Child Welfare Key Indicators Monthly Report

July 2016

Including Updated Data through June 2016

Office of Child Welfare
Performance and Quality Management

A Results-Oriented Accountability Report

July 29, 2016

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Executive Summary

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

Florida Abuse Hotline

Workload. Total contacts decreased from 44,339 in May to 37,721 in June, lower than 40,859 in June 2015.

Timeliness. The percent of calls abandoned by reporters on the English-language line improved from 33.3% in April to 19.2% in May to 8.4% in June, the best performance since 7.5% in June 2014. The average wait time before answer by a Hotline counselor on the English-language line was sharply reduced from 4 minutes 33 seconds in May to 1:23 in June. The average wait time before abandoning a call also improved, from 3:31 to 2:48. The maximum wait time of 1:06:37 in May 2016 was reduced to 37:39 in June.

Screening Decisions. Screen-in rates continue at just below 80%.

Child Protective Investigations

Workload. The 16,451 new investigations in June followed the usual seasonal dip from May, but were higher than the 14,202 in June 2013, 15,586 in June 2014, and 15.905 in June 2015. The 24,630 active investigations on June 30 was a reduction from 27,524 on May 31. The backlog of investigations active over 60 days increased to 1,278 on June 30 in spite of the decrease in the other two indicators.

Timeliness. The statewide percent of alleged victims seen within 24 hours has declined since late 2013, with a sharp decline to 85.2% in June. The percent of investigations completed within 60 days has also been declining since late 2013, had improved in December through March but dropped sharply in April to 91.3%.

Recurrence. Recurrence of maltreatment within 12 months continues near the of 9.1% national standard.

Removals. 1,311 children were removed in June 2016, a reduction from 1,429 children removed in May 2016, but an increase over the 1,274 in June 2015. The removal rate of 5.8 per 100 children investigated in April continues at the 5.0 to 7.0 range, rather than the 4.0 to 6.0 range that was normal until late 2013.

Community-Based Care Lead Agencies

Caseloads. There were 23,026 children in out-of-home care on June 30, 2016 -- a 5.3% increase over the 21,890 children in care on June 30, 2015 and a 23.9% increase over the 18,584 in care on June 30, 2010. The trend for children receiving in-home services has remained relatively flat for three years.

Child Safety. The percent of children with no verified maltreatment during case-managed in-home services declined slightly to 96.9% in January - March 2016. The maltreatment rate in out-of-home care of 12.5 per 100,000 days in January - March 2016 was not meeting the national standard of 8.5 or less.

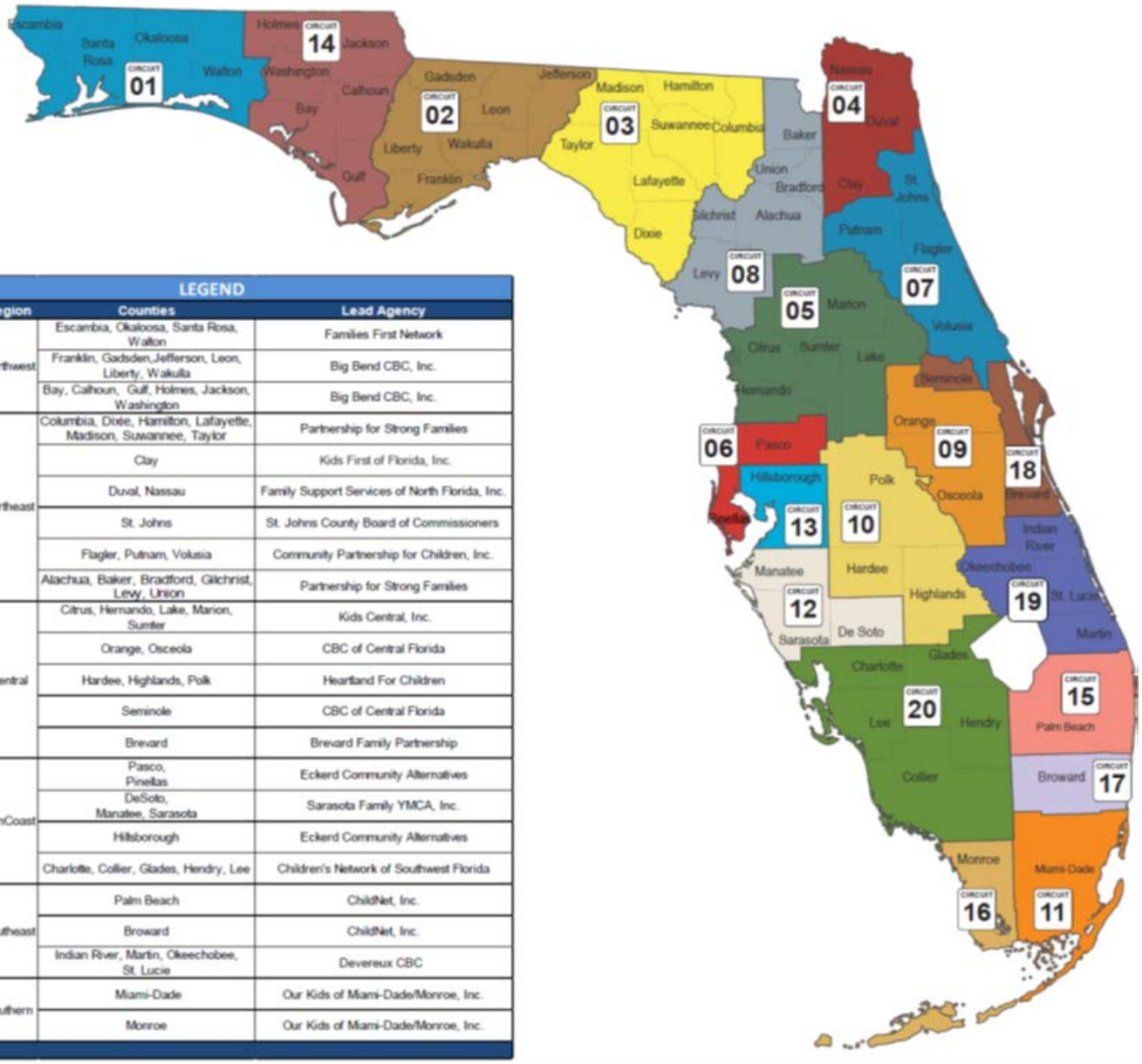
Timely Permanency. Achievement of permanency within 12 months of entry continued to decline (41.1% last quarter), but exceeds the national standard of 40.5%. Performance also remains high for children achieving permanency within 12-23 months and 24+ months, with each exceeding the national standards. The percent achieving permanency within 12 months who did not re-enter care within 12 months improved to 90.2%, but is below the national standard of 91.7%.

