

Wyoming Department of Family Services Annual Report
Fiscal Year 2016

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Report Period: July 1, 2015 through June 30, 2016

Statewide Locations:

Afton, Buffalo, Casper, Cheyenne, Cody, Douglas, Evanston, Gillette, Greybull, Jackson, Kemmerer, Lander, Laramie, Lovell, Lusk, Lyman, Newcastle, Pinedale, Powell, Rawlins, Riverton, Rock Springs, Sheridan, Sundance, Thermopolis, Torrington, Wheatland and Worland.

Statutory References:

Wyo. Stat. §§ 9-2-2101 through 9-2-2105; 14-3-201 through 14-3-204; 14-6-201 through 14-9-108; 20-6-101 through 20-6-222; 35-20-101 through 35-20-116; and 42-2-101 through 42-3-103.

Environmental Assessment:

As the state youth services authority and the authority for public assistance and social services, the Department of Family Services is committed to vigilance in its practices and in the administration of a complex yet coordinated network of care. It continually collects data and analyzes program performance to guide future planning and remove practice constraints. The existing leadership structure within DFS embraces the values of accountability, transparency, excellence in customer service, and public trust; ensuring continual dedication to its organizational mission and statutory purposes while providing positive outcomes for consumers and community partners.

Strategic Planning and Evaluation:

DFS continues to gather and analyze data in an effort to meet and/or exceed its strategic integrated planning supported by detailed fiscal documentation. Programs are analyzed to identify strengths, weaknesses, opportunities and threat's, this analysis validates, supports, and enhances the mission of the organization, thus allowing us to identify what is working well and what is not.

DFS translates strategic goals and initiatives into action. While doing so, it complies with statutory and other federal or state regulatory requirements, adhering to policies, and implementing best practices in an effort to operate a fiscally prudent organization, manage risk, and maintain safe environments for staff and consumers.

Consumers and Community Partners:

DFS consistently gathers and analyze input and survey data from consumers and community partners to determine if services are meeting or exceeding their expectations.

DFS continues to serve; Individuals, children, and families in need of economic assistance, as defined by legislatively-authorized programs, youth in state care, seniors or vulnerable adults in need of protective services, children at risk for abuse or neglect in all its forms, and individuals or families utilizing licensed child care providers.

DFS at-a Glance:

DFS had 719 employees through the end of the biennium but the funding for four positions was eliminated effective July 1, 2017 DFS currently has 715 employees. DFS consists of the Directors Unit, Financial Services Division, Assistance Division - including state and field staff, Services Division - including state and field staff, Wyoming Boys School, Wyoming Girls School, operating 28 total field offices across Wyoming's 23 counties.

DFS SFY 2016 Highlights and Accomplishments:

- Financial Services Division, Director's Unit and Divisions: Successful restructuring of DFS Agency Budget and reduction of budgeted costs by 10 percent.
- Director's Unit/Communications: Successful Foster Care Recruitment and Marketing campaign that resulted in a 20 percent increase in available foster care families throughout Wyoming.
- Research, Analysis & Planning Unit: Successful second-year completion of WYOStats, semi-annual review of all DFS administered programs to include performance outcomes at the Wyoming Boys and Girls Schools.
- Director's Unit/Tribes: Assistance to the Northern Arapaho tribe to obtain a three-year Tribal IV-E planning grant from the U.S. Administration for Children and Families to improve casework and tribal child welfare outcomes.
- WBS, Director's Unit: Successful completion of a new Education and Classroom Building at the Wyoming Boy's School on-time and under budget.
- WGS, Director's Unit: National Public Radio series recognizing the Wyoming Girls' School for outstanding educational achievement in an alternative (institutional) setting.
- WGS, WBS and Research, Analysis, & Planning Unit: Successful implementation of federal standards to achieve compliance with the Prison Rape Elimination Act (PREA), including passage of federal audits at the Boys' and Girls' Schools during SFY 2016.
- Director's Unit/HR: Successful implementation of new CORE training for DFS social service caseworkers.
- Michele Rossetti, Fraud & Recovery Unit Manager, was the 2016 recipient of the Dorothy Forney award - national award for program integrity awarded through the United Council on Welfare Fraud.
- Fraud & Recovery; The number of individuals disqualified in state fiscal year 2016 exceeded those in 2015.
- Wyoming Practice Model (WPM): The intent of the Wyoming Practice Model (WPM) is to meet the unique needs of the children, youth and families in Wyoming and to incorporate the Federal, State, and local requirements for the Wyoming Department of Family Services. The core elements of the Wyoming Practice Model are good working relationships, critical thinking, and enhancing safety.

