Child Welfare Key Indicators Monthly Report

February 2016

Office of Child Welfare
Performance and Quality Management

A Results-Oriented Accountability Report

March 9, 2016

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Executive Summary

The Child Welfare Key Indicators Monthly Report presents key outcome, process, qualitative, workload, and resource indicators that are designed to provide a general overview of the current state of Florida's child welfare system.

Florida Abuse Hotline

Total contacts to the Hotline during January 2016 increased less than 1% from December 2015, but were 9.9% lower than total contacts during January 2015. Total percentage of child reports accepted by the Hotline in January 2106 decreased slightly to 80.7%. This was a .3% decrease from the December 2015 acceptance rate of 81% and was 1.6% higher than the January 2015 acceptance rate of 79.1%.The number of abandoned calls during January 2016 decreased in comparison to December 2015 on both the English-speaking and Spanish-speaking phone lines. The average wait time before answer and average wait time before abandonment both decreased from December 2015 to January 2016, at 5:42 and 3:18, respectively. The maximum wait time metrics decreased to 30:55 while the total average handling time increased slightly during the same period, from 35:50 to 38:22.

Child Protective Investigations

Workload. Active child investigations on January 31, 2016 were 24,032 as compared to 23,322 on December 31, 2015. Active investigations over 60 days increased to 1,516 from 1,134 since December 31, 2015 (a 33.7% increase).

Timeliness. While the statewide percent of victims seen within 24 hours decreased minimally to 91.5% on January 31, 2016 from 91.6% on December 31, 2015, investigations completed within 60 days increased minimally for the third consecutive month to 92.7% as of January 31, 2016.

Recurrence. Statewide, there was a slight increase to a 5.5% recurrence rate of child maltreatment within six months of a prior verified finding, while the 12-month recurrence rate decreased slightly to 9.7%.

Removals and Out-of-Home Care Population. 1,365 removals occurred in January 2016, which is an increase for the third consecutive month. However, this is only 5 more removals than during January 2015. There were 22,866 children in out-of-home care on January 31, 2016 as compared to 20,302 on January 31, 2015; an increase of 12.6%.

Community-Based Care Lead Agencies

Child Safety Trends. Statewide, the overall percentage of children with no verified maltreatment within six months of termination of family support services slightly increased to 95.2% for children terminated between April 1 and June, 2015, as compared to 94.2% for children terminated between January 1 and March 30, 2015.

Permanency. Florida's current rate of 42.5% of children achieving permanency within 12 months of removal exceeds the national standard of 40.5%. Performance remains high for children achieving permanency within 12-23 months and 24+ months, with each exceeding the national standards by 11.6% and 10.1%, respectively.

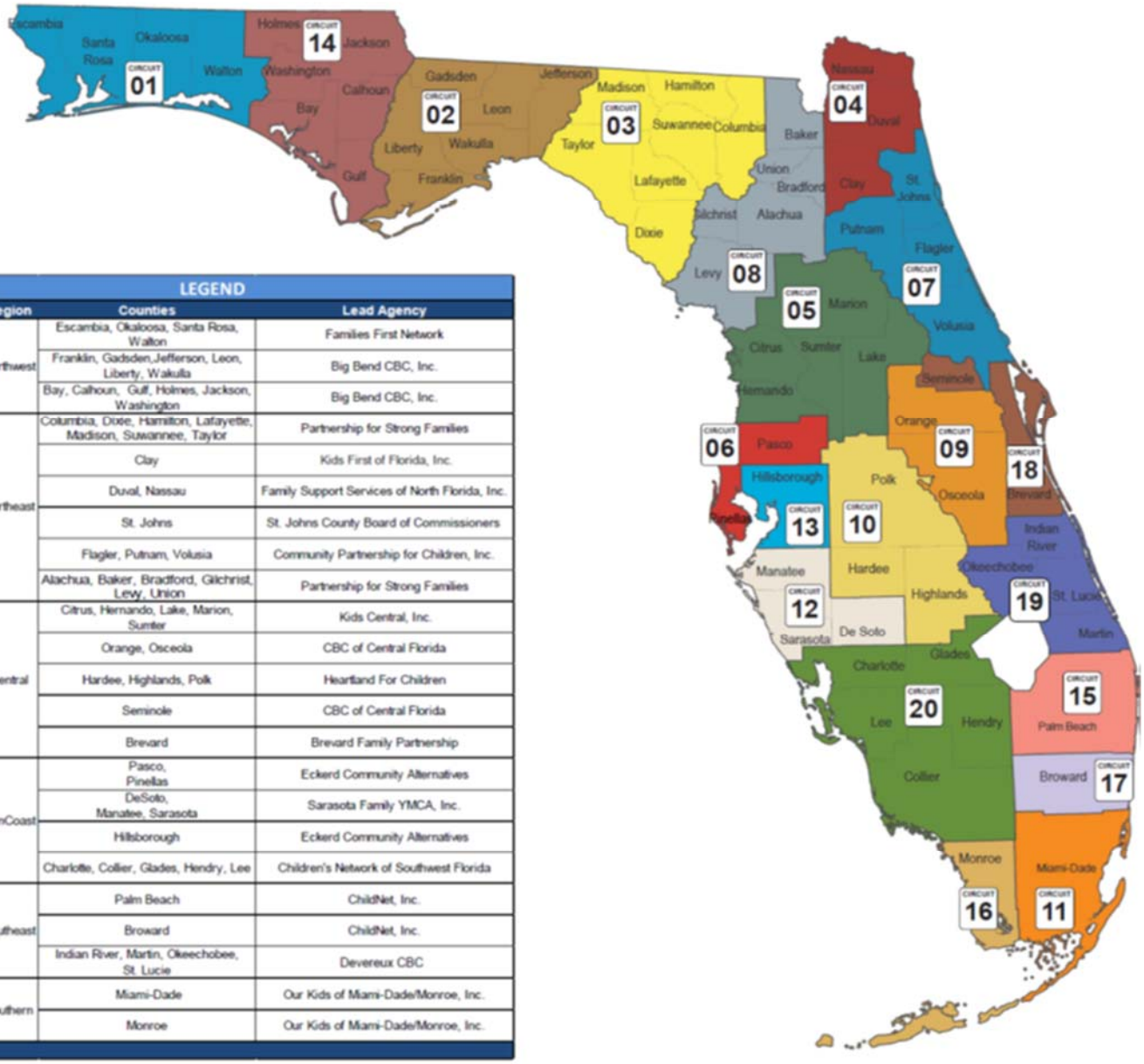
Placement Stability. Statewide, for children entering care between January 1 and December 31, 2015, Florida exceeds the national standard of 4.12 or less for child moves per 1,000 days in care, at only 3.8 moves.

Sibling Groups. For children who are part of a sibling group, 63.9% statewide were placed together as of January 31, 2016.

Placement in Removal County and Circuit. 36.2% of children in licensed care statewide were placed outside of their county of removal whereas 20.1% were placed outside their removal circuit, both as of January 31, 2016.

Group Care. For children ages 0 to 5 years, 3.3% were placed in group care whereas 23.5% of 6 to 12 year olds were placed in group care statewide as of January 31, 2016.

Map of DCF Regions, Circuits, Counties, and CBC Lead Agencies

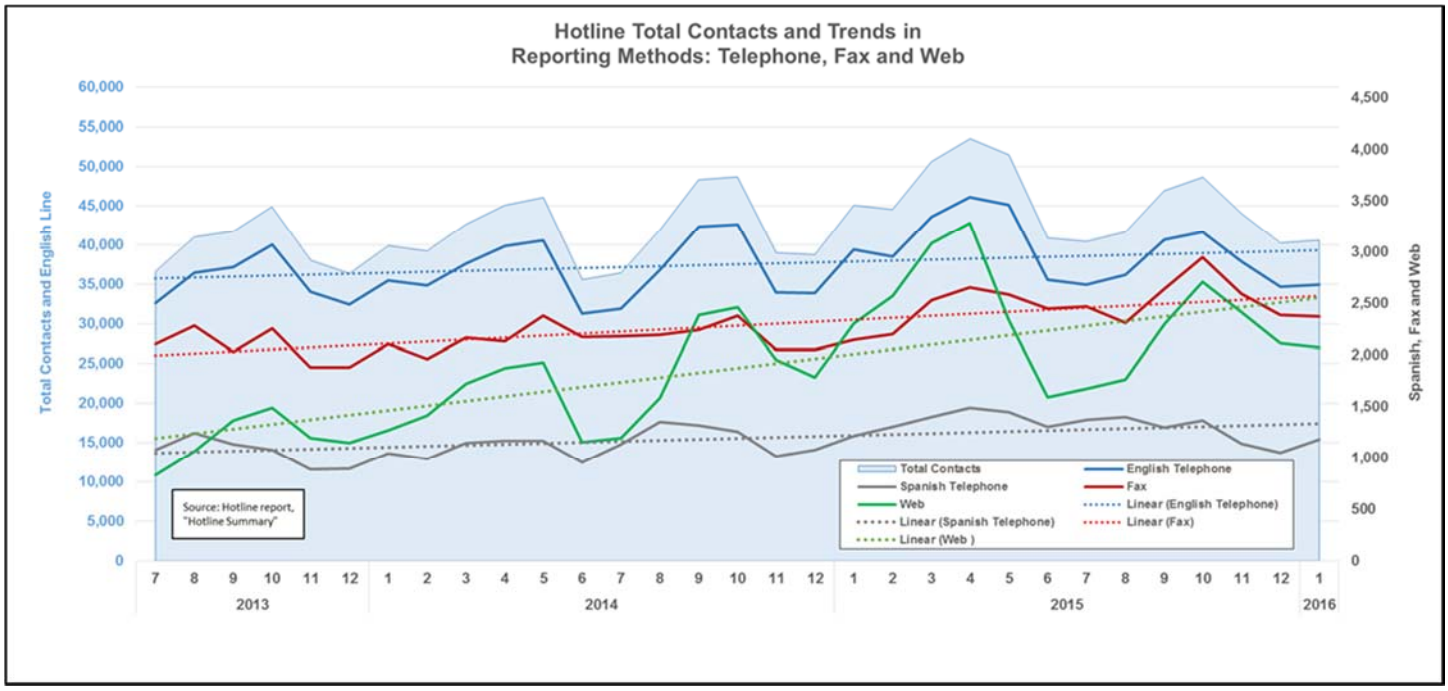


LEGEND			
Circuit	Region	Counties	Lead Agency
1	Northwest	Escambia, Okaloosa, Santa Rosa, Walton	Families First Network
2		Franklin, Gadsden,Jefferson, Leon, Liberty, Wakulla	Big Bend CBC, Inc.
14		Bay, Calhoun, Gulf, Holmes, Jackson, Washington	Big Bend CBC, Inc.
3	Northeast	Columbia, Dixie, Hamilton, Lafayette, Madison, Suwannee, Taylor	Partnership for Strong Families
4		Clay	Kids First of Florida, Inc.
4		Duval, Nassau	Family Support Services of North Florida, Inc.
7		St. Johns	St. Johns County Board of Commissioners
7		Flagler, Putnam, Volusia	Community Partnership for Children, Inc.
8		Alachua, Baker, Bradford, Gilchrist, Levy, Union	Partnership for Strong Families
5	Central	Citrus, Hernando, Lake, Marion, Sumter	Kids Central, Inc.
9		Orange, Osceola	CBC of Central Florida
10		Hardee, Highlands, Polk	Heartland For Children
18		Seminole	CBC of Central Florida
18		Brevard	Brevard Family Partnership
6	SunCoast	Pasco, Pinellas	Eckerd Community Alternatives
12		DeSoto, Manatee, Sarasota	Sarasota Family YMCA, Inc.
13		Hillsborough	Eckerd Community Alternatives
20		Charlotte, Collier, Glades, Hendry, Lee	Children's Network of Southwest Florida
15	Southeast	Palm Beach	ChildNet, Inc.
17		Broward	ChildNet, Inc.
19		Indian River, Martin, Okeechobee, St. Lucie	Devereux CBC
11	Southern	Miami-Dade	Our Kids of Miami-Dade/Monroe, Inc.
16		Monroe	Our Kids of Miami-Dade/Monroe, Inc.

Florida Abuse Hotline

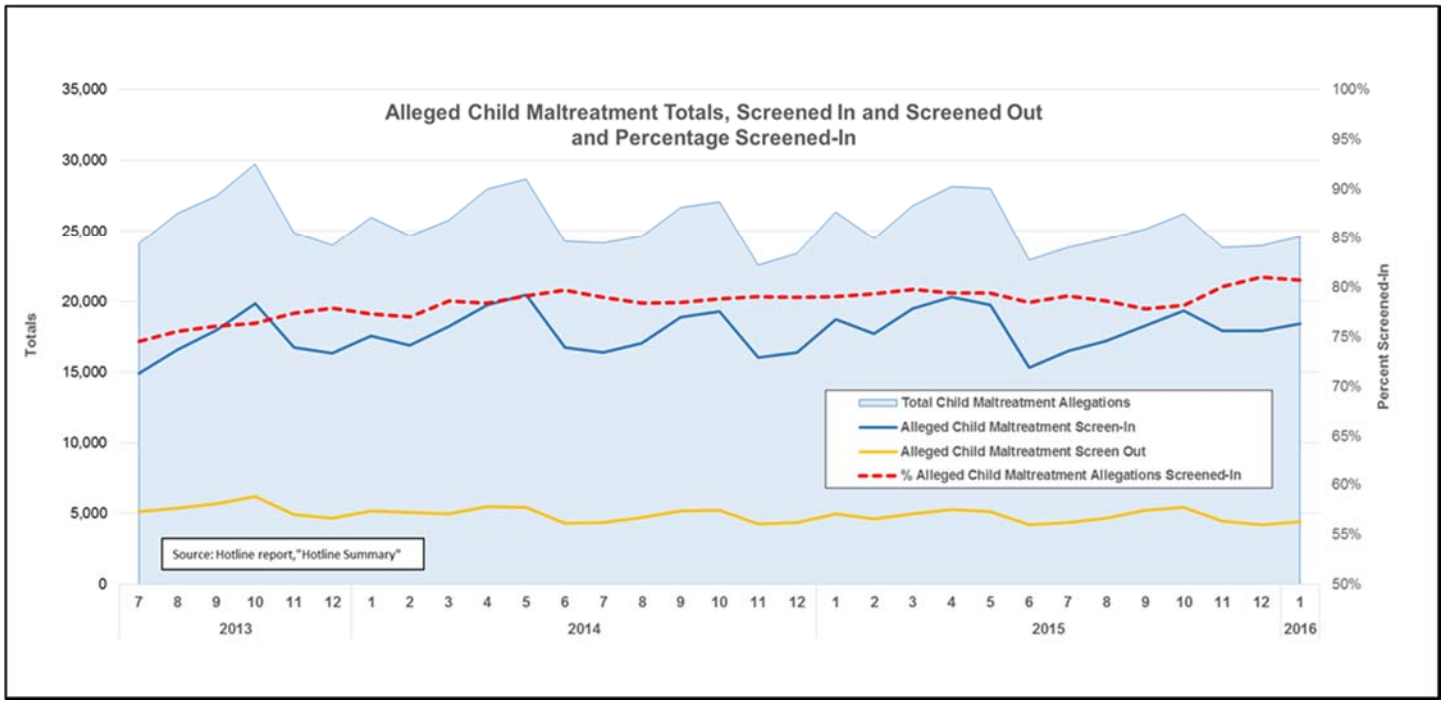
Workload Trends: Reporting Method Trends

While reporting via fax and web both decreased slightly from December 2015 to January 2016, telephone reporting (particularly the Spanish line) increased at a higher rate, resulting in an overall increase in volume at 40,588 contacts during January 2016.



Workload Trends: Screening Decision Trends – Maltreatment Screening

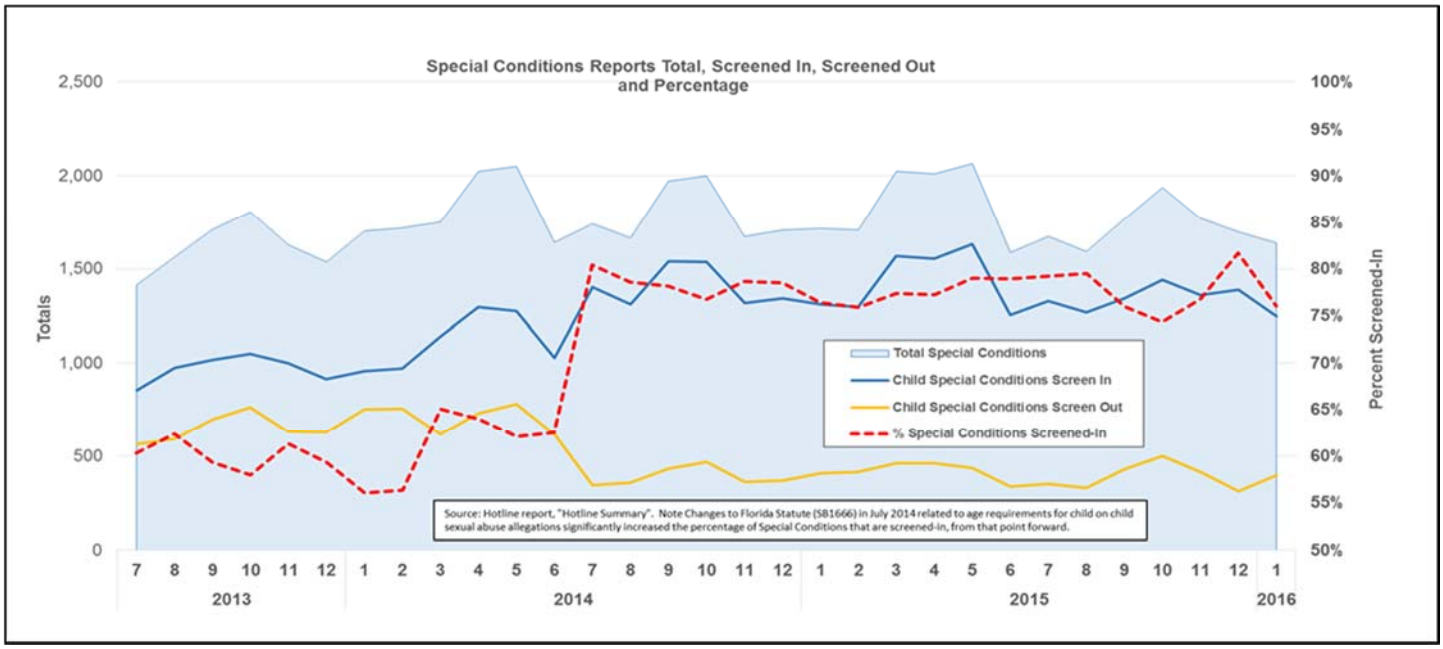
The percentage of reports that were screened in for alleged child maltreatment decreased slightly in January 2016 to 80.7%.



Florida Abuse Hotline

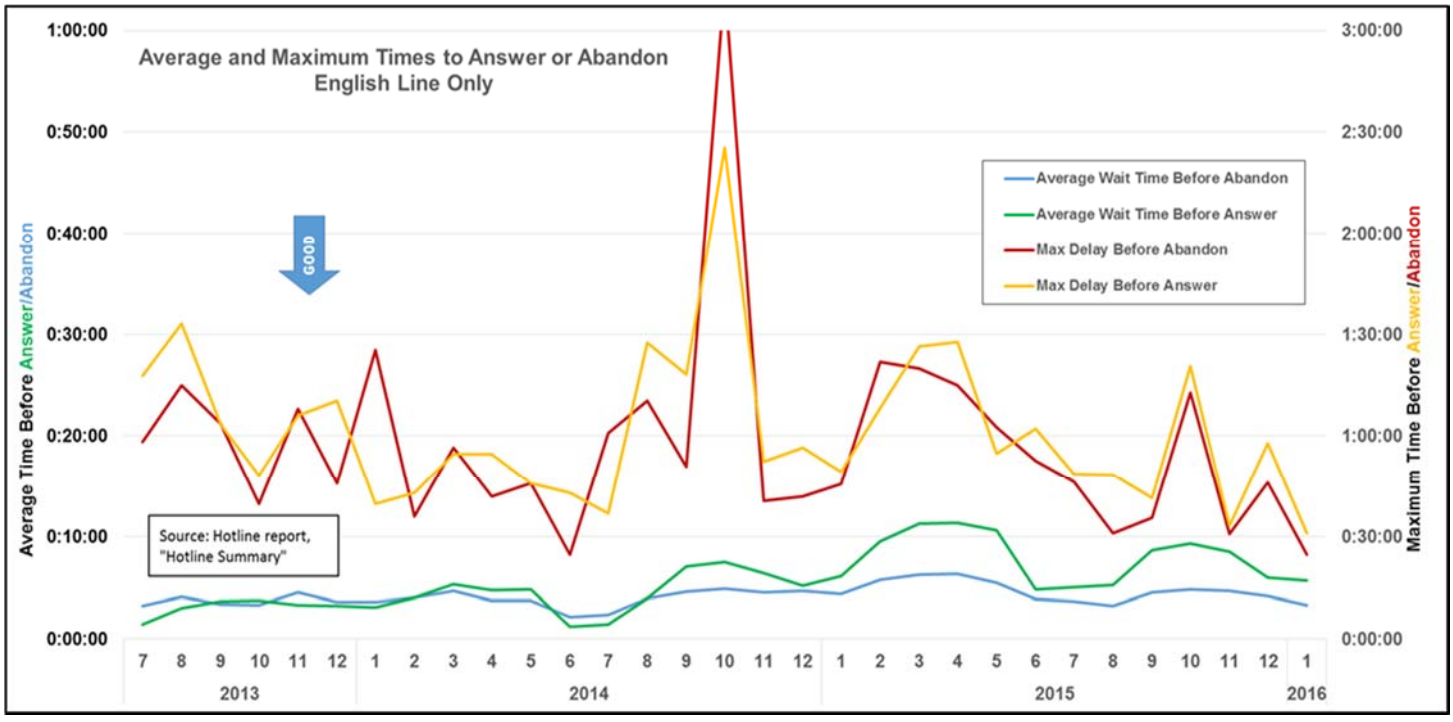
Workload Trends: Screening Decision Trends – Special Conditions Screening

The percentage of screened-in reports for special condition report referrals decreased to 76%.



Timeliness Trends: Average and Maximum Times to Answer or Abandon

Average wait time before answer for January 2016 has decreased for the third consecutive month to 05:42. Average wait time before abandon showed the same decreasing pattern, to 03:18. Maximum wait time and maximum delay before abandon both decreased significantly in comparison to December 2015, at 30:55 and 24:40, respectively. This is a 26:47 decrease in maximum wait time and a 21:25 decrease in maximum delay before abandonment.



