



Child and Family Services Reviews

New Mexico

Final Report

December 2015



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR
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Administration on Children, Youth and Families
Children's Bureau

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Final Report: New Mexico Child and Family Services Review Report Issued: December 2015

INTRODUCTION

This document presents the findings of the Child and Family Services Review (CFSR) for the State of New Mexico. The CFSRs enable the Children's Bureau (CB) to: (1) ensure conformity with certain federal child welfare requirements; (2) determine what is actually happening to children and families as they are engaged in child welfare services; and (3) assist states in enhancing their capacity to help children and families achieve positive outcomes. Federal law and regulations authorize the Children's Bureau, within the U.S. Department of Health and Human Services' Administration for Children and Families, to administer the review of child and family services programs under titles IV-B and IV-E of the Social Security Act. The CFSRs are structured to help states identify strengths and areas needing improvement in their child welfare practices and programs as well as institute systemic changes that will improve child and family outcomes.

The findings for New Mexico are based on:

- The statewide assessment prepared by the New Mexico Children, Youth, and Families Department (CYFD) and submitted to CB on March 17, 2015. The statewide assessment is the state's analysis of its performance on outcomes, and the functioning of systemic factors in relation to title IV-B and IV-E requirements and the title IV-B Child and Family Services Plan
- The state's performance on national standards for 7 statewide data indicators
- The results of case reviews of 65 cases (40 foster care and 25 in-home) conducted via a "State-Conducted Case Review" process in Bernalillo, Chaves, Dona Ana, San Juan, San Miguel, and Sandoval counties, New Mexico, between April 1, 2015, and September 30, 2015.
- Interviews and focus groups with state stakeholders and partners, which included:
 - Attorneys
 - Child welfare caseworkers and supervisors
 - Child welfare senior managers, regional managers, and county office managers
 - Foster and adoptive parents
 - Foster and adoptive parent recruitment and licensing staff
 - Licensing and certification staff
 - Parents served by the agency

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- Quality assurance and data management staff
- Representatives from the administrative office of the courts and judges
- Service providers
- Training partners
- Tribal representatives
- Youth served by the agency

Background Information

The Round 3 CFSR assesses state performance with regard to its substantial conformity with 7 child and family outcomes and 7 systemic factors. Each outcome incorporates one or more of the 18 items included in the review, and each item is rated as a Strength or Area Needing Improvement based on an evaluation of certain child welfare practices and processes in the cases reviewed in the state. An item is assigned an overall rating of Strength if 90% or more of the applicable cases reviewed were rated as a Strength. Because Item 1 is the only item for Safety Outcome 1 and Item 16 is the only item for Well-Being Outcome 2, the requirement of a 95% Strength rating applies. For a state to be in substantial conformity with a particular outcome, 95% or more of the cases reviewed must be rated as having substantially achieved the outcome. Two outcomes—Safety Outcome 1 and Permanency Outcome 1—also are evaluated based on state performance with regard to statewide data indicators. For a state to be in substantial conformity with these outcomes, both the national standards for each relevant statewide data indicator must be met and 95% of the applicable cases must be rated as having been substantially achieved.

Eighteen items are considered in assessing the state's substantial conformity with the 7 systemic factors. Each item reflects a key federal program requirement relevant to the Child and Family Services Plan (CFSP) for that systemic factor. An item is rated as a Strength or an Area Needing Improvement based on how well the item-specific requirement is functioning. A determination of the rating is based on information provided by the state to demonstrate the functioning of the systemic factor in the statewide assessment and, as needed, from interviews with stakeholders and partners. For a state to be in substantial conformity with the systemic factors, no more than 1 of the items associated with the systemic factor can be rated as an Area Needing Improvement. For systemic factors that have only 1 item associated with them, that item must be rated as a Strength for a determination of substantial conformity.

The Children's Bureau made several changes to the CFSR process and items and indicators relevant for performance based on lessons learned during the second round of reviews and in response to feedback from the child welfare field. As such, a state's performance in the third round of the CFSRs is not directly comparable to its performance in the second round. Appendix B provides information about New Mexico's performance in the last round of the CFSR.

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I. SUMMARY OF PERFORMANCE

New Mexico 2015 CFSR Assessment of Substantial Conformity for Outcomes and Systemic Factors and Performance on Statewide Data Indicators

- The following 1 of 7 outcomes was found to be in substantial conformity:
- Well-being Outcome 2: Children receive appropriate services to meet their educational needs

The following 2 of 7 systemic factors were found to be in substantial conformity:

- Quality Assurance System
- Agency Responsiveness to the Community

The state met the following 4 of 7 statewide data indicators:

- Maltreatment in foster care pertaining to Safety Outcome 1
- Permanency in 12 months for children in care 12-23 months pertaining to Permanency Outcome 1
- Permanency in 12 months for children in care 24 months or more pertaining to Permanency Outcome 1
- Re-entry to foster care in 12 months pertaining to Permanency Outcome 1

Children's Bureau Comments on New Mexico Performance

The following are the Children's Bureau's observations about cross-cutting issues and New Mexico's overall performance:

In the statewide assessment, New Mexico identified challenges in the availability of and accessibility to services. Stakeholders agreed that these challenges negatively affect New Mexico's performance on several measures. The case review found that there were limited services available to meet the needs of parents, and in many rural areas, services for parents and children were difficult to access without significant travel. The case review results suggest the absence of services like inpatient substance abuse treatment can contribute to reduced parental engagement. However, even with these challenges, agency staff and service providers exhibited creativity and resourcefulness in obtaining services for children. Increasing service diversity and accessibility, particularly for parents and in rural areas, is an issue for the state to address if performance is to improve.

Ongoing engagement of the parents is necessary to develop quality case plans and promote sound permanency planning. Case reviews identified that the practice of using Family Centered Meetings (FCM) at the time of case opening for both foster care and in-home cases can be a useful tool to facilitate the achievement of a wide range of positive outcomes for children in New Mexico. However, the case review results suggest the FCM alone is insufficient to sustain parental engagement and progress for achieving timely permanency outcomes for children. Review results indicate that additional work with staff is needed to effectively engage

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parents and achieve timely permanency for children. The Children's Bureau encourages the state to explore how to effectively use FCM throughout the life of the case as well other engagement tools to build a foundation for improved outcomes.

In New Mexico, the courts and the agency work closely to ensure that children and their parents receive regular, timely, and thorough reviews of the case circumstances. The courts work with all of the parties to ensure rights are protected and parents are offered opportunities to address their need to provide safe homes for their children. Continued collaboration of this sort between communities, the agency, and the courts seen in recent years through joint training and strategic planning can assist in addressing performance issues and will be needed to improve performance and achieve timely permanency for children.

The use of FCMs and the work with the courts support CYFD staff's efforts to maintain important connections for children entering care. In the cases reviewed, relative placements were common and often developed as a result of the FCM or caseworkers' diligent efforts to find family members. Complementing this work was the court's and agency's focus on the protections afforded by the Indian Child Welfare Act (ICWA). Workers routinely asked about possible Tribal membership and where it was found or indicated, reached out to the Pueblo or Tribe. CYFD has established Joint Powers Agreements or Intergovernmental Agreements with many Pueblos and Tribes. Such efforts are critical to improving performance in maintaining important connections for children and timely permanency outcomes.

The case review found that in most cases, workers were attentive to the needs of children and foster parents. In many cases and particularly for educational needs, children received thorough assessments when necessary. When the assessment indicated a need for service or intervention, workers were able to obtain them despite resource challenges. The staff's effort and commitment in this area will contribute to improved performance. The state should find ways to expand caseworker attention to assessing and addressing the needs of children and foster parents to work with the mothers and fathers.