- 75 staff received WPM overview training in March 2015 and an additional 75 staff received WPM overview training in September 2015. 60 staff received WPM training during the 2015 Children's Justice Conference and 40 staff received WPM training during the 2016 Children's Justice Conference. 35 trainers are gaining train the trainer skills throughout 2016. Trainers located in each Judicial District have been trained in 8 of 12 training modules. Modules 9-12 will be trained in September 2016. 60 stakeholders have received WPM stakeholder training in 2016.

Budget Information:

Of the total operating budget \$159,086,249 are state general funds, \$114,224,798 are federal funds, and \$10,319,731 are other funds (central registry fees, Children's Trust Fund, heating assistance, welfare fraud and overpayment recovery, etc.)

Significant work transpired during SFY 2016 with regards to the DFS budget. With significant decreases in state general funds DFS was diligent in its efforts to meet the requests from the legislature and the Governor's office to reduce funding for the 2017-2018 biennial budget. One of the biggest cuts occurred with the WES II system, DFS reverted \$5.5MM of the almost \$14MM for WES II and we plan on reverting the rest. DFS also had a couple of million dollar reversion for salary dollars that were not use during the biennium.

For the upcoming 2017-2018 biennium significant budgetary changes were made to reflect our current business operations and after we made those changes, the legislature reduced DFS funding by an additional \$10MM as well as cutting four positions that had been vacant for more than 6 months. After the budget session, the Governor requested an additional \$19.11MM and we proposed that amount to be cut.

Key Performance Indicators:

Performance measures that are important to the work of DFS include the following:

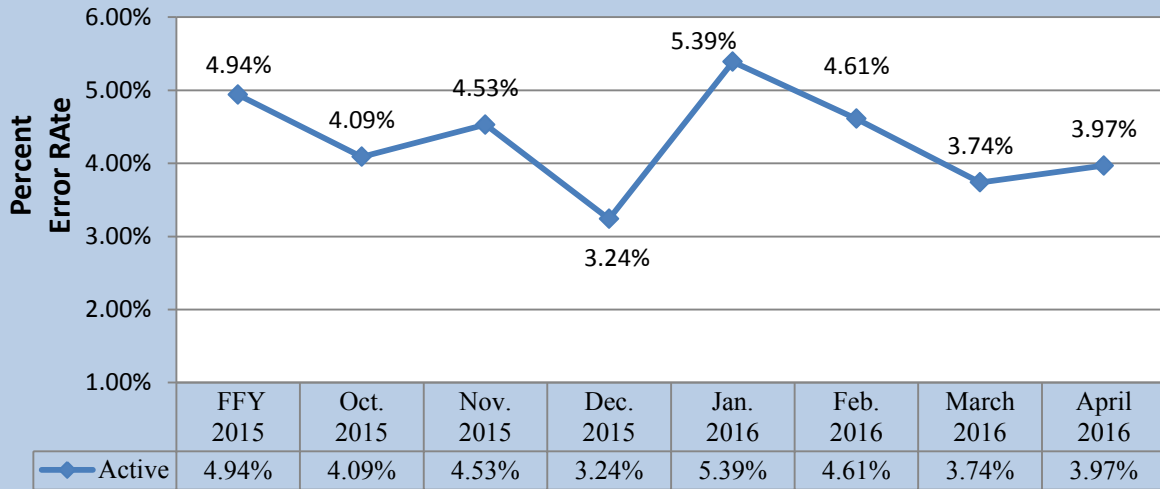
1. Supplemental Nutrition Assistance Program (*Assistance Division*)
2. Quality Control – timeliness and case completion
3. Absence of Repeat Maltreatment for Child Abuse or Neglect (*Services Division*)
4. Foster Care Placement (*Services Division*)
5. Federal Performance Measures for Child Support (*Assistance Division*)
6. Child Care case sampling
7. POWER Program (Personal Opportunities with Employment Responsibilities)

1) Supplemental Nutrition Assistance Program (SNAP)