Florida Abuse Hotline

Timeliness: Wait Time by Minutes to Answer

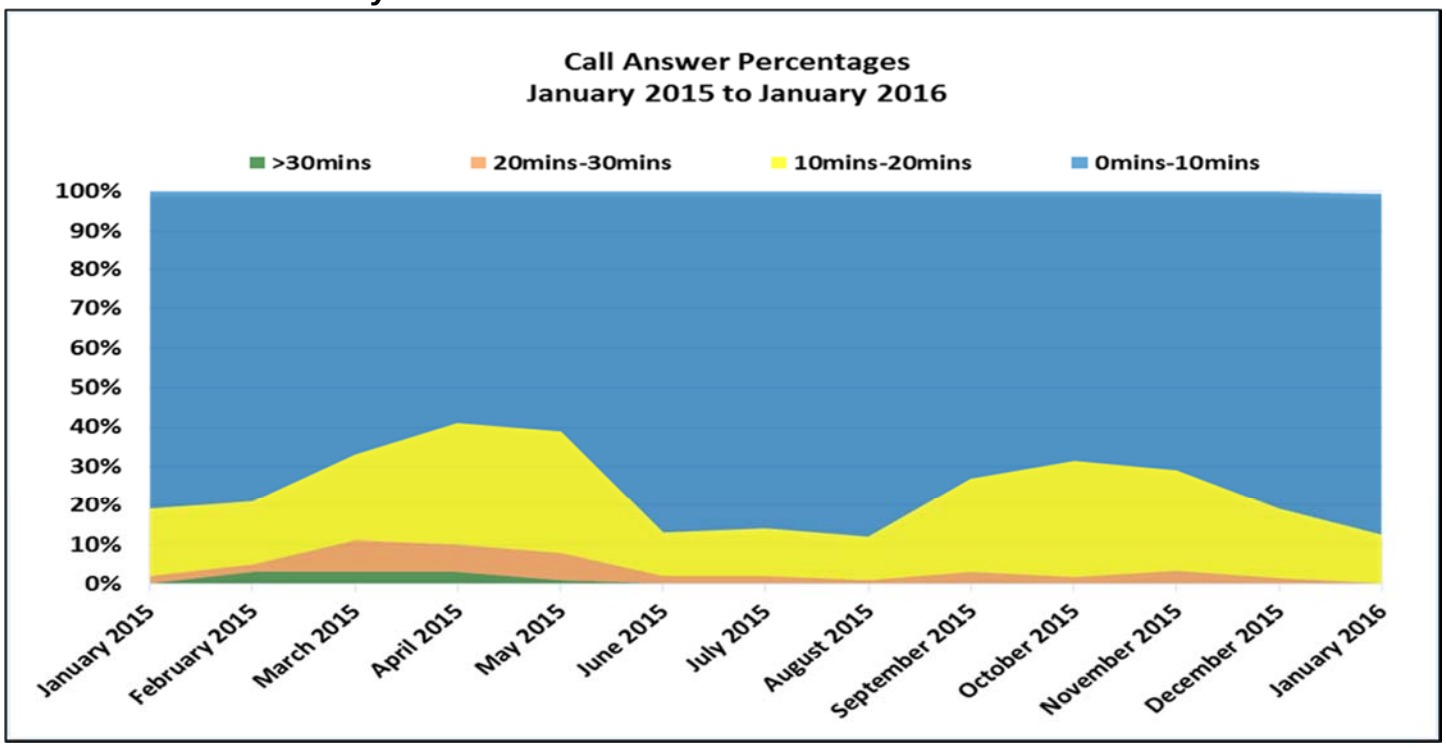
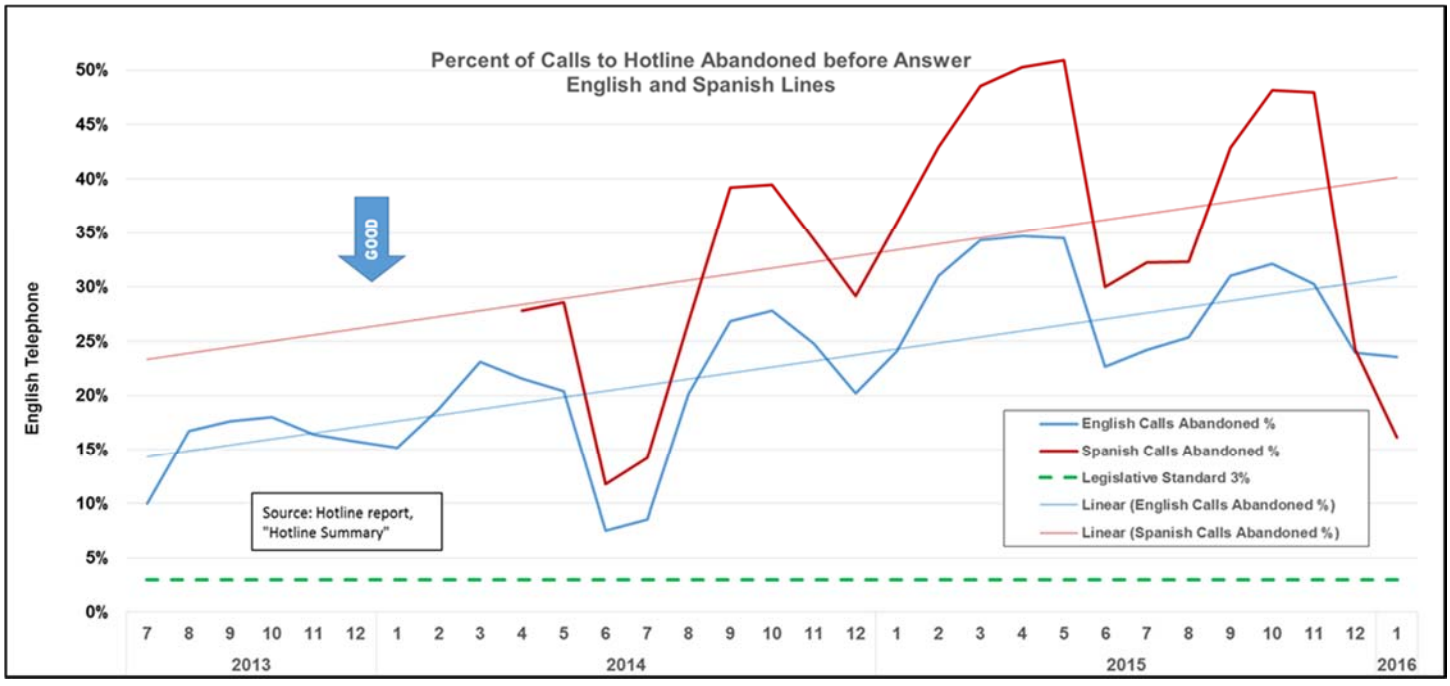


Chart provided by the Florida Abuse Hotline Data Analyst(s)

Timeliness Trends: Percent of Calls Abandoned

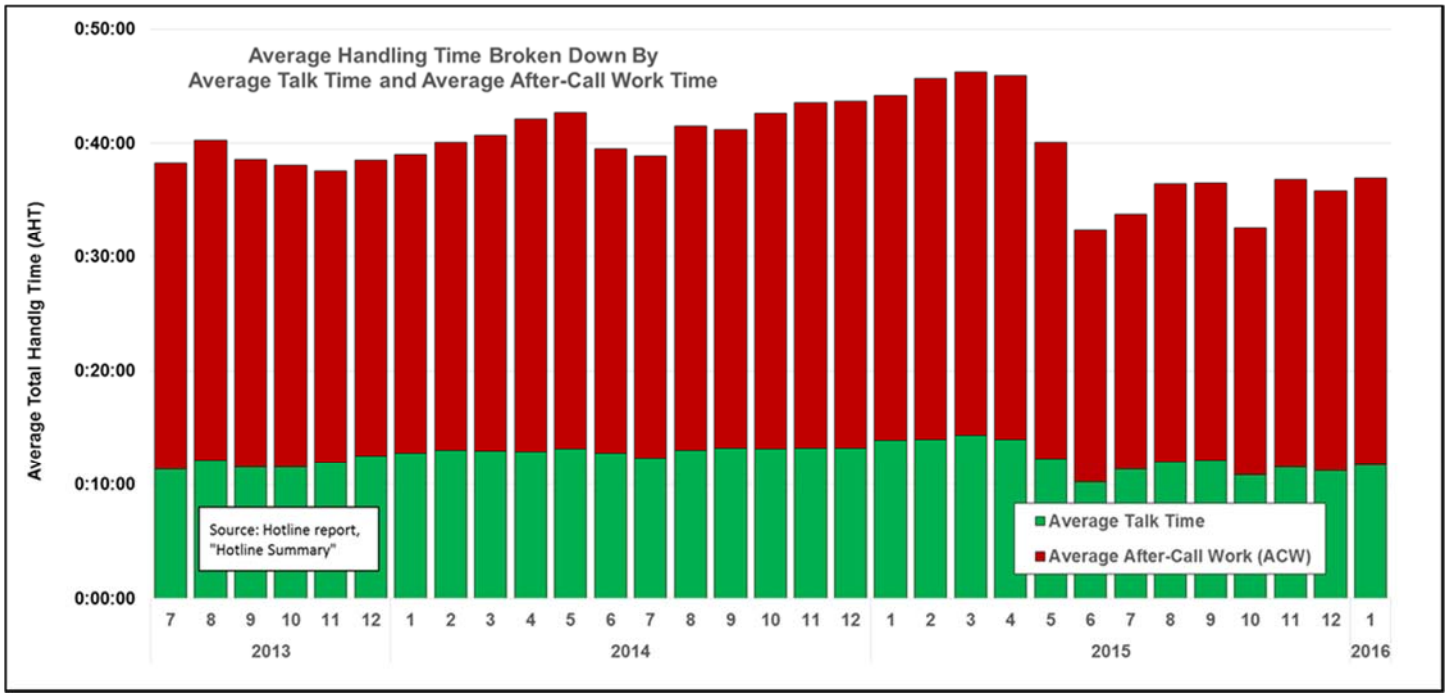
Total calls abandoned on the Spanish-speaking line has continued to decline significantly for the last several months, from 48.1% in October 2015 to 16.2% in January 2016. While rates for the English-speaking line have historically been consistently better, the same continuing pattern of improvement is also evident, from 32.1% in October 2015 to 23.5% in January 2016.



Florida Abuse Hotline

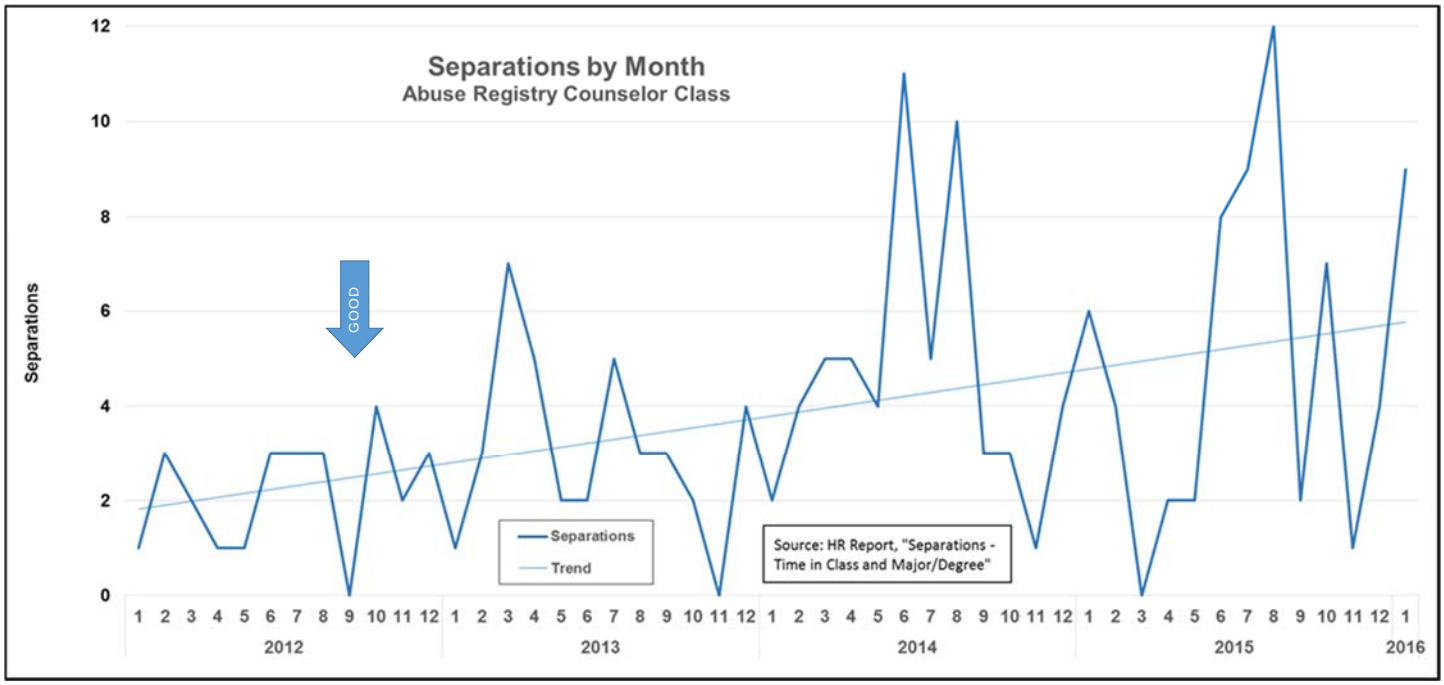
Timeliness Trends: Average Handling Time by Talk Time and After-Call Work Trends

Both Average Hotline counselor talk time and average after-call work increased slightly in January 2016, raising the Average Handling Time (AHT) for the month from 35:50 to 36:56 (+1:06).



Hotline Counselor Workforce: Monthly Separations

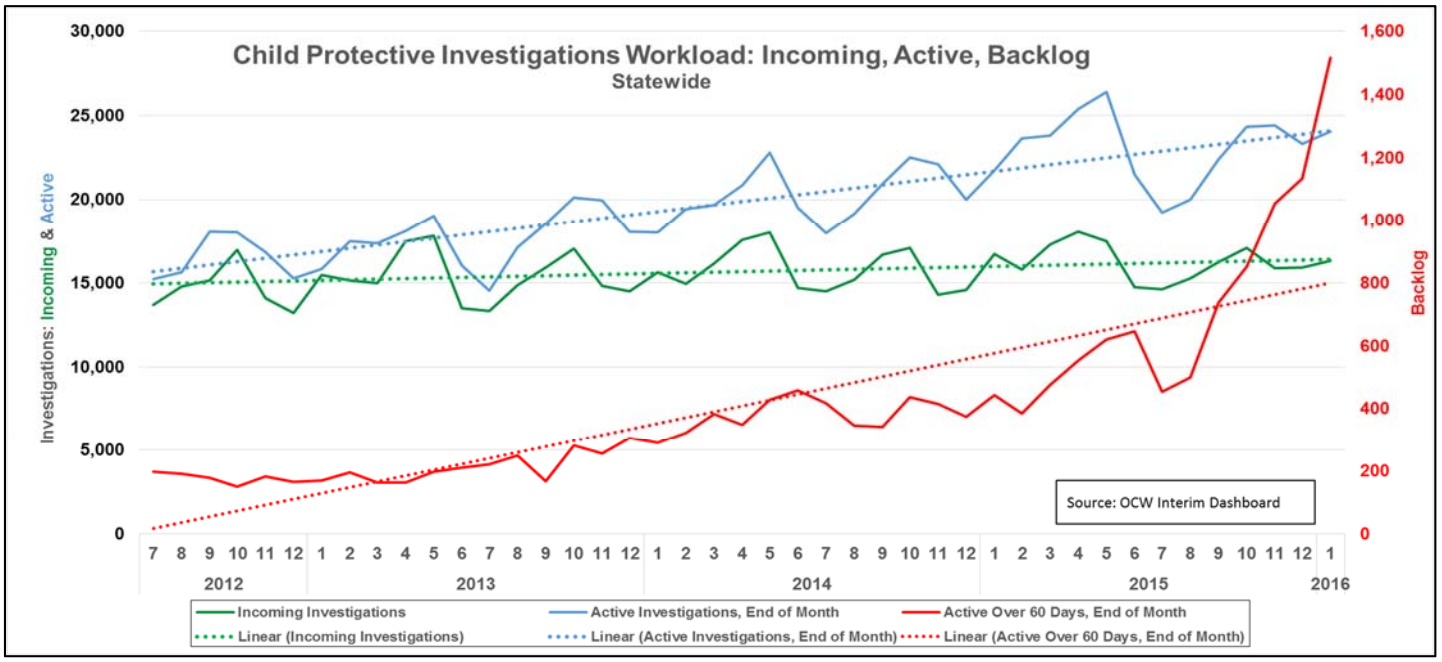
The Florida Abuse Hotline experienced nine counselor separations in January 2016, up from one in December 2015. This is three more than January 2015 and seven more than January 2014.



Child Protective Investigations

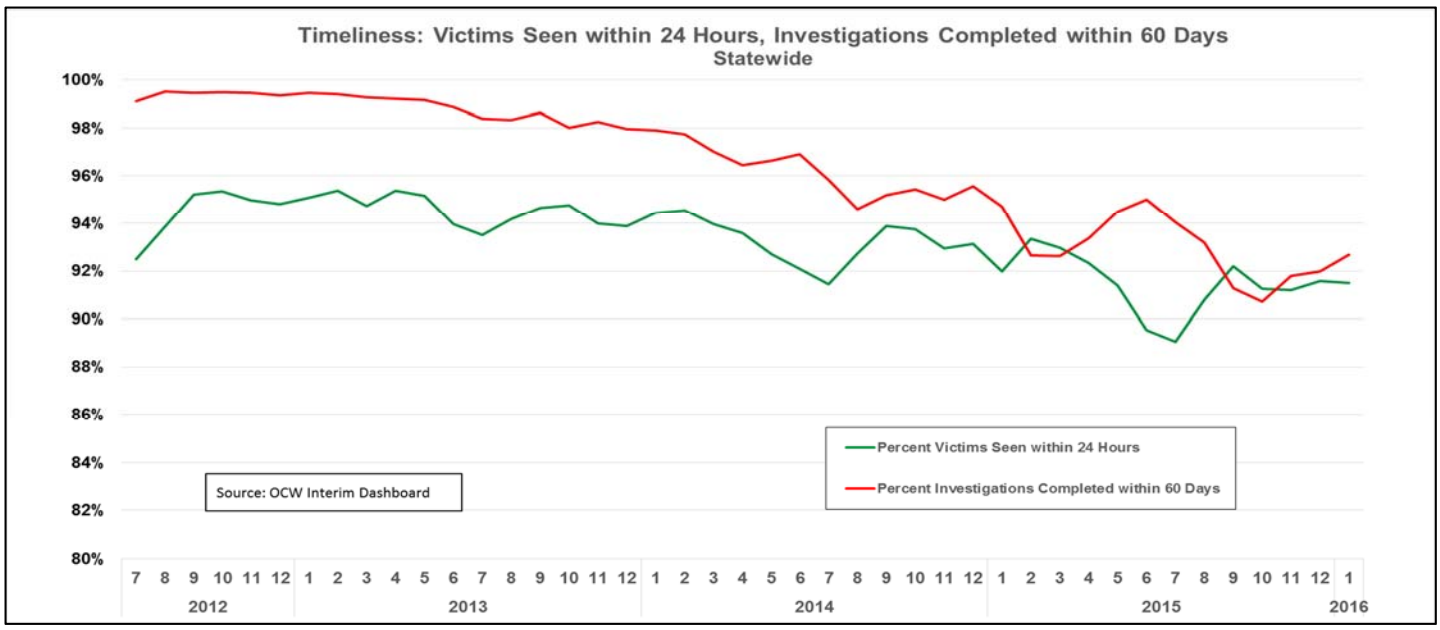
CPI Workload: Incoming and Active Investigations, and Backlog

Statewide, incoming investigations increased by 2.6% in January 2016. The number of investigations open over 60 days increased significantly by 33.7% (to 1,516 investigation) and the total number of all active investigations increased by 710 investigations, to 24,032.



Timeliness of Investigations: Alleged Child Victims Seen and Investigations Completed

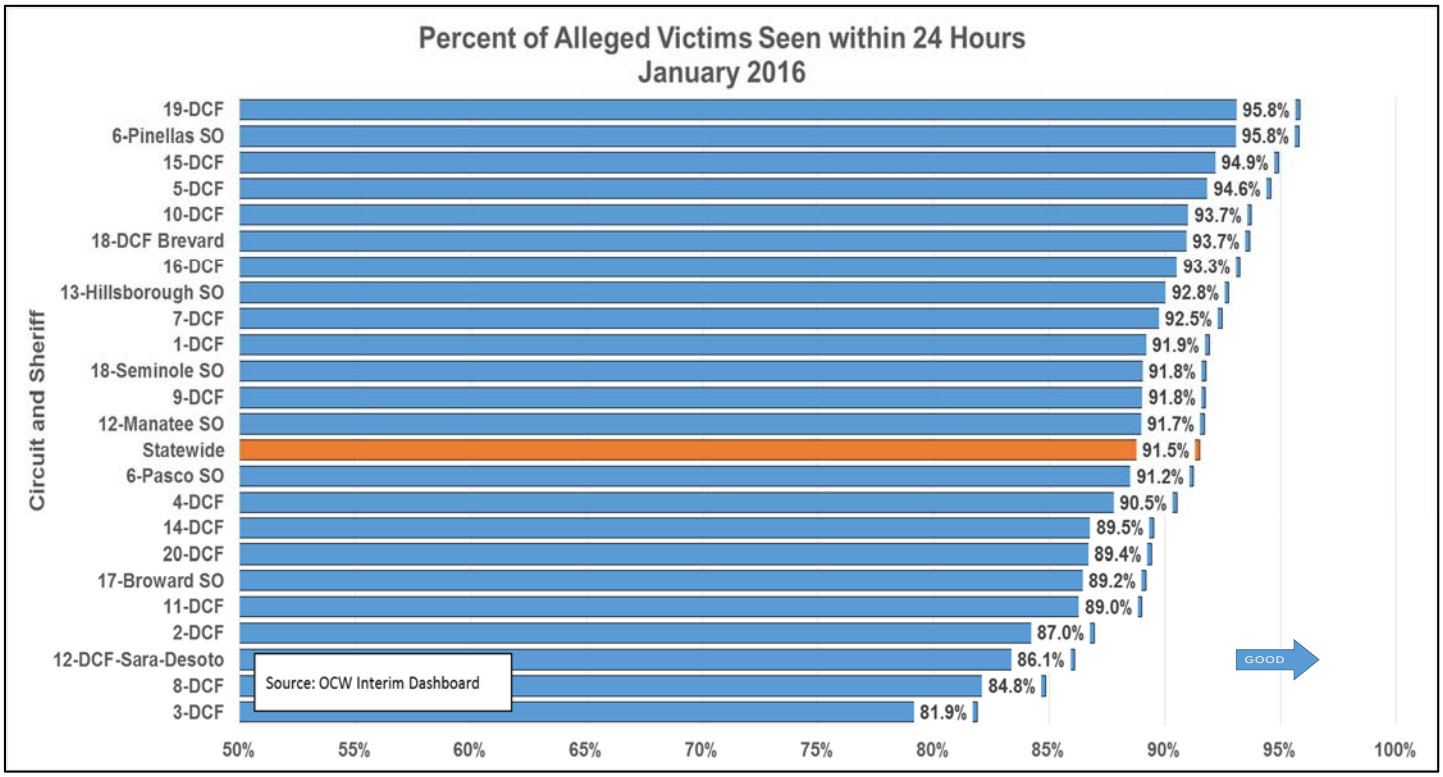
The percent of victims seen decreased by a tenth of a percent to 91.5%, while investigations completed within 60 days improved by a seventh of a percent during January 2016, to 92.7%. Investigations closed within 60 days are a subset of all investigative closures. As such, an increase in closures only within 60 days may or may not result in an overall decrease in total open investigations. The additional data sets for closures of backlogged investigations as well as incoming investigations during the same period of time also contribute to the total number of active investigations.