The review found that in some areas of the state, there is a limited number of foster homes, and some foster family homes were at full capacity. When the foster homes were full, placements were made some distance away from the child's county of removal. This required staff to travel significant distances to conduct routine casework. For Native American children, there were simply not enough Tribal homes available. The state is encouraged to explore practices and policies that will lead to increased recruitment and retention of foster homes to meet the needs of the children who come into foster care.

Through the Piñon Project, New Mexico has trained staff in each county office in finding ways to improve performance through application of a deliberative, data-driven, and transparent Continuous Quality Improvement (CQI) process. The Striving Toward Excellence Program (STEP) provides support for analyzing data and testing solutions. These efforts, combined with a strong quality assurance (QA) system and a case review process that is supported by a skilled QA unit, allow CYFD to produce data on agency performance at every level and can contribute to greater community involvement. Resulting data can inform decisions about scaling successful local practices statewide or expanding to counties sharing similar dynamics. The QA policy, procedure, and practice in New Mexico provide a strong foundation to guide improved performance.

The agency's statewide information system, Family Automated Client Tracking System (FACTS), depends on timely and accurate data entry by staff. Stakeholders reported that obtaining timely data is difficult and there is limited capacity for a supervisor or county

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office manager to obtain timely reports to inform changes to address local performance issues. Accurate and timely data at both the local and statewide level are critical to the state's ability to improve performance in every area.

New Mexico recently revised initial staff training to include a combination of classroom, independent computer-based study, role play, and on-the-job training to address multiple adult learning styles and provide staff with the basic skills and knowledge they need. The curriculum includes training on safety and risk assessment and management with an intensive focus on investigations. Case review findings suggest that the agency workforce staff needs additional skills training in the identification and management of safety and risk. The CB supports the intentional scaling up of this training effort and New Mexico's application of the CQI plan-do-study-act cycle using data from each class to further develop and improve staff training. There are no requirements for annual continuing education for unlicensed staff. Furthermore, stakeholders reported barriers to access ongoing training, including limited opportunities, case load demands, and travel distances. CB encourages the state to ensure that staff with responsibilities beyond investigation are also fully prepared for the work they do with children and families.

II. KEY FINDINGS RELATED TO OUTCOMES

For each outcome, we provide performance summaries from the case review findings and statewide data indicators (when relevant). The CFSR relies upon a case review of an approved sample of foster care cases and in-home services cases. Where relevant, we provide performance summaries that are differentiated between foster care and in-home services cases.

This report provides an overview. Results have been rounded to the nearest whole number. Details on each case rating are available to CYFD. The state is encouraged to conduct additional item-specific analysis of the case review findings to better understand areas of practice that are associated with positive outcomes and those that need improvement.

Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.

The Children's Bureau calculates the state's performance on Safety Outcome 1 using the state's performance on Item 1 and on two statewide data indicators related to safety.

State Outcome Performance

New Mexico is not in substantial conformity with Safety Outcome 1.

The outcome was substantially achieved in 70% of the 37 applicable cases reviewed. The state's performance was no different than one of the national standards for the two applicable statewide data indicators.

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Safety Outcome 1 Item Performance

Item 1. Timeliness of Initiating Investigations of Reports of Child Maltreatment

Purpose of Assessment: To determine whether responses to all accepted child maltreatment reports received during the period under review were initiated, and face-to-face contact with the child(ren) made, within the time frames established by agency policies or state statutes.

State policy requires that an investigation of an emergency report be initiated within 3 hours of the screening decision; an investigation of a priority one report is initiated within 24 hours of the screening decision; and the investigation of a priority two report is initiated within 5 calendar days of the screening decision. Initiation is defined as face-to-face contact by the agency with the alleged victim, or documented diligent efforts to establish face-to-face contact with the victim.

- New Mexico received an overall rating of Area Needing Improvement for Item 1 because 70% of the 37 applicable cases were rated as a Strength.

Safety Statewide Data Indicator Performance

Recurrence of Maltreatment

The indicator is described as: Of all children who were victims of a substantiated or indicated report of maltreatment during a 12-month reporting period, what percent were victims of another substantiated or indicated maltreatment allegation within 12 months of their initial report?

- New Mexico did not meet this national standard. The state's risk-standardized performance on this indicator was 15.9%, which did not meet the national standard of 9.1%.

Maltreatment in Foster Care

The indicator is described as: Of all children in foster care during a 12-month period, what is the rate of victimization per day of foster care?

- New Mexico met this national standard. The state's risk-standardized performance on this indicator was 9.06 victimizations per 100,000 days in care, which is considered no different than the national standard of 8.50 victimizations per 100,000 days in care.

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Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.

The Children's Bureau calculates the state's performance on Safety Outcome 2 using the state's performance on Items 2 and 3.

State Outcome Performance

New Mexico is not in substantial conformity with Safety Outcome 2.

The outcome was substantially achieved in 46% of the 65 cases reviewed.

The outcome was substantially achieved in 55% of the 40 foster care cases and 32% of the 25 in-home services cases.

Safety Outcome 2 Item Performance

Item 2. Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-Entry into Foster Care

Purpose of Assessment: To determine whether, during the period under review, the agency made concerted efforts to provide services to the family to prevent children's entry into foster care or re-entry after a reunification.

- New Mexico received an overall rating of Area Needing Improvement for Item 2 because 62% of the 42 applicable cases were rated as a Strength.
- Item 2 was rated as a Strength in 65% of the 17 applicable foster care cases and 60% of the 25 applicable in-home services cases.

Item 3. Risk and Safety Assessment and Management

Purpose of Assessment: To determine whether, during the period under review, the agency made concerted efforts to assess and address the risk and safety concerns relating to the child(ren) in their own homes or while in foster care.

- New Mexico received an overall rating of Area Needing Improvement for Item 3 because 49% of the 65 cases were rated as a Strength.
- Item 3 was rated as a Strength in 55% of the 40 foster care cases and 40% of the 25 in-home services cases.

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Permanency Outcome 1: Children have permanency and stability in their living situations.

The Children's Bureau calculates the state's performance on Permanency Outcome 1 using the state's performance on Items 4, 5, and 6 and on five statewide data indicators related to permanency.

State Outcome Performance

New Mexico is not in substantial conformity with Permanency Outcome 1.

The outcome was substantially achieved in 25% of the 40 applicable foster care cases reviewed.

The state's performance was considered no different than three of the five national standards for the applicable statewide data indicators.

Permanency Outcome 1 Item Performance

Item 4. Stability of Foster Care Placement

Purpose of Assessment: To determine whether the child in foster care is in a stable placement at the time of the onsite review and that any changes in placement that occurred during the period under review were in the best interests of the child and consistent with achieving the child's permanency goal(s).

- New Mexico received an overall rating of Area Needing Improvement for Item 4 because 65% of the 40 applicable cases were rated as a Strength.

Item 5. Permanency Goal for Child

Purpose of Assessment: To determine whether appropriate permanency goals were established for the child in a timely manner.

- New Mexico received an overall rating of Area Needing Improvement for Item 5 because 74% of the 38 applicable cases were rated as a Strength.

Item 6. Achieving Reunification, Guardianship, Adoption, or Other Planned Permanent Living Arrangement

Purpose of Assessment: To determine whether concerted efforts were made, or are being made, during the period under review to achieve reunification, guardianship, adoption, or other planned permanent living arrangement.