- FFY 2015 Active Error Rate
- FFY 2015 Negative Error Rate
- Timeliness Rates

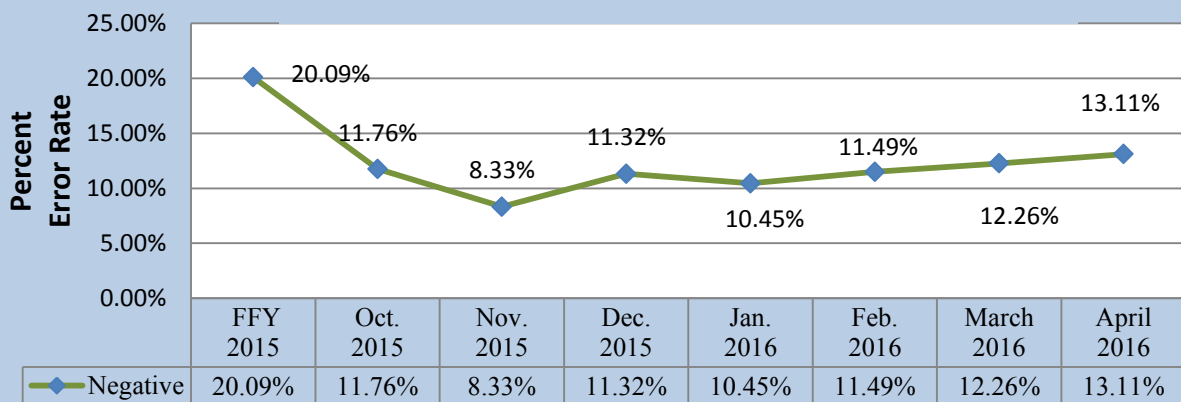
SNAP Active Error Rate for Wyoming Goal 3%

Active = SNAP benefit issued (paid out)

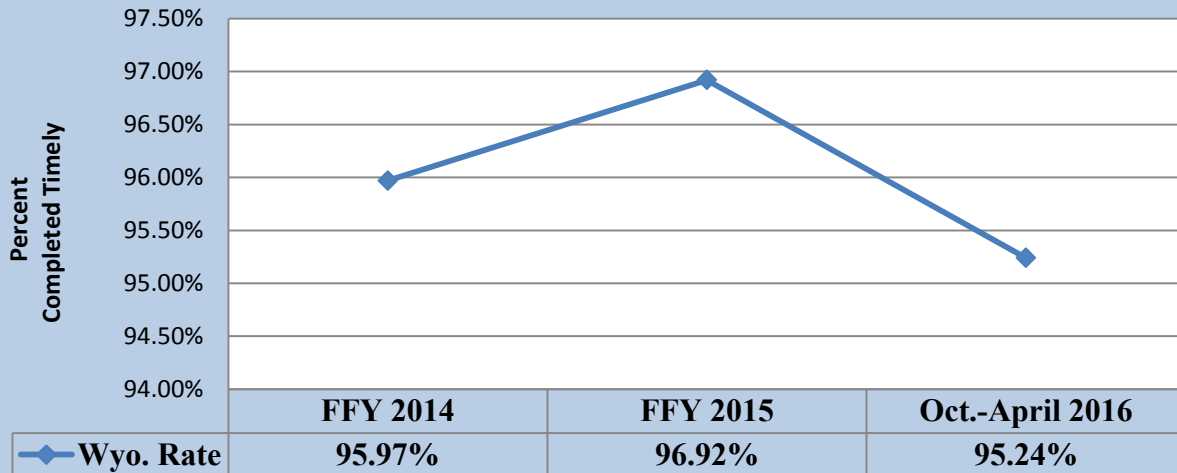


SNAP Negative Error Rate for Wyoming Internal Goal 10%

Negative = SNAP benefits denied or terminated (no benefits paid out)



