

Foster Care Review Board – Report on Child Welfare, December 2010 KVC Behavioral HealthCare Response

Page 4

- Turnover rate for KVC has been 15% from November 2009 to October 2010.
- Lack of complete case plan: this remained a DHHS function and should not be implied as a function of the lead contractor.
- Rate of children returning into foster care: KVC measures the aftercare period as the 12 months following case closure. As of October 2010, KVC was serving 1,800 children across both service areas and only 16 children had re-entered care. This is less than 1%.

Page 5 – Deterioration of infrastructure...

- KVC has 150 subcontracts with therapists, placement providers. Having 150 subcontracts has continued a fragmented system to remain. KVC has been coordinating with subcontractors around building KVC's internal capacity to move away from a broker of services model to one that is integrated. Non-placement services will be provided directly by KVC staff.
- KVC alone has recruited 75 NEW licensed foster homes from January, 2010 to October 2010. KVC sponsors a total of 255 homes, serving 350 children. KVC also has 50 foster homes pending the approval of licensure through DHHS.
- Retention rates for licensed foster homes have averaged 98% for the time period of January – October 2010. This includes families who have closed due to adoptions or other reasons, as well as transfers to other agencies, and closures for various reasons.
- KVC has a standardized information packet that goes to the foster family with information needed for the child.
- Increased accountability and expectations, at all levels of the system, can and will lead to some providers and some foster families to reconsider providing services.

Page 5 - Inadequate Foster Parent Reimbursement

- KVC's foster parent reimbursement rates are as follows:
 - Relative & Child Specific = \$10/day
 - Family level = \$20/day
 - Specialized level = \$30/day
 - Enhanced Specialized level = \$40/day
 - Professional level = \$40,000/year
 - 2 days of paid respite per month, must be used for respite care

- Contract with the Foster Care closet in Lincoln to serve all the needs of all children twice a year for clothing.
 - Clothing provided.
 - Each family has a specialist assigned to them to provide support and training. Each specialist carries a caseload of 1:30 children. This staff person is separate from the Service Coordinator.
- DHHS financial records show that foster parents were paid anywhere from \$7-\$15/day. Relatives averaged \$9.60/day. This is inconsistent with what the FCRB reports. Data source appears to be self-report, however, actual financial reports substantiate rates were lower than KVC reported rates. Sometimes reports such as this tend to attract only those who are unhappy about changes rather than painting an accurate “big picture.”
 - KVC, as a lead contractor, reimburses Child Placing Agencies who, in turn, reimburse the families they sponsor. These subcontracting agencies pay families a portion and maintain a portion for their administrative fee. Lead contractors do not dictate this amount, nor did DHHS prior to this reform.
 - KVC has established Foster Family Advisory Boards who have been vocal in sharing that this report does not accurately portray their experiences. They are actively pursuing ways to share their message with legislators and other stakeholders as well.

Page 7 – Service Coordinator Case History Knowledge

- KVC staff are trained in Signs of Safety which focuses on the primary reason for referral. KVC caseloads are kept below 16 families per staff (as compared to 25 – 30 as reported by DHHS) so the likelihood of learning about families is high. KVC staff do not broker services and provide services directly. This allows staff to be more actively engaged with families and to experience changes with the family rather than read about them in reports. This leads to greater working knowledge of cases.

Page 8 – Service Coordinator Retention:

- KVC has had 15% total turnover from Nov 2009 to Oct 2010 even during an initial system reform in the field of CW.
- Even when transitioning all of Cedars cases, KVC kept caseloads intact with Service Coordinators who became employed by KVC. There were 48 Service Coordinators hired from Cedars who maintained the same caseload.
- More children are staying in the home than a year ago. In the ESA, KVC began with a baseline of 12% in-home of total cases and as of October of 2010 there are 32% of the children served in home. This is a 20% increase in one year. In the SESA, KVC began with a baseline of 48% of all cases served in the home and now have 58% being served in the home. This is a 10% increase in one year. If services were being provided untimely or not at all, this type of progress would not be realized.

Recommendations:

- The FCRB should delineate information sources and report them within the context of the entire system and state. They have been provided factual information to the contrary, but still choose to use findings and anecdotes. Many comments made reference “some” or “most” and there is no data element to support.
- Findings should be made based on lead contractor, not just in general. Many issues raised regarding payments and services relate to contractors who have exited and not the remaining lead contractors.
- Without details about specific areas or lead contractors it remains unknown whether certain issues pertain to all areas/all contractors or are specific to one provider or region. One goal of the reform is to move forward with accurate data and information as opposed to relying on “squeaky wheels.”