- New Mexico received an overall rating of Area Needing Improvement for Item 6 because 40% of the 40 applicable cases were rated as a Strength.

Permanency Statewide Data Indicator Performance

Permanency in 12 months for children entering foster care

This indicator is described as: Of all children who enter foster care in a 12-month period, what percent discharged to permanency within 12 months of entering foster care? Permanency, for the purposes of this indicator and the other permanency-in-12-months

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indicators, includes discharges from foster care to reunification with parents or primary caregivers, living with other relatives, adoption, and guardianship.

- New Mexico did not meet this national standard. The state's risk-standardized performance on this indicator was 33.9%, which did not meet the national standard of 40.5%.

Permanency in 12 months for children in foster care 12 to 23 months

This indicator is described as: Of all children in foster care on the first day of a 12-month period who had been in foster care (in that episode) between 12 and 23 months, what percent discharged from foster care to permanency within 12 months of the first day of the period?

- New Mexico met this national standard. The state's risk-standardized performance on this indicator was 41.3, which is considered no different than the national standard of 43.6%.

Permanency in 12 months for children in foster care 24 months or longer

This indicator is described as: Of all children in foster care on the first day of a 12-month period who had been in foster care (in that episode) for 24 months or more, what percent discharged to permanency within 12 months of the first day of the 12-month period?

- New Mexico met this national standard. The state's risk-standardized performance on this indicator was 29.5%, which is considered no different than the national standard of 30.3%.

Re-entry into foster care in 12 months

This indicator is described as: Of all children who enter foster care in a 12-month period who discharged within 12 months to reunification, living with a relative(s), or guardianship, what percent re-enter foster care within 12 months of their discharge?

- New Mexico met this national standard. The state's risk-standardized performance on this indicator was 5.9%, which is considered no different than the national standard of 8.3%.

Placement stability

This indicator is described as: Of all children who enter foster care in a 12-month period, what is the rate of placement moves per day of foster care?

- New Mexico did not meet this national standard. The state's risk-standardized performance on this indicator was 6.47 moves per 1,000 days in care, which did not meet the national standard of 4.12 moves per 1,000 days in care.

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Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

The Children's Bureau calculates the state's performance on Permanency Outcome 2 using the state's performance on Items 7, 8, 9, 10, and 11.

State Outcome Performance

New Mexico is not in substantial conformity with Permanency Outcome 2.

The outcome was substantially achieved in 45% of the 40 applicable foster care cases reviewed.

Permanency Outcome 2 Item Performance

Item 7. Placement With Siblings

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to ensure that siblings in foster care are placed together unless a separation was necessary to meet the needs of one of the siblings.

- New Mexico received an overall rating of Area Needing Improvement for Item 7 because 79% of the 34 applicable foster care cases were rated as a Strength.

Item 8. Visiting With Parents and Siblings in Foster Care

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to ensure that visitation between a child in foster care and his or her mother, father,¹ and siblings is of sufficient frequency and quality to promote continuity in the child's relationship with these close family members.

- New Mexico received an overall rating of Area Needing Improvement for Item 8 because 48% of the 33 applicable foster care cases were rated as a Strength.
- In 47% of the 17 applicable cases, the agency made concerted efforts to ensure that both the frequency and quality of visitation with a sibling(s) in foster care who is/was in a different placement setting was sufficient to maintain and promote the continuity of the relationship.
- In 67% of the 24 applicable cases, the agency made concerted efforts to ensure that both the frequency and quality of visitation with mothers was sufficient to maintain and promote the continuity of the relationship.

¹ For Item 8, "Mother" and "Father" are typically defined as the parents/caregivers from whom the child was removed and with whom the agency is working toward reunification. The persons identified in these roles for the purposes of the review may include individuals who do not meet the legal definitions or conventional meanings of a mother and father.

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- In 75% of the 20 applicable cases, the agency made concerted efforts to ensure that both the frequency and quality of visitation with fathers was sufficient to maintain and promote the continuity of the relationship.

Item 9. Preserving Connections

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to maintain the child's connections to his or her neighborhood, community, faith, extended family, Tribe, school, and friends.

- New Mexico received an overall rating of Area Needing Improvement for Item 9 because 45% of the 38 applicable foster care cases were rated as a Strength.

Item 10. Relative Placement

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to place the child with relatives when appropriate.

- New Mexico received an overall rating of Area Needing Improvement for Item 10 because 63% of the 40 applicable foster care cases were rated as a Strength.

Item 11. Relationship of Child in Care With Parents

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made to promote, support, and/or maintain positive relationships between the child in foster care and his or her mother and father² or other primary caregiver(s) from whom the child had been removed through activities other than just arranging for visitation.

- New Mexico received an overall rating of Area Needing Improvement for Item 11 because 54% of the 28 applicable foster care cases were rated as a Strength.
- In 60% of the 25 applicable cases, the agency made concerted efforts to promote, support, and otherwise maintain a positive and nurturing relationship between the child in foster care and his or her mother.
- In 76% of the 21 applicable cases, the agency made concerted efforts to promote, support, and otherwise maintain a positive and nurturing relationship between the child in foster care and his or her father.

² For Item 11, "Mother" and "Father" are typically defined as the parents/caregivers from whom the child was removed and with whom the agency is working toward reunification.

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Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs.

The Children's Bureau calculates the state's performance on Well-Being Outcome 1 using the state's performance on Items 12, 13, 14, and 15.

State Outcome Performance

New Mexico is not in substantial conformity with Well-Being Outcome 1.

The outcome was substantially achieved in 48% of the 65 cases reviewed.

The outcome was substantially achieved in 40% of the 40 foster care cases and 60% of the 25 in-home services cases.

Well-Being Outcome 1 Item Performance

Item 12. Needs and Services of Child, Parents, and Foster Parents

Purpose of Assessment: To determine whether, during the period under review, the agency (1) made concerted efforts to assess the needs of children, parents³, and foster parents (both initially, if the child entered foster care or the case was opened during the period under review, and on an ongoing basis) to identify the services necessary to achieve case goals and adequately address the issues relevant to the agency's involvement with the family, and (2) provided the appropriate services.

- New Mexico received an overall rating of Area Needing Improvement for Item 12 because 49% of the 65 cases were rated as a Strength.
- Item 12 was rated as a Strength in 43% of the 40 foster care cases and 60% of the 25 in-home services cases.

Item 12 is divided into three sub-items:

Sub-Item 12A. Needs Assessment and Services to Children

- New Mexico received an overall rating of Area Needing Improvement for Item 12A because 85% of the 65 cases were rated as a Strength.

³ For Sub-Item 12B, in the in-home cases, "Mother" and "Father" are typically defined as the parents/caregivers with whom the children were living when the agency became involved with the family and with whom the children will remain (for example, biological parents, relatives, guardians, adoptive parents). In the foster care cases, "Mother" and "Father" are typically defined as the parents/caregivers from whom the child was removed and with whom the agency is working toward reunification; however, biological parents who were not the parents from whom the child was removed may also be included, as may adoptive parents if the adoption was finalized during the period under review. A rating could consider the agency's work with multiple applicable "mothers" and "fathers" for the period under review in the case.

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- Item 12A was rated as a Strength in 88% of the 40 foster care cases and 80% of the 25 in-home services cases.

