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FROM: Governor's Office of Crime Prevention, Youth, and Victim Services

October 1, 2021

The Honorable Larry Hogan
Governor of Maryland
100 State Circle
Annapolis, MD 21401

The Honorable William C. "Bill" Ferguson IV
President of the Senate
State House, H-107
Annapolis, MD 21401-1991

The Honorable Adrienne Jones
Speaker of the House of Delegates
State House, H-101
Annapolis, MD 21401

RE: Report required by Human Services Article § 8-1004(g) (MSAR #7521)

Dear Governor Hogan, President Ferguson, and Speaker Jones:

As required by § 8-1004(g) of the Human Services Article, please find an enclosed copy of the Governor's Office of Crime Prevention, Youth, and Victim Services' report titled, *Programs for Children in Out-of-Home Placement – Standards for Staff and System for Outcomes Evaluation FY 2021*. This report includes information regarding the Children's Services Outcomes Measurement System, as well as the progress being made on Maryland's Total Human-Services Integrated Network.

Should you have any questions relating to the information provided in this report, please feel free to contact me at 410-697-9338.

Sincerely,

A handwritten signature in black ink, appearing to read "V. Glenn Fueston, Jr.", with a stylized, cursive script.

V. Glenn Fueston, Jr.
Executive Director

cc: Sarah Albert, Department of Legislative Services (5 copies)



GOVERNOR'S OFFICE OF CRIME PREVENTION, YOUTH, AND VICTIM SERVICES

Report to the Legislature on Programs for Children in Out-of-Home Placement – Standards for Staff and System for Outcomes Evaluation FY 2021

*§ 8-1004(g) of the Human Services Article; Chapter 591 of 2009 (Senate Bill 690);
Chapter 592 of 2009 (House Bill 713)*

Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

V. Glenn Fueston, Jr.
Governor's Office of Crime Prevention, Youth, and Victim Services

Submitted by:
Governor's Office of Crime Prevention, Youth, and Victim Services

Contact: Cameron Edsall, Legislative Affairs Manager
410-697-9382 | Cameron.Edsall2@Maryland.gov

October 1, 2021
MSAR #7521

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Introduction

In 2007, Senate Bill 177/House Bill 53, *Residential Child Care Programs - Out-of-Home Placement - Standards for Staff and System for Outcomes Evaluation*, required the Department of Juvenile Services, the Department of Human Services, the Maryland Department of Health, and the Governor's Office of Crime Prevention, Youth, and Victim Services to jointly adopt regulations to require each member of a direct care staff to meet certain regulations.¹ The Act also required the Governor's Office of Crime Prevention, Youth, and Victim Services, and the coordinating departments to develop, coordinate, and implement a system for outcomes evaluation.² Specifically, and in accordance with § 8-1003(b) of the Human Services Article, the Act required that the system for outcomes evaluation be used to:³

1. Monitor the care, supervision, education, and treatment provided by State-operated and State-supported residential child care programs so that successful services can be expanded and services that do not produce positive results can be identified;
2. Establish an evaluation system for program performance, including measures of safety, quality, and effectiveness; and
3. Complete an assessment of the State's residential child care program capacity that identifies residential child care programs in each community to serve the needs of a family that resides in the community.

The Act also required the use of standardized measures to evaluate the effectiveness of the programs and children's outcomes, and the confidentiality of information collected on the children from the cooperating departments.⁴ Furthermore, and in accordance with § 8-1003(g) of the Human Services Article, the Governor's Office of Crime Prevention, Youth, and Victim Services, in coordination with the cooperating departments, must submit a report to the Governor and the General Assembly by October 1 of each year, as it relates to the progress of implementing the system for outcomes evaluation.⁵

In 2009, Senate Bill 690/House Bill 713, *Programs for Children in Out-of-Home Placement - System for Outcomes Evaluation*, expanded the system for outcomes evaluation to include

¹ Maryland General Assembly. (2007). [Senate Bill 177/House Bill 53](#) (2007), *Residential Child Care Programs - Out-of-Home Placement - Standards for Staff and System for Outcomes Evaluation*. Section 8-1002 of the Human Services Article required the joint adoption of such regulations.

² Ibid.

³ Ibid.