SNAP Timeliness Rates for Wyoming Goal = 95%



- SNAP Employment and Training: The SNAP Employment & Training Program's (SNAP E&T) goal is to help clients improve their work skills and assist them in finding a job through short-term training and work assignments as well as GED, resume-writing and interviewing classes.
- In FFY 2013 and 2014, there were zero clients served under the vocational training component of SNAP E&T. The services offered were solely job search services. By incorporating CLIMB Wyoming programs and services into the SNAP E&T program the number of clients who were provided vocational training increased to 96 in FFY 2015.
- Wyoming has 335 firms (businesses) authorized to receive SNAP payments for food purchases. During FFY 2015 \$48,144,691 SNAP dollars were redeemed at those firms. The average monthly benefit per household in FFY 2015 was \$269.26.
(<http://uscensusbureau.com>)<http://www.fns.usda.gov/sites/default/files/snap/2015-SNAP-Retailer-Management-Year-End-Summary.pdf>
- The share of Wyoming children under age 18 who live in families with incomes below the federal poverty level in 2014 was 17,000 or 13% of the population. The federal poverty definition consists of a series of thresholds based on family size and composition. In calendar year 2014, a family of two adults and two children fell in the “poverty” category if their annual income fell below \$24,008.
(<http://datacenter.kidscount.org/data/tables/43-children-in-poverty-100-percent-poverty>)

2) Quality Control

The Quality Control and Assurance unit of DFS continues to achieve excellent results with *Quality Control Case Sample Completion Rates*; these rates include both active and negative cases.

Quality Control Case Completion Rates (SNAP)(active & negative cases)								
	SFY 2012	SFY 2013	SFY 2014	SFY 2015	SFY 2016			
Total Cases Completed	799	614	549	552	unavailable			
Case Completion Percentage	99.82% (US rate 92.8%)	100% (US rate 92.9)	100% (US Rate 91.9)	100% (US rate – non-finalized data)				
	Federal Completion Rate Benchmark is 95.0% (if a state falls below this they are required to do a corrective action plan)							

For the fifth straight year the Quality Control Unit at DFS has achieved completion rates for case reviews at 98% or higher. Since FFY 2012 Wyoming is one of only 7 states or territories (Wyoming, Virgin Islands, Kentucky, Arkansas, North Dakota, North Carolina and South Dakota) that has achieved a 98% or higher completion rate. FNS (Food Nutrition Services) does re-review every case that was coded in “incomplete”. If FNS determines that the case(s) could have been completed they will mandate that the state complete the case review(s) and submit the revised/corrected findings for consideration in the calculation of the final error rate. These achievements are indicative of the integrity of the processes conducted by the Quality Control staff.

The purpose of the Quality Control Review for SNAP is:

1. Determine that the decisions and policy was applied by the Agency when the eligibility determination process was made for the review month.
2. Conduct interviews with the clients in their home or other designated locations.
3. Obtain verification of all eligibility elements
4. Based on the information gathered during the home visits and the verification obtained, QCI is then required to determine if the case was correct.
5. The final results are then coded in order that they can be transmitted to our federal partners.

Quality Control – Child Care

Quality Control (QC) is a review of a statistically valid sample of active cases to determine the extent to which households are receiving Child Care Assistance to which they are entitled (Child Care and Development Fund (CCDF) Program Integrity).

The purpose of the Quality Control Review for Child Care is:

1. To measure improper payments rather than improper authorizations for payment
2. The methodology for measuring improper payments focuses on client eligibility and employs a case-record review process to determine whether eligibility for child care subsidy payments was properly determined.

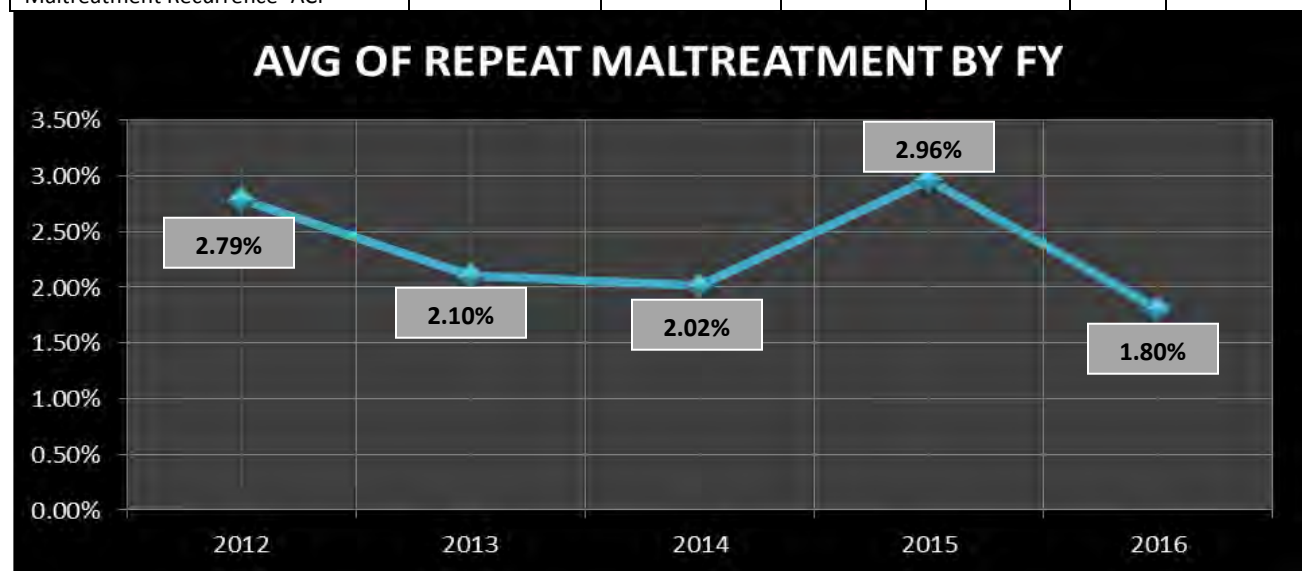
3) Absence of Repeat Maltreatment for Child Abuse and Neglect