Child Protective Investigations

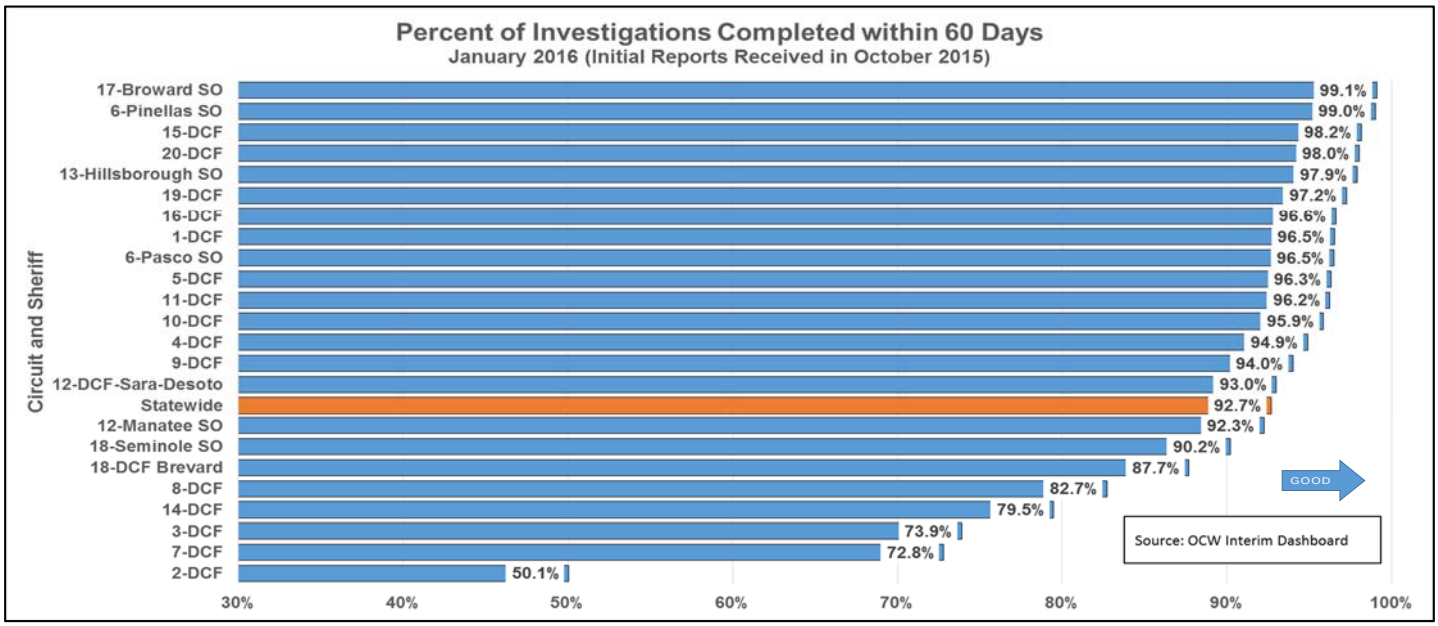
Timeliness: Percent Alleged Victims Seen within 24 Hours: Stratification by Circuit and Sheriff

Statewide, alleged child victims seen within 24 hours decreased slightly during January 2016 to 91.5%.



Timeliness: Percent Child Investigations Completed within 60 Days: Stratification by Circuit and Sheriff

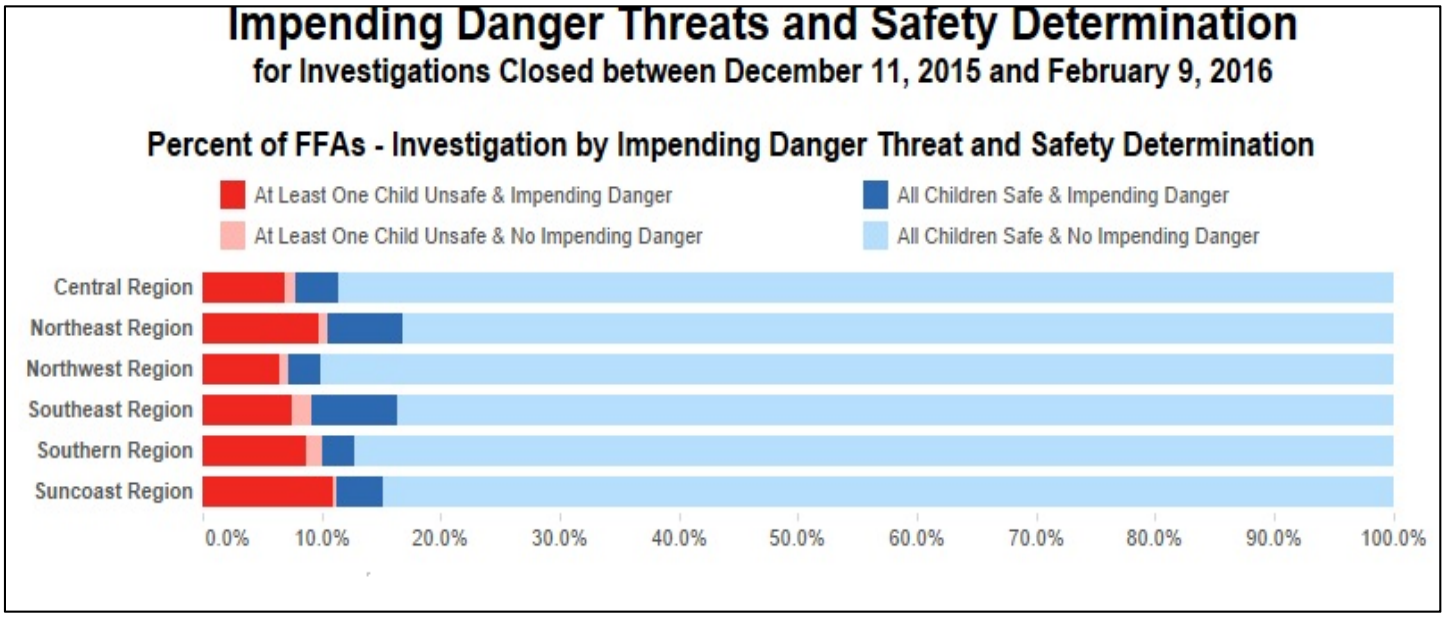
Statewide, 92.7% of child protective investigations initiated in October 2015 were completed within 60 days as of February 25, 2016. This is a .7% increase in the percentage of closures compared to December 2015.



Child Protective Investigations

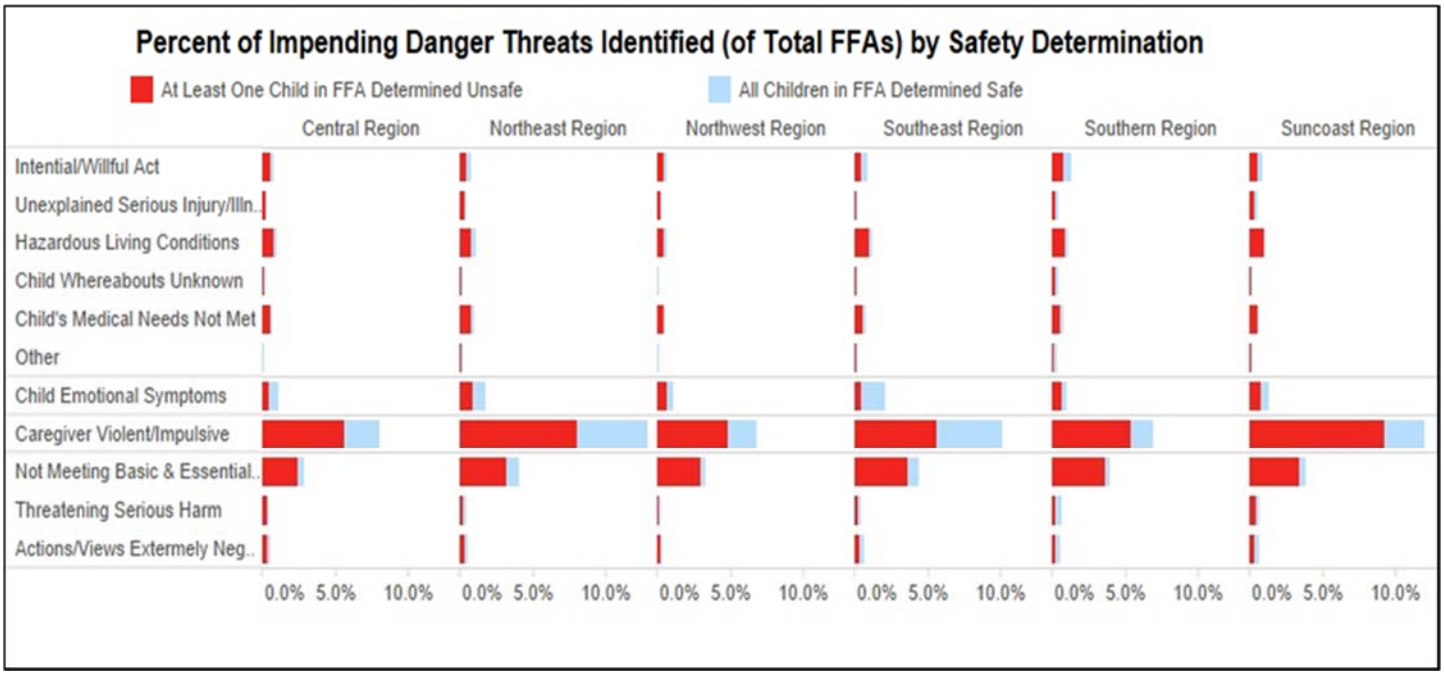
Impending Danger Threats and Safety Determination

This Tableau visualization indicates that some children have been determined “unsafe,” yet have no impending danger (pink), while others are determined “safe,” with impending danger (dark blue). These anomalies need follow-up to determine whether there are issues with proper implementation of the practice model and/or with FSFN data entry.



Impending Danger Threats Identified by Safety Determination

This Tableau visualization indicates the percentage of cases by Region, where Impending Danger Threats exist for children who have been deemed safe or unsafe, for investigations closed between December 11, 2015 and February 9, 2016. The presence of cases wherein all children have been deemed safe, yet also have an identified Impending Danger Threat, need closer examination to determine whether there are issues with proper implementation of the practice model and/or with FSFN data entry

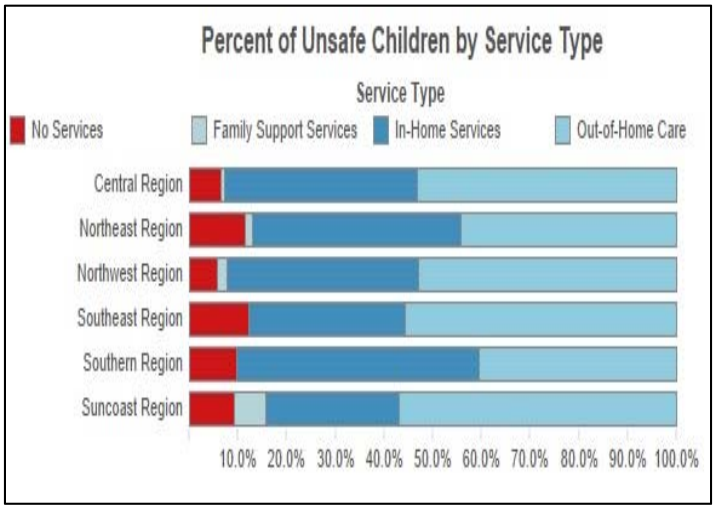


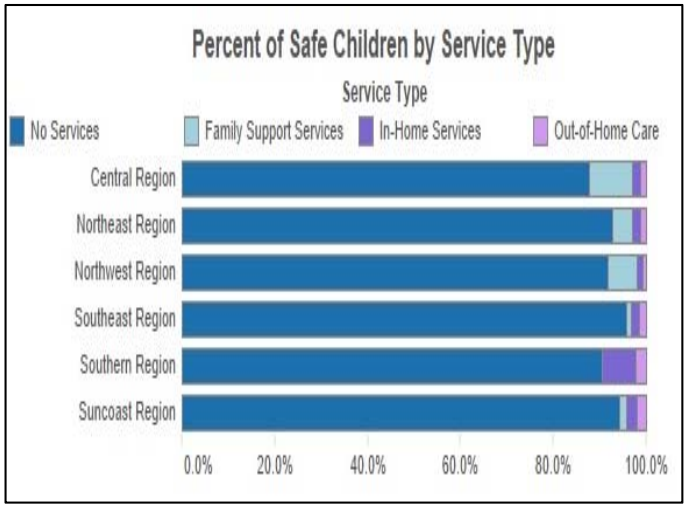
Child Protective Investigations

Safety Determination, Services Provided at Investigative Closure and Unsafe Children by Service Type

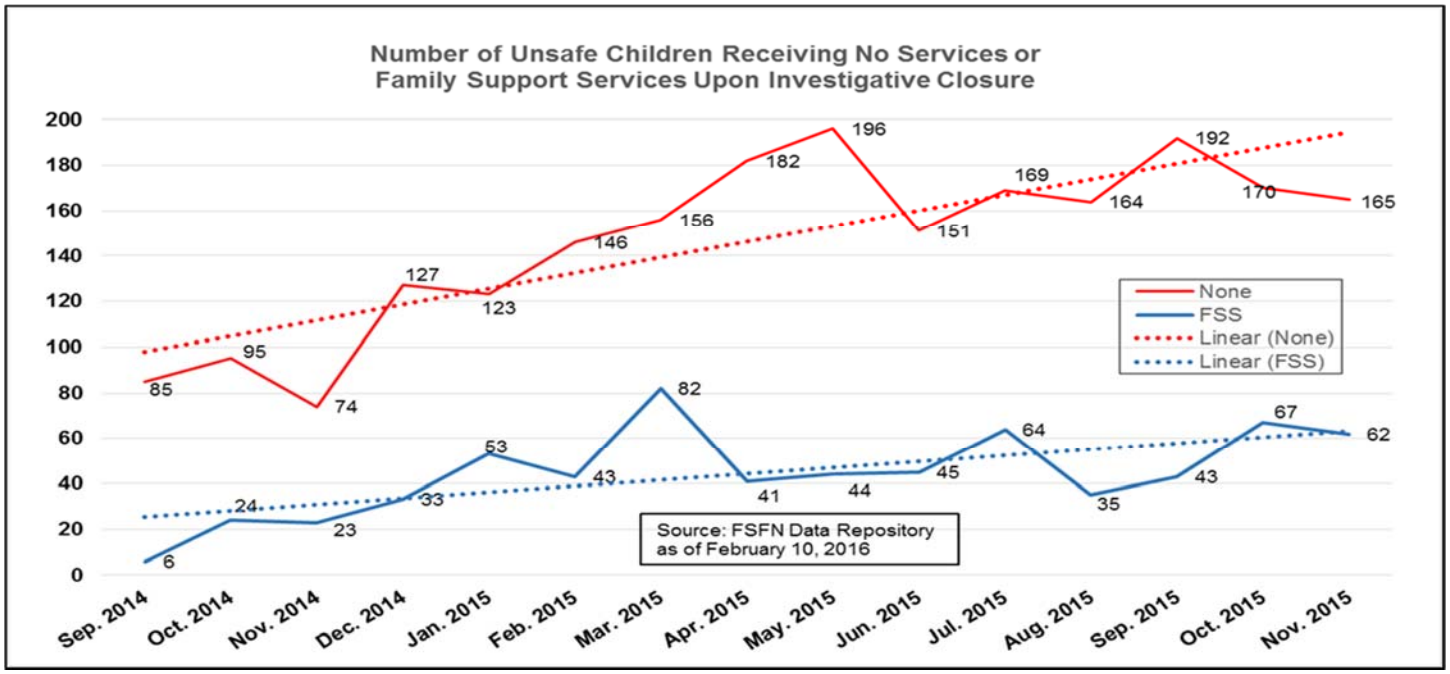
These Tableau visualizations indicate that some children have been determined “unsafe,” yet have no services (red), while others are determined “safe,” yet were placed in out-of-home care (violet) or received case-managed in-home services (dark blue). In order to examine these anomalies, a small sample of 10 cases was reviewed which indicated no services were being provided for an unsafe child. Of these 10, the majority of children *were* receiving case managed services, but which were reflected incorrectly in the FSFN data entry. Additional follow up is needed to determine if such errors can account for all the anomalies, or if additional issues exist with the proper implementation of the practice model as well.

The visualizations reflect investigations closed between December 11, 2015 and February 9, 2016.





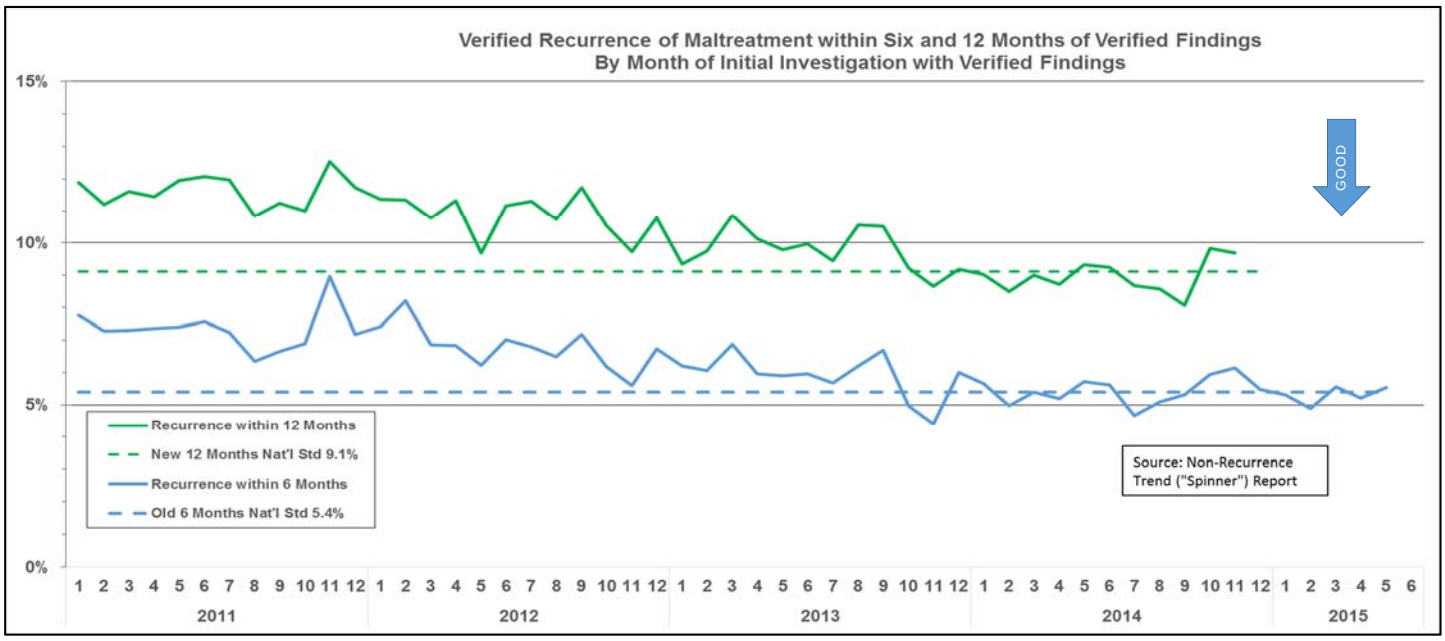
The following chart provides a trend view of the number of children who have been deemed unsafe, by month of investigative closure, who are receiving Family Support Services or No Services as opposed to ongoing, case managed services.



Child Protective Investigations

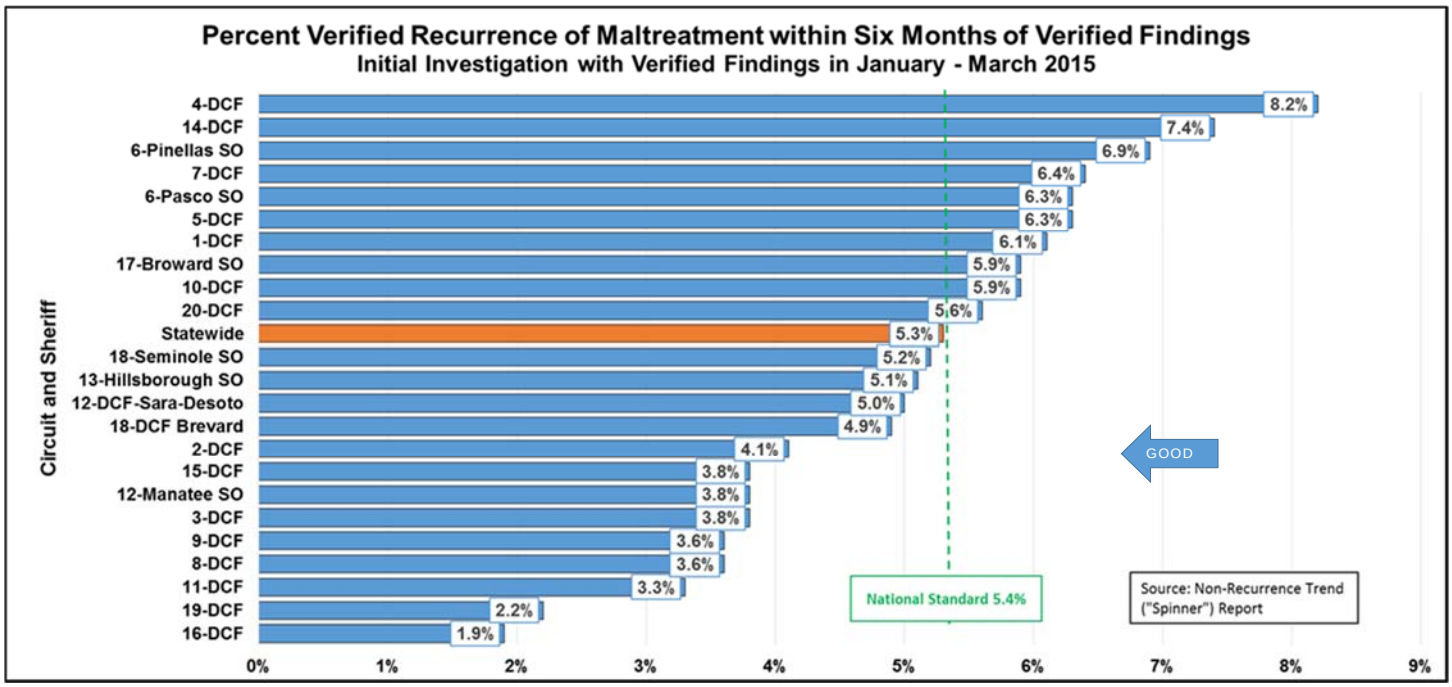
Outcome: Recurrence of Maltreatment: Trend

Recurrence within six months increased slightly from 5.2% to 5.5% between December 2015 and January 2016, but continues to just meet the national standard of 5.5% and below. Recurrence within 12 months decreased slightly from 9.8% to 9.7% from October to November 2015 and does not meet the national standard of 5.4% and below for the second consecutive month. These are actual observations, and will be subject to risk adjustment for the federal Child and Family Services Review, Round 3.



