

NOTE: This Accounting Unit has been broken out in to two new Accounting Units listed below for SFY24 and SFY25.

**BUREAU OF PROFESSIONAL AND STRATEGIC DEVELOPMENT
4210-3220**

PURPOSE:

DCYF Bureau of Professional and Strategic Development (BPSD) is responsible for ensuring quality and timely professional development activities provided for staff, kin and caregivers. In addition, the Bureau staff support division strategic priority development, implementation support and monitoring to address and promote improved practice and systems change for New Hampshire families. The accomplishment of this goal is through building greater capacity of agency resources, higher level of expertise and emphasis on implementation and sustainability of new programs/initiatives across the child protection, juvenile justice, and Sununu Youth Services Center systems.

The Bureau is responsible for identifying performance measurements for these systems, based on federal and state regulations, statutes, and ensuring adherence to these standards in practice. Training evaluation data and other established methods such as observation of trainers and review of curriculum content measure professional development activities. The Bureau assists and supports the development of metrics to ensure fidelity and sustainability of evidence-based programs and services for clients, including but not limited to improving the fidelity of effective practices, strengthening the sustainability of implementation efforts and increasing the success of programs and practices.

The Bureau also has responsibility for quality assurance activities including, investigations of abuse or neglect in foster homes, DCYF staff homes, residential facilities and the Sununu Youth Services Center. In addition, the Bureau has developed a quality assurance process called the Risk, Safety and Consultation program designed to use data to help determine which children are at the highest risk of repeat maltreatment to maximize resources available to achieve safe outcomes. Through these activities, the Bureau works to ensure safe and quality care and services for children and families who access a variety of state services.

CLIENT PROFILE:

Bureau of Professional and Strategic Development supports services to children, youth and families that are involved with the child welfare system due to abuse or neglect, or the juvenile justice system because of delinquency or CHINS proceedings.

FINANCIAL SUMMARY 4210-3220

<u>FINANCIAL HISTORY</u>						
Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS			\$5,049	\$5,519	\$5,042	\$5,512
GENERAL FUNDS			\$2,312	\$2,517	\$2,306	\$2,511

NOTE: New Accounting Unit, no history is available for SFYs 22 & 23.

FUNDING SOURCE:

BPSD services receive funds through a combination of federal and state general fund dollars, as well as through contract match from training partners.

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			

See Director's Office & Child Youth Family Services					
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OUTCOME:

- Deliver full scope of training services to all Division staff, relative care providers, residential programs and CASA volunteers to ensure consistent quality service provision.
- Recruit, coordinate, and manage students for tuition reimbursed and unpaid internships to promote professional development and increase staff in the child welfare workforce.
- Ensure quality by abiding by federal strategic and improvement plans that ensure clarity and consistency of best practices in service delivery and meet federal and state mandates.
- •Use multiple rigorous and timely quality-assurance review methodologies and processes to pinpoint areas that require improvement for all BPSD contractual services, SIU, and RSA program areas. Develop, contract performance outcomes and strategic priority metrics to implement, support and sustain practice and systems change

STATE MANDATES:

- NH RSA 126-U Limiting the Use of Child Restraint Practices in Schools and Treatment Facilities
 - Title XII Public Safety and Welfare- Chapter 169-A Interstate Compact For Juveniles;
 - Title XII Public Safety and Welfare- Chapter 169-B Delinquent Children;
- NH RSA 169-C Child Protection Act
 - Title XII Public Safety and Welfare- Chapter 169-D Children in Need of Services;
 - Title XII Public Safety and Welfare- Chapter 169-F Court Ordered Placements;
 - Title XII Public Safety and Welfare- Chapter 170-A Interstate Compact on the Placement of Children;
 - Title XII Public Safety and Welfare- Chapter 170-B Adoption;
 - Title XII Public Safety and Welfare- Chapter 170-C Termination of Parental Rights;
 - Title XII Public Safety and Welfare- Chapter 170-E Child Day Care, Residential Care and Child-Placing Agency – Residential Care and Child-Placing Agency Licensing;
 - Title XII Public Safety and Welfare- Chapter 170-G Services for Children, Youth and Families; and
 - Title XII Public Safety and Welfare- Chapter 170-H Parole of Delinquents.
 - He-C 6339 requires collection of data from service providers
 - Various statutory and program requirements for monthly, quarterly, annual, and ad hoc reporting to legislative and executive branches