All 50 states, the District of Columbia, and the U.S. Territories have child abuse and neglect reporting laws that mandate certain professionals and institutions to report suspected maltreatment to a child protective services (CPS) agency. Each state has its own definitions of child abuse and neglect that are based on standards set by federal law. Federal legislation provides a foundation for states by identifying a set of act or behaviors that define child abuse and neglect. The Child Abuse Prevention and Treatment Act (CAPTA), (42 U.S.C. 5101), as amended by the CAPTA Reauthorization Act of 2010, retaining the existing definition of child abuse and neglect as, at a minimum:

Any recent act or failure to act on the part of a parent or caretaker which results in death, serious physical or emotional harm, sexual abuse or exploitation; or an act or failure to act which presents an imminent risk of serious harm.

DFS is working diligently to improve practice to ensure that children substantiated for abuse or neglect do not experience repeat child abuse or neglect. Currently DFS is stable in its goal as it continues to assess underlying causes of maltreatment, improve prevention efforts, and apply interventions.

State – rank 4 year ave.	2010	2011	2012	2013	2014	4 YEAR AVG
1. Alabama	98.80	98.90	98.40	98.30	98.30	98.54
2. Wyoming	98.00	99.00	98.60	99.20	96.60	98.28
3. Hawaii	97.60	97.60	98.10	98.90	97.90	98.02
4. Pennsylvania	97.40	98.00	97.40	98.10	97.90	97.76
5. New Hampshire	97.20	95.30	98.30	98.20	99.30	97.66
6. Virginia	97.60	97.70	97.30	96.90	98.00	97.50
7. North Carolina	97.50	96.70	97.90	98.10	97.10	97.46
8. North Dakota	98.60	98.60	97.40	95.40	97.20	97.44
9. Delaware	97.10	97.80	97.50	96.90	97.90	97.44
10. West Virginia	95.60	97.60	97.60	97.70	98.40	97.38
Source: 3-12 CFSR:Absence of Maltreatment Recurrence -ACF						