Safety Outcome: Recurrence of Maltreatment within Six Months: Stratification by Circuit and Sheriff

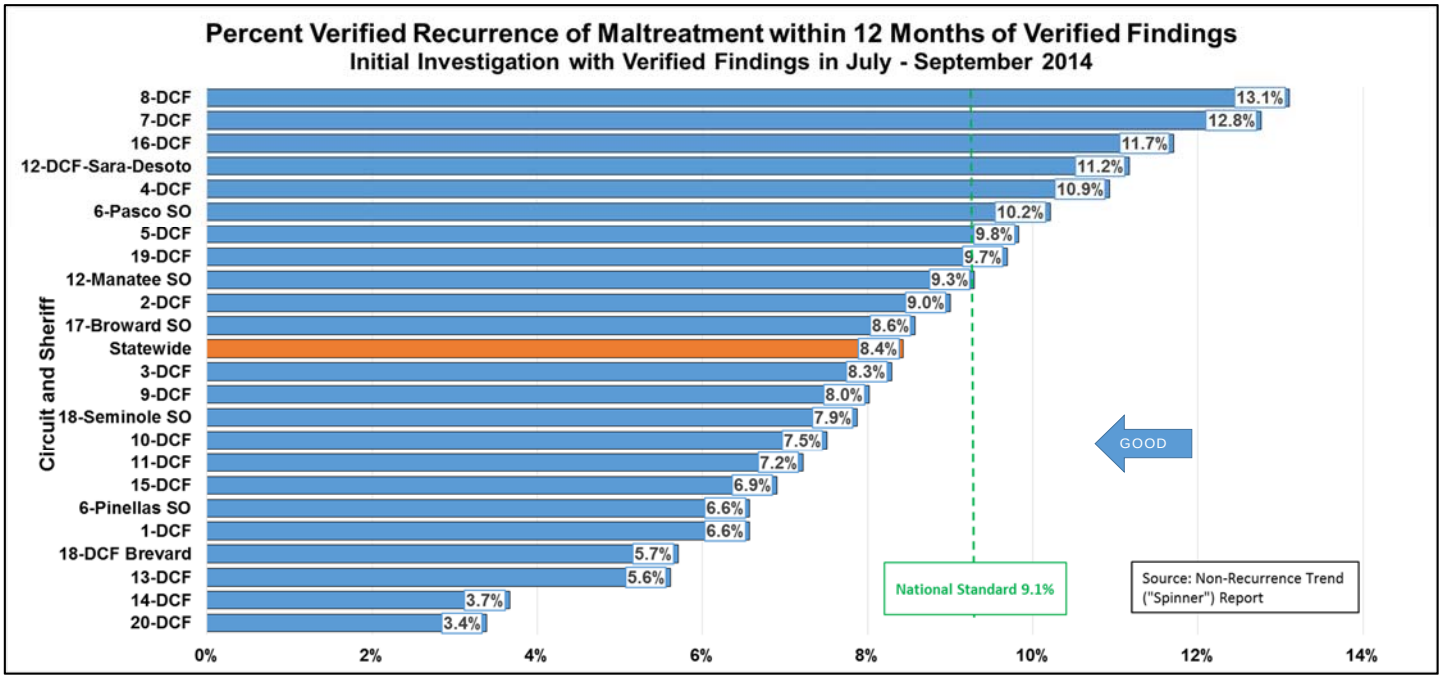
There is wide variation among the circuits and sheriffs on this indicator. However, caution should be used in making comparisons, as the variation in rates is influenced by both reporting rates and verification rates



Child Protective Investigations

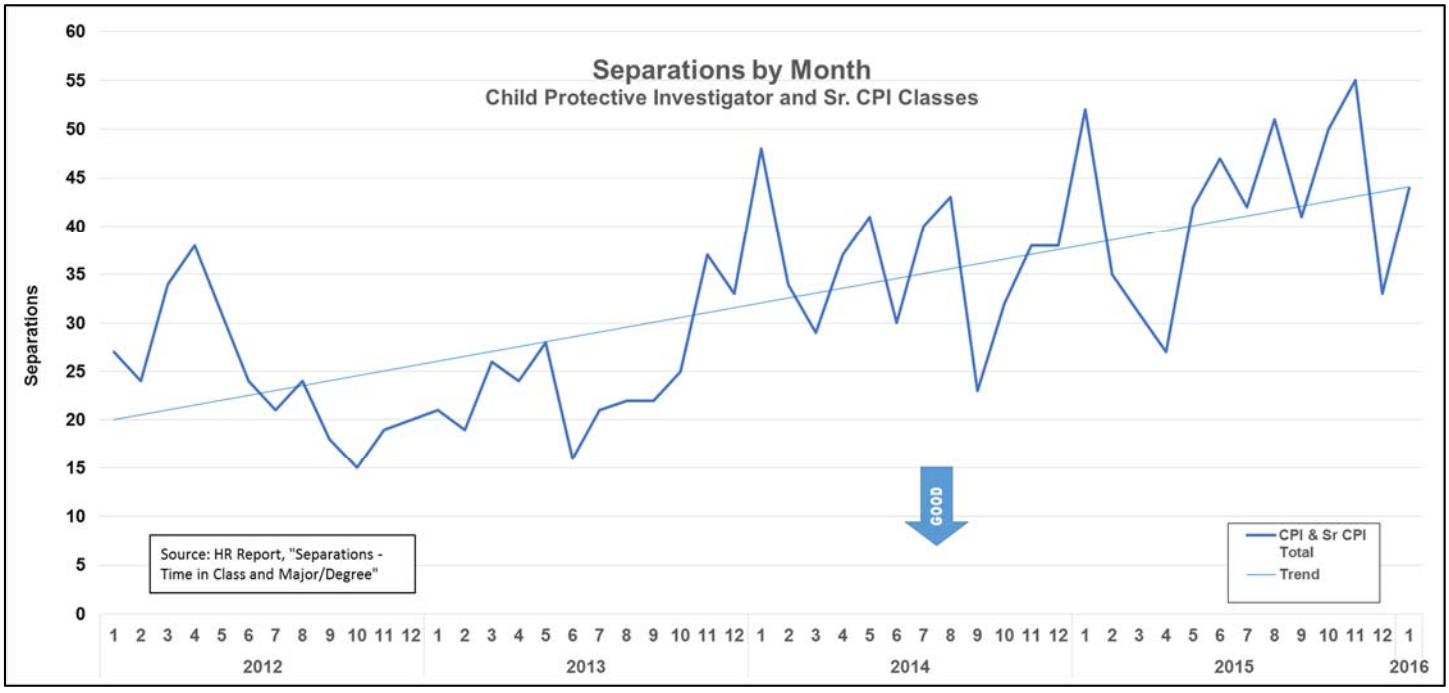
Safety Outcome: Recurrence of Maltreatment within 12 Months: Stratification by Circuit and Sheriff

There is wide variation among the circuits and sheriffs on this indicator; however, caution should be used in making comparisons, as the variation in rates is influenced by both reporting rates and verification rates.



Workforce: Monthly Separations

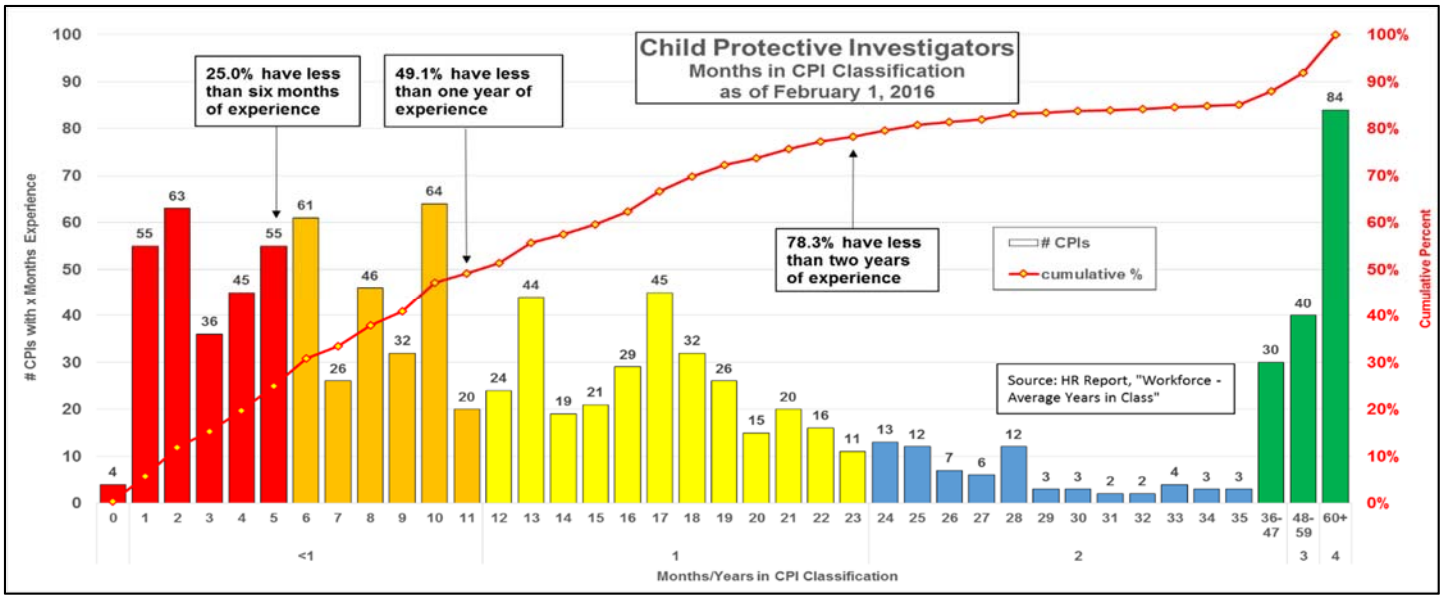
While the number of CPI and Senior CPI separations decreased by 40% from November to December 2015 (from 55 in November to 33 in December), they increased again to 44 in January 2016. This is four less than January 2014 and nine less than January 2015.



Child Protective Investigations

Workforce: Time in Classification

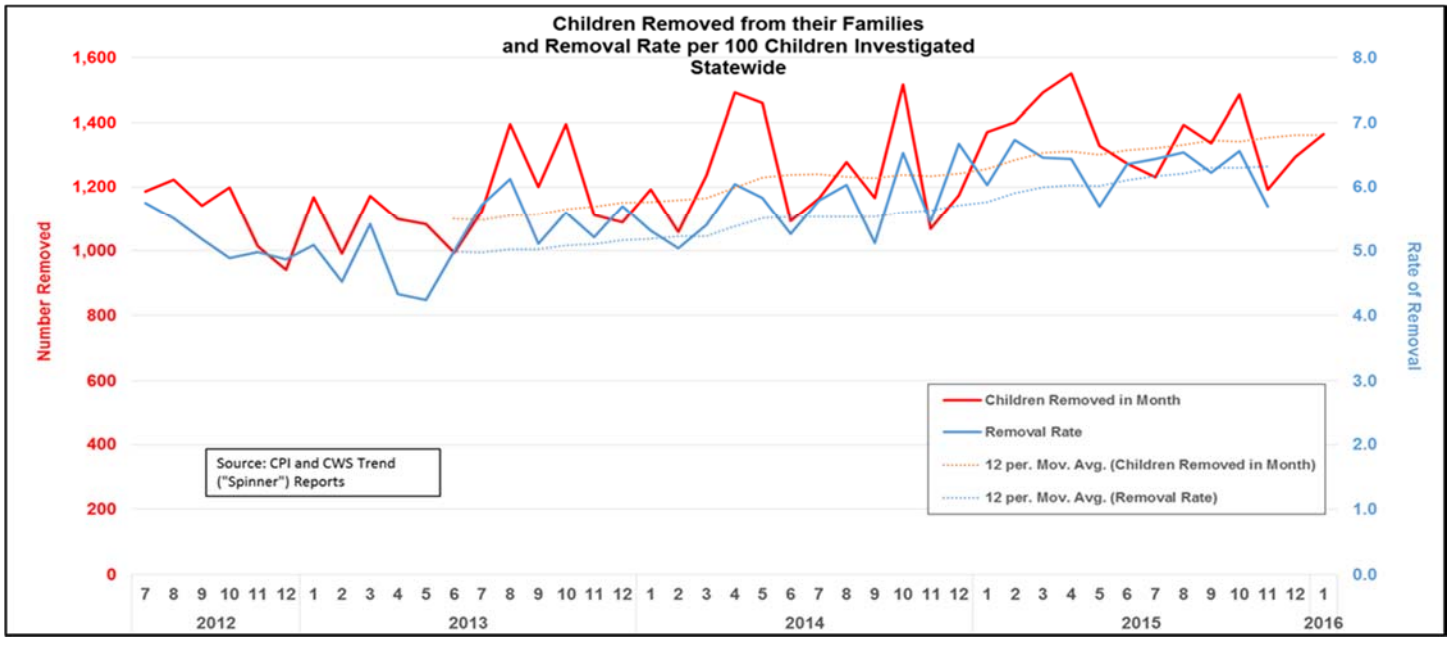
The percent of CPIs with less than two years of experience has continued to rise since (Month Year) and as of February 1, 2016 was at 78.3%. Currently, 25% of the workforce has less than six months of experience, with a cumulative 49.1% having less than one year of experience. Those having three or more years of experience constitute only 14.9% of the current CPI workforce.



Flow from CPI to Community-Based Care Lead Agencies

Removals and Removal Rate Trend

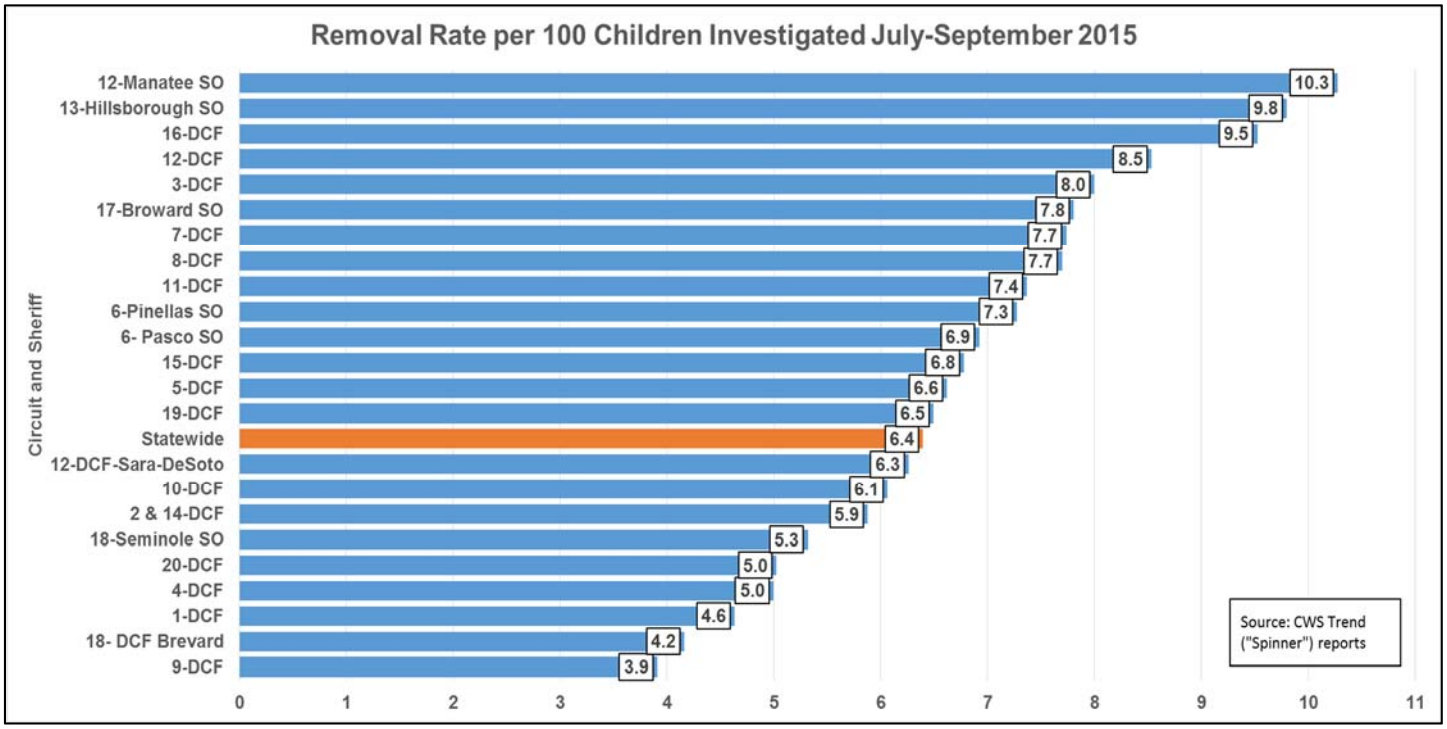
The total number of removals for January 2016 (1,365) was an insignificant change (-5 children) compared to January 2015, while the rate of removals per 100 children investigated was 5.7 in November 2015 compared to 5.5 in November 2014.



Flow from CPI to Community-Based Care Lead Agencies

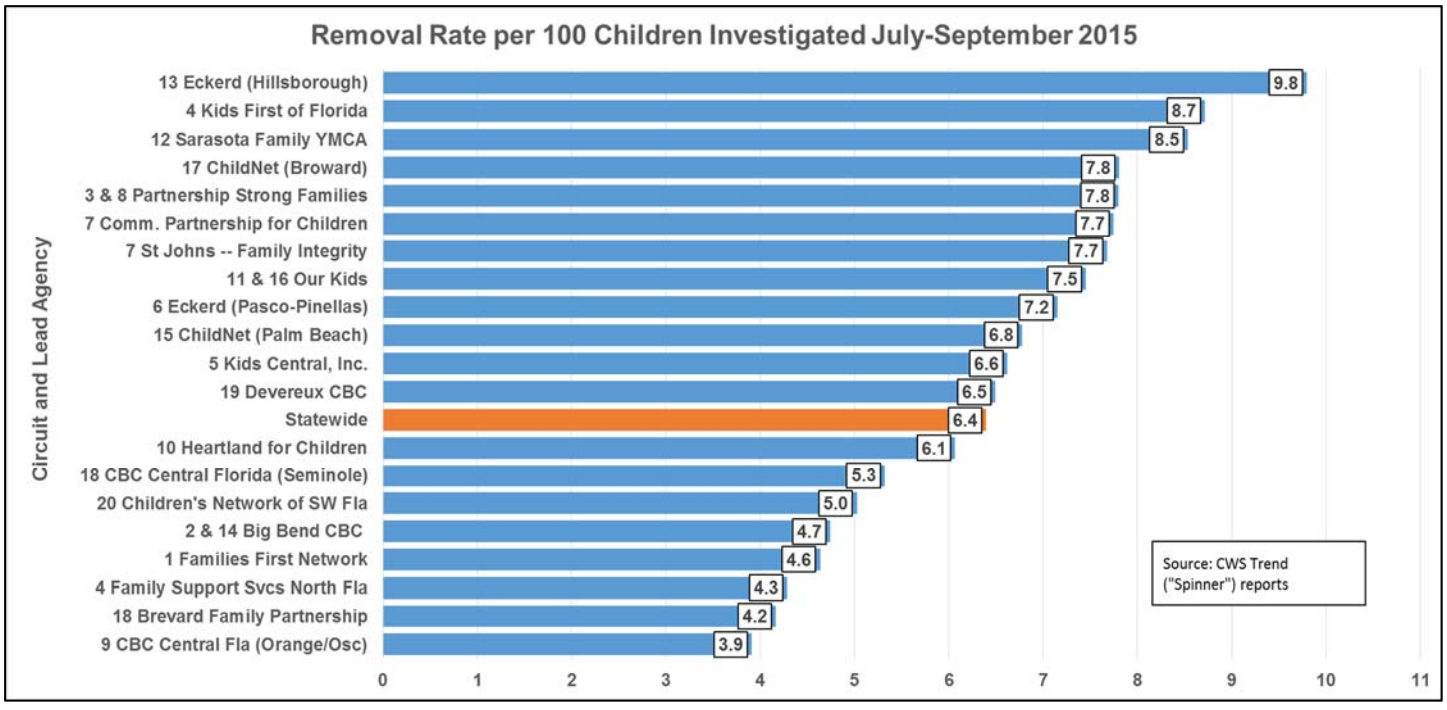
Removal Rates: Stratification by Circuit and Sheriff's Office

There is wide variation among the circuits and sheriffs on this indicator; however, caution should be used in making comparisons, as the variation in rates is influenced by both reporting rates and verification rates.



Removal Rates: Stratification by Circuit/Lead Agency

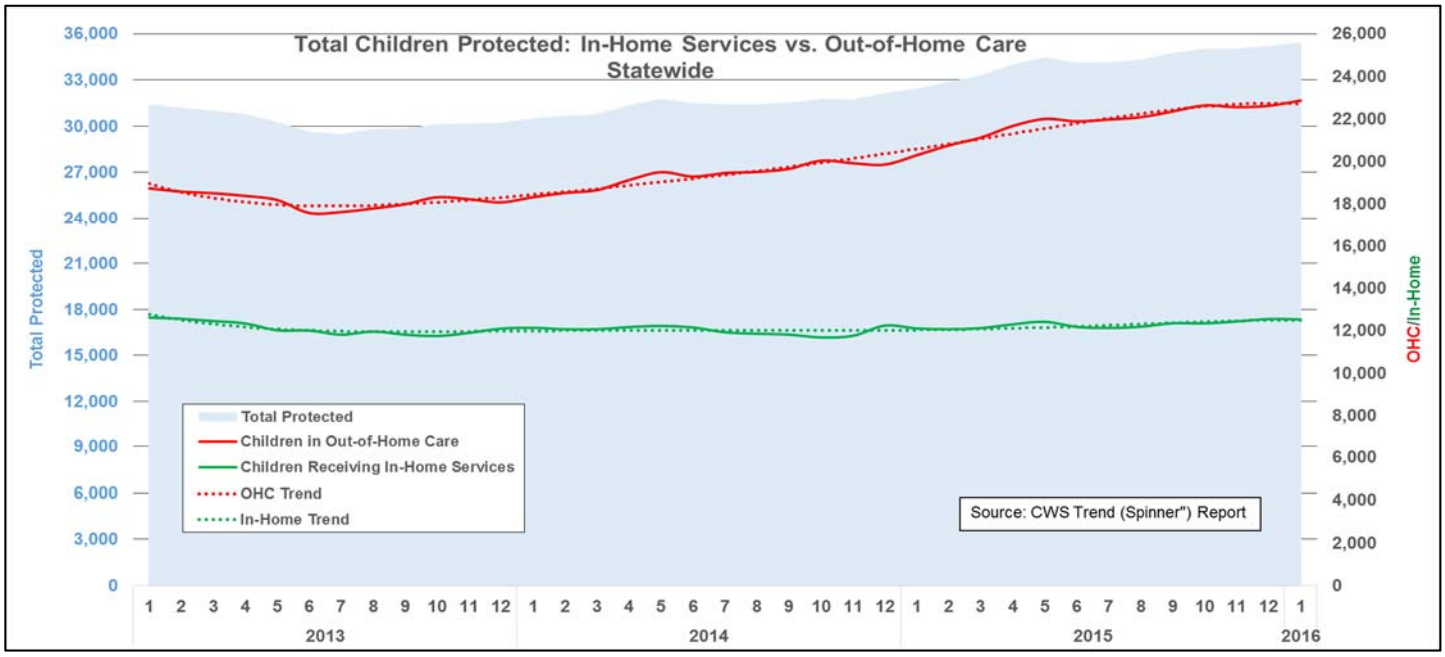
More analysis is needed to determine why removal rates for areas above the statewide average are twice as high or more as rates for the areas below the statewide average.