FEDERAL MANDATES:

- Title IV-A of the Social Security Act SSA section 402 requires a state plan
- Title IV-B of the Social Security Act SSA section 422 requires state plans for Child Welfare Services (includes plan for training)
- Title IV-E of the Social Security Act SSA section 471 requires state plan for Foster Care and Adoption Assistance
- Title IV-E section 1123A require conformity with federal Child & Family Services Reviews and development and demonstration of improvement on a Program Improvement Plan
- 45 CFR 1357.15(u) and Title IV-E sections 471(a)(7) and 471(a)(22) require states to establish and maintain a continuous quality improvement system, including data collection and dissemination, and report on that system annually
- Title VII Family First Preventions Services Act Bipartisan Budget Act of 2018 (HR 1892) amends Title IVE and IVB of the SSA which alters current DCYF programs and implements new programs
- Public Law 108-79 Prison Rape Elimination Act requires compliance monitoring and audit activities
- Public Law 113-183 requires data collection and reporting regarding the protection of youth in child welfare from sex trafficking

SERVICES PROVIDED:

- Develop and manage contracts for the delivery of training to all Division staff, foster/adoptive/relative/residential care providers, and Court Appointed Special Advocates (CASA) in child abuse/neglect cases.
- Provide professional development opportunities and statewide events in partnership with contractors such as a Youth Summit, Caregiver Conference and DCYF staff and stakeholder conference.
- Develop and manage contracts that provide tuition assistance to recruit, select and train BSW and MSW IVE interns from the University of NH and Plymouth State University to obtain employment at DCYF upon graduation.
- Provide division-wide implementation coaching and support to agency implementation teams to ensure fidelity and sustainability of evidence-based programs and services for families, youth and children
- Develop, coordinate, track, monitor and report out progress on agency strategic priorities.
- Conduct quality assurance activities such as abuse and neglect investigations of all abuse or neglect in foster homes, DCYF staff homes, residential facilities and the Sununu Youth Services Center.
- Maintains a quality assurance process called the Risk, Safety and Consultation program designed to use data to help determine which children are at the highest risk of repeat maltreatment to maximize resources available to achieve safe outcomes. Mentoring and coaching child welfare professionals during the teaming process is a critical function of this program as front-line staff and supervisors use critical decision-making skills to keep children safe as staff assess the complex needs and issues of the families they serve.
- Work with the field, program and quality improvement staff to develop and implement new tools and processes to improve services to families, specifically evidenced-informed and evidence-based practices.
- Investigate all child fatalities in NH (that may have been a result of abuse and neglect) and provide families with extra support during the time following the death of their child/youth.

SERVICE DELIVERY SYSTEM:

A combination of state employees and contracted services work in partnership to provide BPSD programs and services. Eleven FTE’s provide contract management, training and professional development activities, quality assurance programs, and implementation support to all Division programs. Training and professional development services for staff, providers and CASA volunteers provided through contracts supported by federal and matching dollars. University Internship programs are coordinated, managed and evaluated by BPSD in partnership with higher education institutions.

**BUREAU OF EVALUATION, ANALYTICS AND REPORTING
4210-3221**

PURPOSE:

DCYF Bureau of Evaluation, Analytics and Reporting (BEAR) is responsible for data analytics, federal reporting and continuous quality assurance and improvement. BEAR is the primary point of contact for internal and external stakeholders requiring child welfare data. BEAR is also responsible for coordination of quality assurance, improvement activities and federal reporting of NH’s performance outcomes regarding safety, permanency and well-being, as well as federal reporting regarding Title IV-A, B and E programming and service delivery.

