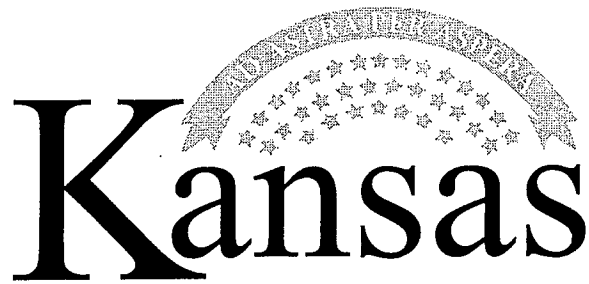


**Joint Committee on Children's Issues**  
**January 31, 2012**

**Children and Family Services**  
**And Child Welfare Contract Oversight**

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**Gina Meier-Hummel, Director**



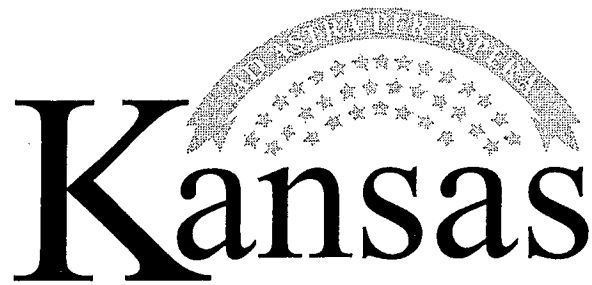
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## Children and Family Services

January 31, 2012

Chairman Kiegerl and members of the Committee, I am Gina Meier-Hummel, Director of Children and Family Services (CFS). I thank you for the opportunity to provide information regarding the work we do at CFS. In an effort to be precise and comprehensive, you have each been provided with a packet of information.

Requested Information	Section	Page
CFS Program Overview	Section 1	3
Foster Care and Adoption Contract Oversight	Section 2	8
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Section 1 – Program Overview

**CFS provides support, oversight, and direction to regional offices to administer services provided through:**

Intake (Child in Need of Care and Adult Protective Services), Investigation and Assessment (Child and Adult reports), Community Services, Family Services, Family Preservation, Foster Care, Adoption, Permanent Custodianship, Adoption Assistance, Independent Living, Adult Protective Services, Interstate Compact for the Placement of Children, and IV-E Eligibility.

**CFS provides operational support for regional office and central office consisting of:**

Budgeting & Accounting, Legal Services, Training, Data Analysis, Performance Improvement/Quality Assurance, Policy and Procedures, Program Improvement, and Systems Management.

**Child Protective Services**

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"Abuse" means any act or failure to act performed intentionally or recklessly that causes or is likely to cause harm

"Harm" means physical or psychological injury or damage.

"Neglect" means acts or omissions by a parent, guardian or person responsible for the care of a child resulting in harm to a child, or presenting a likelihood of harm, and the acts or omissions are not due solely to the lack of financial means of the child's parents or other custodian.

- Kansas Protection Report Center
  - Two locations



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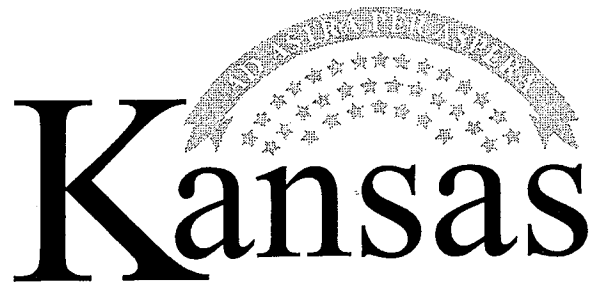
- 59,775 Child in Need of Care reports received through the two PRC locations in FY 2011.
- Office of Customer Service Responsibilities
  - 20,963 inquiries and customer service concerns for FY 2011.
- Initial Assessments on Child in Need of Care Reports.
  - 51% of all Child in Need of Care reports received were assigned for further assessment (30,458)
  - Of those assigned for further assessment, 66% were assigned for investigation of abuse/neglect (20,207)
  - 34% of assigned reports are assigned for assessment of Non abuse/neglect (10,251)

### **Investigation and Assessment**

- Child in Need of Care reports which are assigned for further assessment are responded to by social workers in the regions.