Placement Stability. Children entering care in FY 2015-16 averaged 4.03 moves per 1,000 days in care, better than the national standard of 4.12 or fewer moves.

Placement in Removal County and Circuit. 36.7% of children are currently placed outside of their removal county, 19.7% are placed outside their removal circuit.

Group Care. Three areas have over 10% of children aged five and under in licensed care who are placed in group care placements, compared to seven areas with none and 3.2% statewide.

DCF Regions, Circuits, Counties, and CBC Lead Agencies

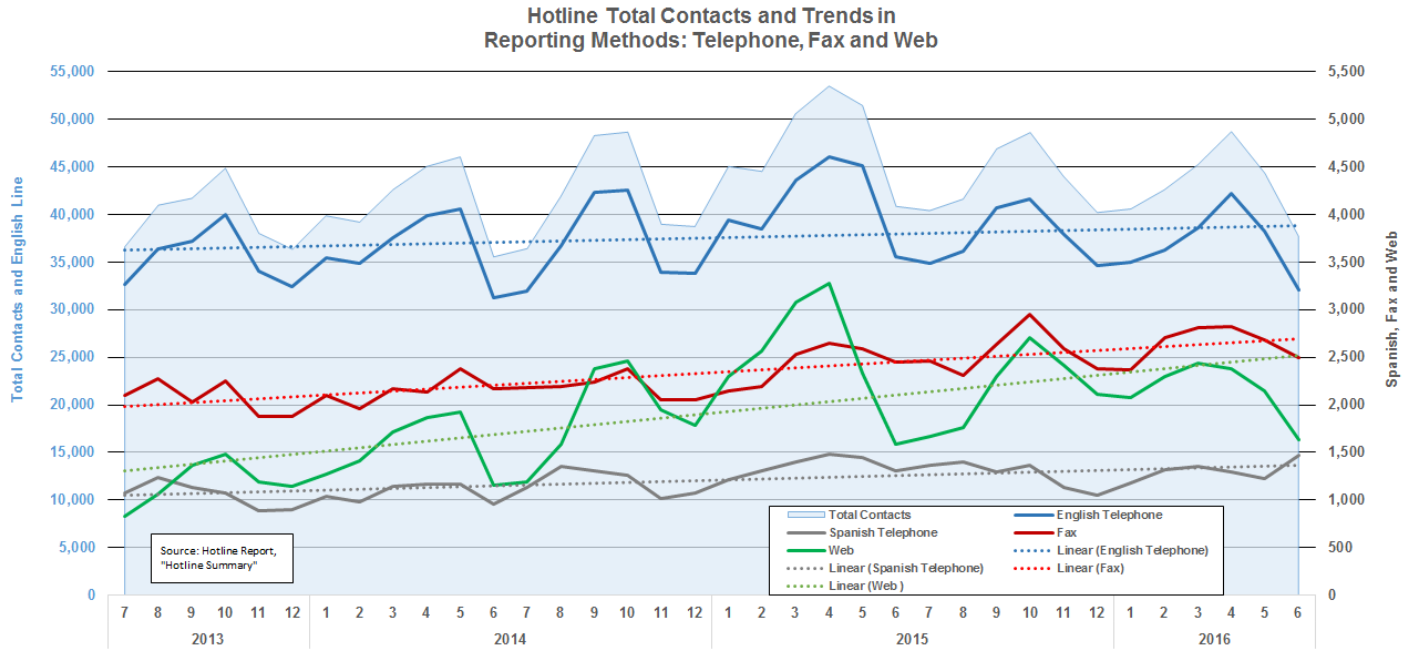


LEGEND				
Circuit		Region	Counties	Lead Agency
1		Northwest	Escambia, Okaloosa, Santa Rosa, Walton	Families First Network
2			Franklin, Gadsden,Jefferson, Leon, Liberty, Wakulla	Big Bend CBC, Inc.
14			Bay, Calhoun, Gulf, Holmes, Jackson, Washington	Big Bend CBC, Inc.
3		Northeast	Columbia, Dixie, Hamilton, 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, Lew, 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