CLIENT PROFILE:

Bureau of Evaluation, Analytics and Reporting (BEAR) supports the delivery of quality services to children, youth and families that are involved with the child welfare system due to child abuse or neglect, voluntary services, delinquency or CHINS proceedings.

FINANCIAL SUMMARY 4210-3221

Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj. Auth.	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS			\$1,092	\$1,136	\$1,168	\$1,216
GENERAL FUNDS			\$829	\$864	\$942	\$982

NOTE: New Accounting Unit, no history is available for SFYs 22 & 23.

FUNDING SOURCE:

BEAR services receive funds through a combination of federal funds and state general fund dollars, as well as through contract match from training partners.

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			
See Director's Office & Child Youth Family Services					

OUTCOME:

- Produce annual performance reports including, but not limited to: DCYF Annual Data Books, Statewide Assessment Report, Program Improvement Plan, PIP Progress Reports, Child and Family Services Plan, Annual Progress and Services Reports and NH State 126-U Annual Report.
- Produce data reports for program and practice evaluation; 91-A requests, Federal Reporting, and Ad Hoc requests.
- Ensure quality by abiding by federal strategic and improvement plans that ensure clarity and consistency of best practices in service delivery and meet federal and state mandates.
- Identify strengths and areas needing improvement for all Division services and practices, utilizing various rigorous and timely quality-assurance review methods and processes. Develop performance outcomes and evaluation metrics to implement, support and sustain practice and systems change

STATE MANDATES:

- NH RSA 126-U Limiting the Use of Child Restraint Practices in Schools and Treatment Facilities
- NH RSA 169-C Child Protection Act
- He-C 6339 requires collection of data from service providers
- NH RSA 169-A Interstate Compact on Juveniles
- NH RSA 169-B Delinquent Children
- NH RSA 169-D Children in Need of Services
- NH RSA 170-G Services for Children, Youth and Families
- NH RSA 170- H Parole of Delinquents
- NH RSA 621 Youth Development Center
- 621-A Youth Services Center

FEDERAL MANDATES:

- Title IV-A of the Social Security Act SSA section 402 requires a state plan
- Title IV-B of the Social Security Act SSA section 422 requires state plans for Child Welfare Services (includes plan for training)

- Title IV-E of the Social Security Act SSA section 471 requires state plan for Foster Care and Adoption Assistance
- Title IV-E section 1123A require conformity with federal Child & Family Services Reviews and development and demonstration of improvement on a Program Improvement Plan
- 45 CFR 1357.15(u) and Title IV-E sections 471(a)(7) and 471(a)(22) require states to establish and maintain a continuous quality improvement system, including data collection and dissemination, and report on that system annually
- The federal Comprehensive Child Welfare Information System (CCWIS) regulations
- 45 CFR 1355.50-59Public Law 108-79 Prison Rape Elimination Act requires compliance monitoring and audit activities
- Public Law 113-183 requires data collection and reporting regarding the protection of youth in child welfare from sex trafficking

SERVICES PROVIDED:

- Works alongside the Bureau of Information Systems to ensure maintenance of quality data, reliability and validity of data reporting.
- Supports internal and external stakeholders in providing data to support evaluation of various community programs, contract renewal and development, DHHS federal reporting, grants renewals, ad hoc data requests and 91-A requests.
- Supports the Division in capacity building with respect to data literacy.
- Collaborates with other DCYF bureaus to support planning and preparation for early implementation of new programs and services including identifying regional data such as: target populations, regions, and establishing evaluation plans for outcome and performance metrics.
- Collaborates and provides continuous quality assurance consultation across bureaus to support successful sustainability of division programs, through evaluating performance outcomes, and brain storming solutions for areas identified as needing improvement.
- Coordinating federal and state quality assurance and improvement activities with the Administration for Children and Families, Children’s Bureau to ensure NH’s compliance with federal and national standards in child welfare. This includes compiling the Statewide Assessment, Child and Family Services Reviews, development and implementation of the state’s Program Improvement Plan (PIP) and Child and Family Services Plan (CFSP). This also includes evaluation of the PIP and CFSP through thrice-annual Case Practice Reviews, and annual federal reporting the state’s compliance with Title IV-E and B services through the Annual Progress and Services Report (APSR).
- Coordinates and facilitates quality assurance activities internal to the Division, including: review of case specific incidents of child fatality, near death or severe physical injury; incident specific reviews of seclusions and restraints at the Division’s secure facility; evaluation of the state’s performance in adhering to federal and national child welfare standards; and other ad hoc reviews as requested.
- Participates in Department-level quality assurance activities including: DHHS Sentinel Event reviews, and State 126-U quality assurance reviews.