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  - Nearly 35% of all reports assigned for maltreatment were assigned for Physical Abuse in FY 2011.
  - 80% of all reports assigned for non-abuse/neglect were assigned for reason of Without Proper Control in FY 2011
- Response time of assigned reports:
  - Same Day -31% in FY 2011
  - 72 hour -45% in FY 2011
  - 20 working day -24% in FY 2011
    - Of all reports assigned with same day and 72 hour response, 97.8% had timely contact with victim/family.

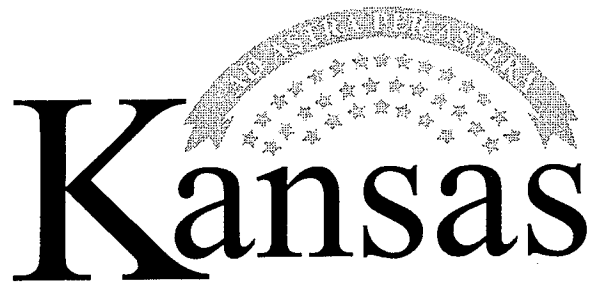


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- Risk Assessment
- Child in Need of Care Non abuse/neglect Assessment
- Case Findings
  - Findings are made by regional social workers on all reports assigned for maltreatment within 25 working days from assignment.
    - Of the 30,815 reports assigned for maltreatment in FY 11, 5.9% were substantiated (1,807)
- 1,576 child victims of abuse/neglect – FY 2011.
  - Kansas exceeds the national performance standard for recurrent victims with 98.6% of victims without a subsequent substantiated finding within 6 months. (National standard = 94.6%)
- 1,192 perpetrators substantiated and placed on the child abuse/neglect central registry – FY 2011.

### **Family Preservation**

- Criteria for referral for services
  - Risk for removal of a child from the home, and
  - A parent/care giver is available to protect the child; and
  - A parent/care giver is willing and able to participate in service.
  - A pregnant woman is using substances
- In FY 2011 there were 2,687 families referred for Family Preservation services.
- There are two contract providers for the five contract regions – DCCCA and St. Francis Community Services.



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**Out of Home Services-Foster Care**

- Services to children and families -
  - Court ordered out of home placement of child
  - 3,408 children were removed into out of home placement in FY 2011.
  - The largest primary reason for removal of all children in FY 2011 was due to Parents Substance Abuse (18% of all removals)
  - One-third of all removals in FY 2011 were of children 3 and under.
  - A total of 8,264 children were served in out of home placement in FY 2011.
  - Case Management: Services necessary to achieve Permanency
  - Life Skills-8 and over
  - Transition planning for older youth
- There are five contract regions – Region 1 is served by TFI Family Services, Region 2 is served by KVC Behavioral Healthcare, Region 3 is served by TFI Family Services, Region 4 is served by St. Francis Community Services and Region 5 is served by United Methodist Youthville. } Cost  
audit

**Adoption Services**

- Awaiting Adoption
  - Parental rights terminated on both parents
  - Permanency goal of adoption and not yet placed in pre-adoptive home
    - 901 children awaiting adoption on June 30<sup>th</sup>, 2011
  - Individualized Recruitment Plans
- Finalized Adoptions



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- 761 finalized adoptions in FY 2011
- One-third of all adoptions finalized were children ages 3 and under –FY 2011
- Adoptive Parent relationship 42% relative and 55% foster parent
- Adoption Support Services *compared*
- Provide assistance for the needs of children placed in permanent adoptive homes may include:
  - Medical
  - Cash Subsidy
  - Time limited for specific needs not covered through Medicaid, subsidy or other resource
  - One-time payment for legal fees
  - Average of 7,475 children receive adoption support benefits monthly –FY 2011

### Adoption Exchange and Statewide Publicity Contract

- Information provided by contractor to National AdoptUSKids Statewide contract provider - Kansas Children's Service League (KCSL)
- Maintain and Manage Statewide Adoption resource exchange
- Provide recruitment strategies to raise public awareness to include the following strategies:
  - Professional photos of each available child
  - Maintain toll free number for information on adoption and information
  - Resource Exchange



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## Adult Protective Services

- Reports of abuse/neglect of vulnerable adults age 18 and older.
- SRS APS social workers investigate and provide services
  - 15,257 reports were received in FY 2011
  - 10,097 reports assigned for investigation in FY 2011
- Balance protection of the involved adult with the right to self-determination