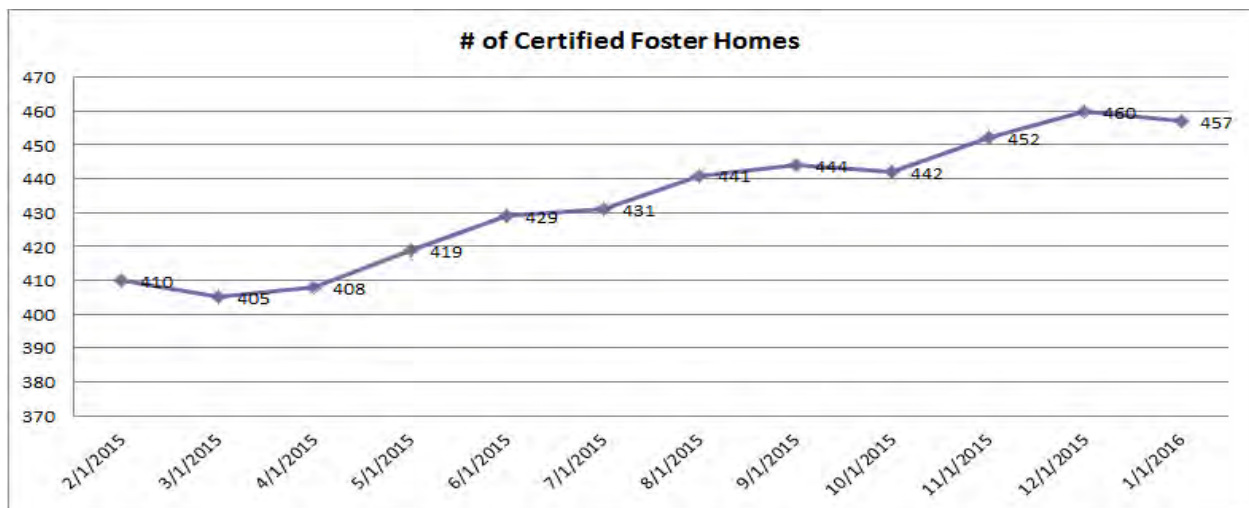


Source: WYCAPS

Wyoming's Services Division continues to excel around this federal measure; keeping children safe continues to be a top priority for field case management. This consistent performance is also an indication that the interventions applied by DFS case workers are effective. The Child and Family Services Reviews (CFSR), the Children's Bureau establishes the national standard for the absence of maltreatment recurrence at 94.6 percent, Wyoming continues to exceed this federal standard. It must also be noted that for this same period that the absence of repeat maltreatment rate for children in foster care was 99.95 percent, the Children's Bureau establishes a national standard for the absence of maltreatment in foster care at 99.68 percent.

4) Foster Care

- # of Certified Foster Homes (2/1/15 – 1-1-2016)
- Percentage of placements with relative foster care



Source: WYCAPS

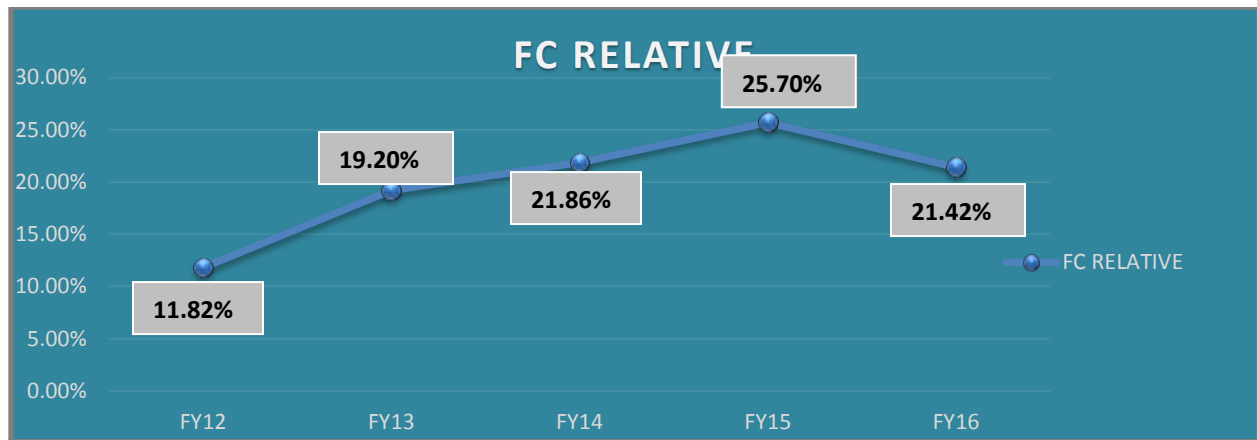
Key Performance Indicator

The DFS Services Division has made great strides in improving the numbers of children who have been placed in foster care with relatives. At the end of FY15, 1 in 4 placements were in foster care relative settings.

Wyoming Relative Placement for Foster Care and Guardianship Citation: Code of Rules § 049-241-002

Youth who need placement shall:

- Be placed in the least restrictive setting that most clearly approximates a family environment and in which the youth's needs will be met
- Be placed within reasonable proximity to their home, taking into account any special needs of the youth and family and availability of the service resources needed for the youth and family
- Be placed in the home of a relative when the youth can benefit from the relationship among the parents, the relative, and the youth



Source: WYCAPS

5) Federal Performance Measures for Child Support

The Child Support Program supports federal, state, and tribal efforts to foster parental responsibility and promote family self-sufficiency by ensuring that both parents support their children financially and emotionally. The program has a commitment to increasing the reliability of support payments throughout childhood. Child Support agencies locate non-custodial parents, determine paternity when necessary, and establish and enforce orders for support.