Sub-Item 12B. Needs Assessment and Services to Parents

- New Mexico received an overall rating of Area Needing Improvement for Item 12B because 47% of the 55 applicable cases were rated as a Strength.
- Item 12B was rated as a Strength in 37% of the 30 applicable foster care cases and 60% of the 25 applicable in-home services cases.
- In 51% of the 51 applicable cases, the agency made concerted efforts both to assess and address the needs of mothers.
- In 66% of the 41 applicable cases, the agency made concerted efforts both to assess and address the needs of fathers.

Sub-Item 12C. Needs Assessment and Services to Foster Parents

- New Mexico received an overall rating of Strength for Item 12C because 90% of the 39 applicable foster care cases were rated as a Strength.

Item 13. Child and Family Involvement in Case Planning

Purpose of Assessment: To determine whether, during the period under review, concerted efforts were made (or are being made) to involve parents⁴ and children (if developmentally appropriate) in the case planning process on an ongoing basis.

- New Mexico received an overall rating of Area Needing Improvement for Item 13 because 64% of 64 applicable cases were rated as a Strength.
- Item 13 was rated as a Strength in 62% of the 39 applicable foster care cases and 68% of the 25 applicable in-home services cases.
- In 83% of the 40 applicable cases, the agency made concerted efforts to involve the child(ren) in case planning.
- In 76% of the 51 applicable cases, the agency made concerted efforts to involve mothers in case planning.

⁴ For Item 13, in the in-home cases, “Mother” and “Father” are typically defined as the parents/caregivers with whom the children were living when the agency became involved with the family and with whom the children will remain (for example, biological parents, relatives, guardians, adoptive parents). In the foster care cases, “mother” and “father” are typically defined as the parents/caregivers from whom the child was removed and with whom the agency is working toward reunification; however, biological parents who were not the parents from whom the child was removed may also be included, as may adoptive parents if the adoption was finalized during the period under review. A rating could consider the agency’s work with multiple applicable “mothers” and “fathers” for the period under review in the case.

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- In 73% of the 40 applicable cases, the agency made concerted efforts to involve fathers in case planning.

Item 14. Caseworker Visits With Child

Purpose of Assessment: To determine whether the frequency and quality of visits between caseworkers and the child(ren) in the case are sufficient to ensure the safety, permanency, and well-being of the child(ren) and promote achievement of case goals.

- New Mexico received an overall rating of Area Needing Improvement for Item 14 because 78% of the 65 cases were rated as a Strength.
- Item 14 was rated as a Strength in 80% of the 40 foster care cases and 76% of the 25 in-home services cases.

Item 15. Caseworker Visits With Parents

Purpose of Assessment: To determine whether, during the period under review, the frequency and quality of visits between caseworkers and the mothers and fathers⁵ of the child(ren) are sufficient to ensure the safety, permanency, and well-being of the child(ren) and promote achievement of case goals.

- New Mexico received an overall rating of Area Needing Improvement for Item 15 because 55% of the 55 applicable cases were rated as a Strength.
- Item 15 was rated as a Strength in 37% of the 30 applicable foster care cases and 76% of the 25 applicable in-home services cases.
- In 63% of the 51 applicable cases, the agency made concerted efforts to ensure that both the frequency and quality of caseworker visitation with mothers was sufficient.
- In 55% of the 40 applicable cases, the agency made concerted efforts to ensure that both the frequency and quality of caseworker visitation with fathers was sufficient.

⁵ For Item 15, in the in-home cases, “Mother” and “Father” are typically defined as the parents/caregivers with whom the children were living when the agency became involved with the family and with whom the children will remain (for example, biological parents, relatives, guardians, adoptive parents). In the foster care cases, “Mother” and “Father” is typically defined as the parents/caregivers from whom the child was removed and with whom the agency is working toward reunification; however, biological parents who were not the parents from whom the child was removed may also be included, as may adoptive parents if the adoption was finalized during the period under review. A rating could consider the agency’s work with multiple applicable mother and fathers for the period under review in the case.

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Well-Being Outcome 2: Children receive appropriate services to meet their educational needs.

The Children's Bureau calculates the state's performance on Well-Being Outcome 2 using the state's performance on Item 16.

State Outcome Performance

New Mexico is in substantial conformity with Well-Being Outcome 2.

The outcome was substantially achieved in 95% of the 40 applicable cases reviewed.

Well-Being Outcome 2 Item Performance

Item 16. Educational Needs of the Child

Purpose of Assessment: To assess whether, during the period under review, the agency made concerted efforts to assess children's educational needs at the initial contact with the child (if the case was opened during the period under review) or on an ongoing basis (if the case was opened before the period under review), and whether identified needs were appropriately addressed in case planning and case management activities.

- New Mexico received an overall rating of Strength for Item 16 because 95% of the 40 applicable cases were rated as a Strength.
- Item 16 was rated as a Strength in 95% of the 37 applicable foster care cases and 100% of the 3 applicable in-home services cases.

Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs.

The Children's Bureau calculates the state's performance on Well-Being Outcome 3 using the state's performance on Items 17 and 18.

State Outcome Performance

New Mexico is not in substantial conformity with Well-Being Outcome 3.

The outcome was substantially achieved in 58% of the 60 applicable cases reviewed.

The outcome was substantially achieved in 58% of the 40 applicable foster care cases and 60% of the 20 applicable in-home services cases.

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Well-Being Outcome 3 Item Performance

Item 17. Physical Health of the Child

Purpose of Assessment: To determine whether, during the period under review, the agency addressed the physical health needs of the children, including dental health needs.

- New Mexico received an overall rating of Area Needing Improvement for Item 17 because 65% of the 54 applicable cases were rated as a Strength.
- Item 17 was rated as a Strength in 70% of the 40 foster care cases and 50% of the 14 applicable in-home services cases.

Item 18. Mental/Behavioral Health of the Child

Purpose of Assessment: To determine whether, during the period under review, the agency addressed the mental/behavioral health needs of the children.

- New Mexico received an overall rating of Area Needing Improvement for Item 18 because 78% of the 45 applicable cases were rated as a Strength.
- Item 18 was rated as a Strength in 79% of the 29 applicable foster care cases and 75% of the 16 applicable in-home services cases.

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III. KEY FINDINGS RELATED TO SYSTEMIC FACTORS

For each systemic factor below, we provide performance summaries and a determination of whether the state is in substantial conformity with that systemic factor. In addition, we provide ratings for each item and a description of how the rating was determined. The CFSR relies upon a review of information contained in the statewide assessment to assess each item. If an item rating cannot be determined from the information contained in the statewide assessment, the Children's Bureau conducts stakeholder interviews and considers information gathered through the interviews in determining ratings for each item. Below, we provide an explanation of each item, a rating, an explanation of the basis for the rating, and rationale for the determination.

The Children's Bureau determines substantial conformity with the systemic factors based on ratings for the item or items within each factor. Performance on five of the seven systemic factors is determined on the basis of ratings for multiple items or plan requirements. For a state to be found in substantial conformity with these systemic factors, the Children's Bureau must find that no more than one of the required items for that systemic factor fails to function as required. For a state to be found in substantial conformity with the two systemic factors that are determined based on the rating of a single item, the Children's Bureau must find that the item is functioning as required.

Statewide Information System

The Children's Bureau assesses the state's performance on this systemic factor using the state's performance on Item 19.

State Systemic Factor Performance

New Mexico is not in substantial conformity with the systemic factor of Statewide Information System. The one item in this systemic factor was rated as an Area Needing Improvement.

