



New Mexico Practice Model

Children, Youth & Families Department
Protective Services
P.O. Drawer 5160
PERA Rm. 254
Santa Fe, New Mexico 87502

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INTRODUCTION

The New Mexico Piñon Practice Model defines how the NM Children Youth and Families Protective Services (CYFD-PS) engage children and families in developing plans to meet the unique needs of the children and families we serve.

New Mexico's Piñon Practice Model is guided by "the basic belief that people can change." When families are involved in the decisions that affect their children's safety, they are more likely to participate in the services they need. Change is a process facilitated by engaging families, providing strength based, family centered and culturally responsive services. Children should be with their parents or family, and when that is not possible, with stable relatives or adoptive families.

The objective of the practice model is to promote consistent practice that is evidence informed, guided by values and principles and therefore increases the likelihood of positive outcomes for children, youth, families, and the community. The values and principles are qualities and characteristics that we believe are important to serving children and families and help guide decisions and practice. These values and principles are clearly defined so staff, families and our community partners will know what our values and principles look like in practice.





Vision, Mission, Outcomes and Values

Vision: Children and youth in New Mexico live in a family environment free from abuse and neglect.

Mission: We serve children, youth and families by protecting children and youth from abuse and neglect; pursuing timely permanency; and promoting well being.

Outcomes

Safety:

Children and youth are protected from abuse and neglect and live with their families whenever possible.

Permanency:

Children and youth live in safe and stable environments and maintain their connections with their families and communities.

Children and youth live in family environments, preferably their own families, and when that is not possible, with stable relatives or adoptive families.

Children and youth will achieve timely permanence.

Well Being:

Children and youth are provided appropriate services to meet their educational, physical and mental health needs.

Families have enhanced capacities to provide for their children's needs.





Values and Principles

The foundation of the New Mexico Practice Model are the values and principles which are reflected in our work with the children, youth and families and our partnerships with our community stakeholders.

Safety

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



Preserving Connections

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

Child and Youth Centered Practice

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

Family Focused

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

Organizational Competence

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



Customer Service

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

Trustworthy & Accountable

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

Culturally Competent Practice

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

Data Driven Decision Making

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

Evidence Informed Practice

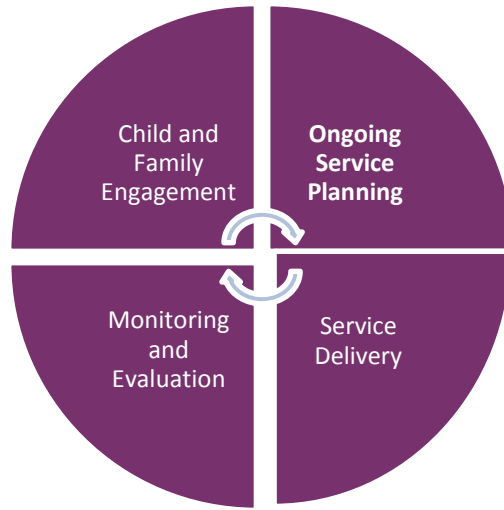
We use evidence-informed practices for effective service planning and service delivery for children, youth and their families.

Shared Responsibility

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



SERVICE ARRAY



Engagement	Ongoing Service Plan Process	Service Delivery	Monitoring & Evaluation
<p>Engagement is a process that occurs at all stages of department involvement</p> <p>Engagement of Family, Extended Family, Youth, Providers, Fictive Kin, Community Partners</p> <p>Information Gathering</p> <p>Identification Critical Issues</p> <p>Safety assessments</p> <p>Input and decision making involves child, youth and family</p> <p>Documentation</p> <p>Ongoing communication</p>	<p>Identify Goals based on needs</p> <p>Develop Plans</p> <p>On-going assessment throughout the life of the case</p> <p>Concurrent Planning</p> <p>Post permanency services</p> <p>Identify resources</p> <p>Meeting needs</p> <p>Planning for the well being needs of children and youth</p> <p>Ongoing communication with family providers and kin</p>	<p>Connecting Plan and Delivery</p> <p>Documentation of all decisions</p> <p>Building support networks for families</p> <p>Consistent contact</p> <p>Address removal reasons</p> <p>Concrete and therapeutic services</p> <p>Providing for the well being needs of children and youth</p> <p>Least restrictive approach</p> <p>Kinship</p> <p>Visitation</p> <p>Decision Making Process</p> <p>Reunification/transition home services</p> <p>Post permanency services</p> <p>Ongoing supports to children, youth, caregivers, foster families, adoptive families parents and siblings</p>	<p>Evaluations of services</p> <p>Engagement of family, extended family, youth, providers, fictive kin</p> <p>Plan revisions</p> <p>Supervisory oversight</p> <p>Documentation</p> <p>Collaboration</p>



Engagement

Engagement is the foundation for building trust and mutually beneficial relationships among children, youth, families, community partners and CYFD Protective Services staff. Children, youth and families are encouraged to be actively involved in identifying their strengths and needs are more likely to commit to change.