Community-Based Care Lead Agencies

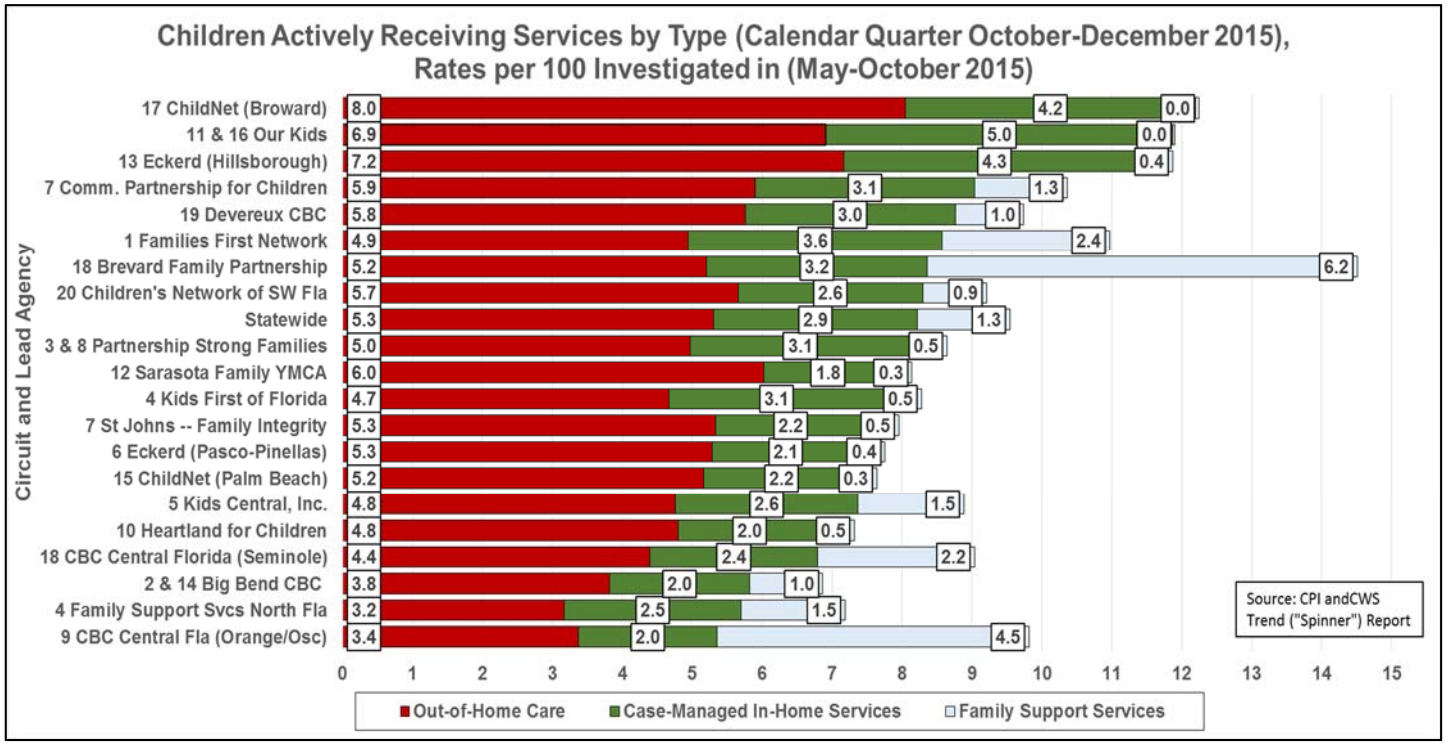
Children Protected In-Home and Out-of-Home: Trend

The trend for total number of children receiving in-home services has remained relatively flat for the past three calendar years, while the number of children receiving services in out-of-home care has been steadily trending upward since June 2013. Currently, 35,382 children are receiving in-home or out-of-home services.



Children Protected In-Home and Out-of-Home: Stratification by CBC

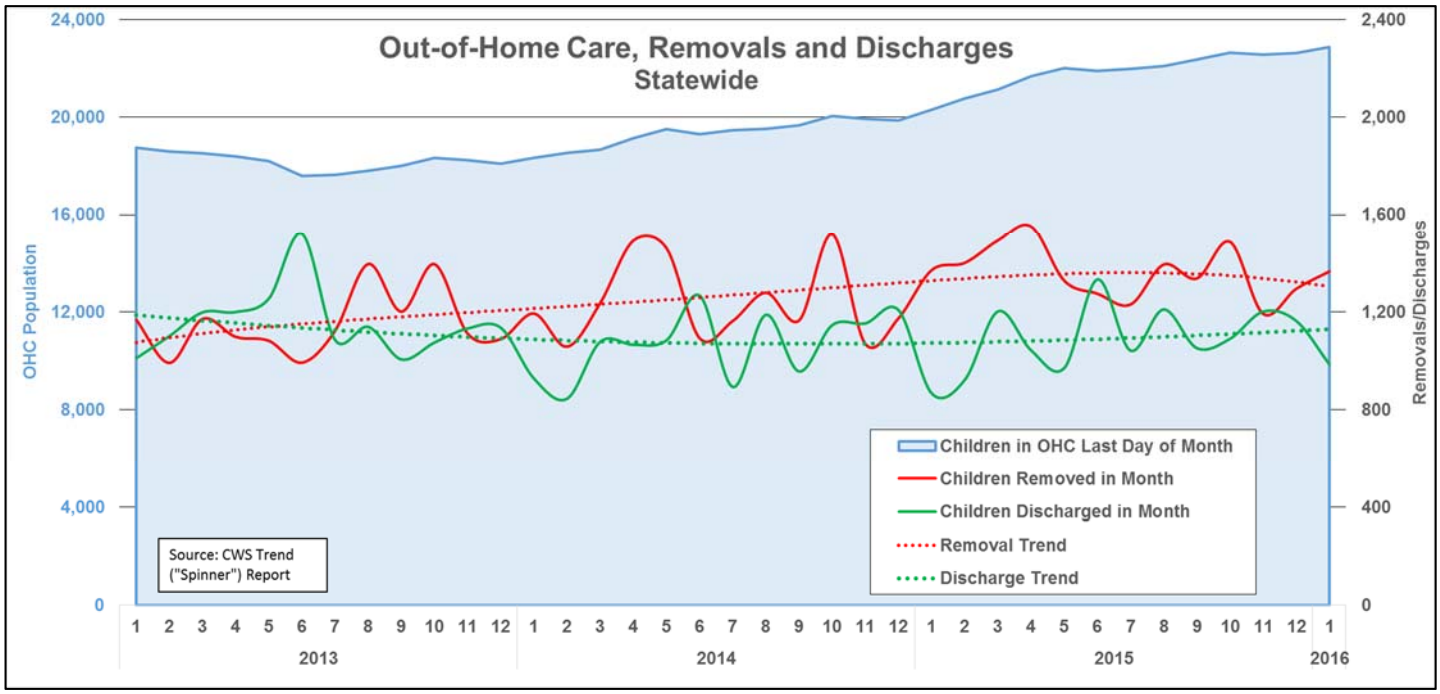
There continues to be wide variation among circuits and CBC Lead Agencies on this indicator.



Community Based Care Lead Agencies

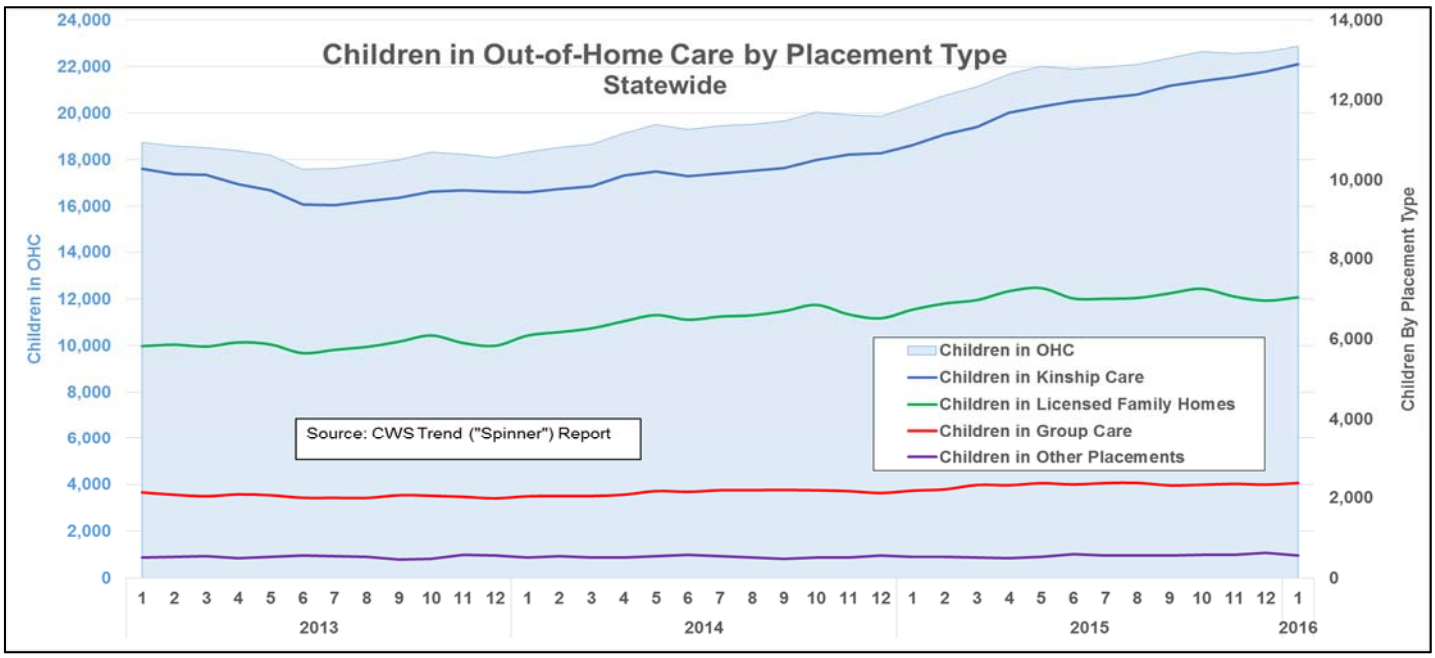
Children in Out-of-Home Care Trend: Removals and Discharges

The total number of removals increased by 8.6% in January 2016 as compared to December 2015. The number of children discharged decreased by 3.2% during the same period, adding to a 1.1% increase from 22,622 children in out-of-home care in December 2015 to 22,866 in December.



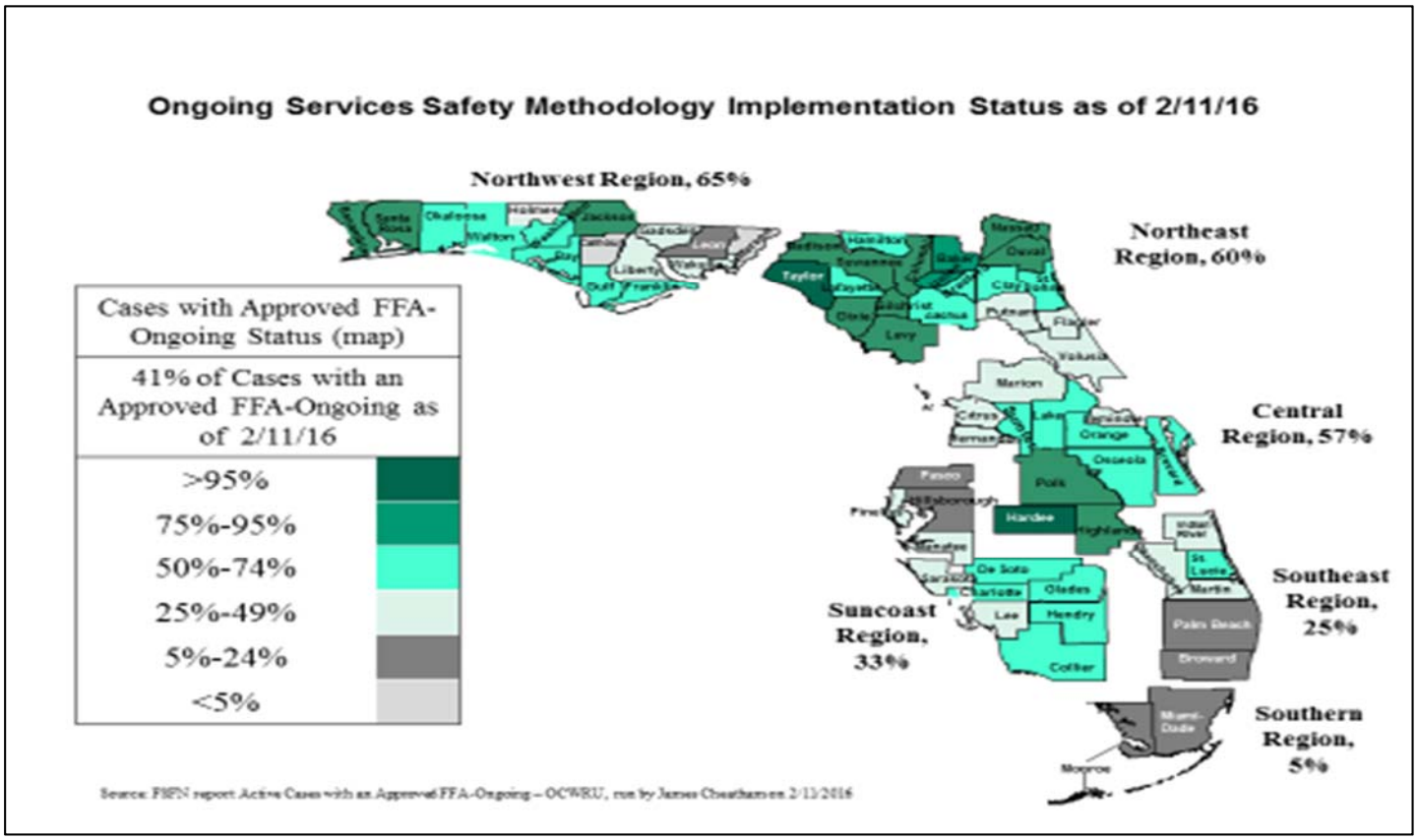
Children in Out-of-Home Care Trend: Placement Type

The total number of children in out-of–home care has continued on an upward trend since June 2013, with 22,866 children in out-of-home placements as of January 31, 2016. This is a 4.1% increase over the past six months and a 12.6% increase over the past 12 months.



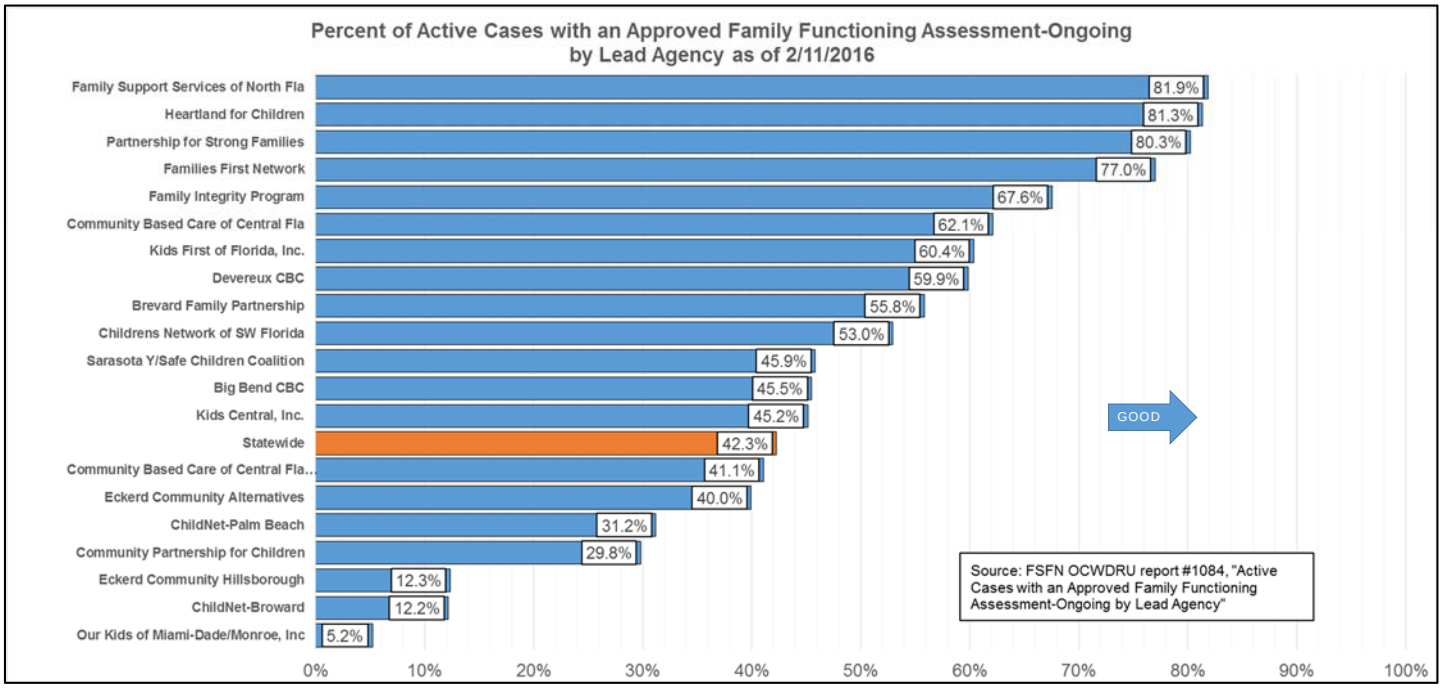
Community Based Care Lead Agencies

Ongoing Services Safety Methodology Implementation Map



Approved Family Functioning Assessment – Stratification by CBC Lead Agency

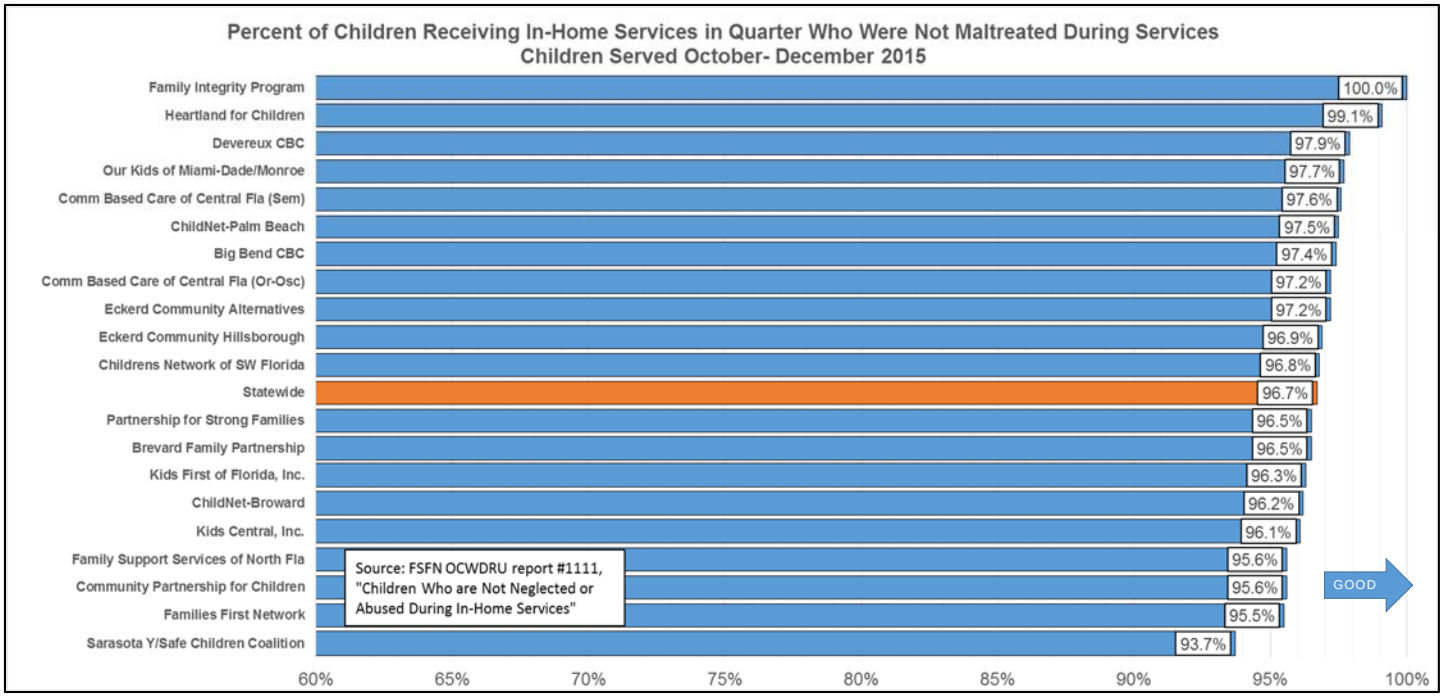
The status of increasing implementation of the Ongoing Services Safety Methodology, as seen on the map on the previous page, is reflected in the increasing percentage of active cases with an approved Family Functioning Assessment.



Community Based Care Lead Agencies

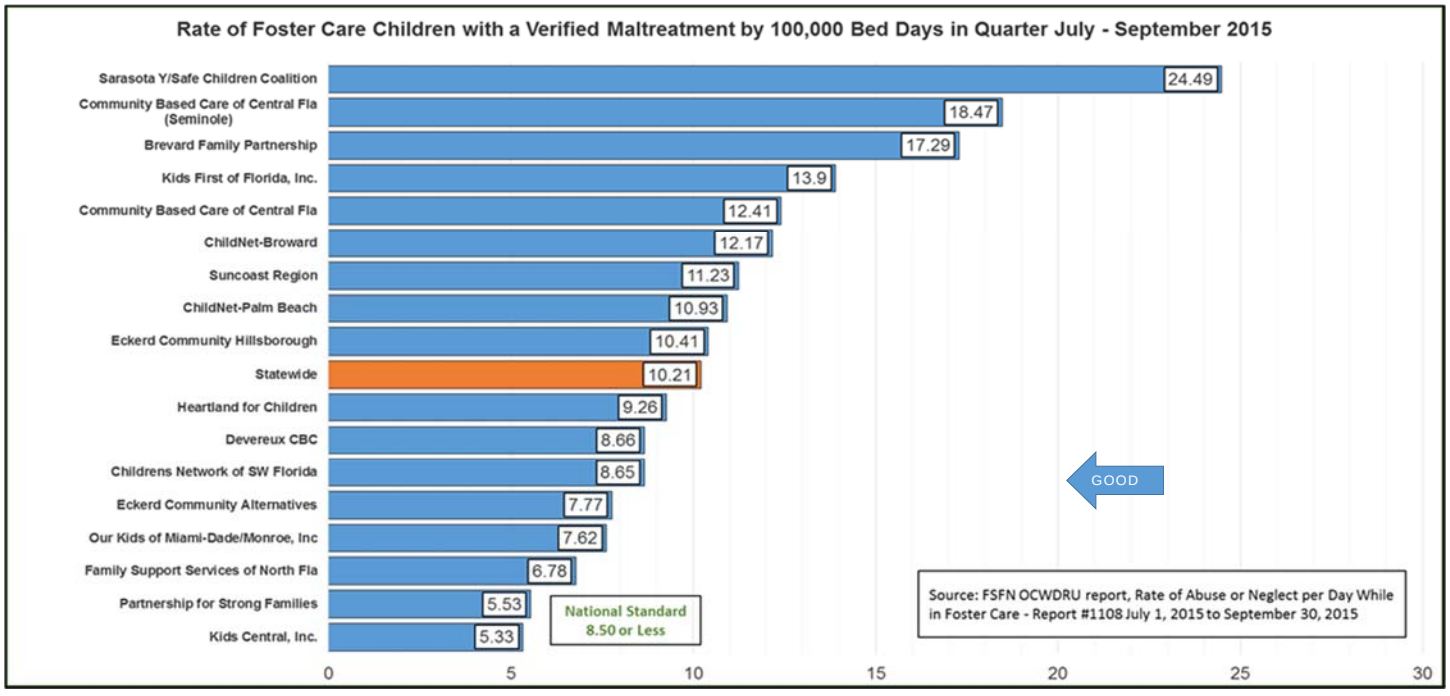
Child Safety While Receiving Case-Managed In-Home Services: Stratification by Lead Agency

Statewide performance for Quarter 2 of 2015 was 96.7%.