SERVICE DELIVERY SYSTEM:

A combination of state employees and contractors work in partnership to produce data reports and provide data science services to the agency and community. State employees from various departments and contractors work in partnership to conduct quality assurance and improvement activities. Seven (full time employees) FTE’s provide data analytics services, quality assurance and quality improvement support to Division programs.

FOSTER CARE HEALTH PROGRAM

4210-2961

The primary goal of the Foster Care Health Program is to meet all health care needs of DCYF children and youth. There are 14 Public Health Nurse Consultants (PHNC) in the program who provide a number of services, but primarily they coordinate the health care needs for children and youth in foster, relative, or residential care, and provide guidance and training to DCYF staff. The PHNC position also serves as a health care liaison between medical providers, foster and relative caregivers, residential staff, and DCYF staff to provide appropriate medical care and medication management to children placed by DCYF. They also serve as consultants to DCYF staff for children assessed by DCYF staff for abuse/neglect to help determine the appropriate course of action to assure the safety of the child.

Every DCYF District Office has at least one Nurse Consultant assigned and co-located within the office and some district offices have two Nurse Consultants assigned to them. Three public health program manager positions provide direct supervision to the Nurse Consultants. The DCYF Health and Community Services Administrator within the Bureau of Community, Family, and Program Support, oversees the entire Foster Care Health Program.

FINANCIAL SUMMARY 4210-2961

Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	>1	\$1,862	\$1,820	\$1,897	\$1,809	\$1,884
GENERAL FUNDS	>1	>1	\$1,291	\$1,345	\$519	\$540

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			
See Child Youth Family Services					

**ADOLESCENT PROGRAM
4210-2970**

The DCYF Adolescent Program helps current and former youth in care between 14-26 years of age become healthy, self-sufficient and successful by:

- Creating connections with caring adults
- Providing opportunities for positive youth development
- Connecting youth to supportive resources
- Preparing youth for the transition from foster care to adulthood

Adolescent Child Protective Service Workers and Permanency JPPOs with specialized training in adult living preparation, positive youth development and teen services provide case consultation to [agency staff](#) who work with this population and help connect them with community and federally funded resources.

A youth engagement specialist facilitates the DCYF Youth Advisory Board, manages the tuition waiver for foster and adopted children’s programs, ensures National Youth in Transition Database compliance and provides support to high needs youth as needed.

Two Connection Specialists working in the Manchester and Southern district offices connect youth foster care with an adult they had a previous relationship with like a relative, former teacher or coach or match them with a volunteer mentor from the community based on shared interests. The Adolescent Program funds the Transition and Community Outreach Coordinator at the Sununu Youth Services Center (SYSC) and one-half of the Birth Parent and Youth Voice Coordinator position in partnership with Granite State College.

Lifeset is a contracted service through Youth Villages that helps older DCYF involved youth and young adults navigate adult challenges on the way to becoming independent adults.

The DCYF Adolescent Program Administrator within the Bureau of Community, Family, and Program Support, oversees the Adolescent Program.