Statewide Information System Item Performance

Item 19. Statewide Information System

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

- New Mexico received an overall rating of Area Needing Improvement for Item 19 based on information from the statewide assessment and stakeholder interviews.
- Information in the statewide assessment and confirmed during interviews with stakeholders indicated that although the state can readily identify most of the required information on children in foster care, the system is not functioning statewide to ensure that child placement location information is routinely up to date.

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Case Review System

The Children's Bureau assesses the state's performance on this systemic factor using the state's performance on Items 20, 21, 22, 23, and 24.

State Systemic Factor Performance

New Mexico is not in substantial conformity with the systemic factor of Case Review System. Two of the items in this systemic factor were rated as a Strength.

Case Review System Item Performance

Item 20. Written Case Plan

Description of Systemic Factor Item: The case review system is functioning statewide to ensure that each child has a written case plan that is developed jointly with the child's parent(s) and includes the required provisions.

- New Mexico received an overall rating of Area Needing Improvement for Item 20 based on information from the statewide assessment and stakeholder interviews.
- Data and information provided in the statewide assessment and supported through stakeholder interviews indicated that New Mexico has policy and procedures to support the development of timely case plans, particularly before initial hearings. However, information in the statewide assessment and confirmed through stakeholder interviews indicated that the development of the case plan jointly with parents was a challenge to accomplish because many plans were similar and did not reflect the unique concerns of the child and family.

Item 21. Periodic Reviews

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

- New Mexico received an overall rating of Strength for Item 21 based on information from the statewide assessment and stakeholder interviews.
- Data in the statewide assessment and clarified through stakeholder interviews demonstrated that periodic reviews were occurring routinely throughout the state. The state uses scheduling orders to schedule hearings in advance and reports to alert the agency and courts of hearing time frames.

Item 22. Permanency Hearings

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

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- New Mexico received an overall rating of Strength for Item 22 based on information from the statewide assessment and stakeholder interviews.
- Data in the statewide assessment and supported through stakeholder interviews demonstrated that initial and ongoing permanency hearings were occurring timely in the majority of cases. The state uses scheduling orders to schedule hearings in advance and FACTS tracking reports to alert the agency and courts of hearing time frames.

Item 23. Termination of Parental Rights

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

- New Mexico received an overall rating of Area Needing Improvement for Item 23 based on information from the statewide assessment and stakeholder interviews.
- In the statewide assessment, New Mexico provided information that revealed delays in filing for termination of parental rights (TPR) in appropriate circumstances. Stakeholders confirmed that the state does not file TPR petitions timely and that delays are the result of a recent shortage of agency attorneys and delays in providing services to parents with a plan of reunification.

Item 24. Notice of Hearings and Reviews to Caregivers

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

- New Mexico received an overall rating of Area Needing Improvement for Item 24 based on information from the statewide assessment and stakeholder interviews.
- Information in the statewide assessment and confirmed through stakeholder interviews indicated that although caseworkers often notify caregivers verbally of reviews or hearings, the practice is inconsistent and not always timely. The process for providing written notice to caregivers is hampered by incorrect placement locations in the agency's statewide information system. Stakeholders report that when notice is provided, caregivers are afforded their right to be heard.

Quality Assurance System

The Children's Bureau assesses the state's performance on this systemic factor using the state's performance on Item 25.

State Systemic Factor Performance

New Mexico is in substantial conformity with the systemic factor of Quality Assurance System. The one item in this systemic factor was rated as a Strength.

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Quality Assurance System Item Performance

Item 25. Quality Assurance System

Description of Systemic Factor Item: The quality assurance system is functioning statewide to ensure that it is operating an identifiable quality assurance system that is (1) operating in the jurisdictions where the services included in the Child and Family Services Plan (CFSP) are provided, (2) has standards to evaluate the quality of services (including standards to ensure that children in foster care are provided quality services that protect their health and safety), (3) identifies strengths and needs of the service delivery system, (4) provides relevant reports, and (5) evaluates implemented program improvement measures.

- New Mexico received an overall rating of Strength for Item 25 based on information from the statewide assessment.
- New Mexico has a constellation of QA and CQI activities that together form a functioning system of QA. The state produces monthly management reports that address casework practices. The state produces quarterly and annual reports for the state and counties to monitor trends and engage stakeholders in identifying the state's performance and need for program improvements. A CQI workgroup monitors CQI activities and includes representatives from all regions in the state, workers, supervisors, and managers. The state has an ongoing qualitative case review process that uses the federal CFSR Round 3 Onsite Review Instrument and Instructions (OSRI). The process was demonstrated to CB as functioning, having good inter-rater reliability and appropriate application of the OSRI.

Staff and Provider Training

The Children's Bureau assesses the state's performance on this systemic factor using the state's performance on Items 26, 27, and 28.

State Systemic Factor Performance

New Mexico is not in substantial conformity with the systemic factor of Staff and Provider Training. None of the items in this systemic factor was rated as a Strength.

Staff and Provider Training Item Performance

Item 26. Initial Staff Training

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

- New Mexico received an overall rating of Area Needing Improvement for Item 26 based on information from the statewide assessment and stakeholder interviews.
- Information in the statewide assessment and collected through stakeholder interviews revealed that the agency's newly implemented training program does not equip all new staff with the array of skills needed to do their jobs in all practice areas. Stakeholders reported that the new training program did not sufficiently prepare workers providing in-home and permanency

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services. Additionally, stakeholders said that training in areas such as policy, procedure, and FACTS was needed early in their careers. New Mexico does have a mechanism for tracking attendance and completion of initial training, and workers are not assigned caseloads until training is completed. Trainees are evaluated pre- and post- attendance; however, evaluation data were not yet available.

Item 27. Ongoing Staff Training

Description of Systemic Factor Item: The staff and provider training system is functioning statewide to ensure that ongoing training is provided for staff that addresses the skills and knowledge base needed to carry out their duties with regard to the services included in the CFSP.

- New Mexico received an overall rating of Area Needing Improvement for Item 27 based on information from the statewide assessment and stakeholder interviews.
- Information in the statewide assessment and confirmed during stakeholder interviews showed that the agency lacks requirements for ongoing training and does not provide sufficient opportunity for ongoing training that equips the staff and supervisors across the state with the skills necessary to perform their work. New Mexico has not developed criteria to assess the knowledge and skills obtained as a result of participating in ongoing training.

Item 28. Foster and Adoptive Parent Training

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

- New Mexico received an overall rating of Area Needing Improvement for Item 28 based on information from the statewide assessment and stakeholder interviews.
- Information provided in the statewide assessment and supported by information received from stakeholders during interviews indicated that the initial training provided to agency-licensed and contractor-licensed foster and adoptive parents is the same and satisfactorily prepares them to carry out their duties. Foster parents are required to receive 12 hours of annual training, 6 of which are prescribed by the agency and 6 of which are self-selected by the foster parent with no criteria to guide selection. The lack of such guidance for half of the training results in an inability to provide adequate ongoing training to resource parents or to evaluate the effectiveness of training received. Contractor-licensed foster parents often have additional training requirements set by the licensing agency.

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Service Array and Resource Development

The Children's Bureau assesses the state's performance on this systemic factor using the state's performance on Items 29 and 30.

State Systemic Factor Performance

New Mexico is not in substantial conformity with the systemic factor of Service Array and Resource Development. None of the items in this systemic factor was rated as a Strength.