## Section 2 – Foster Care and Adoption Contract Oversight

### Performance Then and Now

Indicator	1997	1999	2003	2006	2009	2010	2011
The number of children entering care	N/A	3,342	2,642	3,048	3,040	3,444	3,408
Number of Children In Residential Placement (snapshot = last day of the year)	1,064	606	535	421	421	279	198
Percentage of Children in Residential Placement	67%	N/A	12%	9%	8%	5%	4%
Number of Adoptions	352	418	486	501	812	721	761
Average Number of Months In Custody	N/A	23	26	19	18	19	20

Contract requirements are aligned with Federal Child and Family Services requirements and outcomes. In response to recommendations documented in 2010 Legislative Post Audit, CFS negotiated Program Improvement Plans (PIPs) with each of the Child Welfare contract providers in an effort to improve performance in meeting contract requirements and outcomes. The PIP for





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each region was negotiated individually with each contract provider and quarterly progress reports are scheduled with each provider. The PIPs were finalized August 31, 2011 and went into effect September 1, 2011.

CFS tracks these measures and, as stated previously, meets quarterly to review the progress of the PIP and the measures. A measure is deemed to be completed as successful for SFY 2012 when the contract providers meets the negotiated improvement goal for two (2) consecutive quarters or meets the negotiated improvement goal on the last quarter of SFY 2012.


Failure of the contract provider to meet a measure for two (2) consecutive quarters or on the last quarter of SFY 2012 shall result in a one-time damage for each measure that is not met. The amount of damage assessed will be equal to 2% of the monthly base payment for the contract provider. CFS will withhold any damage amount from the July 2012 base payment made to the provider.

Results from the first full quarter which ended 12/31/2011 have been positive with noticeable increases in permanencies recorded in all regions. Permanencies totaled 1,508 through November and referrals totaled 1,463 resulting in a decrease of 45 in out of home placement.

### Outcomes

Substantial conformity for a state is based on if an outcome met 95%

CSFR 2 <sup>nd</sup> Round Outcomes	Safety Outcome 1: Children are Protected	Outcome 1 Rank	Safety outcome 2: Children are safely maintained whenever possible	Outcome 2 Rank	Permanency Outcome 1: Children have Permanency and Stability in their living situations	Outcome 3 Rank	Permanency Outcome 2: Continuity of family and connections are preserved	Outcome 4 Rank	Well Being 1: Families have enhanced capacity to meet their needs	Outcome 5 Rank	Well Being 2: Children have appropriate services to meet their educational needs	Outcome 6 Rank	Well Being 3: Children have adequate services to meet physical and mental health needs
South Dakota	85.7%	12	90.8%	1	52.5%	4	80.0%	4	63.1%	2	97.4%	2	89.7%
<b>Kansas</b>	<b>93.8%</b>	<b>2</b>	<b>75.0%</b>	<b>6</b>	<b>52.5%</b>	<b>4</b>	<b>90.0%</b>	<b>1</b>	<b>65.6%</b>	<b>1</b>	<b>91.5%</b>	<b>11</b>	<b>85.5%</b>
North Dakota	89.3%	7	70.8%	10	70.0%	1	82.5%	3	53.8%	5	95.3%	6	86.4%
Idaho	90.0%	5	68.7%	15	46.1%	7	79.5%	5	57.8%	4	95.5%	5	88.1%
New Hampshire	71.4%	25	73.8%	7	70.0%	1	87.5%	2	52.3%	6	91.7%	10	84.4%
District of Columbia	80.8%	14	81.5%	2	41.0%	11	71.8%	9	49.2%	7	88.0%	18	87.3%