FINANCIAL SUMMARY 4210-2970

<u>FINANCIAL HISTORY</u>						
Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	\$1,124	>1	>1	>1	>1	>1
GENERAL FUNDS	\$0	\$0	\$0	\$0	\$0	\$0

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			
See Child Youth Family Services					

**JUVENILE FIELD SERVICES
4214-7905**

PURPOSE:

The purpose of the services provided to youth who have committed delinquent acts and Children in Need of Services (CHINS) are to promote community safety and positive youth development via Juvenile Probation and Parole Supervision. Juvenile Probation and Parole Officers work to assure youth /offender accountability through restoration of individuals and communities harmed by misconduct and by treating youth as assets developed within families and communities.

CLIENT PROFILE:

Juvenile Field Services provides services to communities and the public whose safety and well-being are at risk, by the provision of supervision and case management to adjudicated youth by Juvenile Probation and Parole Officers. They serve juveniles adjudicated through the delinquency or CHINS statute for whom the supervision and services provided promote accountability, positive youth development, and facilitate the successful utilization of home based and community services and/or the successful re-integration of the youth into their families and communities. They also serve the families of youth who adjudicate through a delinquency or CHINS who seek Juvenile Justice Services, collaborate with law enforcement and seek court assistance in addressing misconduct and its causes. DCYF implemented a Juvenile Probation Assessment process approximately one year ago in which youth and their families may have the option to work with DCYF, receive case management, in home services and connection to community services as a means to connect youth to necessary supports and services without unnecessary court involvement.

FINANCIAL SUMMARY 4214-7905

FINANCIAL HISTORY						
Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	\$ 11,315	\$ 12,802	\$ 12,577	\$ 14,062	\$ 12,511	\$ 12,794
GENERAL FUNDS	\$ 8,725	\$ 9,635	\$ 9,738	\$ 11,157	\$ 9,687	\$ 9,904

The Agency Request includes a prioritized need in SFY 25 of \$1.2M total funds (\$1.2 general funds).

FUNDING SOURCE:

Juvenile Justice Services are funded through a combination of federal (Adoption IV-E, Food Stamps, Foster Care Title IV-E Eligibility, Medicaid, OJJDP, TANF) and general funds earned through Random Moment Time Studies to support these services. A large percentage of the general funds associated with this program are required to match the Title IV-E federal funds at 50% federal and 50% general.

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			
See Child Youth Family Services					

OUTCOME:

Promotion of community safety and positive youth development via Juvenile Probation and Parole Supervision by Juvenile Probation and Parole Officers work to assure offender accountability through restoration of individuals and communities harmed by misconduct and by treating youth as assets to develop within families and communities. Juvenile Probation and Parole Officers work collaboratively with the Bureau of Child Protection Services to serve youth in safe family or substitute care settings.

The Federal Child and Family Services Review process incorporates current performance measures associated with Juvenile Justice Field Service. Specific metrics are available through the DCYF Bureau of Organizational Learning and Quality Improvement.

The measures include:

- Safely maintaining children in their home whenever possible and appropriate.
- Children having permanency and stability in their living situations.
- Preserving the continuity of family relationships and connections for children

- Families have enhanced capacity to provide for their children's needs
- Assessing, identifying and addressing the behavioral, emotional and mental health needs of children/youth on an ongoing basis during the course of their involvement with the agency.
- Any psychotropic medications prescribed to the child or youth are reviewed and monitored on an ongoing basis (ability to achieve this outcome is dependent on funding related prioritized needs).
- Providing youth with opportunities for successful transitions to adult living and have permanent adult connections.
- Connecting youth with supports and services to prevent unnecessary court involvement.