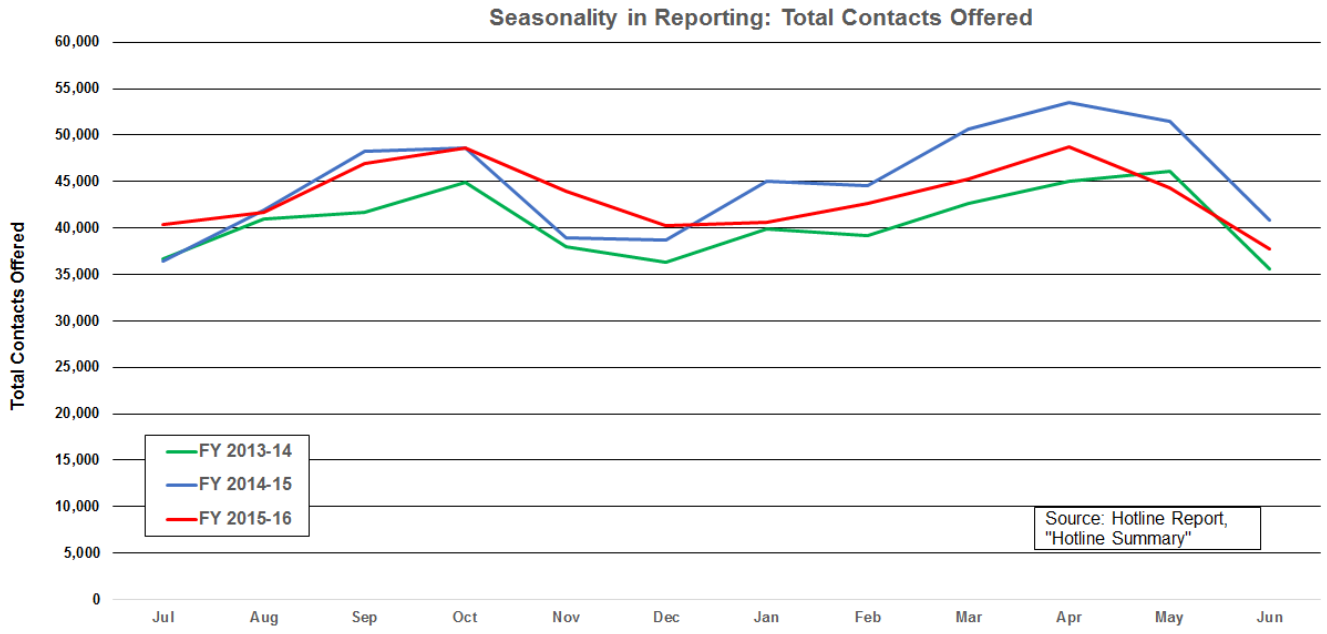
Reporting Method Trends

The Florida Abuse Hotline offers a variety of reporting methods. Total contacts and calls via the English line followed the usual seasonal trend, with a drop in May and June after a peak in April. The decline in web-based reporting (green line) from the 3,278 peak in April 2015 continued, with only 1,628 in June 2016.



Seasonality of Hotline Workload

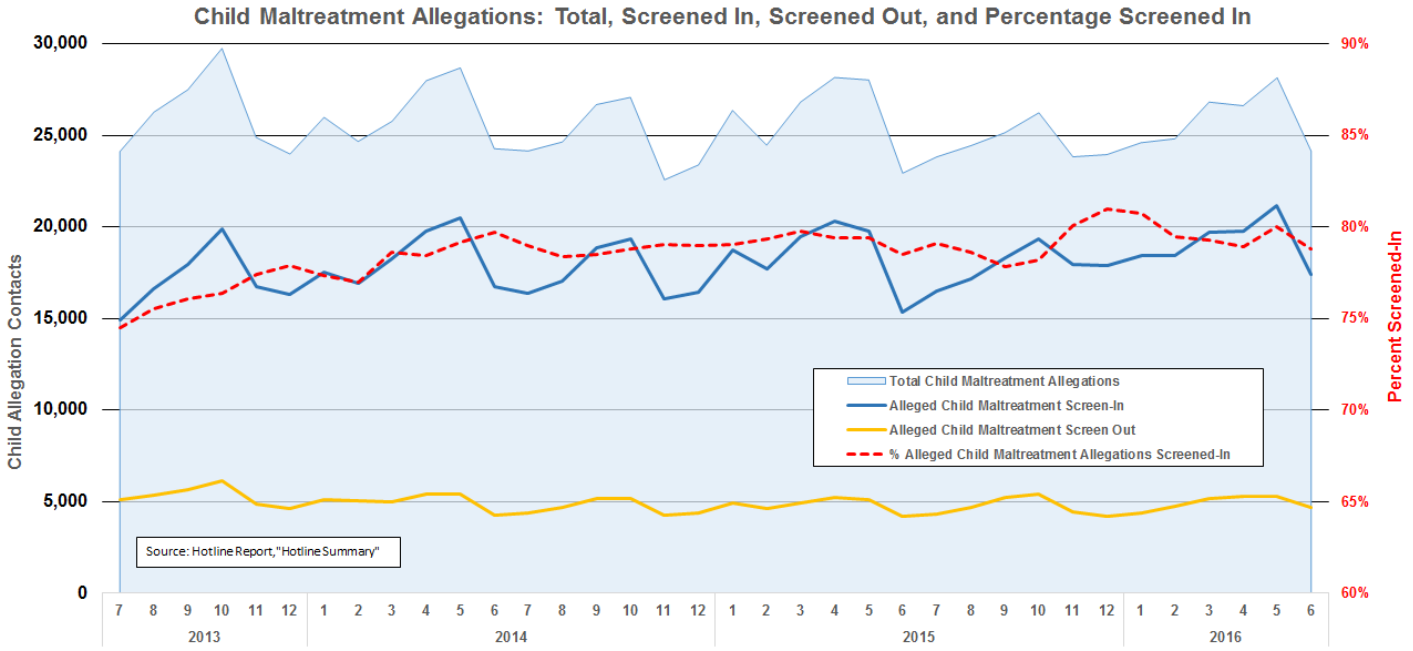
Total contacts decreased from 44,339 in May to 37,721 in June, lower than 40,859 in June 2015.



