



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Region IX

90 7th Street, San Francisco, CA 94103

[www.acf.hhs.gov](http://www.acf.hhs.gov)

August 13, 2012

Amber Howell, Acting Administrator  
Department of Health and Human Services  
Division of Child and Family Services  
4126 Technology Way, 1<sup>st</sup> Floor  
Carson City, NV 89706

Dear Ms. Howell:

This letter is in regard to the Nevada Child and Family Services Review (CFSR) Program Improvement Plan (PIP), which was approved by the Children's Bureau, Administration for Children and Families, on December 1, 2010. As of May 31, 2012, Nevada completed Quarter 6 of the PIP and submitted a status report and associated matrix on June 27, 2012, as required. The purpose of this letter is to provide you with a status report on progress the State is making in meeting the terms and conditions of the PIP.

### **Action Steps and Strategies**

The State has fully completed the following Quarter 6 Action Steps: 1.1.3(A) Deliver the safety assessment in Washoe, 2.1.2 Develop and implement a workforce development plan for caseworkers and supervisors to enhance knowledge and skills for engaging parents in team meetings (Clark), 5.1.4(A) Develop a standardized curriculum for specialized foster parents, 5.1.4(B) Evaluate contracts and require the standardized curriculum for specialized foster parents, 5.1.5 Identify foster parent champions and disseminate contact information to foster parents (Clark and Washoe).

Overall, the State has completed the following goals: Primary Strategy One: Goal 2; Primary Strategy Two, Goal 2; Primary Strategy Three, Goal 1. As indicated during our conference call on July 3, 2012, at this time it appears that the State is on track to complete all listed benchmarks in Q7 and Q8.

### **Performance Measures**

As the State requested, the baselines for performance measures are prospective and were established during the review cycle of January 2011 through December of 2011. As of Q6, the State has met the negotiated baselines for the following:

- Safety Outcome 2:           Item 3-Services to family to prevent removal
- Safety Outcome 2:           Item 4-Risk of Harm
- Permanency Outcome 1:   Item 10-Other planned permanent living arrangement
- Well-Being Outcome 1:   Item 17-Needs and services of child, parents, foster parents
- Well-Being Outcome 1:   Item 18-Child and family involvement in case planning

The State has not yet met the performance for the following:

- Safety Outcome 1:           Item 1-Timeliness of initiating investigations
- Permanency Outcome 1:   Item 7- Permanency Goal
- Well-Being Outcome 1:   Item 19-Visits with children in foster care
- Well-Being Outcome 1:   Item 20-Caseworker visits with parents

Regarding Item 1, the State's performance has declined from 79.1 in Q5 to 76.2 in Q6 with a goal of 80.4. Item 20 also has declined this quarter; the goal was established at 49.7, while Q5 performance was 49.1 and Q6 performance was 42.6. We would like to stress the importance of your continued focus in these two areas and the need to strategize to improve performance. The State's effort in this area is critical at this time. Regarding Item 7 and Item 19, both are trending up. Item 7 is currently at 59.5, with a performance of 57.1 in Q5 and a goal of 62. Item 19 is currently at 59.7, up from Q5's performance of 54.8 and close to the goal of 60.5.

In addition, the State has not met the National Standard for the Safety Outcome of Absence of Maltreatment of Children in Foster Care. Again, the Regional Office cautions that moving this National Standard may require further attention. The State has indicated that perhaps the data is in error and may need adjusting. After the review, corrections and resubmission of data, if the State fails to meet the indicator, immediate action on behalf of the Agency will be indicated. The Regional Office is available to offer assistance.

As the State is aware, the Children’s Bureau is required to assess a penalty, pursuant to 45 CFR 1355.36, if a State is unable to successfully complete its PIP. Pending are the following:

<b>Outcomes:</b>	<b>Systemic Factors:</b>
Safety One	Statewide Information System
Safety Two	Case Review
Permanency One	Staff/Provider Training
Permanency Two	Service Array
Well-Being One	Agency Responsiveness to Community
Well-Being Three	Foster and Adoptive Parent Licensing

If the State fails to meet the negotiated improvement goals, the estimated potential assessed penalty could be \$1,658,672.

Enclosed is a copy of the State’s PIP sixth quarter report matrix that includes our comments, when applicable, regarding the action steps/benchmarks and the date we consider an action step/benchmark completed.

We appreciate all the hard work and dedication that your staff has demonstrated in successfully completing the elements of the PIP that the State has met. We continue to be available should your staff require assistance in meeting the outstanding requirements. Your efforts to improve the permanency, safety and well-being of Nevada’s children are greatly appreciated.

If you have questions or comments related to the PIP, please contact Wendi Ellis, State Specialist at (415) 437-8476 or by email at [wendi.ellis@acf.hhs.gov](mailto:wendi.ellis@acf.hhs.gov) or Liz Walker, ICFI Consultant, CB Region IX Child Welfare at (415) 437-8660 or by email at [elizabeth.walker@acf.hhs.gov](mailto:elizabeth.walker@acf.hhs.gov)

Sincerely,



Douglas Southard  
Regional Program Manager  
Children’s Bureau Region IX

Enclosure:

Copy of the Child and Family Services Review Program Improvement Matrix, 6th Quarter

Cc:

Jill Marano, Deputy Administrator, Division of Child and Family Services,  
4180 South Pecos, Suite 150, Las Vegas, NV 89121

Jan Fragale, Social Services Chief III, Division of Child and Family Services,  
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Angela Adams, JBS Contractor, CFSR Unit; Children's Bureau, Washington, DC