

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

December 14, 2015

## M E M O R A N D U M

**What's Inside:**

FACES  
changes related  
to NYTD survey  
and reporting

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS,  
PROGRAM MANAGERS, SPECIALISTS, SUPERVISORS, AND  
CENTRAL OFFICE STAFF

FROM: TIM DECKER, DIRECTOR

SUBJECT: NYTD Enhancements for Performance Improvement Plan

**DISCUSSION:**

Missouri participated in the NYTD Assessment Review (NAR) Pilot in SFY15. The purpose of the review was to evaluate the state's policies and practices related to collecting and reporting reliable and accurate data on youth in transition. Going beyond the compliance checks performed on semi-annual data files, the NAR assesses the extent to which a state is meeting all of the NYTD data collection and reporting requirements and has sustained a high level of quality data. A complete review of the state's survey methodology was conducted. Missouri received the final report in February 2015. Missouri submitted an improvement plan in April. Based upon the findings from the review, several enhancements have been made:

**NYTD survey process and survey:**

- 17 year olds will no longer be mailed a paper copy of the survey. All 17 year olds will be surveyed in person by the Children's Service Worker within 45 days of the youth turning 17. Early engagement about the NYTD survey process is vital to continued participation from youth at age 19 and 21. Surveys will continue to be mailed to 19 and 21 year olds and their permanent contacts. If an email address is listed for the youth on the contact screen, the youth will receive an electronic survey beginning at age 19. October 1, 2015 began the survey period for 19 year olds.
- The survey has been revamped with input from the federal government and the State Youth Advisory Board. The introductory letter has been revised. The format of the survey has been revised. The explanations for each question are now incorporated in with the questions versus a separate definitions page. There are two versions of surveys – one for the 17 year old population and one for the 19 and 21 year old population. The 17 year old survey looks at cumulative history whereas the 19 and 21 year old survey is asking about the last two years. Although the questions are similar, there is a difference in how they are asked

and there are a few additional questions on the 19/21 year old survey. When you are printing the survey from e-forms or from the internet, it is vital the correct version is printed.

- Additional information has been incorporated within the survey that is needed for the success of continued surveying of youth. The Consent to Access Administrative Data is now part of the survey and has been removed from e-forms. Permanent contact information is now part of the survey but should be gathered beginning at age 14 and updated accordingly with a person who is not a paid person in the youth's life. Permanent contacts will populate to the survey. The youth will be given the opportunity to update the 3 permanent contacts listed at age 19 and if a paper copy is submitted, the updates will be made by Central Office staff on the contact screen. If completed with the youth, Children's Service Workers should update the permanent contacts at survey completion on the Case Member Screen.
- The definitions for the survey method of completion – paper or FACES - have been added to the NYTD Older Youth Survey Screen.
- The date entered on the survey should be the date of completion of the survey by the youth, not the date entered in FACES. All paper copies of completed surveys are to be filed in the youth's record in the Older Youth Program section. If a survey is received in the mail and a date has not been put on the survey, the postmark from the survey will be used. Because the surveys are time limited and days can make a difference in terms of penalties for non-compliance, it is important to stress with the youth the need for the date to be put on the survey if they are opting to complete the survey via mail.
- The option of "Declined" has been added to the NYTD Survey Online Response Tracking Screen. If a youth is not willing to complete the survey, "Declined" must be entered for the youth on the NYTD Survey Online Response Tracking Screen from the dropdown menu. If the youth is unable to be located, "Unable to Locate" must be selected from the dropdown menu. Incomplete surveys will no longer default to "Declined" or "Unable to Locate" upon report submission. It is no longer necessary to go into the survey and enter "Declined" on the questions to record a "Decline." For youth in care, this will be the Children's Service Worker's responsibility. For youth no longer in care in the 19/21 year old cohort, this will be the OYTS responsibility. This information must be entered prior to the end of the reporting period.
- The address for paper surveys to be entered into FACES by Central Office staff has changed:
  - Missouri Children's Division
  - FACES Help Desk
  - 1621 E. Elm St.
  - Jefferson City, MO 65101
- Staff from FACES will now be notifying staff of returned surveys for incorrect and incomplete addresses.