STATE MANDATES:

- NH RSA 169-A Interstate Compact for Juveniles
- NH RSA 169-B Delinquent Children
- NH RSA 169-D Children in Need of Services
- NH RSA 169-E Missing Children
- NH RSA 170-G Services for Children, Youth and Families
- NH RSA 170-H Parole of Delinquents
- NH RSA 186-C Special Education
- NH RSA 621 Youth Development Center
- NH RSA 621-A Youth Services Center
- Executive Order 99-3 (Establishing the State Advisory Group on Juvenile Justice)

FEDERAL MANDATES:

- Child and Family Services Improvement and Innovation Act PL 112-34
- Child Abuse Prevention and Treatment Act PL 111-320, Amended 2011
- Fostering Connections to Success and Increasing Adoptions Act PL 110-351
- Child and Family Services Improvement Act PL 109-288
- Adam Walsh Child Protection and Safety Act PL 109-248
- Safe and Timely Interstate Placement of Foster Children Act PL 109-239
- Keeping Children and Families Safe Act PL 108-36
- Adoption and Safe Families PL 105-89
- Preventing Sex Trafficking and Strengthening Families Act of 2015 PL 113-183

SERVICES PROVIDED:

State law mandates the services provided. The DCYF Bureau of Field Services Juvenile Justice Services (JJS) practice area is responsible for providing supervision and rehabilitative services to youth adjudicated under state law through a delinquency or as CHINS. JJS provides supervision,

case management, and an array of rehabilitative services through its staff of Juvenile Probation and Parole Officers (JPPOs) and a network of community-based providers who are Department of Health and Human Services licensed and/or certified.

Probation/Parole, Voluntary Services, Community Programs, and Institutional Services are the four distinct, closely linked areas that provide Juvenile Justice Services.

Probation and Parole conducts investigations and provides supervision of minors who have committed a delinquent act and CHINS, as well as providing supervision of youth who were committed and then released from the Sununu Youth Services Center on parole.

The Assessment process provides youth and their families the opportunity to work with DCYF, receive case management, in home services and connection to community services as a means to connect youth to necessary supports and services without unnecessary court involvement.

The CHINS assessment process offers voluntary services to families. Without going to court, home-based services are provided to families for specific periods to minimize further involvement with the Juvenile Justice/Child Protection system.

Community Programs (local organizations and providers) deliver community-based services. These services include home-based therapeutic services, substance abuse assessment and counseling, mental health services, diversion programs and an array of residential services (foster homes and residential treatment programs).

Institutional Services: the Sununu Youth Services Center and the Youth Detention Services Unit provide secure residential treatment placements for NH youth involved with the NH court system.

SERVICE DELIVERY SYSTEM:

State employees provide all Juvenile Field Services.

There are 107 FTE's in SFY24-25 associated with the provision of these services.

SUNUNU YOUTH SERVICES CENTER (SYSC)

4215-6643

PURPOSE:

The John H. Sununu Youth Services Center (SYSC) is a 144 bed secure rehabilitation and detention facility Programming and staffing are currently designed for no more than 36 youth. The co-ed facility services both adjudicated and detained youth. The primary function of the facility is to promote and balance community safety and positive youth development through the utilization of therapeutic practices. To achieve this, SYSC assures offender accountability through restorative practices to communities harmed by misconduct. SYSC provides security, supervision, and

appropriate programs for youth to ensure that committed residents have a greater chance of being successful in the community when they leave the Center than when they enter it.

CLIENT PROFILE:

SYSC provides services to no more than 36 youth in an architecturally secure placement for detained juveniles and committed juveniles, who as adults would face imprisonment for their delinquency. Juveniles placed in SYSC range in age from 13 to 18 years old.

FINANCIAL SUMMARY 4215-6643

<u>FINANCIAL HISTORY</u>						
Rounded to \$000 except cost per case	SFY22	SFY23	SFY24	SFY25	SFY24	SFY25
	Actual	Adj Auth	Agency Request	Agency Request	Governor Budget	Governor Budget
TOTAL FUNDS	\$9,561	\$10,487	\$11,129	\$11,426	\$11,129	\$11,426
GENERAL FUNDS	\$9,061	\$10,313	\$11,104	\$11,396	\$11,104	\$11,396
ANNUAL COST PER CASE-TOTAL	\$142,701	\$156,522	\$166,104	\$170,537	\$166,104	\$170,537
CASELOAD	67	67	67	67	67	67

This Accounting Unit represents a caseload count of unduplicated clients who are at any point during the fiscal year at SYSC.