Screening Trends

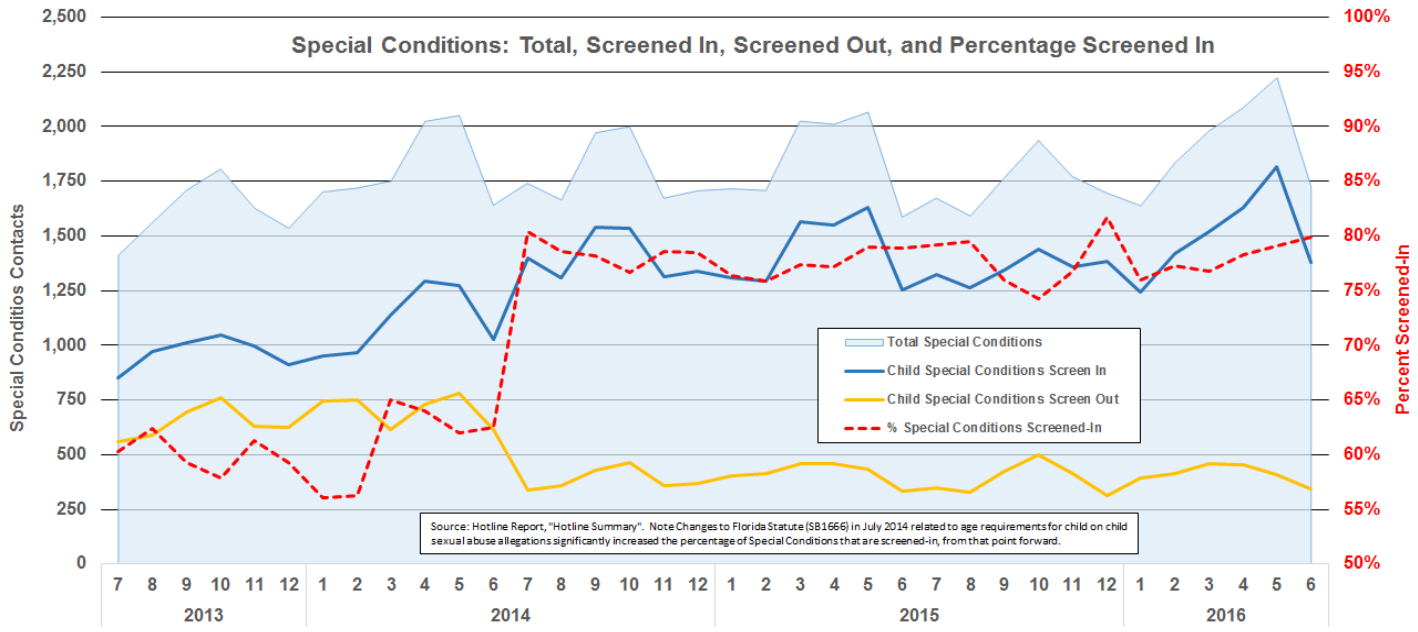
Maltreatment Screening

The 24,134 alleged child maltreatment contacts received in June 2016 was not as high as the peak of 29,743 in October 2013, but is slightly higher than the 22,934 in June 2015. The 78.8% screen-in rate resulted in 17,407 child maltreatment intakes accepted for protective investigation, higher than 15,333 in June 2015.



Special Conditions Screening

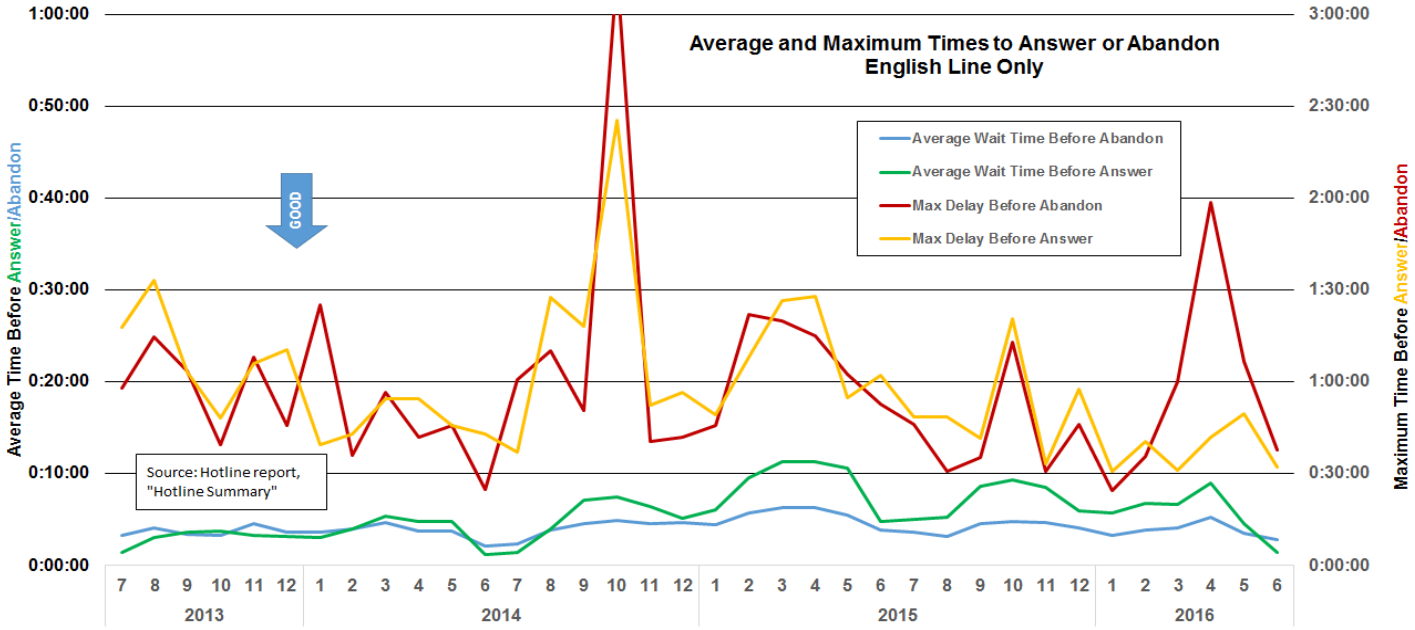
The percent screened in for special conditions continues at just below 80%. However, the number of special conditions screened in dropped from 1,816 in May to 1,379 in June, reversing the large increase in February - March.