**Education Screen:**

- A 'Highest Grade Level' completed field was added.
- Date fields were added for all special services.

**Referral - Chafee Independence Services Screen:**

- If a youth has assets in excess of \$10,000 they are now eligible for Chafee services. This wording has been removed from the referral screen.
- Under Chafee Independence Services Requested, the listing for completion of the Casey Life Skills Assessment (CLSA) has been removed from the 6 month timeframe to display annually per policy.

**Referral –Transitional Living Group Home/Scattered Site Services**

- Under Transitional Living Group Home/Scattered Site Services Requested, the listing for completion of the CLSA has been removed from the 6 month timeframe to display annually per policy.

**NYTD Older Youth Services and Financial Expenditures Screen**

- Foster Care to Success, our ETV/Missouri Reach provider is reporting services for youth receiving financial education assistance in the NYTD Older Youth Services and Expenditures Screen. They will be reporting the overall amount of money a youth is awarded. Children’s Service Workers can use this information to assist youth with budgeting however the money will be reported in one month and dispersed throughout several months. Children’s Service Worker’s may view this by selecting individual and Foster Care to Success with the youth’s DCN or by going to Report Management and selecting NYTD-Older Youth Services Monthly Expenditures with Foster Care to Success as the provider and foster care as the report type.

Additional enhancements will be shared in the future.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division staff.</li> <li>2. Review revised Child Welfare Manual chapters as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> Sally A. Gaines (573)522-6279 <a href="mailto:Sally.A.Gaines@dss.mo.gov">Sally.A.Gaines@dss.mo.gov</a>	<b>PROGRAM MANAGER</b> Amy L. Martin (573)751-3171 <a href="mailto:Amy.L.Martin@dss.mo.gov">Amy.L.Martin@dss.mo.gov</a>
<b>CHILD WELFARE MANUAL REVISIONS</b> <a href="#">Section 4 Chapter 21.4.1</a> Referral and Assessment <a href="#">Section 4 Chapter 21.9</a> Outcomes <a href="#">Section 5 Chapter 1.1.13</a> Older Youth Program Section	
<b>FORMS AND INSTRUCTIONS</b> <a href="#">NYTD Survey</a> Consent to Access Administrative Services - removed	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> <a href="#">CD10-18</a> <a href="#">CD10-100</a> <a href="#">CD10-108</a>	

[CD12-98](#)  
[PP11-FCOOHC-04](#)  
[NYTD Survey Online Resource Information](#)  
[NYTD Pamphlet](#)  
[NYTD Poster](#)

**RELATED STATUTE**

[John F Chafee Foster Care Independence Act \(1999\)](#)

**ADMINISTRATIVE RULE**

[45 CFR Part 1356 Chafee National Youth in Transition Database; Final Rule](#)

**COUNCIL ON ACCREDITATION (COA) STANDARDS**

N/A

**CHILD AND FAMILY SERVICES REVIEW (CFSR)**

N/A

**PROTECTIVE FACTORS**

Parental Resilience: N/A

Social Connections: <http://www.dss.mo.gov/cd/info/cwmanual/philbase.pdf>

Knowledge of Parenting and Child Development: N/A

Concrete Support in Times of Need:

<http://www.dss.mo.gov/cd/info/cwmanual/philbase.pdf>

Social and Emotional Competence of Children:

<http://www.dss.mo.gov/cd/info/cwmanual/philbase.pdf>

**FACES REQUIREMENTS**

NYTD Older Youth Survey

NYTD Survey Online Response Tracking Screen

Education Screen

Referral - Chafee Independence Services Screen

Referral – Transitional Living Group Home/Scattered Site Services

NYTD Older Youth Services and Financial Expenditures Screen