⁴ Ibid. Section 8-1003(c) of the Human Services Article required that the system for outcomes evaluation use standardized measures of function to evaluate the child's: (1) protection from harm while in out-of-home placement; (2) stability of living environment; (3) family situation and efforts to treat and counsel the family unit; (4) educational and vocational development; (5) job skills and employment readiness; (6) legal and appropriate use of drugs and alcohol; (7) progress in learning positive, nonaggressive behavioral habits; and (8) delinquency status.

⁵ Ibid.

programs for children in out-of-home placement.⁶ The Act also repealed and reenacted, with amendments, §§ 8-1001 through 8-1003 of the Human Services Article under the amended subtitle “Subtitle 10. Programs for Children in Out-of-Home Placement - Standards for Staff and System for Outcomes Evaluation,” and added to § 8-1002 of the Human Services Article.⁷ As a result, the Act moved the joint adoption of regulations from § 8-1002 of the Human Services Article to § 8-1003 of the Human Services Article, and moved the reporting requirement from § 8-1003(g) of the Human Services Article to § 8-1004(g) of the Human Services Article.⁸

Chapters 312 and 313 of 2012 (Senate Bill 868/House Bill 862), *Residential Child and Youth Care Practitioners - Certification - Modifications*, repealed § 8-1003 of the Human Services Article which previously required the Department of Juvenile Services, the Department of Human Services, the Maryland Department of Health, and the Governor’s Office of Crime Prevention, Youth, and Victim Services to jointly adopt regulations to require direct care staff to meet certain regulations.⁹ The reporting requirement remained in effect as directed under § 8-1004(g) of the Human Services Article.

System for Outcomes Evaluation

Children’s Services Outcomes Measurement System

On July 1, 2008, the Children’s Services Outcomes Measurement System (CSOMS) was developed to use standardized measurements to evaluate out-of-home placement program performance and children’s outcomes.¹⁰ The module allowed providers of residential services for children to enter specific data on a child’s placement, living environment, family situation, educational and vocational development, and progress in learning positive behavioral habits. Through a sub-module in CSOMS, service providers also used Child and Adolescent Needs and Strengths (CANS) assessments to assess children’s and families’ functioning across a variety of life domains.¹¹ CSOMS was able to generate reports at an individual, program, jurisdiction, or agency level, and provided overviews of program outcomes and monitored capabilities for State

⁶ Maryland General Assembly. (2009). [Senate Bill 690/House Bill 713](#) (2009), *Programs for Children in Out-of-Home Placement - System for Outcomes Evaluation*.

⁷ Ibid. The Act repealed and reenacted, without amendments §8-101(a) and (m) of the Human Services Article; repealed and reenacted, with amendments §§8-1001 through 8-1003 of the Human Services Article; added to §8-1002 of the Human Services Article; repealed and reenacted, without amendments, §8-1001(a) and (e) of the Human Services Article; and repealed and reenacted, with amendments, §8-1001(d) of the Human Services Article.

⁸ Ibid.

⁹ Maryland General Assembly. (2012). *Chapters 312 and 313 of 2012* ([Senate Bill 868/House Bill 862](#)), *Residential Child and Youth Care Practitioners - Certification - Modifications*.

¹⁰ Governor’s Office for Crime Prevention, Youth and Victim Services. (2014). [The Children’s Services Outcomes Measurement System \(CSOMS\) FY 2014 Annual System Implementation Report](#).

¹¹ Ibid.

and local agencies.¹² CSOMS was also included in the State Children, Youth, and Families Information System (SCYFIS), which was administered by the Governor’s Office of Crime Prevention, Youth, and Victim Services on behalf of the Children’s Cabinet.

On July 31, 2015, the SCYFIS and its CSOMS module for tracking specific data about a child’s placement, and CANS sub-module for tracking outcomes, was permanently shut down.¹³ The system was discontinued after it was determined to be dysfunctional and wasteful due to outdated programming, reliance on older versions of Internet Explorer, and its inability to capture the information the State needed to speak to the well-being of children in its care.