Child Safety While in Out of Home Care: Stratification by CBC Lead Agency

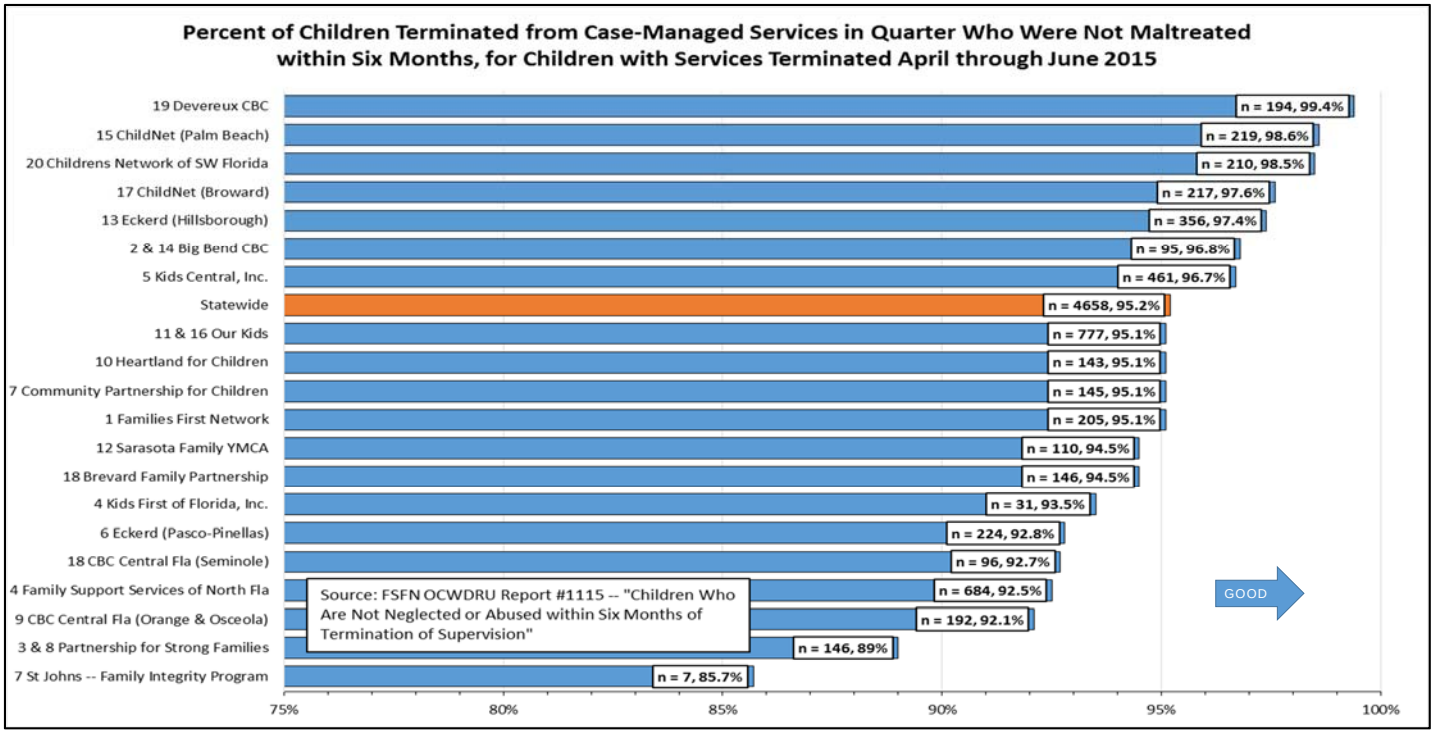
This measure is generated by taking the total number of reports with at least one verified maltreatment and dividing it by the total number of days in foster care, with the result multiplied by 100,000 to calculate the rate of victimization per 100,000 days in foster care. The data for this quarter shows wide variation between the CBCs, but with statewide performance exceeding the national standard of 8.50 or less.



Community Based Care Lead Agencies

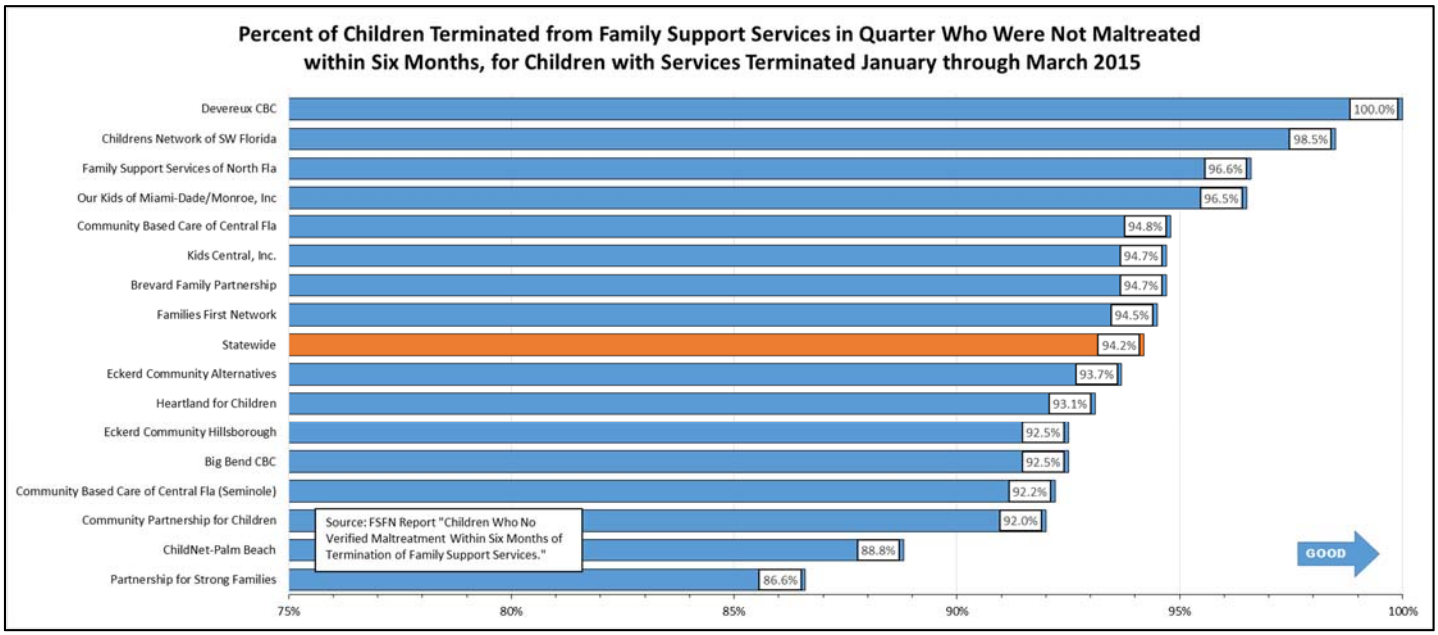
Child Safety after Termination of Services: Stratification by Circuit/Lead Agency

Statewide performance for this quarterly indicator was at 95.2%.



Child Safety after Termination of Family Support Services: Stratification by CBC Lead Agency

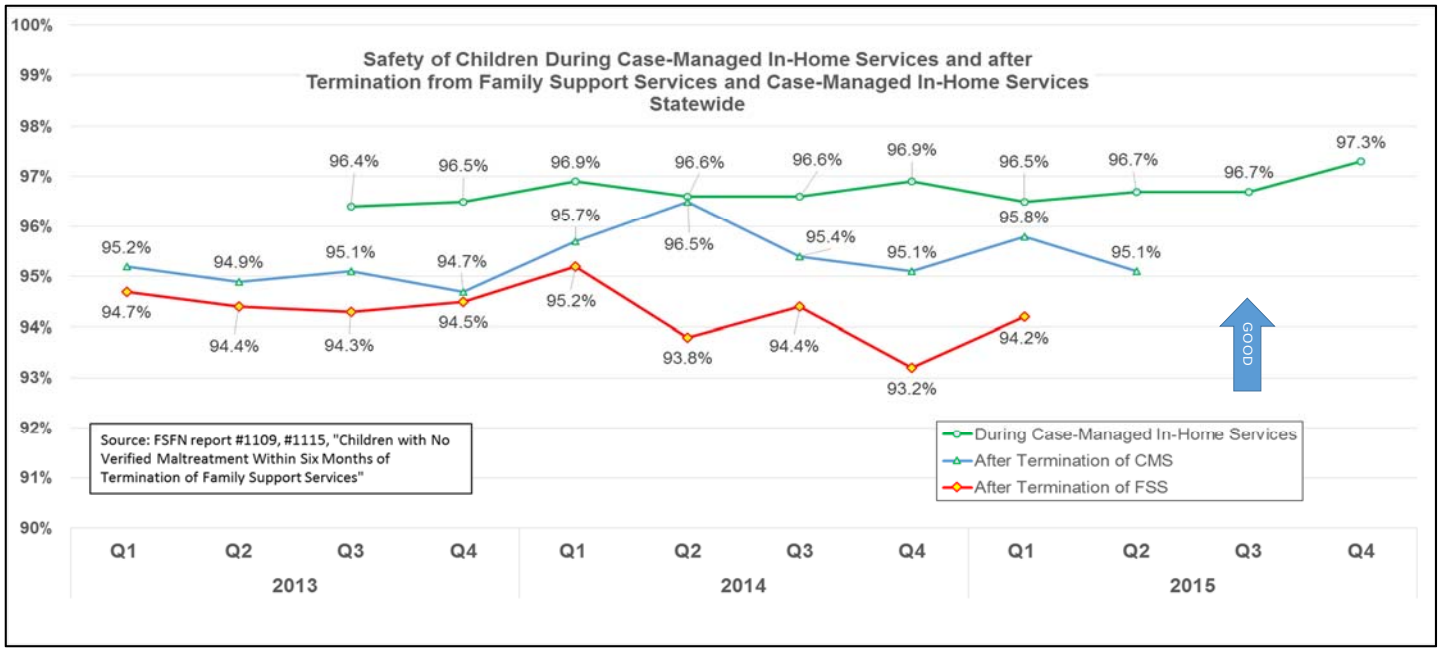
Statewide performance for this quarterly indicator was at 94.2%. Note that CBCs with fewer than 50 terminations are excluded.



Community Based Care Lead Agencies

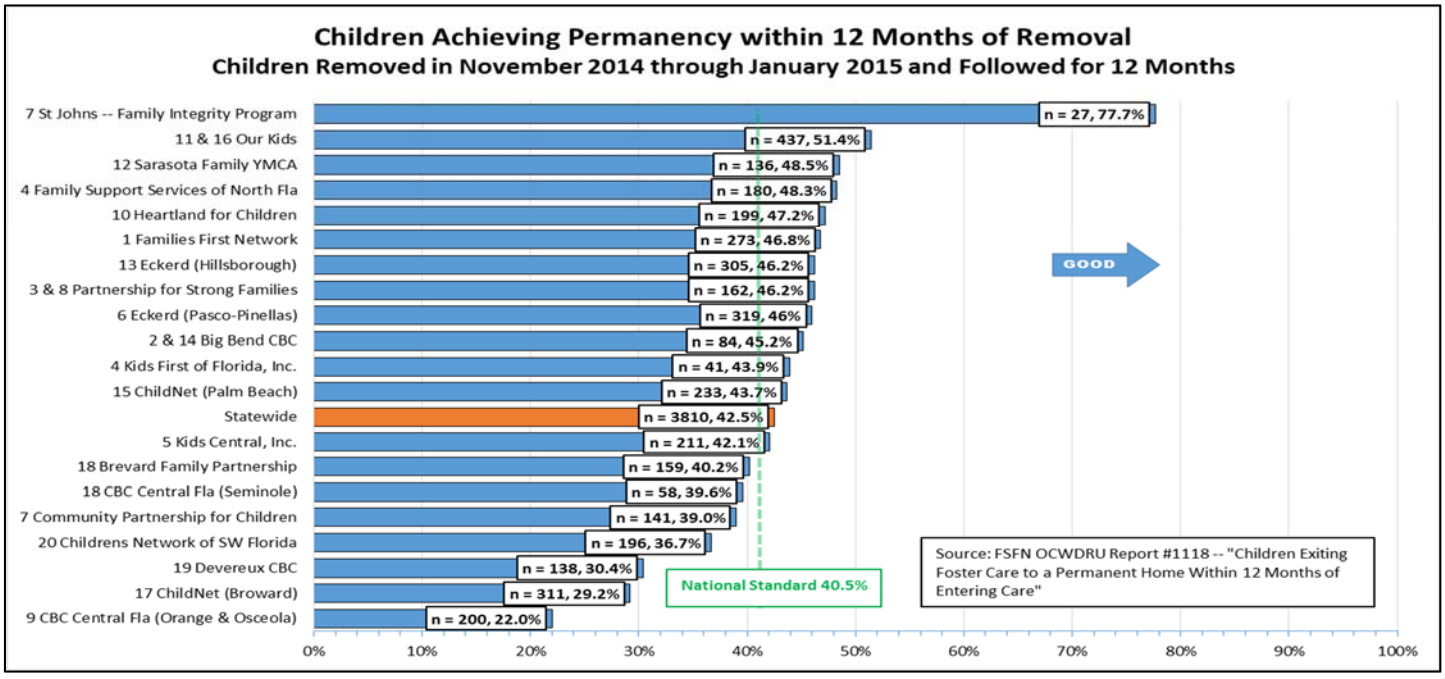
Child Safety Trends: Comparison of Three Indicators over Time

Statewide, the overall percentage of children with no verified maltreatment within six months of termination of family support services increased to 94.2% from Quarter 4 of CY 2014 to Q1 of CY 2015. The overall percentage of children with no verified maltreatment within six months after termination of case managed services decreased to 95.1%, while children with no verified maltreatment during case managed in-home services increased between December 2015 and January 2016.



Permanency within 12 Months of Removal: Stratification by Lead Agency

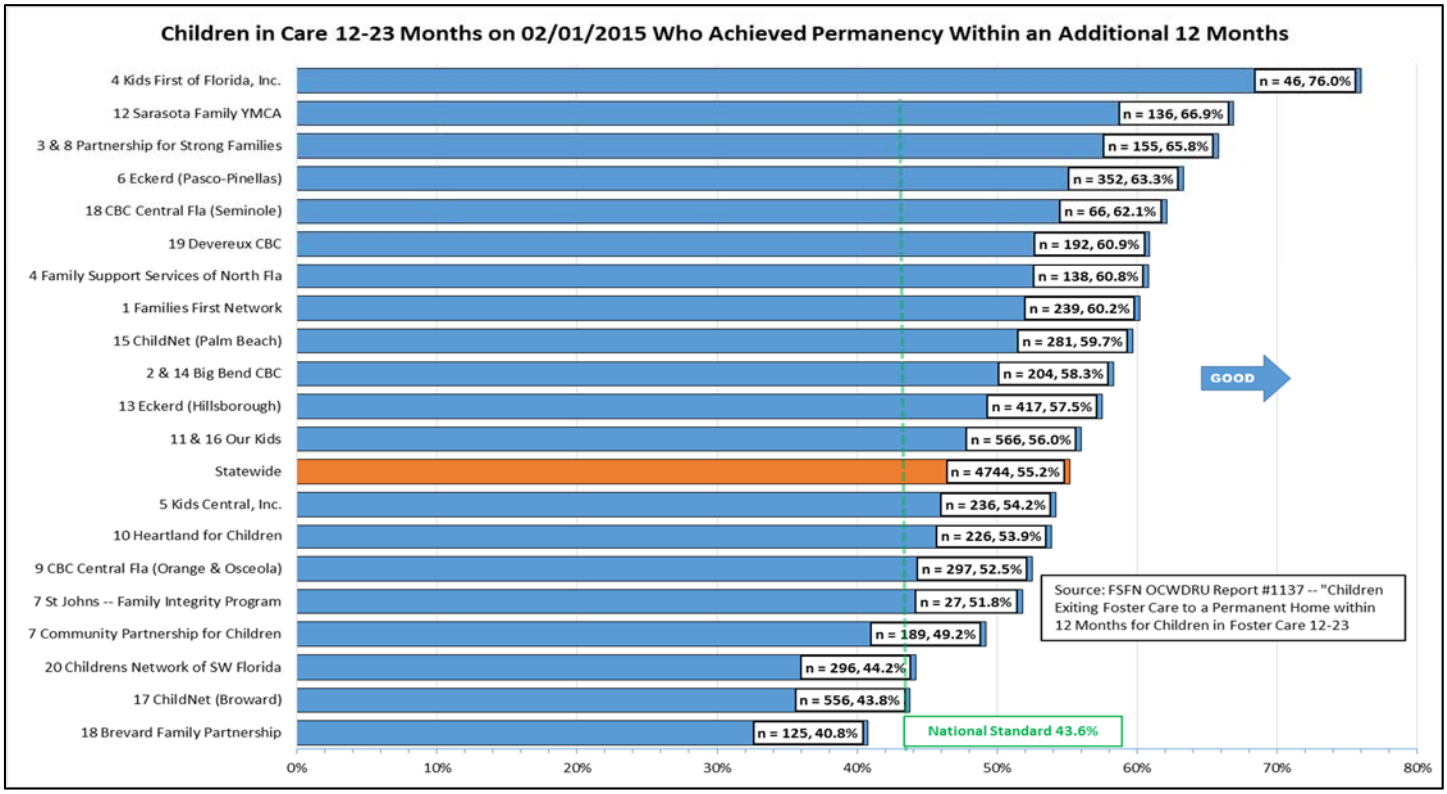
Statewide performance for this quarterly indicator was at 42.5%, which exceeds the National Standard of 40.5%.



Community Based Care Lead Agencies

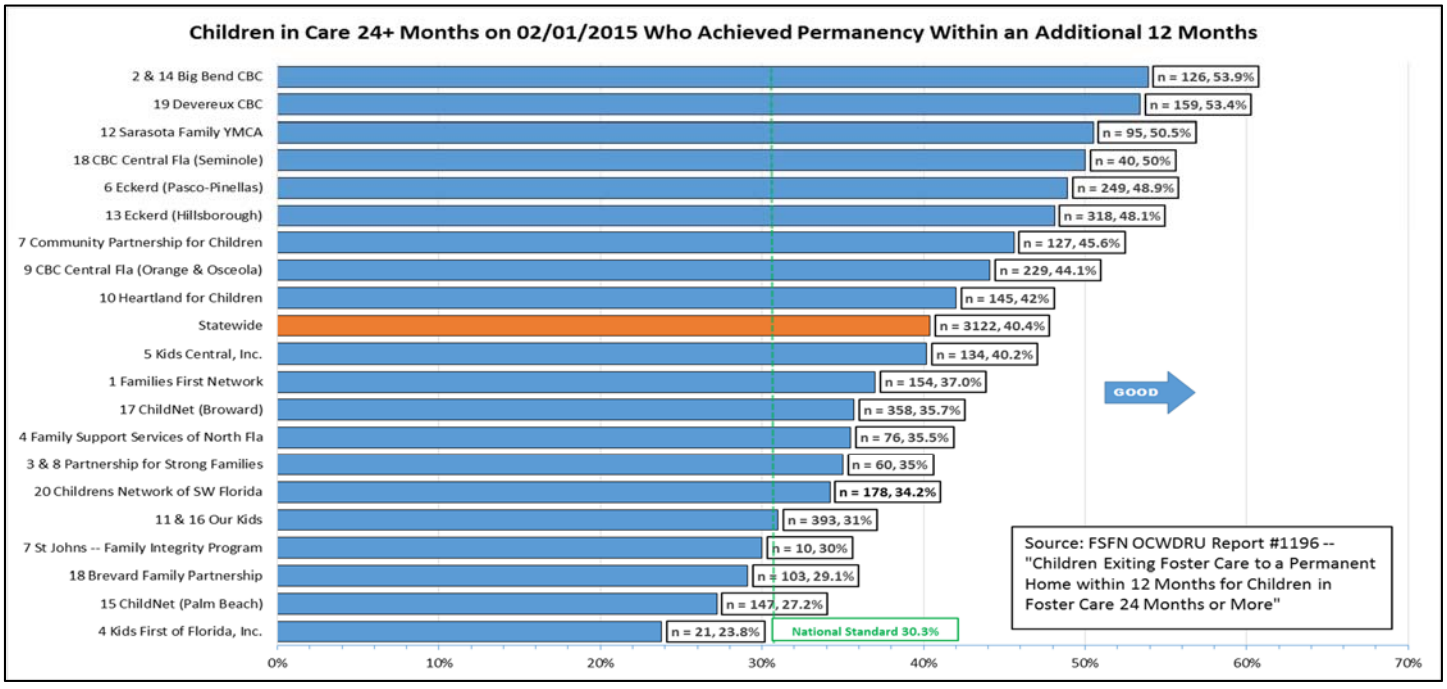
Permanency within 12 Months for Children in Care 12-23 Months: Stratifications by CBC Lead Agency

Statewide performance for this indicator was at 55.2%, which also exceeds the National Standard of 43.6%.



Permanency within 12 Months for Children in Care 24+ Months: Stratification by CBC

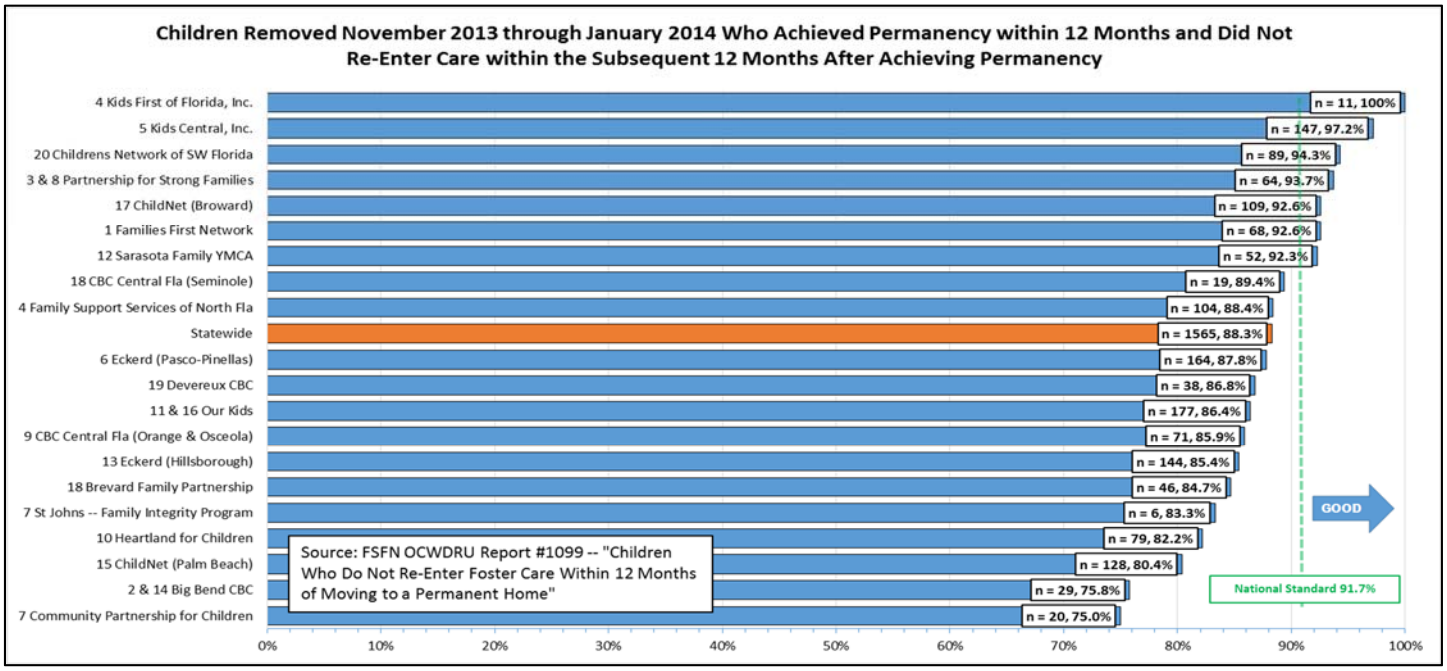
Statewide performance for this indicator was at 40.4%, which exceeds the National Standard of 30.3%.