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Connecticut	100.0%	1	80.0%	3	32.5%	17	50.0%	23	44.6%	14	95.5%	5	87.1%
Kentucky	90.9%	4	76.9%	5	47.5%	5	67.5%	13	47.7%	10	87.2%	21	83.6%
North Carolina	66.7%	31	73.8%	7	57.5%	3	80.0%	4	63.1%	2	96.0%	4	78.7%
Utah	90.0%	5	80.0%	3	47.5%	5	52.5%	22	46.2%	12	88.4%	17	85.2%
California	80.6%	15	76.9%	5	41.0%	11	79.5%	5	58.5%	3	88.0%	18	81.0%
Alabama	90.0%	5	80.0%	3	33.0%	16	60.0%	18	48.0%	9	84.0%	25	85.0%
Wyoming	76.2%	21	67.7%	16	45.0%	8	67.5%	13	49.2%	7	97.9%	1	78.7%
Iowa	77.8%	18	63.1%	20	37.5%	13	75.0%	7	40.0%	17	93.0%	9	88.1%
Massachusetts	70.6%	26	72.3%	8	47.5%	5	75.0%	7	44.6%	14	96.0%	4	75.4%
New Mexico	87.8%	8	70.8%	10	37.5%	13	75.0%	7	63.1%	2	80.8%	32	81.2%
Delaware	65.6%	32	78.5%	4	42.9%	9	65.8%	15	49.2%	7	90.5%	13	82.4%
Tennessee	79.3%	16	71.0%	9	32.5%	17	77.5%	6	48.4%	8	95.1%	7	67.9%
Colorado	73.0%	22	66.2%	17	37.5%	13	75.0%	7	47.7%	10	86.0%	23	82.0%
New York	89.7%	6	70.3%	12	40.0%	12	42.5%	28	34.4%	24	88.5%	16	84.2%
Maine	76.7%	20	53.8%	26	52.5%	4	75.0%	7	43.1%	15	94.4%	8	71.2%
Ohio	63.2%	35	75.0%	6	30.0%	19	65.0%	16	65.6%	1	87.5%	20	82.8%
Illinois	85.7%	12	70.8%	10	12.5%	24	55.0%	20	43.1%	15	91.1%	12	78.6%
Hawaii	87.0%	10	61.5%	22	47.5%	5	75.0%	7	40.0%	17	89.2%	15	65.5%
Louisiana	63.3%	34	73.8%	7	42.5%	10	69.2%	12	44.6%	14	83.7%	27	82.1%
Michigan	61.5%	37	64.6%	18	47.5%	5	72.5%	8	46.2%	12	89.5%	14	72.4%
Missouri	85.7%	12	67.2%	17	42.5%	10	62.5%	17	45.3%	13	88.4%	17	68.3%
Minnesota	57.9%	39	62.5%	21	58.0%	2	72.5%	8	46.9%	11	86.0%	23	77.2%
Oklahoma	67.6%	30	67.7%	16	35.0%	14	60.0%	18	48.0%	9	86.0%	23	82.0%
Virginia	53.3%	42	69.2%	13	35.0%	14	66.7%	14	43.1%	15	83.0%	29	86.7%
New Jersey	86.0%	11	69.2%	13	30.0%	19	50.0%	23	44.6%	14	83.3%	28	71.7%
Texas	61.3%	38	63.1%	20	37.5%	13	62.5%	17	38.5%	18	97.1%	3	69.6%
Arizona	78.1%	17	63.1%	19	42.5%	10	71.1%	10	41.5%	16	77.3%	35	62.9%
Indiana	54.5%	41	70.7%	11	37.5%	13	62.5%	17	35.3%	22	83.8%	26	75.5%
Rhode Island	91.3%	3	47.7%	30	35.0%	14	52.5%	22	20.0%	33	87.0%	22	71.9%
Vermont	87.5%	9	46.9%	31	30.0%	19	65.0%	16	23.4%	31	87.8%	19	72.1%
Washington	67.7%	29	60.0%	23	22.5%	22	67.5%	13	41.5%	16	80.5%	33	82.0%



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When?

Section 3 – Audit Results

As you recall Mr. Chairman, you requested the SRS Office of Audit and Consulting Services to review a sampling of cases your constituents had expressed concern over. In the fall, the Office of Audit and Consulting Services undertook this audit and added newer cases to include in the review. While the cases themselves have been reviewed, the audit itself is not yet ready for publication and is still in draft form. As soon as it is complete, if you desire, we can forward to completed audit to you for distribution to the Committee.



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## Section 4 - FY 2013 Initiatives

Based on opportunities identified in the agency's SWOT analysis and conversations with stakeholders, grass roots work groups were formed focusing on the following initiatives that have been identified to improve the child welfare system in Kansas:

### Expanded Response/Intake and Assessment Reforms

- Prevention Initiatives
  - Family Group Decision Making
  
- Permanency Initiatives
  - Permanency Round Tables
  - Adoption Recruitment RFP
  
- Strategic Communication Plan

### **Expanded Response and Intake and Assessment Reforms**

A work group has been formed to research other states processes and tools that are used effectively in the intake and assessment process. Areas explored include:

- Examination of assessment tools used by other states
- Examination and comparison of findings
- Examination and comparison of standards of practice
- Examination of the impacts of supervision, coaching and training in the effectiveness and quality of the intake and assessment process



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- Identifying cases that required follow-up through assessment rather than investigation

The goal is to change the culture of service by identifying and implementing an enhanced, effective and efficient method of service delivery provided through expanded response.