Service Array and Resource Development Item Performance

Item 29. Array of Services

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

- New Mexico received an overall rating of Area Needing Improvement for Item 29 based on information from the statewide assessment and stakeholder interviews.
- Information in the statewide assessment and confirmed during stakeholder interviews indicated that while there is a foundation for a service array, it is not yet functioning statewide to provide services to meet the needs of children and families. The state provided case review results that demonstrated challenges in providing services to families served by the agency, including a lack of mental health counseling and substance abuse treatment, and disruptions in services resulting from a transition in behavioral health providers. In the statewide assessment, New Mexico also reported that discrepancies in service availability exist throughout the state, with more sparsely populated rural counties experiencing more barriers in accessing services, such as a lack of transportation to distant services. Stakeholders also noted a need for additional housing assistance, in-home services, and child abuse and neglect prevention programs in all areas of the state. Strengths were noted in some areas within the state with the existence of Core Service Agencies that are able to assess, monitor, and coordinate treatment for emotional trauma, and home visiting programs for children under 3 years of age with a substantiated child maltreatment report.

Item 30. Individualizing Services

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

- New Mexico received an overall rating of Area Needing Improvement for Item 30 based on information from the statewide assessment and stakeholder interviews.
- In the statewide assessment, New Mexico identified the need to further individualize services to better serve certain

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populations, such as those with substance abuse issues, those who are Spanish-speaking, or those who are low functioning/developmentally delayed. Stakeholders said that the metropolitan area of Albuquerque is where services are most available to meet individual needs of families and children. Stakeholders felt that the ability to individualize services was severely limited by the lack of available services statewide, the lack of any centralized or readily accessible service-finding resource, and the staff's lack of knowledge and time to research and obtain services.

Agency Responsiveness to the Community

The Children's Bureau assesses the state's performance on this systemic factor using the state's performance on Items 31 and 32.

State Systemic Factor Performance

New Mexico is in substantial conformity with the systemic factor of Agency Responsiveness to the Community. One of the items in this systemic factor was rated as a Strength.

Agency Responsiveness to the Community Item Performance

Item 31. State Engagement and Consultation With Stakeholders Pursuant to CFSP and APSR (Annual Progress and Services Report)

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

- New Mexico received an overall rating of Area Needing Improvement for Item 31 based on information from the statewide assessment and stakeholder interviews.
- In the statewide assessment, New Mexico described efforts to engage and include stakeholders in its CFSP development. According to information in the statewide assessment and confirmed in stakeholder interviews, there has been successful engagement to obtain feedback on outcomes and systemic factors with metropolitan service providers, individual county stakeholders on QA results, and the Children's Court Improvement Commission (CCIC). Information obtained during stakeholder interviews revealed that opportunities to provide feedback on services, needs, state plans, or performance is not functioning systemically for all stakeholders. New Mexico described participation in meetings with Tribes and Pueblos, however, it acknowledged that ongoing work was required to ensure appropriate levels of consultation.

Item 32. Coordination of CFSP Services With Other Federal Programs

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

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- New Mexico received an overall rating of Strength for Item 32 based on information from the statewide assessment and stakeholder interviews.
- Information in the statewide assessment and supported by information obtained during stakeholder interviews indicated that the agency has management structures in place and functioning to develop, maintain, and improve service coordination across the state. The agency and stakeholders provided examples of several efforts to coordinate services, such as a multi-agency response in cases of disaster and for addressing sex-trafficking; title IV-E and intergovernmental agreements to provide services and foster care to Tribal children; and efforts to provide early childhood services and housing assistance to families served by the agency.

Foster and Adoptive Parent Licensing, Recruitment, and Retention

The Children's Bureau assesses the state's performance on this systemic factor using the state's performance on Items 33, 34, 35, and 36.

State Systemic Factor Performance

New Mexico is in substantial conformity with the systemic factor of Foster and Adoptive Parent Licensing, Recruitment, and Retention. Two of the items in this systemic factor were rated as a Strength.

Foster and Adoptive Parent Licensing, Recruitment, and Retention Item Performance

Item 33. Standards Applied Equally

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

- New Mexico received an overall rating of Strength for Item 33 based on information from the statewide assessment and stakeholder interviews.
- Data and information in the statewide assessment and confirmed through stakeholder interviews indicated that the system is functioning to support the equal application of foster care licensing standards. Stakeholders described the use of common training and home study policies, procedures, and formats to ensure the equal application of standards. Waivers are very limited and applied only to non-safety-related criteria

Item 34. Requirements for Criminal Background Checks

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

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- New Mexico received an overall rating of Strength for Item 34 based on information from the statewide assessment and stakeholder interviews.
- Data and information in the statewide assessment and confirmed during interviews with stakeholders demonstrated that the state system for conducting criminal background checks is functioning statewide. The agency's criminal background unit ensures timely compliance with federal criminal background clearances for foster and adoptive homes. Stakeholders confirmed that the process for background checks for facility staff ensures that 100% of background checks are reviewed. The state addresses safety during case planning by having a process by which the state Criminal Information Center notifies the agency within 24 hours of a placement resource with a new arrest/charge for a crime.

Item 35. Diligent Recruitment of Foster and Adoptive Homes

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

- New Mexico received an overall rating of Area Needing Improvement for Item 35 based on information from the statewide assessment and stakeholder interviews.
- Information in the statewide assessment and collected through interviews with stakeholders showed that although there are some efforts to recruit homes for the children in need of placement, the state could not demonstrate that there was a clear process for statewide diligent recruitment that was occurring consistently. Stakeholders reported that recruitment is ongoing at the county level and that the state produces some data that reflect the needs statewide. The state has diligent recruitment grant sites but does not appear to rely on information from those sites to inform practices statewide.

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

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

- New Mexico received an overall rating of Area Needing Improvement for Item 36 based on information from the statewide assessment and stakeholder interviews.
- Information in the statewide assessment and confirmed during stakeholder interviews indicated that processes to support intrastate and international placement of children are functioning. The stakeholders said the agreement with Mexico expedites reunification; work with the Navajo Tribe secures out-of-state Tribal placements; and Medicaid care coordinators identify out-of-state residential placements. However, there are delays in responding to out-of-state requests for home studies. In the statewide assessment, New Mexico reported that in a recent period, a minority of Interstate Compact on the Placement of Children (ICPC) requests were met within the 60-day time frame.

Appendix A

New Mexico 2015 Child and Family Services Review Performance

I. New Mexico 2015 CFSR Ratings for Safety, Permanency, and Well-Being Outcomes, Items, and Performance on Statewide Data Indicators

Outcome Achievement: Outcomes may be rated as in substantial conformity or not in substantial conformity. 95% of the applicable cases reviewed must be rated as having substantially achieved the outcome for the state to be in substantial conformity with the outcome. For Safety Outcome 1 and Permanency Outcome 1, the state must also meet or be considered no different than all of the associated national standards for the statewide data indicators.

Item Achievement: Items may be rated as a Strength or as an Area Needing Improvement. For an overall rating of Strength, 90% of the cases reviewed for the item (with the exception of Item 1 and Item 16) must be rated as a Strength. Because Item 1 is the only item for Safety Outcome 1 and Item 16 is the only item for Well-Being Outcome 2, the requirement of a 95% Strength rating applies.

Statewide Data Indicator Achievement: The state's performance is measured against the national standard for each statewide data indicator. States may meet the national standard, not meet the national standard, or be considered no different than the national standard. If a state did not provide the required data or did not meet the applicable data quality item limits, the Children's Bureau did not calculate the state's performance for the statewide data indicator.

SAFETY OUTCOME 1: CHILDREN ARE, FIRST AND FOREMOST, PROTECTED FROM ABUSE AND NEGLECT.