Maryland’s Total Human-Services Integrated Network

The Children's Cabinet continues to support the development of a modern, interagency technology solution, known as MD THINK (Maryland's Total Human-services Integrated Network). MD THINK “is a groundbreaking shared technology platform that will transform the State’s ability to deliver vital human services to Marylanders.”¹⁴ It is a “cloud-based shared services platform and data repository that will break down traditional silos and data barriers between state agencies and provide integrated access to programs administered by agencies.”¹⁵

MD THINK will modernize the State's human services technology infrastructure and customer service process. The creation of the multi-program, multi-departmental shared human services platform has been a major undertaking that has required a significant degree of technical, legal, and policy coordination among the participating state agencies.¹⁶ As agencies are onboarded and more manual business processes are implemented in systems, MD THINK will create the foundation for an integrated outcomes evaluation system compliant with federal standards. Until MD THINK is complete, the licensing, contracting, and reporting requirements remain in effect with individual agencies that will continue to monitor outcomes.

A major component of MD THINK is the development of the Child, Juvenile, and Adult Management System (CJAMS), a joint effort between the Department of Human Services and the Department of Juvenile Services.¹⁷ As of July 27, 2020, CJAMS replaced current systems used for child welfare (MD CHESSIE) and adult services (Client Information System). CJAMS is also the licensing units of the Department of Human Services and the Department of Juvenile Services. The implementation of CJAMS represents a substantial step for Maryland in fulfilling

¹² Ibid.

¹³ Governor’s Office for Children. (2015). [*The Children's Services Outcomes Measurement System FY 2015 Annual System Implementation Report*](#).

¹⁴ Department of Human Services. (2021). [*MD THINK Frequently Asked Questions*](#).

¹⁵ Ibid.

¹⁶ Department of Human Services. (2021). [*Maryland Total Human-services Integrated Network*](#). Department of Human Services. (2018). [*Maryland Total Human-services Integrated Network: Medicaid Advisory Committee Meeting*](#).

¹⁷ Department of Human Services. (2021). [*Child, Juvenile, and Adult Management System*](#).

the vision of MD THINK to eliminate silos and provide one connected application and database for child welfare, juvenile services, and adult services.

As of July 27, 2020, all jurisdictions in Maryland are utilizing CJAMS for child welfare. At the same time, the initial deployment of the Provider Module used as the internal administrative arm by DHS staff to support public and private providers was also implemented. This was done in tandem with implementation of the Provider Portal, which will allow access to the end-user and providers, to review their accounts with the state and submit requests.

Phase	LDSS	Schedule	Caseload
Pilot	Washington	10/28/2019	3%
Extended Pilot	Anne Arundel	1/21/2020	5%
Phase 2A	Garrett, Allegany, Frederick, Carroll	4/20/2020	6%
Phase 2B	Howard, Montgomery, Prince George's, Charles, Calvert, St. Mary's	5/18/2020	29%
Phase 3	Baltimore City	06/22/2020	28%
Statewide	Worcester, Wicomico, Talbot, Somerset, Queen Anne's, Kent, Harford, Dorchester, Caroline, Cecil, Baltimore County	07/27/2020	26%

Staff from MD THINK, the Social Services Administration, the Office of Technology for Human Services, and the Local Department of Social Services leadership worked collaboratively towards the statewide launch.

Deployment of other CJAMS modules - provider portal, and licensing and monitoring has also been in progress. These deployments have meant that Title IV-E processing can now occur within the electronic management system instead of being done externally by hand. There is now a contracts component as well which will allow for better monitoring of the various contracts, both in-state and out-of-state providers. Additionally, work was initiated during late spring 2021 to accomplish an interface between CJAMS and the national NEICE (National Electronic Interstate Compact Enterprise). NEICE is a national electronic system for quickly and securely exchanging all the data and documents required by the Interstate Compact on the Placement of Children (ICPC) to place children across state lines. The interface between the two systems will allow efficiency for workers and support placement and permanency efforts by DHS. Since CJAMS has been rolled out, there have been a number of enhancements to improve functionality and expand the capabilities of being able to have more timely information about the children in care.

Reporting capacity has also meant that more individuals have access to tracking information about information entered into CJAMS, which should improve the federal reporting and monitoring requirements.

Conclusion

The State agencies remain committed to outcomes evaluation and the ability to monitor the care, supervision, education, and treatment of children and youth in placement. MD THINK and CJAMS will bring Maryland one step closer to reaching the vision of an interagency outcomes evaluation system.