- Engagement begins during the first contact with the family and involves respectful interactions during every stage of the department's involvement.
- Thorough information gathering includes interviewing all relevant individuals and identifying underlying safety threats and protective capacities related to the allegations.
- Engagement entails looking at the situation from the children, youth and/or family's point of view, listening to their areas of concern, identifying and acknowledging their strengths and including them in safety and case planning.
- If reasonable efforts do not result in the child and/or youth being safe within the family, reasons for removal of the child and/or youth are clearly and respectfully communicated to all involved.
- Department staff request information from families regarding relatives or kin to explore possible placement and/or maintain familial connections.
- Siblings are to be placed together. When this is not possible or appropriate, siblings should have frequent opportunities to visit with each other.
- Placement decisions are made in the best interest of the child and/or youth. First consideration is with kinship providers or providers within the child and/or youth's tribe.
- Documentation and decisions are based in fact, not opinion. Documentation is clear and concise and is easily understood by all participants.
- Children and/or youth are placed in close proximity to their family and have frequent opportunities for visits.
- Ongoing communication is essential to engagement and is inclusive of the family, providers and support services to ensure consistency and coordination of case plans.
- Engagement of and collaboration with our community partners assist in achieving safety, permanency and well being of children, youth and families.



Ongoing Service Planning

Services are individualized to meet the unique needs of the children, youth, and families we serve.

- Children and youth who are neglected or abused have immediate and thorough assessments leading to decisive, quick resolutions of the immediate circumstances, followed by long-range planning for their on going safety, permanency and well-being.
- Service plans are developed with families, specific to the child, youth and family's needs and incorporate realistic, achievable goals that are written in the language of the family.
- Services selected are consistent with current available research and accepted best-practice techniques.
- All service planning requires open and honest communication about the possible avenues that the case might take.
- Planning concurrently with the family for the permanency of the child and/or youth in the event of removal is fundamental to service planning.
- Documentation and decision making is based on facts, not opinions. Ongoing frequent communication is clear, concise and easily understood by all participants.

Service Delivery

Service delivery follows the needs identified in the service plan and are adjusted as indicated by ongoing assessment of needs with regard to safety, risk and family service plan goals.

- Children, youth and families receive individualized services matched to their strengths and needs.
- Service planning and implementation are built on a comprehensive array of services designed to permit children, youth and families to achieve the goals of safety, permanency and well being.
- Services provided to children, youth and families respect their cultural, ethnic and religious heritage.
- Services are provided in the home and neighborhood-based settings that are most appropriate for the child, youth and family's needs.
- Services are provided in the least restrictive, most normalized settings appropriate for the child, youth and family's needs.
- When multiple service systems are involved with a family, successful delivery requires linking and coordinating systems, both formal and informal supports, to meet the family's needs. Documentation of decisions and accomplishments are maintained in the case record and communicated regularly with the child, youth and family.



- If a child or youth is removed from their home and placed in the custody of the department, the department accepts responsibility for the well-being of the child or youth and services are delivered with an acknowledgement of that primary responsibility. These services include meeting all of the health, mental health and educational needs of children and youth in foster care.
- Resource/foster families are better able to meet children and youth's needs when they are included as full members of the team. Such inclusion means a mutual exchange of full and honest disclosure regarding child or youth's needs and circumstances between CYFD and the resource/foster family.
- Resource/foster families require consistent support throughout the placement of children and/or youth in their homes. Such supports include training that specifically targets the needs of the children and/or youth in their care, timely linkage to appropriate clinical services (e.g., individualized behavior management) and concrete services (e.g., respite, transportation) and making consistent contact to monitor children and youth's adjustment, family capacity and the need for additional intervention.
- When a child is returned home after an out of home placement, a transition home plan is developed; services remain in place and are supervised. The department ends services based on the parents' ability to sustain child and/or youth safety and well-being.
- Services are delivered within the cultural context of the children, youth and families being served. Practices implemented in the department are culturally sensitive.
- Services provided by contracted providers are evaluated to ensure they meet the requirements of the department's practice model.

Monitoring and Evaluation

Consistent, ongoing evaluation of services allows the worker to fully assess whether services meet the needs of the family.

- Individualized plans include specific steps and services to reinforce identified strengths and meet the needs of the family. Plans should specify steps to be taken by each member of the team, timeframes for accomplishment of goals and concrete actions for monitoring the progress of the child and family.
- Plans are revised based on the needs of the child, youth and/or family. Revisions occur whenever the child, youth and/or family's situation dictates a need for the change and not at predetermined time intervals.
- Collaboration is required for successful completion of service delivery and monitored throughout the life of the case.
- Case closure occurs when the family has achieved the objectives and is able to provide for the safety, permanence and well-being of the child and/or youth.
- Achievement of service plan objectives is clearly documented in behavioral terms within the case record and accessible for review and evaluation.



- CYFD partners with local and state community leaders and providers to indentify the services needed to support the children, youth and families within the community.
- CYFD will use Quality Assurance and research data to indentify need for systems improvement.
- CYFD utilizes qualitative and quantitative data to identify the need for systems improvement, to provide tools for staff to track their progress and to provide facts regarding client characteristics and outcomes to inform practice. Services provided by contracted providers are monitored to assure that those services align with the values and principles in the department's practice model.