KPI's on the child support measures:

1. Paternity Establishment
2. Cases Under Order
3. Current Support
4. Cases on Arrears
5. Cost Effectiveness

The following tables reflect the accomplishments of the staff of the Child Support Division.

FFY 2015 Federal Performance Measures for Child Support – Rankings of States

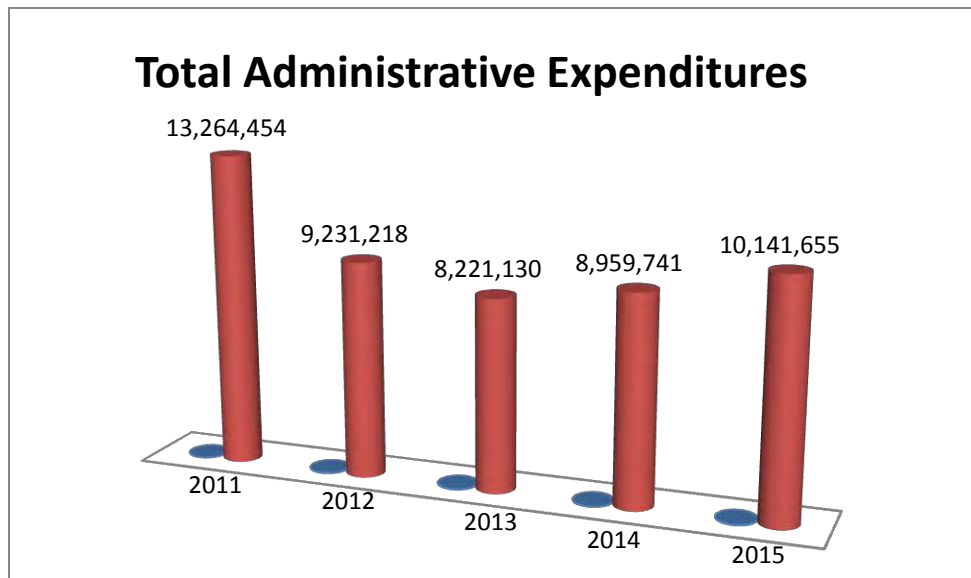
State	Obligation Rate	Rank	PEP** (Chosen Option)	Rank	% of Current	Rank	% of Appears	Rank	Cost Effective	Rank
WY	94.26%	2	121.49%	2	68.20%	12	71.85%	4	\$7.22	8
Nat'l Ave	85.80%		95.10%		65.30%		64.20%		\$5.25	

State	Average Rank	Top Seven
Wyoming	5.6	1
South Dakota	8.0	2
North Dakota	11.0	3
Wisconsin	12.0	4
Indiana	13.4	5
Iowa	13.2	6
Pennsylvania	13.2	7

Key Performance Indicators

State Child Support programs have had to contend with major fiscal challenges, including significant state budget shortfalls, declining federal assistance, and rising costs. Wyoming ranks # 8 nationally, was #4 in 2014, when looking at the cost effectiveness comparison of what is spent to what is collected for child care support. Between FFY 2014-2015, the most current period of measurement for purposes of this report, Wyoming did experience an 11.65% increase in administrative expenditures.

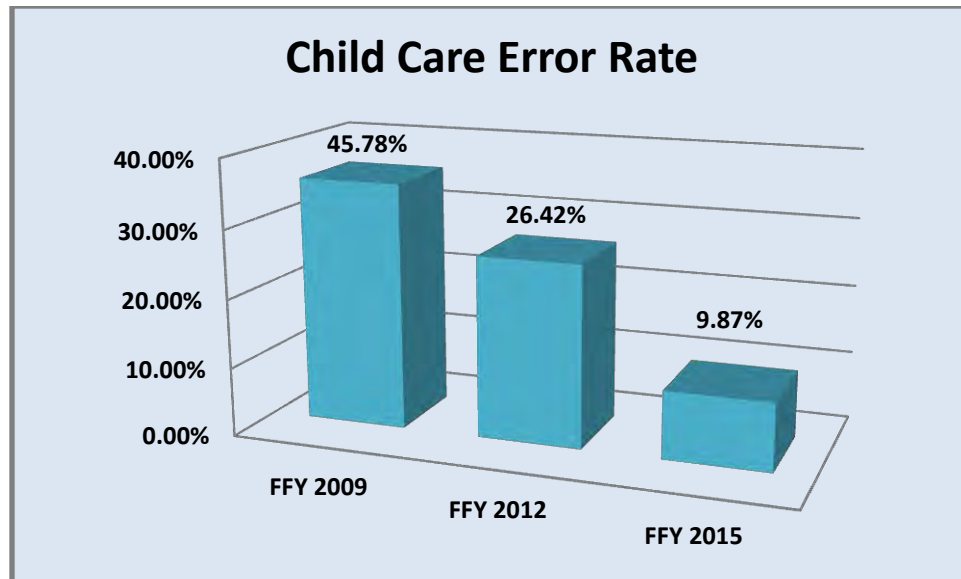
During SFY 2016 the program rolled out the child support self-service portal, which allows custodial and non-custodial parents access to payment information related to their child support case(s) online 24/7. Prior to this, a person had to contact their case manager or the State Disbursement Unit (SDU) for the information. This self-service option has been rolled out in Laramie and Teton counties, with a 2nd phase roll out in Sweetwater and Converse counties and then statewide.