[This cell intentionally left blank]	Overall Determination	State Performance
Safety Outcome 1 Children are, first and foremost, protected from abuse and neglect	Not in Substantial Conformity	70% Substantially Achieved
Item 1 Timeliness of investigations	Area Needing Improvement	70% Strength
Statewide Data Indicator Recurrence of Maltreatment	Did not meet the national standard of 9.1%	Risk-Standardized Performance: 15.9%
Statewide Data Indicator Maltreatment in Foster Care	Is considered no different than the national standard of 8.5 victimizations*	Risk-Standardized Performance: 9.06 victimizations*

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per 100,000 days in care

SAFETY OUTCOME 2: CHILDREN ARE SAFELY MAINTAINED IN THEIR HOMES WHENEVER POSSIBLE AND APPROPRIATE.

[This cell intentionally left blank]	Overall Determination	State Performance
Safety Outcome 2 Children are safely maintained in their homes when possible and appropriate	Not in Substantial Conformity	46% Substantially Achieved
Item 2 Services to protect child(ren) in home and prevent removal or re-entry into foster care	Area Needing Improvement	62% Strength
Item 3 Risk and safety assessment and management	Area Needing Improvement	49% Strength

PERMANENCY OUTCOME 1: CHILDREN HAVE PERMANENCY AND STABILITY IN THEIR LIVING SITUATIONS.

[This cell intentionally left blank]	Overall Determination	State Performance
Permanency Outcome 1 Children have permanency and stability in their living situations	Not in Substantial Conformity	25% Substantially Achieved
Item 4 Stability of foster care placement	Area Needing Improvement	65% Strength
Item 5 Permanency goal for child	Area Needing Improvement	74% Strength
Item 6 Achieving reunification, guardianship, adoption, or other planned permanent living arrangement	Area Needing Improvement	40% Strength
Statewide Data Indicator Permanency in 12 months for children entering foster care	Did not meet the national standard of 40.5%	Risk-Standardized Performance: 33.9%
Statewide Data Indicator Permanency in 12 months for children in foster care 12-23 months	Is considered no different than the national standard of 43.6%	Risk-Standardized Performance: 41.3%
Statewide Data Indicator Permanency in 12 months for children in foster care 24 months and longer	Is considered no different than the national standard of 30.3%	Risk-Standardized Performance: 29.5%

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[This cell intentionally left blank]	Overall Determination	State Performance
Statewide Data Indicator Re-entry into foster care in 12 months	Is considered no different than the national standard of 8.3%	Risk-Standardized Performance: 5.9%
Statewide Data Indicator Placement stability	Did not meet the national standard of 4.12 moves*	Risk-Standardized Performance: 6.47 moves*

* per 1,000 days in care

PERMANENCY OUTCOME 2: THE CONTINUITY OF FAMILY RELATIONSHIPS AND CONNECTIONS IS PRESERVED FOR CHILDREN.

[This cell intentionally left blank]	Overall Determination	State Performance
Permanency Outcome 2 The continuity of family relationships and connections is preserved for children	Not in Substantial Conformity	45% Substantially achieved
Item 7 Placement with siblings	Area Needing Improvement	79% Strength
Item 8 Visiting with parents and siblings in foster care	Area Needing Improvement	48% Strength
Item 9 Preserving connections	Area Needing Improvement	45% Strength
Item 10 Relative placement	Area Needing Improvement	63% Strength
Item 11 Relationship of child in care with parents	Area Needing Improvement	54% Strength

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WELL-BEING OUTCOME 1: FAMILIES HAVE ENHANCED CAPACITY TO PROVIDE FOR THEIR CHILDREN'S NEEDS.

[This cell intentionally left blank]	Overall Determination	State Performance
Well-Being Outcome 1 Families have enhanced capacity to provide for children's needs	Not in Substantial Conformity	48% Substantially Achieved
Item 12 Needs and services of child, parents, and foster parents	Area Needing Improvement	49% Strength
Sub-Item 12A Needs assessment and services to children	Area Needing Improvement	85% Strength
Sub-Item 12B Needs assessment and services to parents	Area Needing Improvement	47% Strength
Sub-Item 12C Needs assessment and services to foster parents	Area Needing Improvement	90% Strength
Item 13 Child and family involvement in case planning	Area Needing Improvement	64% Strength
Item 14 Caseworker visits with child	Area Needing Improvement	78% Strength
Item 15 Caseworker visits with parents	Area Needing Improvement	55% Strength

WELL-BEING OUTCOME 2: CHILDREN RECEIVE APPROPRIATE SERVICES TO MEET THEIR EDUCATIONAL NEEDS.

[This cell intentionally left blank]	Overall Determination	State Performance
Well-Being Outcome 2 Children receive appropriate services to meet their educational needs	In Substantial Conformity	95% Substantially Achieved
Item 16 Educational needs of the child	Strength	95% Strength

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WELL-BEING OUTCOME 3: CHILDREN RECEIVE ADEQUATE SERVICES TO MEET THEIR PHYSICAL AND MENTAL HEALTH NEEDS.

[This cell intentionally left blank]	Overall Determination	State Performance
Well-Being Outcome 3 Children receive adequate services to meet their physical and mental health needs	Not in Substantial Conformity	58% Substantially Achieved
Item 17 Physical health of the child	Area Needing Improvement	65% Strength
Item 18 Mental/behavioral health of the child	Area Needing Improvement	78% Strength

II. Ratings for Systemic Factors

The Children’s Bureau determines whether a state is in substantial conformity with federal requirements for the seven systemic factors based on the level of functioning of each systemic factor across the state. The Children’s Bureau determines substantial conformity with the systemic factors based on ratings for the item or items within each factor. Performance on 5 of the 7 systemic factors is determined on the basis of ratings for multiple items or plan requirements. For a state to be found in substantial conformity with these systemic factors, the Children’s Bureau must find that no more than one of the required items for that systemic factor fails to function as required. For a state to be found in substantial conformity with the 2 systemic factors that are determined based on the rating of a single item, the Children’s Bureau must find that the item is functioning as required.

STATEWIDE INFORMATION SYSTEM

[This cell intentionally left blank]	Source of Data and Information	State Performance
Statewide Information System	Statewide Assessment and Stakeholder Interviews	Not In Substantial Conformity
Item 19 Statewide Information System	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

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CASE REVIEW SYSTEM

[This cell intentionally left blank]	Source of Data and Information	State Performance
Case Review System	Statewide Assessment and Stakeholder Interviews	Not In Substantial Conformity
Item 20 Written Case Plan	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 21 Periodic Review	Statewide Assessment and Stakeholder Interviews	Strength
Item 22 Permanency Hearing	Statewide Assessment and Stakeholder Interviews	Strength
Item 23 Termination of Parental Rights	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 24 Notice of Hearings and Reviews to Caregivers	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

QUALITY ASSURANCE SYSTEM

[This cell intentionally left blank]	Source of Data and Information	State Performance
Quality Assurance System	Statewide Assessment	In Substantial Conformity
Item 25 Quality Assurance System	Statewide Assessment	Strength

STAFF AND PROVIDER TRAINING

[This cell intentionally left blank]	Source of Data and Information	State Performance
Staff and Provider Training	Statewide Assessment and Stakeholder Interviews	Not In Substantial Conformity
Item 26 Initial Staff Training	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 27 Ongoing Staff Training	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

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[This cell intentionally left blank]	Source of Data and Information	State Performance
Item 28 Foster and Adoptive Parent Training	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