Community Based Care Lead Agencies

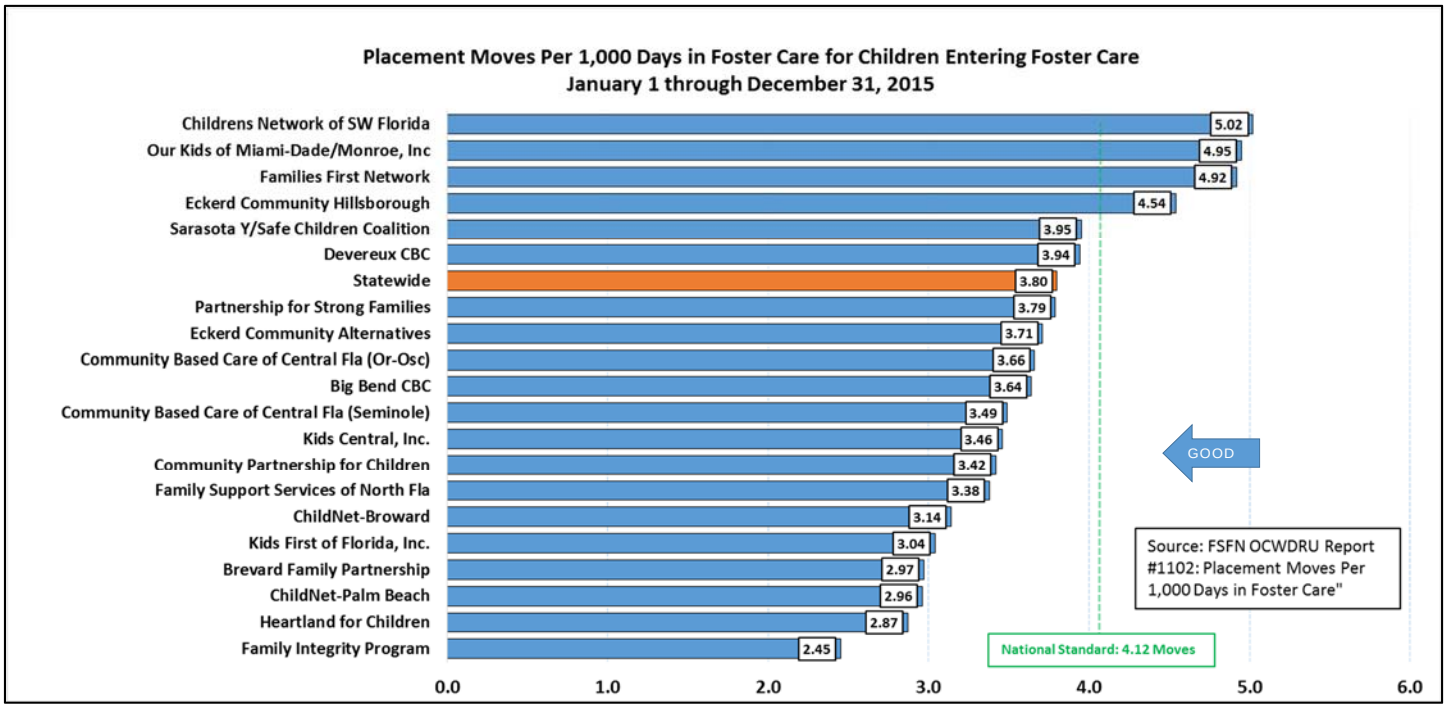
Re-Entry of Children into Care within 12 Months: Stratification by CBC Lead Agency

Statewide performance for this quarterly indicator was at 88.3%, which is below the National Standard of 91.7%. This new federal measure selects only children removed over two years ago who achieved permanency over a year ago and did not return to OHC within the following year. This area is an opportunity for improvement. High re-entry rates indicate a need for closer review of permanency decisions.



Placement Stability: Stratification by CBC Lead Agency

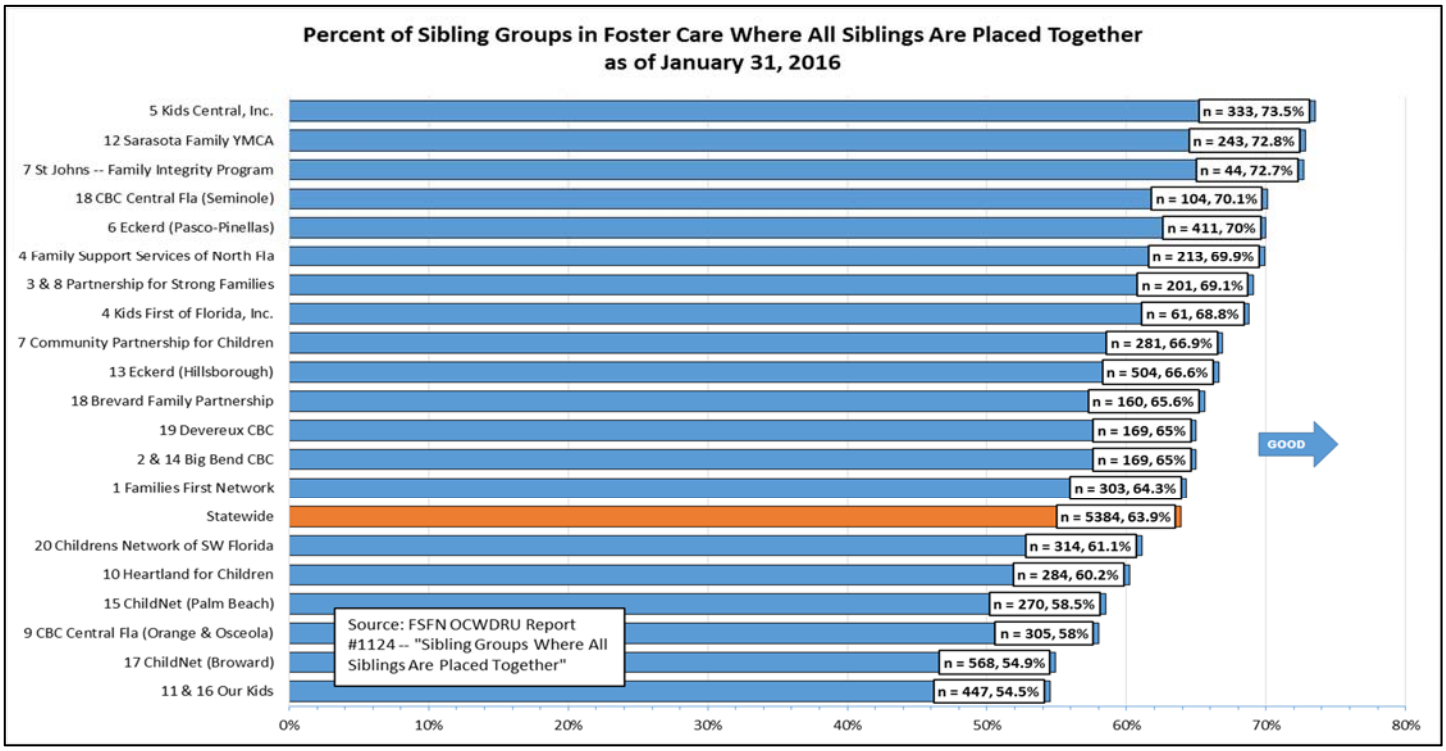
CBC performance in the area of placement stability continues to vary greatly.



Community-Based Care Lead Agencies

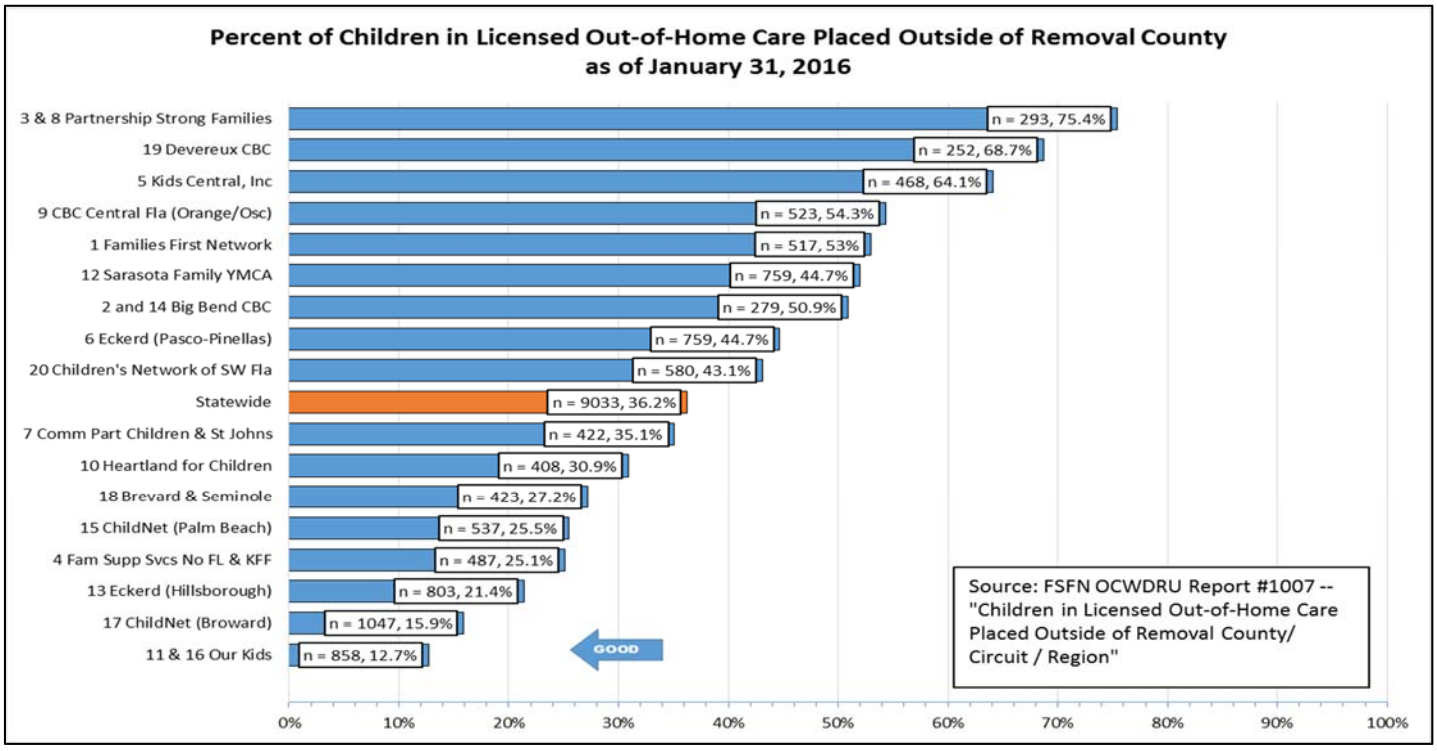
Placement of Sibling Groups Together: Stratification by CBC Lead Agency

As of January 31. 2016, 63.9% of children that are members of a sibling group were placed together.



Children Placed Outside Removal County: Stratification by CBC Lead Agency

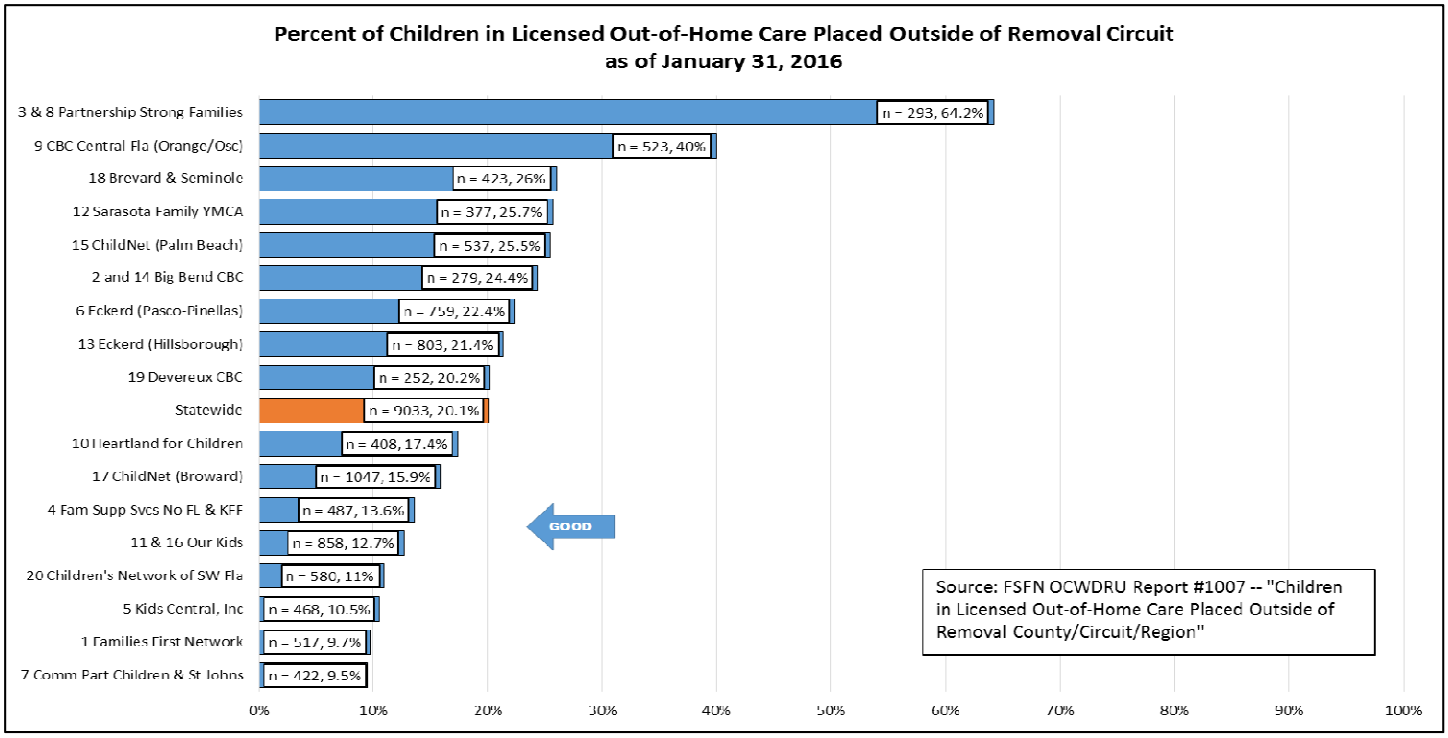
There is wide variation across CBCs on the number and percentage of children that were placed outside of their removal county.



Community-Based Care Lead Agencies

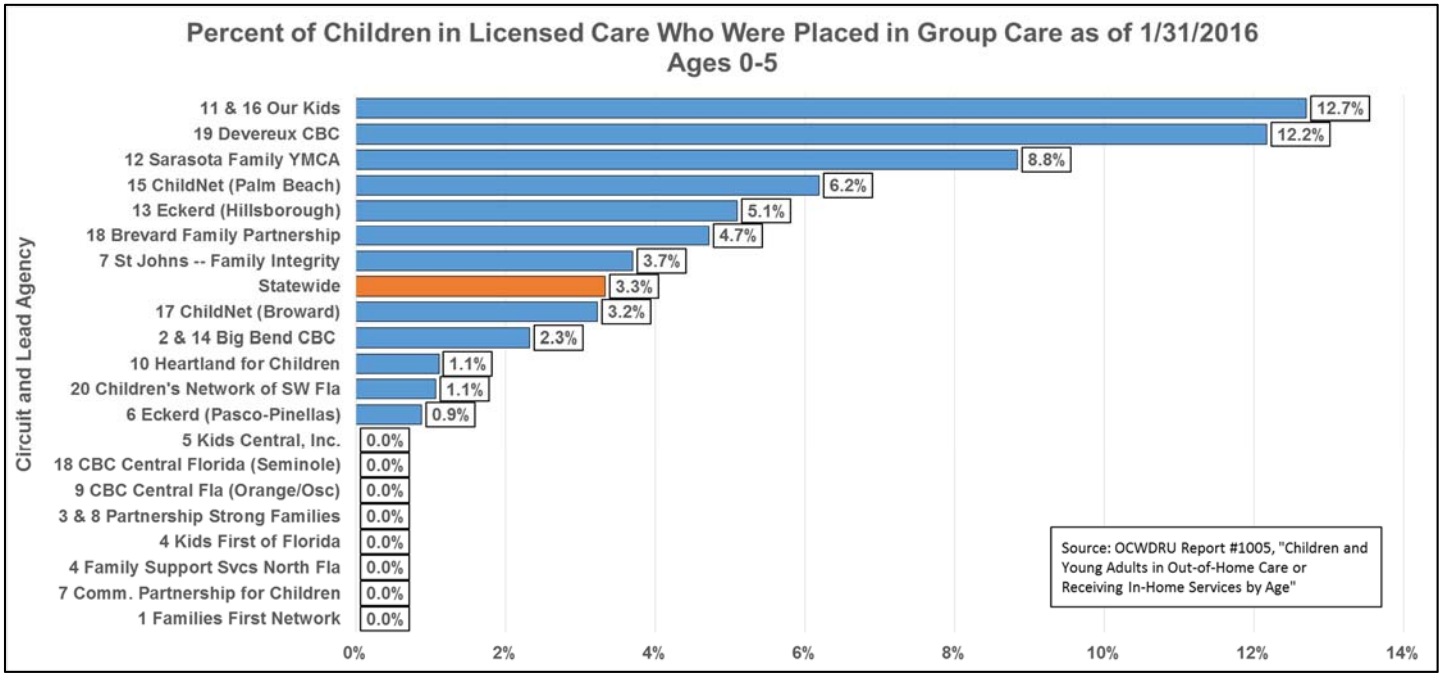
Children Placed Outside Removal Circuit: Stratification by CBC Lead Agency

The percentages on this indicator are much lower than they are for the prior county indicator, as many children that are not placed in their home county still remain within their home circuit.



Children 0-5 Placed in Group Care: Stratification by CBC Lead Agency

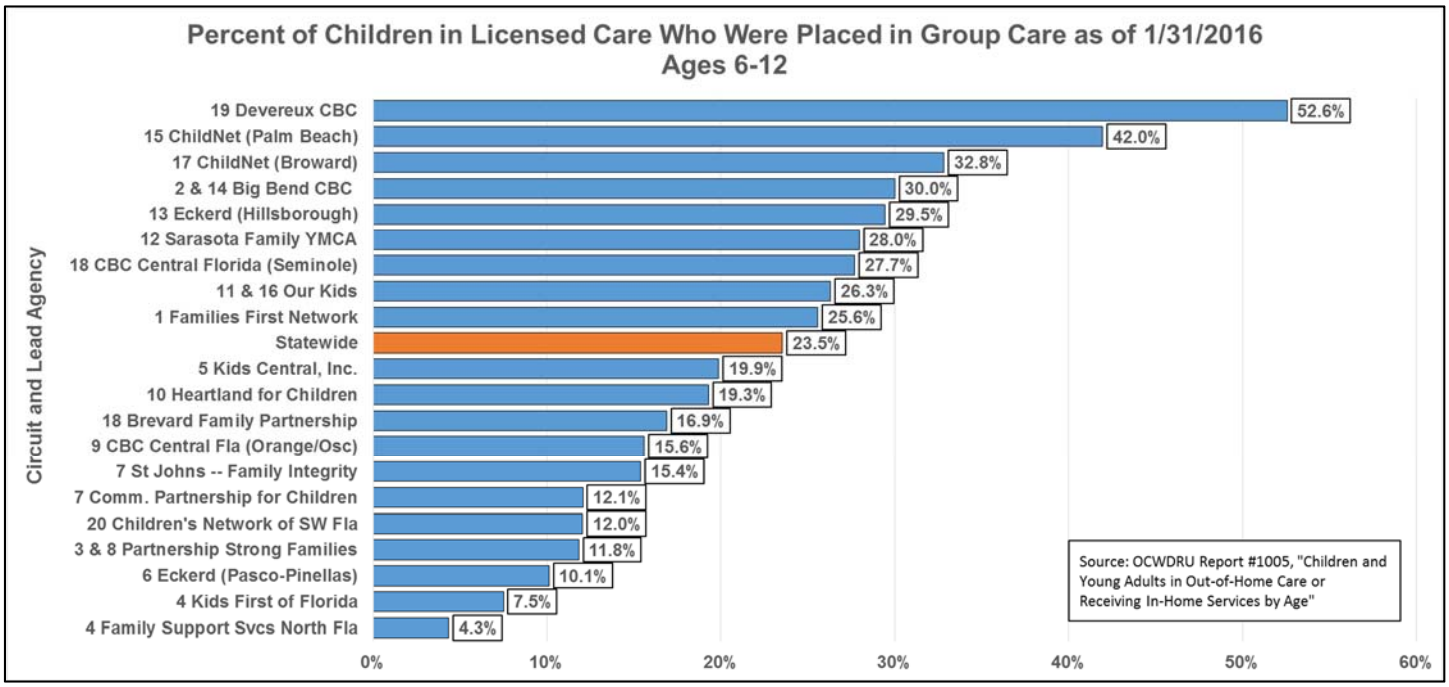
While the percentage of very young children placed in group care is generally quite low, there are two CBCs which have been three and a half to four times higher than statewide performance for the fourth consecutive month, as of January 31, 2016.



Community-Based Care Lead Agencies

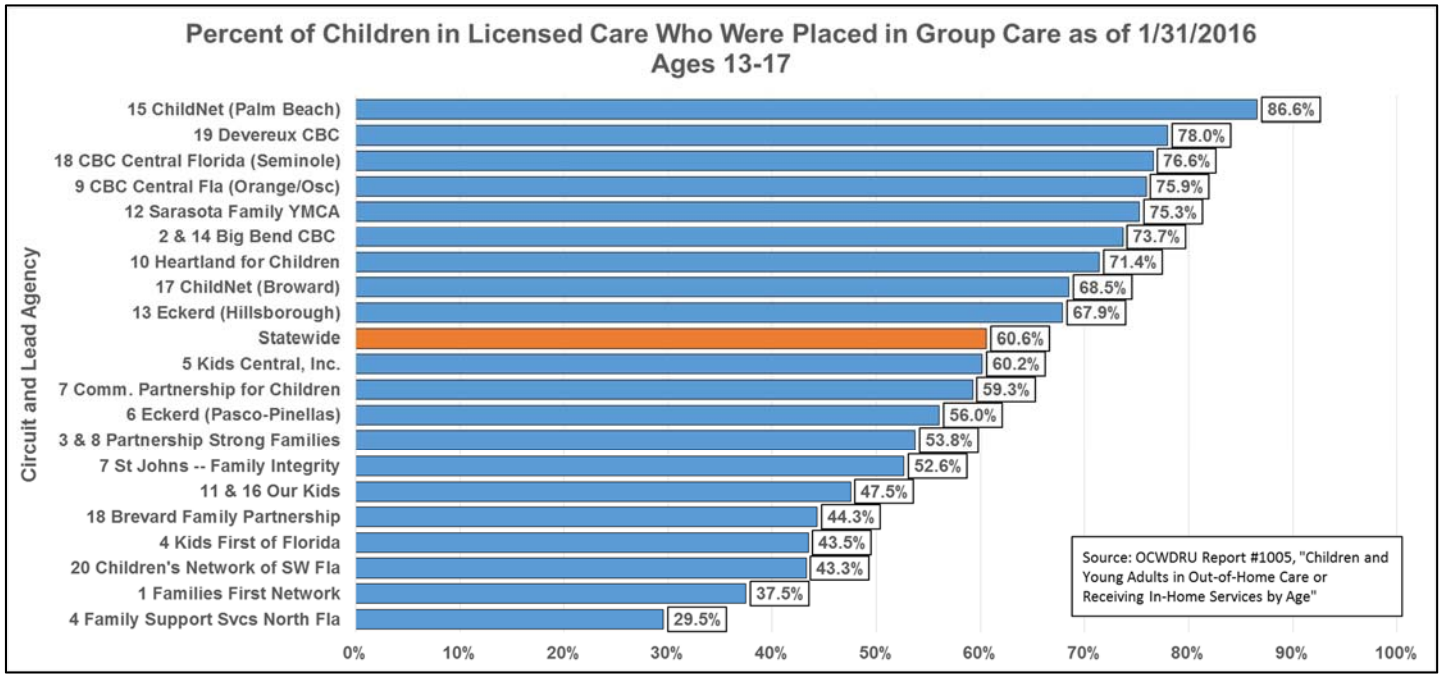
Children 6-12 Placed in Group Care: Stratification by CBC Lead Agency

The percentage of children in group care increases with age, with one CBC having more than twice the percentage of this age range of children in group care as compared to statewide performance.