Timeliness Trends

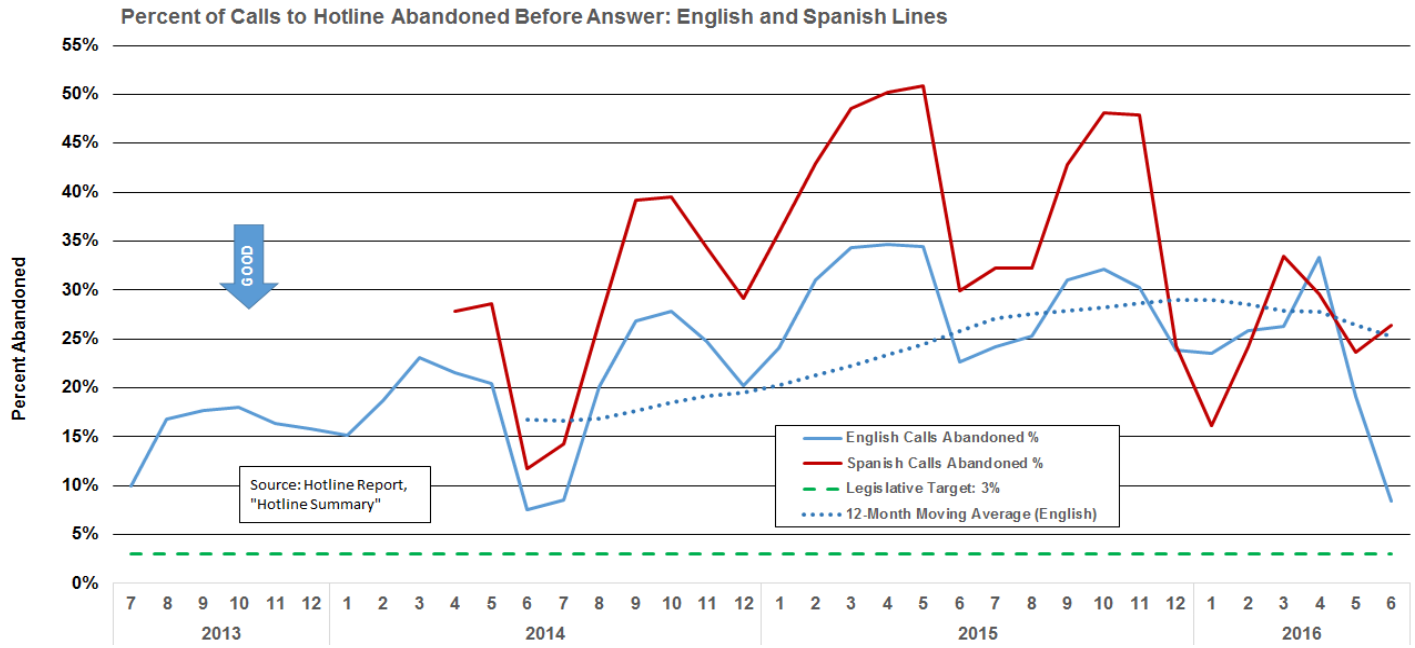
Average and Maximum Times to Answer or Abandon

The average wait time *before answer* by a Hotline counselor on the English-language line was sharply reduced from 4 minutes 33 seconds in May to 1:23 in June. The average wait time *before abandoning* a call also improved, from 3:31 to 2:48. The maximum wait time of 1:06:37 in May 2016 was reduced to 37:39 in June.