SERVICE ARRAY AND RESOURCE DEVELOPMENT

[This cell intentionally left blank]	Source of Data and Information	State Performance
Service Array and Resource Development	Statewide Assessment and Stakeholder Interviews	Not In Substantial Conformity
Item 29 Array of Services	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 30 Individualizing Services	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

AGENCY RESPONSIVENESS TO THE COMMUNITY

[This cell intentionally left blank]	Source of Data and Information	State Performance
Agency Responsiveness to the Community	Statewide Assessment and Stakeholder Interviews	In Substantial Conformity
Item 31 State Engagement and Consultation With Stakeholders Pursuant to CFSP and APSR	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 32 Coordination of CFSP Services With Other Federal Programs	Statewide Assessment and Stakeholder Interviews	Strength

FOSTER AND ADOPTIVE PARENT LICENSING, RECRUITMENT, AND RETENTION

[This cell intentionally left blank]	Source of Data and Information	State Performance
Foster and Adoptive Parent Licensing, Recruitment, and Retention	Statewide Assessment and Stakeholder Interviews	Not In Substantial Conformity
Item 33 Standards Applied Equally	Statewide Assessment and Stakeholder Interviews	Strength

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[This cell intentionally left blank]	Source of Data and Information	State Performance
Item 34 Requirements for Criminal Background Checks	Statewide Assessment and Stakeholder Interviews	Strength
Item 35 Diligent Recruitment of Foster and Adoptive Homes	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement
Item 36 State Use of Cross-Jurisdictional Resources for Permanent Placements	Statewide Assessment and Stakeholder Interviews	Area Needing Improvement

Appendix B

Summary of CFSR Round 2 New Mexico 2007 Key Findings

The Children's Bureau conducted a CFSR in New Mexico in 2007. Key findings from that review are presented below. Because the Children's Bureau made several changes to the CFSR process and items and indicators relevant for performance based on lessons learned during the second round and in response to feedback from the child welfare field, a state's performance in the third round of the CFSR is not directly comparable to its performance in the second round.

Identifying Information and Review Dates

General Information
Children's Bureau Region: 6
Date of Onsite Review: May 7–11, 2007
Period Under Review: April 1, 2006, through May 7, 2007
Date Courtesy Copy of Final Report Issued: August 16, 2007
Date Program Improvement Plan Due: November 15, 2007
Date Program Improvement Plan Approved: April 1, 2008

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Highlights of Findings

Performance Measurements
A. The state met the national standards for two of the six standards.
B. The state achieved substantial conformity with none of the seven outcomes.
C. The state achieved substantial conformity with three of the seven systemic factors.

State's Conformance With the National Standards

Data Indicator or Composite	National Standard	State's Score	Meets or Does Not Meet Standard
Absence of maltreatment recurrence (data indicator)	94.6 or higher	91.5	Does Not Meet Standard
Absence of child abuse and/or neglect in foster care (data indicator)	99.68 or higher	99.46	Does Not Meet Standard
Timeliness and permanency of reunifications (Permanency Composite 1)	122.6 or higher	109.0	Does Not Meet Standard
Timeliness of adoptions (Permanency Composite 2)	106.4 or higher	114.9	Meets Standard
Permanency for children and youth in foster care for long periods of time (Permanency Composite 3)	121.7 or higher	122.9	Meets Standard
Placement stability (Permanency Composite 4)	101.5 or higher	82.9	Does Not Meet Standard

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State's Conformance With the Outcomes

Outcome	Achieved or Did Not Achieve Substantial Conformity
Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.	Did Not Achieve Substantial Conformity
Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.	Did Not Achieve Substantial Conformity
Permanency Outcome 1: Children have permanency and stability in their living situations.	Did Not Achieve Substantial Conformity
Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.	Did Not Achieve Substantial Conformity
Child and Family Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs.	Did Not Achieve Substantial Conformity
Child and Family Well-Being Outcome 2: Children receive appropriate services to meet their educational needs.	Did Not Achieve Substantial Conformity
Child and Family Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs.	Did Not Achieve Substantial Conformity

State's Conformance With the Systemic Factors

Systemic Factor	Achieved or Did Not Achieve Substantial Conformity
Statewide Information System	Achieved Substantial Conformity
Case Review System	Did Not Achieve Substantial Conformity
Quality Assurance System	Achieved Substantial Conformity

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Systemic Factor	Achieved or Did Not Achieve Substantial Conformity
Staff and Provider Training	Did Not Achieve Substantial Conformity
Service Array and Resource Development	Did Not Achieve Substantial Conformity
Agency Responsiveness to the Community	Achieved Substantial Conformity
Foster and Adoptive Parent Licensing, Recruitment, and Retention	Did Not Achieve Substantial Conformity

Key Findings by Item Outcomes

Item	Strength or Area Needing Improvement
1. Timeliness of Initiating Investigations of Reports of Child Maltreatment	Strength
2. Repeat Maltreatment	Area Needing Improvement
3. Services to Family to Protect Child(ren) in the Home and Prevent Removal or Re-entry Into Foster Care	Area Needing Improvement
4. Risk Assessment and Safety Management	Area Needing Improvement
5. Foster Care Re-entries	Strength
6. Stability of Foster Care Placement	Area Needing Improvement
7. Permanency Goal for Child	Area Needing Improvement
8. Reunification, Guardianship, or Permanent Placement With Relatives	Area Needing Improvement
9. Adoption	Area Needing Improvement
10. Other Planned Permanent Living Arrangement	Area Needing Improvement
11. Proximity of Foster Care Placement	Strength
12. Placement With Siblings	Area Needing Improvement
13. Visiting With Parents and Siblings in Foster Care	Area Needing Improvement
14. Preserving Connections	Area Needing Improvement
15. Relative Placement	Area Needing Improvement
16. Relationship of Child in Care With Parents	Area Needing Improvement
17. Needs and Services of Child, Parents, and Foster Parents	Area Needing Improvement
18. Child and Family Involvement in Case Planning	Area Needing Improvement

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Item	Strength or Area Needing Improvement
19. Caseworker Visits With Child	Area Needing Improvement
20. Caseworker Visits With Parents	Area Needing Improvement
21. Educational Needs of the Child	Area Needing Improvement
22. Physical Health of the Child	Strength
23. Mental/Behavioral Health of the Child	Area Needing Improvement

Systemic Factors

Item	Strength or Area Needing Improvement
24. Statewide Information System	Strength
25. Written Case Plan	Area Needing Improvement
26. Periodic Reviews	Strength
27. Permanency Hearings	Strength
28. Termination of Parental Rights	Area Needing Improvement
29. Notice of Hearings and Reviews to Caregivers	Area Needing Improvement
30. Standards Ensuring Quality Services	Strength
31. Quality Assurance System	Strength
32. Initial Staff Training	Area Needing Improvement
33. Ongoing Staff Training	Area Needing Improvement
34. Foster and Adoptive Parent Training	Strength
35. Array of Services	Area Needing Improvement
36. Service Accessibility	Area Needing Improvement
37. Individualizing Services	Area Needing Improvement
38. Engagement in Consultation With Stakeholders	Strength
39. Agency Annual Reports Pursuant to CFSP	Strength
40. Coordination of CFSP Services With Other Federal Programs	Strength
41. Standards for Foster Homes and Institutions	Strength
42. Standards Applied Equally	Strength
43. Requirements for Criminal Background Checks	Strength

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Item	Strength or Area Needing Improvement
44. Diligent Recruitment of Foster and Adoptive Homes	Area Needing Improvement
45. State Use of Cross-Jurisdictional Resources for Permanent Placements	Area Needing Improvement