FUNDING SOURCE:

This accounting unit falls under HB2 and funds appropriated as outlined above in the Agency Budget for SFY24 and SFY25, for the operation of the Sununu Youth Services Center as the department transitions to a replacement facility. Such funds shall not lapse until June 30, 2025. The governor is authorized to draw a warrant for the sums out of any money in the treasury not otherwise appropriated.

Title/Description	Performance Measures		Current Baseline	FY 2024 GOAL	FY 2025 GOAL
	Output	Outcome			
To provide committed and detained youth with a <i>safe and secure</i> 24/7 residential setting that provides rehabilitative		# of total admissions * not unduplicated	*118 total admissions	Maintain	Maintain

and community reintegration services.					
	Census and length of stay	; # of youth detained and average length of stay for detained youth * not unduplicated	*82 detained youth with average length of stay- 22 days	Maintain	Maintain
		# of youth committed average length of stay for committed youth * not unduplicated	*30 committed youth with average length of stay- 79 days	Maintain	Maintain
To provide and promote trauma informed practices throughout services provided.	The implementation of the new TARGET model approach	% of staff trained and utilizing the TARGET model approach	0% of staff are trained and utilizing the TARGET model approach	50% of staff are trained and utilizing the TARGET model approach	90% of staff are trained and utilizing the TARGET model approach
To provide youth tasteful, healthy meals that meet the necessary dietary standards	Youth receive meals in accordance to the National School Lunch Program	% of youth receiving meals in accordance to the National School Lunch Program daily	100% of youth receive meals in accordance to the National School Lunch Program Daily	100% of youth receive meals in accordance to the National School Lunch Program Daily	100% of youth receive meals in accordance to the National School Lunch Program Daily
To provide all youth with an array of	Evidence-based screenings will be	% of youth had completed a MAYSI-2, C-	95% of youth had completed a MAYSI-2, C-	100% of youth had completed a MAYSI-2, C-	100% of youth had completed a MAYSI-2, C-

behavioral health and spiritual services.	provided within 72 hours of admission	SSRS, and PREA Vulnerability Instrument upon admission	SSRS, and PREA Vulnerability Instrument upon admission	SSRS, and PREA Vulnerability Instrument upon admission	SSRS, and PREA Vulnerability Instrument upon admission
	Youth receive spirituality screening upon admission	% of youth provided a spirituality screening upon admission	100% of youth are provided a spirituality screening upon admission	100% of youth are provided a spirituality screening upon admission	100% of youth are provided a spirituality screening upon admission
To provide all youth with medical services.	All youth receive a nursing assessment within 7 days of admission	% of youth receive nursing assessment within 7 days of admission	100% of youth receive nursing assessment within 7 days of admission	100% of youth receive nursing assessment within 7 days of admission	100% of youth receive nursing assessment within 7 days of admission
	All youth will receive a medical assessment by a physician within 72 hours of admission, unless refused	% of youth receive a medical assessment by a physician within 72 hours of admission , unless refused	95% of youth receive a medical assessment by a physician within 72 hours of admission , unless refused	100% of youth receive a medical assessment by a physician within 72 hours of admission , unless refused	100% of youth receive a medical assessment by a physician within 72 hours of admission , unless refused
To provide all students at SYSC with voluntary educational services, such as the HiSET.	Youth receive an educational program and/or special ed. services	% of youth with earned credit after 40 school days	98% of youth attained additional credit	100% of youth attained additional credit	100% of youth attained additional credit
To provide all students with vocational supports	All students receive a life skills assessment	% of youth receive a life skills assessment through the Casey	50% of youth receive a life skills assessment through the Casey	80% of youth receive a life skills assessment through the Casey	100% of youth who receive a life skills assessment through the Casey

and life skills assessments		Life Skills Assessment tool.	Life Skills Assessment tool.	Life Skills Assessment tool.	Life Skills Assessment tool
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OUTCOME:

A treatment plan created in collaboration with the residential/clinical staff, the youth, the youth’s family, and the youth’s Juvenile Probation and Parole Officer identifies the services provided to the individual at the facility. The plan identifies anticipated outcomes from services related to school performance, vocational and job preparation, improved behavior management (accountability and responsibility to self and others) and clinical interventions to minimize risk factors associated with a history or of trauma and substance use. Additional outcomes for youth include improved self-esteem and decision-making, improved family relationships/ functioning, and improved community relationships. Successful integration back to home and/or community with the appropriate and necessary support in place to prevent/decrease recidivism is the expected outcome when a youth leaves the facility.