Children 13-17 Placed in Group Care: Stratification by CBC Lead Agency

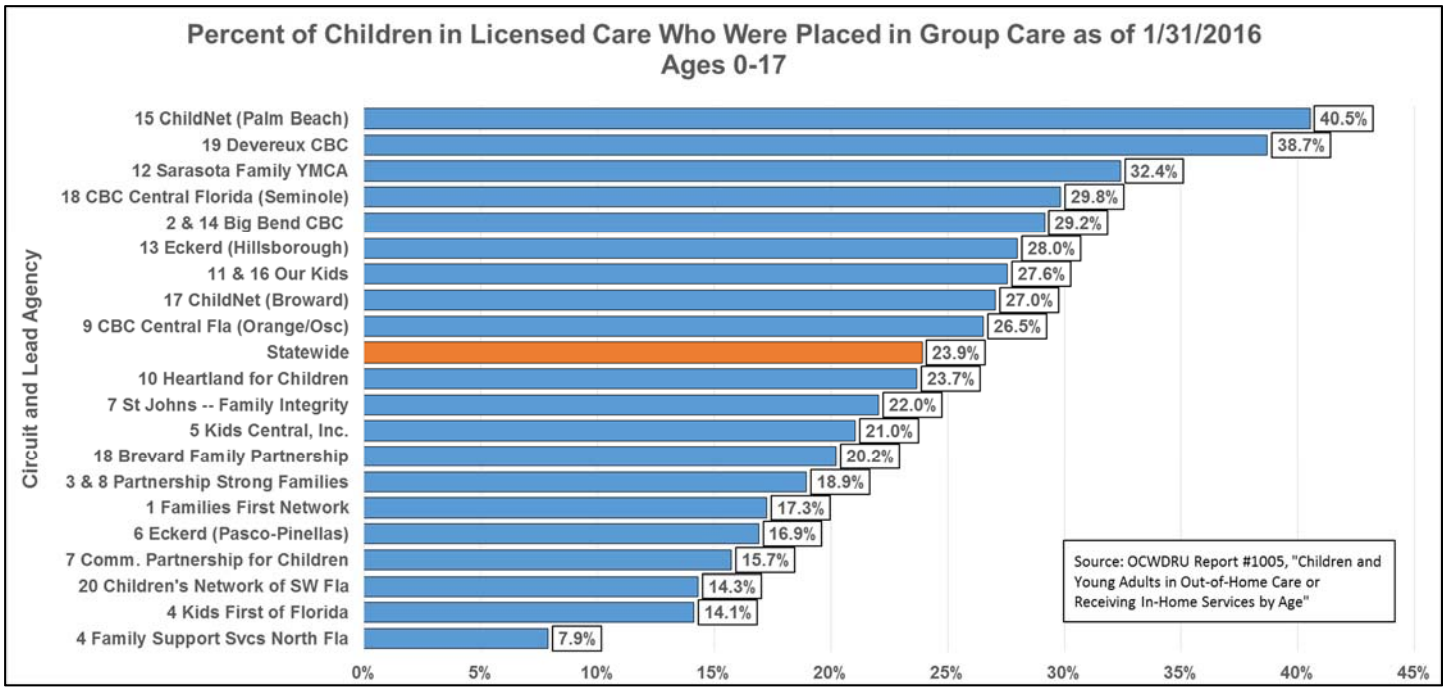
The majority of CBCs have 50% and higher of children in this age range placed in a group home environment, with five CBCs having in excess of 75% in group care.



Community-Based Care Lead Agencies

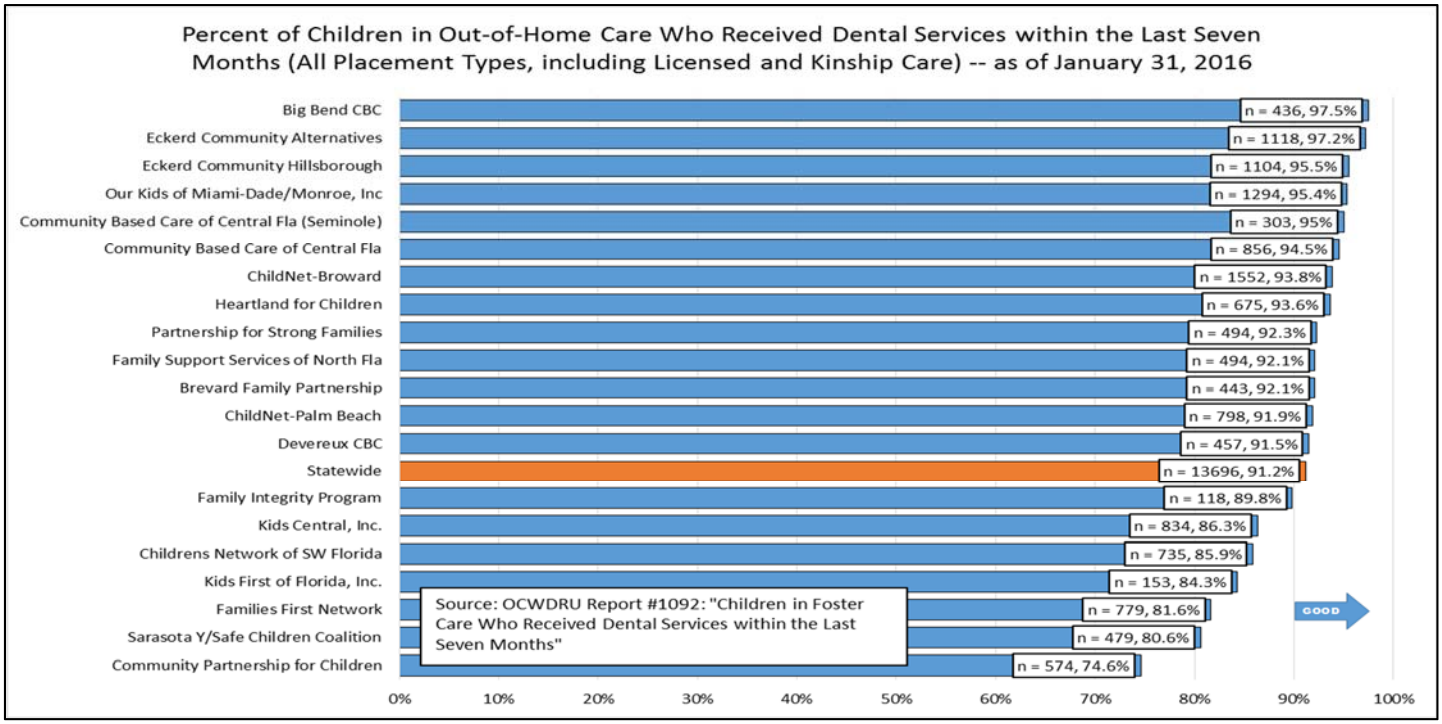
Children 0-17 Placed in Group Care: Stratification by CBC Lead Agency

Statewide, 23.9% of children from birth 10 17 years were placed in group care as of January 31, 2016. This is a minimal increase from the 23.8% in the same placement type as of December 31, 2015.



Children Receiving Dental Services in Last Seven Months: Stratification by CBC Lead Agency

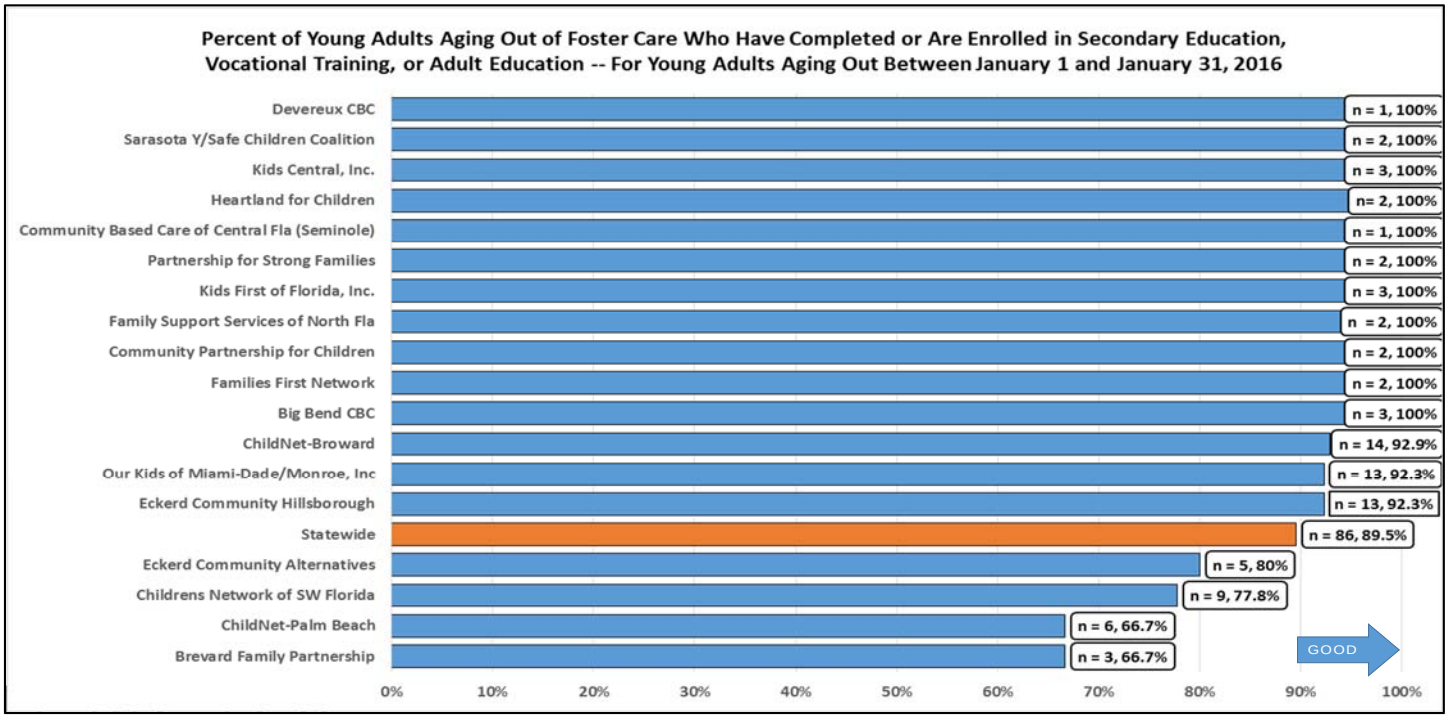
Considerable progress has been made in the last few years with medical and dental services, with a statewide percent of children receiving dental services at 91.2% as of January 31, 2016.



Community-Based Care Lead Agencies

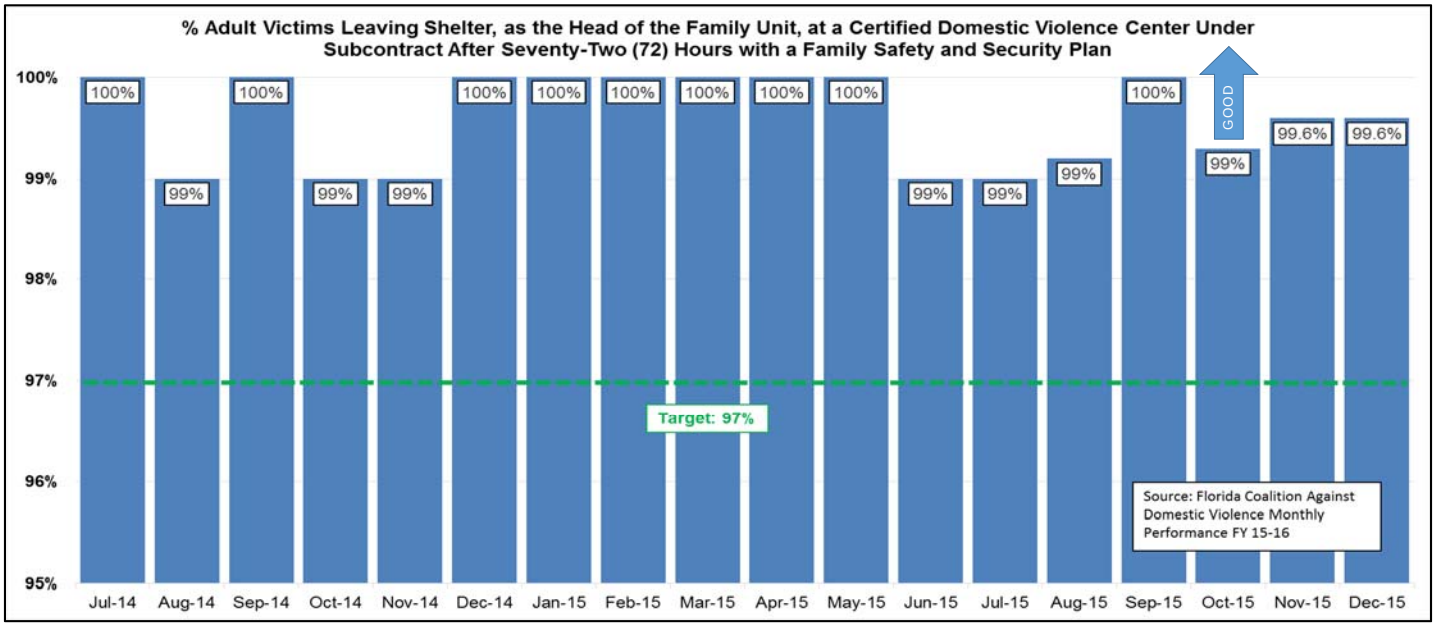
Young Adults Aging Out Who Are Enrolled in Education Programs: Stratification by Lead Agency

Some children removed from their families do not achieve permanency. For these children, it is crucial that they are prepared for life after foster care by the time they "age out" of care. This is one indicator of that preparation for adulthood, but does not control for any of the many variables that influence this preparation, including time in care and the child's education level when entering care.



Percent Victims Leaving Shelter with a Family Safety and Security Plan

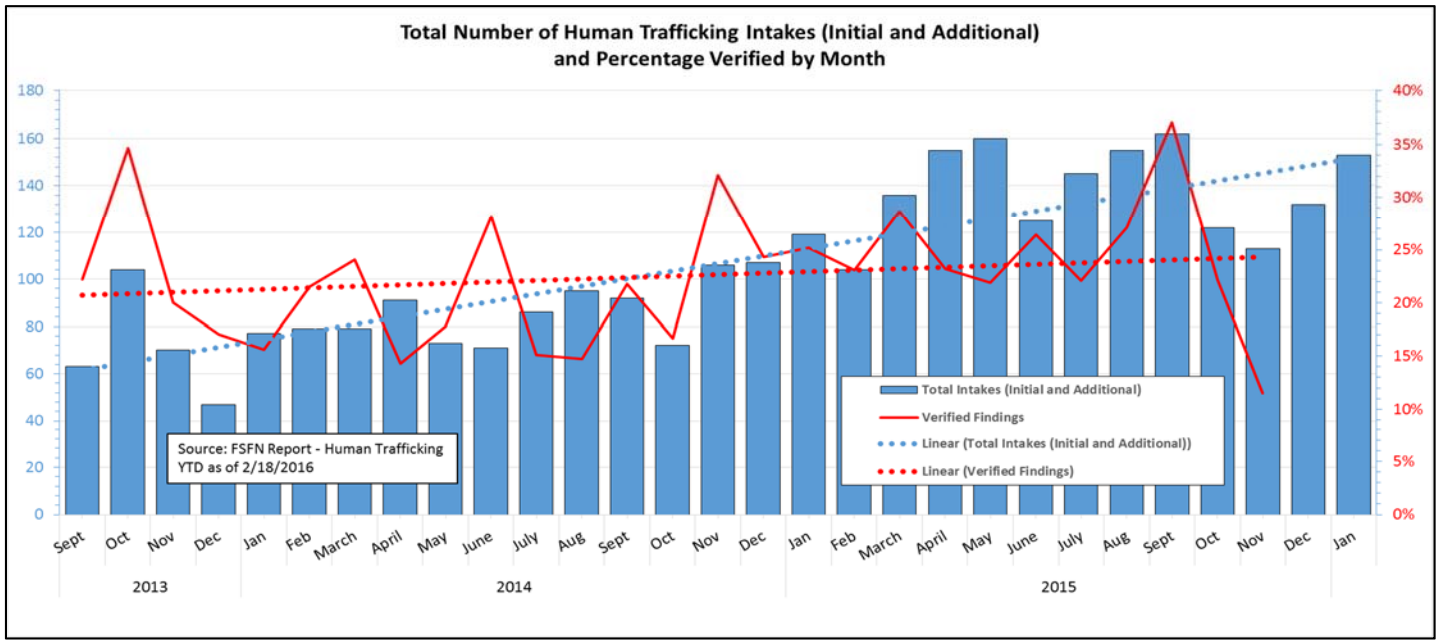
Performance continues to be between 99% and 100% each month, which has exceeded the target of 97% for the past consecutive 18 months.



Human Trafficking

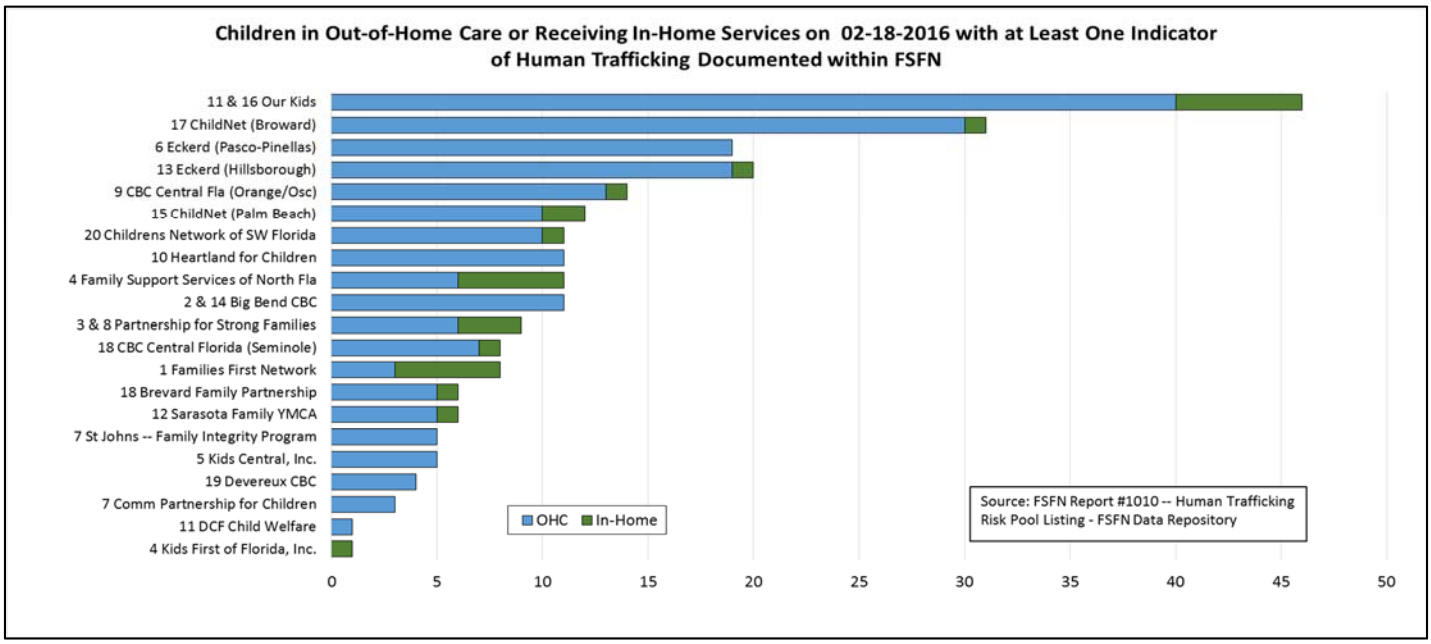
Human Trafficking Intakes: Trend

The number of Human Trafficking Reports (Initial and Additional) received by the Hotline increased for the second month in a row, from 132 reports in December 2015 to 153 reports in January 2016. While the trend line for verification of these allegations has been increasing slightly over time, the actual percentage of verified allegations has now decreased for the past two months, from 31% and 22% for reports received in September and October, respectively, to 12% for reports received in November 2015.

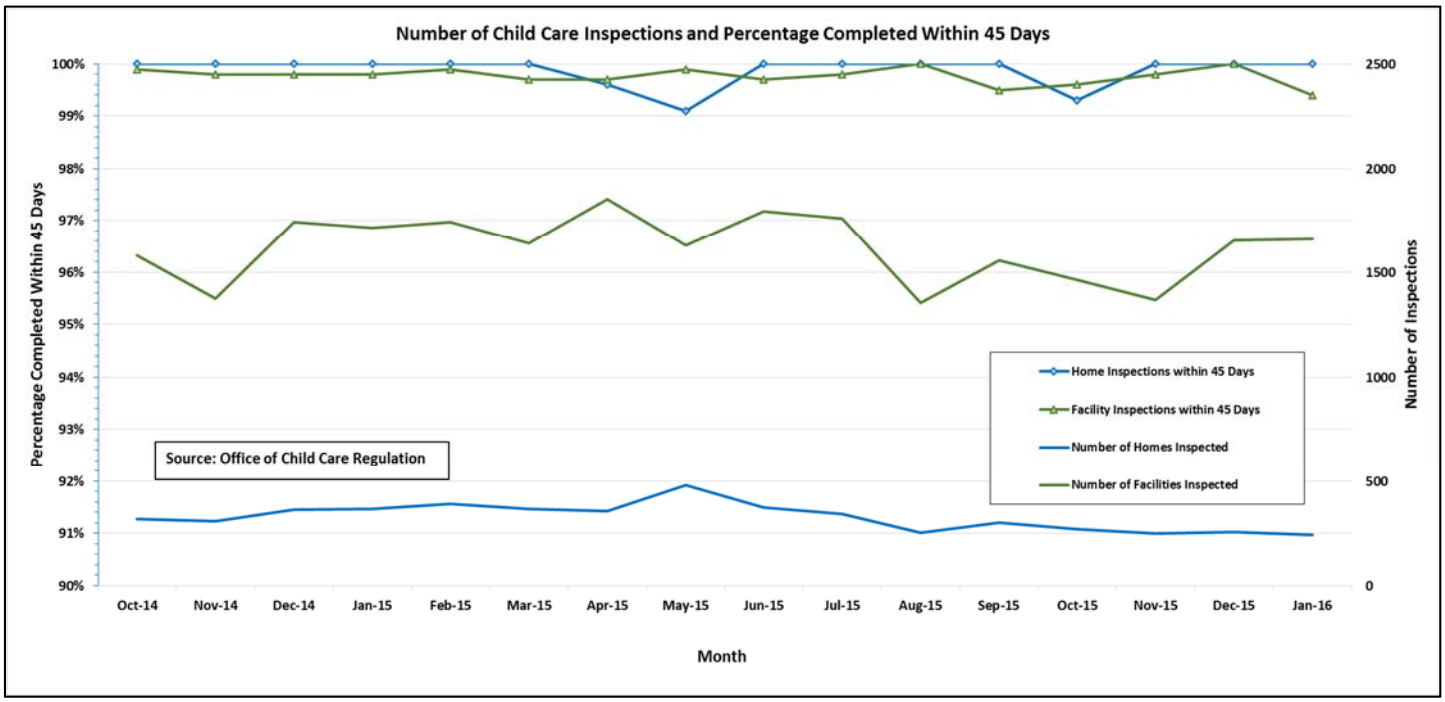


Children with a FSFN Indicator of Being a Human Trafficking Victim: Stratification by CBC Lead Agency

The number of children in Out-of-Home care or receiving In-Home Services with at least one FSFN indicator of being a victim of Human Trafficking remains concentrated within Florida's most urban centers, with a continued bias towards the Southeast area of the state.



Child Care Regulations

Child Care Inspections per Month

The percent of timely home inspections remained at 100% for January 2016, whereas timely facility inspections decreased slightly from 100% to 99.4%.