Funding included in the FY 2012 and FY 2013 base budget will provide for 20 additional front line staff. These positions will be strategically placed and responsible for implementing expanded response throughout the state.

**Family Group Decision Making (FGDM)** is a decision-making process to which members of the family group are invited and joined by members of their informal network, community groups and the child welfare agency that has become involved in the family's life. The family members define whom they claim as their family group.

FGDM affirms the culture of the family group, recognizes a family's spirituality, fully acknowledges the rights and abilities of the family group to make sound decisions for and with its young relatives and actively engages the community as a vital support for families.

The following five items are critical to supporting exemplary practice in FGDM:

1. An independent (i.e., non-case-carrying) coordinator is responsible for convening the family group meeting with agency personnel.
2. The child protection agency personnel recognize the family group as their key decision-making partner, and time and resources are available to convene this group.
3. Family groups have the opportunity to meet on their own, without the statutory authorities and other nonfamily members present, to work through the information they have been given and formulate their responses and plans.
4. When agency concerns are adequately addressed, preference is given to a family group's plan over any other possible plan.
5. Referring agencies support family groups by providing the services and resources necessary to implement the agreed-on plans.

We hope to implement FGDM in the Fall of 2012.



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**Permanency Round Tables** - Permanency Roundtables are aimed at finding permanent families for children who linger in foster care.

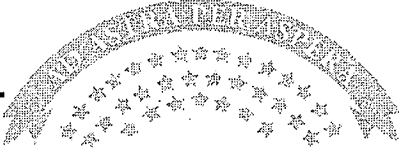
The Permanency Roundtable is a structured, professional case consultation that provides support to the caseworker while taking an in-depth look at the child's permanency status by applying 5 questions:

- (1) What will it take for this child to achieve permanency?
- (2) What can we do that has been tried successfully before?
- (3) What can we do that has never been tried?
- (4) What can we do concurrently to help this child achieve permanency?
- (5) How can we engage the child in permanency planning?

The goal of the Permanency Roundtable initiative is to help change the culture in child welfare to one that demands permanency for every child in out-of-home care. Research demonstrates children who achieve permanency fare better than peers who age-out of foster care in the areas of social-emotional development, educational attainment, financial stability and physical and mental health

The purpose of Permanency Roundtable consultations are to:

- Expedite safe legal permanency and permanent connections for children remaining in foster care for the longest periods of time (e.g., reunification, adoption and legal guardianship);
- Develop a plan for each child to achieve permanency that could realistically be implemented within six months or less;
- Stimulate thinking and learning about pathways to permanency for children languishing in foster care;
- Identify and address barriers to permanency through creative thinking, professional development, policy change, resource development, and the engagement of system partners;



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- Identify systematic barriers that exist which promote children remaining in long-term foster care without achieving legal permanency;
- Promote staff training and development to the values of legal permanency and permanent connections.

The current status is to implement this process in the Spring of 2012.

**Targeted Adoption Recruitment** – This is a contract to increase family recruitment for children listed on the Adoption Exchange during calendar year 2012. Bids have been received and are currently being reviewed. It is anticipated that the contract will be awarded within the next 45 days.

The contract scope includes:

- Development and implementation of a Statewide Marketing Campaign and Public Service Announcements for Targeted Adoption Recruitment.
- Responsible for piloting innovative recruitment strategies.
- Clarifying misconceptions about public adoptions.
- Developing relationships between the Contractor, the Adoption Exchange Contractor, Child Welfare Case Management Providers, community organizations, faith-based organizations and the media.
- Referring families interested in adopting children who have special needs, including age 8 or older, part of a sibling group, minority or disabled, or display behavioral problems to the Kansas Adoption Exchange



## Strategic Communication Plan

### Goals

- Shared understanding & ownership of CFS mission, visions, guiding principles & priorities
- Boost CFS internal and external perception by increasing transparency and awareness of CFS work
- Transition from a Child Welfare system to a Child Well-Being system through emphasis on prevention and permanency programs

The strategic communication plan is scheduled to be rolled out in the Spring of 2012.