Facility Outcomes:

- Focal Treatment Plans
- Build/Create Protective Factors:
 - Improved school performance;
 - Credit Recovery;
 - Vocational, Educational, and job preparation;
 - Behavior Management (Improved accountability/responsibility to self and others); and
 - Develop and Expand individual interests and abilities.
- Mitigate Risk of Harm to Self and Community:
 - Counseling (Trauma, Drug and Alcohol);
 - Improve decision making;
 - Improve family relationships/functioning;
 - Improve community relationships; and
 - Improve self-esteem and Confidence.
- Family Engagement (Visits, Engagement & Development in Treatment)
- Staff and Resident Safety
- Community Re-entry Planning (Transition and Re-Integration into the Community)
- Family and Resident Satisfaction (Feedback, Rights, Grievance Process)
- Post-Facility Outcomes:
 - Effective Permanency Plans (Return to stable home)
 - Restorative Practice to include increased responsibility/accountability leading to independence and community participation.
 - Community Integration and Supports (Job Placements, MH/Medical/Dental Care, Positive Community Connections); and
 - Successful completion of High School or equivalent.

STATE MANDATES:

- NH RSA 169-A Interstate Compact for Juveniles
- NH RSA 169-B Delinquent Children
- NH RSA 170-G Services for Children, Youth and Families
- NH RSA 170-H Parole of Delinquents
- NH RSA 126-U Limiting the Use of Child Restraint Practices in Schools and Treatment Facilities
- NH RSA 186-C Special Education
- NH RSA 621 Youth Development Center
- NH RSA 621-A Youth Services Center

FEDERAL MANDATES:

Prison Rape Elimination Act (PREA), 2003

SERVICES PROVIDED:

SYSC Staff promote and balance community safety and positive youth development through the utilization of therapeutic practices. Every youth committed to SYSC receives the following services within a safe and secure setting: educational, clinical, spiritual, psychiatric, medical, vocational, recreational, nutritional and transitional. Based on individual treatment needs youth will participate with the appropriate level of psychotherapy, substance use treatment, family, group, and experiential therapy. Youth have the opportunity to work with the local colleges to enhance education opportunities and participate in appropriate prosocial activities. SYSC has built an extensive “community connect” program which includes matching youth with adult mentors and community leaders. Youth at SYSC participate in restorative justice practices and live in a safe and secure residential setting staffed with Youth Counselors trained in adolescent development and appropriate interventions.

The SYSC Food Services Program provides youth with three meals and two snacks per day that meet National School Food nutritional recommendations. The campus is maintained by a maintenance department that is responsible for multiple integrated systems, heating and ventilation, security control, telephones, fire alarm, electrical systems, laundry, sanitation cleaning, grounds care, snow removal, auto repairs, and emergency call backs. In addition, the on-site Business Office provides administrative support for all SYSC programs.

Additionally, the facility has nurses available 24 hours per day, access to an on-call physician, and dental hygienist services for youth. A part time psychiatrist and full-time psychologist are also on site to treat the youth’s behavioral healthcare needs, along with licensed clinical personnel.

SERVICE DELIVERY SYSTEM:

State employees provide the vast majority of the SYSC services available. DHHS identified 87 FTE’s with the provision of these services. To maintain proper safety and security for all youth and staff, particularly during the COVID-19 pandemic, overtime needs have increased. Some specialized services are provided through contracts include dental, dental hygienist, psychiatric and pharmaceutical.