Source: www.acf.gov FY2015 Preliminary Report – Table P-43 – Office of Child Support Enforcement, Administration for Children and Families. The federal share of this expense for FY 2015 was \$6,693,491

6) Child Care Case Sampling

The Child Care Subsidy Program is a public assistance program for low income families who need child care services in order to work or attend approved educational or training programs. Child Care, Purchase of Services is funded through a federal block grant and with state dollars. Every three years DFS reports the total number of cases with an error from a random sampling. Quality control within child care continues to review cases every year in between the 3rd year federal reporting to ensure that program integrity remains high and to track trends that may contribute to an increase in the rate of improper payments. 70% of the programs direct service costs are funded through the Child Care Development Block Grant.

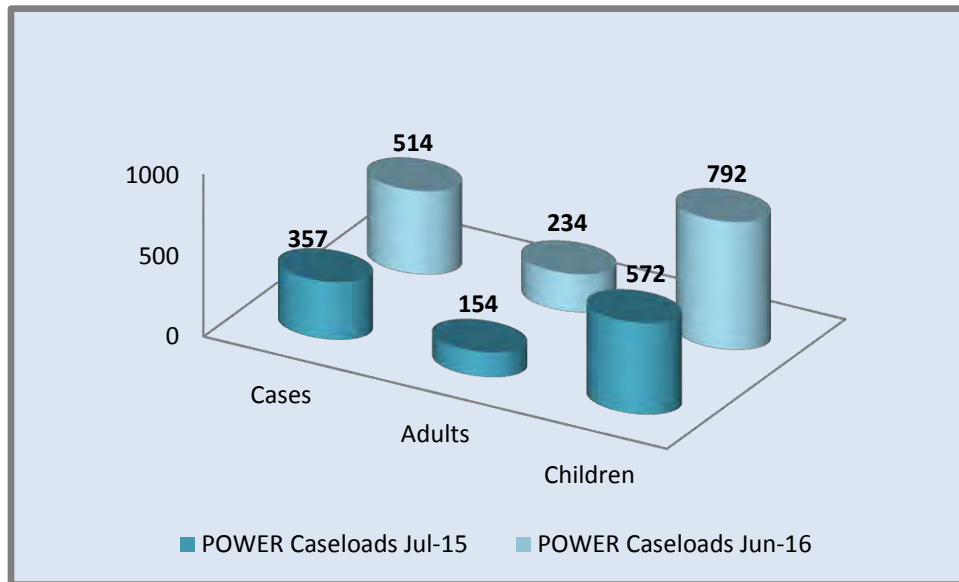


Source: Annual Agency Financial Reports; Department of Health and Human Services
DFS goal for FFY 2015 was 10%; also the federal requirement. Review period was Oct 2014 – Sept 2015

7) POWER Program

Personal Opportunities with Employment Responsibilities (POWER):

Personal Opportunities with Employment Responsibilities (POWER) is a time limited pay-after-performance program which assures families with a dependent child(ren) are working on a plan to become self-sufficient. The agency has set a goal to increase the number of POWER caseloads to 600 cases. In July of 2015 there were 357 POWER cases which assisted 154 adults and 572 children. As of June 2016, the caseload has increased to 514 cases, serving 234 adults and 792 children.



Source: EPICS

Department of Family Services Organization Chart