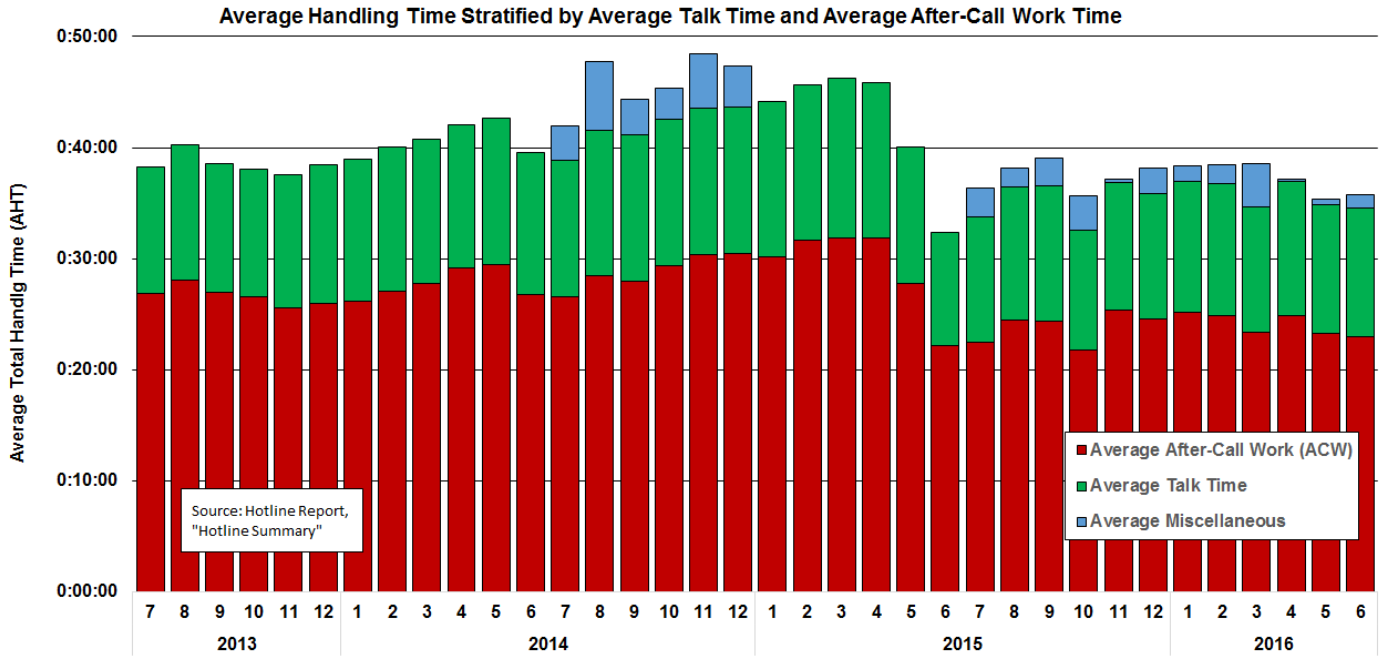
Percent of Calls Abandoned

The number of calls on the English-language line is over 20 times the number on the Spanish-language line. The percent of calls abandoned by reporters on the English-language line improved from 33.3% in April to 19.2% in May to 8.4% in June, the best performance since 7.5% in June 2014. The abandonment rate on the Spanish-language line slipped from 23.6% in May to 26.4% in June.



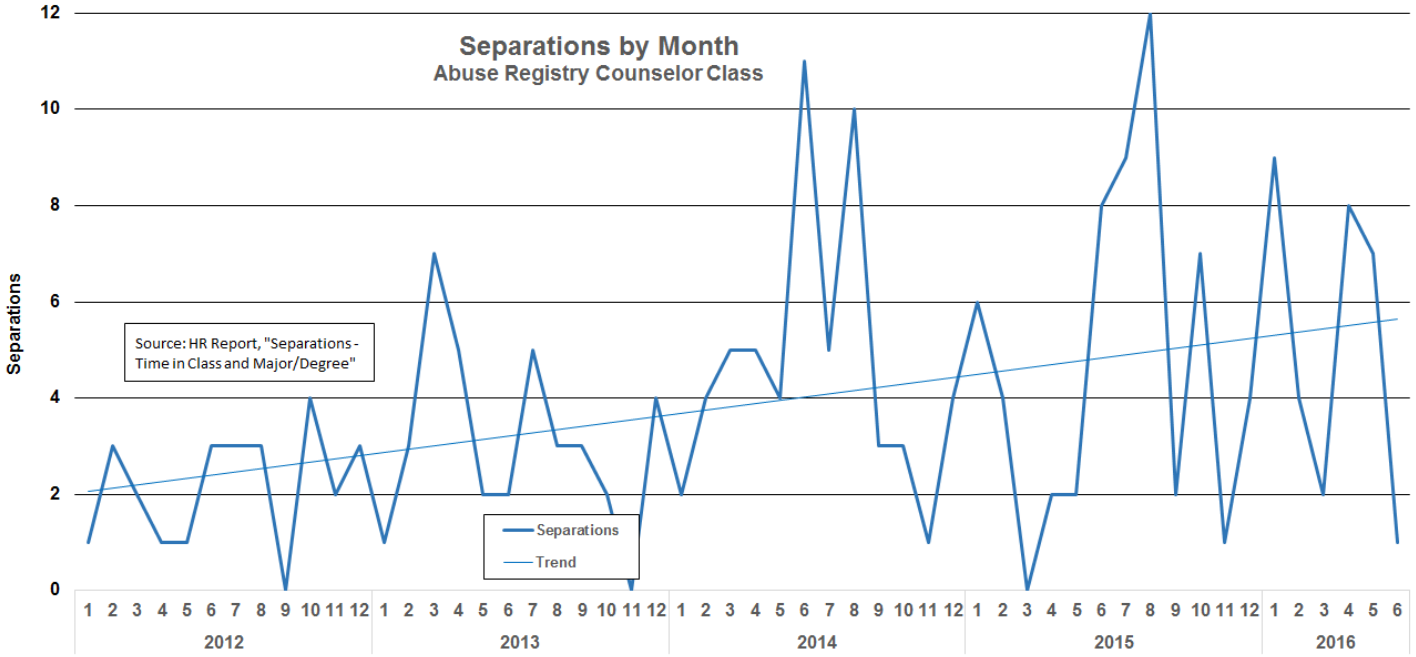
Florida Abuse Hotline Handling Time: Trend and Stratification

The Average Handling Time (AHT) of a counselor includes talk time and after call work time (ACW). Average talk time remained flat, from 11:36 in May to 11:35 in June and ACW dropped from 23:57 in May to 22:56 in June, but more "Miscellaneous" time increased overall AHT from 35:21 in May to 35:46 in June.



Hotline Workforce: Monthly Separations

The Florida Abuse Hotline had only one counselor separation in June 2016.

