



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 2022

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

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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. 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:

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.² 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.

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 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.

programs for children in out-of-home placement.³ 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.⁴ 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.

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.⁵ 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.⁶ 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. 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 and local agencies. CSOMS was also included in the State Children, Youth, and Families

³ Maryland General Assembly. (2009). [*Senate Bill 690/House Bill 713*](#) (2009), *Programs for Children in Out-of-Home Placement - System for Outcomes Evaluation*.

⁴ 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.

⁵ Maryland General Assembly. (2012). *Chapters 312 and 313 of 2012* ([*Senate Bill 868/House Bill 862*](#)), *Residential Child and Youth Care Practitioners - Certification - Modifications*.

⁶ Governor’s Office for Children. (2014). [*The Children’s Services Outcomes Measurement System \(CSOMS\) FY 2014 Annual System Implementation Report*](#).

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.⁷ 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 maintains its support of the State of Maryland's Department of Human Services' project MD THINK (Maryland's Total Human-services Integrated Network). A federally approved project since FY 2017, its core mission is to modernize and integrate multiple Maryland State health and human services targeted towards the most vulnerable citizens of Maryland.⁸

Recent accomplishments include increased collaboration and coordination amongst internal Department of Human Services agencies, programs, the 24 Local Departments of Social Services (LDSS), community stakeholders, and MD THINK for the delivery of its latest technological endeavor called the Child, Juvenile, and Adult Management System (CJAMS) application. MD THINK continues to modernize the State's human services technology infrastructure and customer service process.

MD THINK stands strong as a cloud-based shared services platform and data repository, using partnerships to break down traditional silos and data barriers between State agencies to provide integrated access to programs administered by agencies.

MD THINK, with program agencies such as Social Services Administration (SSA), Family Investment Administration (FIA), and Child Support Administration (CSA), accomplished the below efforts during 2021 and early 2022 that impacted children, adults, and families throughout the State.

MD THINK focused on advancing the shared platform with completion of all activities and data migration into ECMS/360/MDM⁹ applications in support of the rollout of Child Support

⁷ Governor's Office for Children. (2015). [*The Children's Services Outcomes Measurement System FY 2015 Annual System Implementation Report*](#).

⁸ Department of Human Services. (2021). [*State of Maryland Advance Planning Document Update \(APDU\) FY 22: Maryland Total Human-services Integrated Network*](#).

⁹ ECMS stands for the Enterprise Content Management System used by the Department of Human Services' Family Investment Agency, Child Support Administration, and Maryland's Department of Health and other partners. Entity 360 is a tool that displays a wide range of data related to an entity and is a provisioning tool for the data stewards to review and manually merge records that could not be consolidated automatically by the system. MDM stands for

Management System (CSMS) and Eligibility & Enrollment (E&E). MD THINK submitted E&E and Platform Authorization to Operate (ATO) packages to the Federal Centers for Medicare and Medicaid Services (CMS), completed the Cottage Application ATO package, and received Capability Maturity Model Integration (CMMI) level 3 certification for development and services.

Between July 2020 and early 2021, SSA collaborated with MD THINK after the statewide implementation of CJAMS to focus on enhancing the application functionality to operate efficiently and effectively for state and local leadership and front line caseworkers. Activities included the statewide implementation of the Private Provider Office of Licensing and Monitoring (OLM) Portal in March 2021. This included implementing the functionality within CJAMS for licensing and contracting with private foster care providers through the Provider module and reporting, which allows users at the Department of Human Services Central and within the 24 LDSS to access information securely to manage licenses for providers; ensure they are paid; manage contracts that providers utilize in order to officially offer their services to children in the care of the State of Maryland; and access reporting through the CJAMS report tool called Qlik. While the additional functionality is within CJAMS, constant internal reviews and assessments of improvements are determined by the programs and worked on with MD THINK for accurate performance.

Between September 2021 and early 2022, MD THINK began the project towards adding functionality for the interface between CJAMS and the National Electronic Interstate Compact Enterprise (NEICE). 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 anticipated due date for this functionality is scheduled for early 2023. Management of current work efforts continue in the existing federally owned NEICE application and manually adding updates within CJAMS via local ICPC Liaisons. The goal and vision is to interface the two applications in order to seamlessly manage cases between the State of Maryland and other states in the United States that are participating in the NEICE Compact. Through the growing collaboration with the Department of Human Services' ICPC Coordinator staff, the Department of Human Services' LDSS ICPC Liaisons, MD THINK, and federal partners at the Children's Bureau of the Administration of Families and Children, development work was initiated and the teams are nearing completion of their work. The impact of the interface between the two systems will allow efficiency for workers and support placement and permanency efforts by the Department of Human Services.

Reporting using the MD THINK platform was a major area of advancement during late 2021, and continues into 2022. Validation of existing reports for accuracy continues in order to support

Master Data Management and is the integrated client index system for the MD THINK platform and participating applications. MDM replaces the Department of Human Services' legacy Client Information System (CIS).

the growth in capacity of individuals that have access to tracking information entered into CJAMS, which should improve the federal reporting and monitoring requirements. Due to the implementation of the Provider Portal, the State will be able to create and establish reporting across lines that allow us to begin narrowing and closing gaps in process and services.

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.