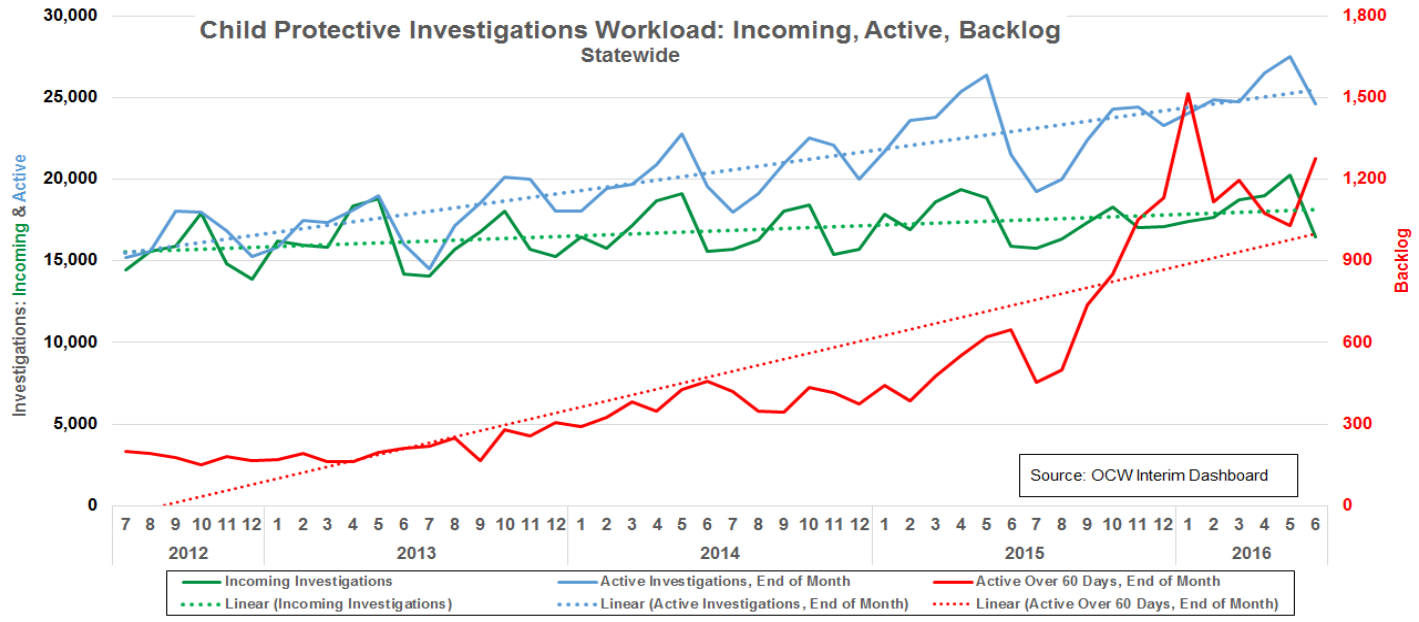


Child Protective Investigations
Workload Indicators

Investigative Workload Trend

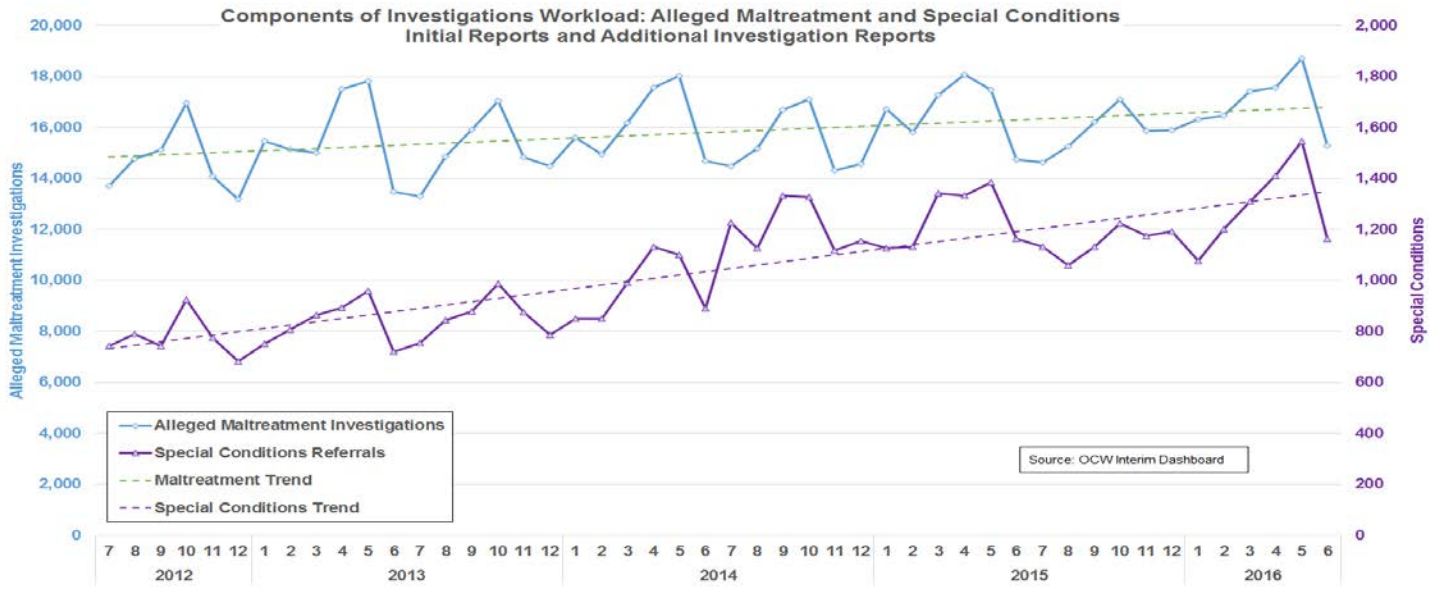
Incoming, Active, and Backlog Investigations

The 16,451 new investigations in June followed the usual seasonal dip from May, but were higher than the 14,202 in June 2013, 15,586 in June 2014, and 15.905 in June 2015. The 24,630 active investigations on June 30 was a reduction from 27,524 on May 31. The backlog of investigations active over 60 days increased to 1,278 on June 30 in spite of the decrease in the other two indicators.



Maltreatment Investigations and Special Conditions Assessments

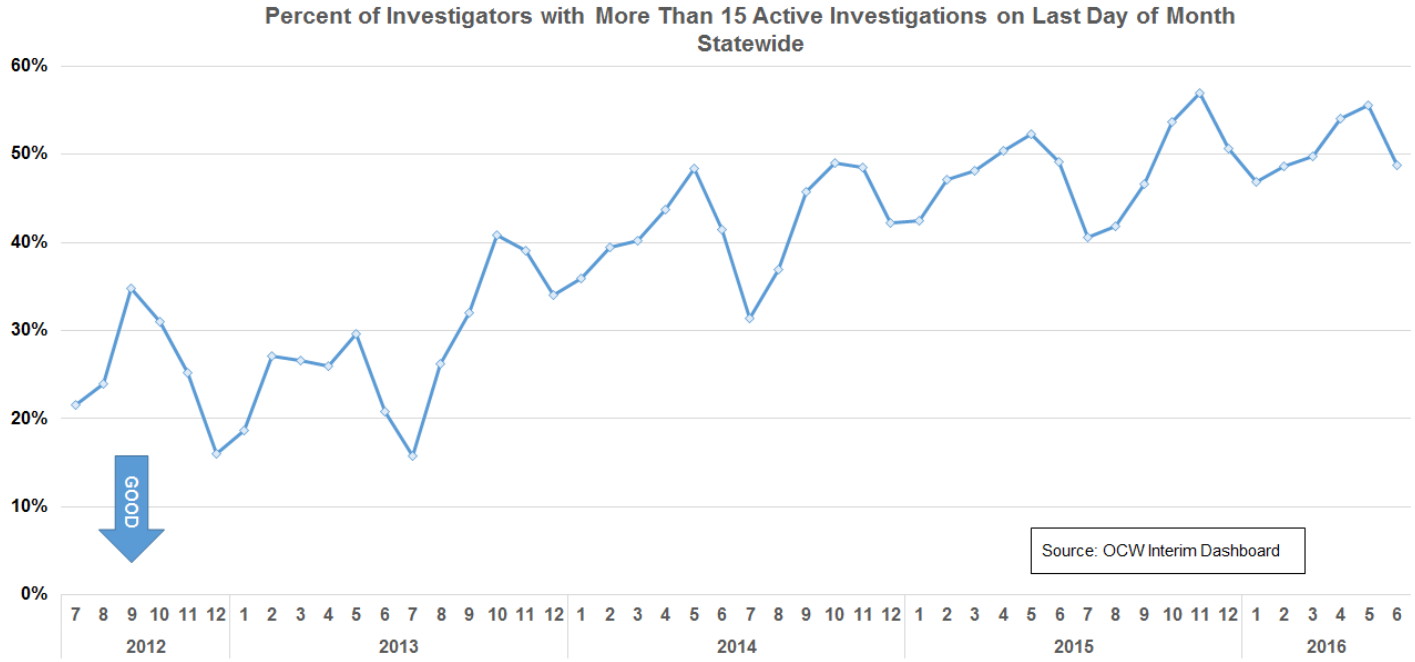
The relative growth in special conditions referrals is much greater than growth in alleged maltreatment. Although there was a sharp increase in February – May, both types dropped sharply in June.



Percent of Investigators with More Than 15 Active Investigations

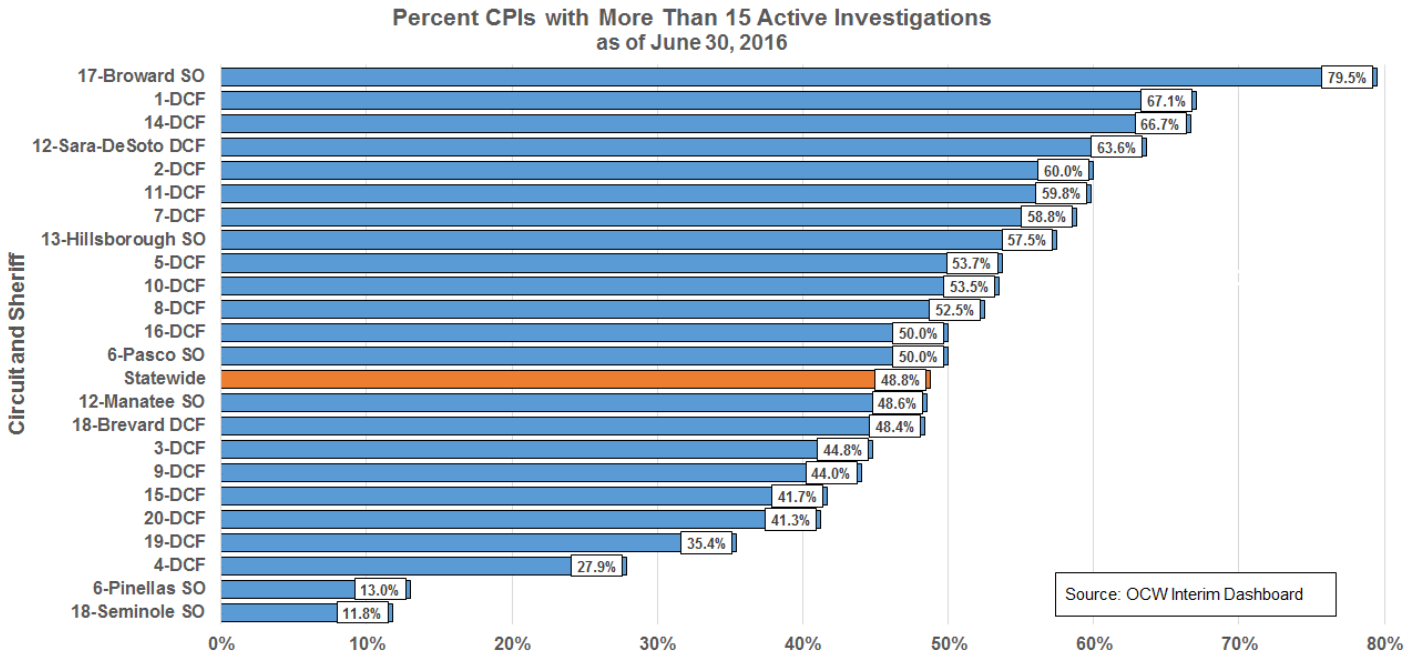
Statewide Trend

The statewide percent of CPIs with more than 15 active investigations has steadily increased, with seasonal variation (e.g., dips in December and July) since the last half of 2013.



Stratification by DCF Circuit and Sheriff's Office

In 11 areas, more than 50% of CPIs had more than 15 active investigations on June 30, 2016.

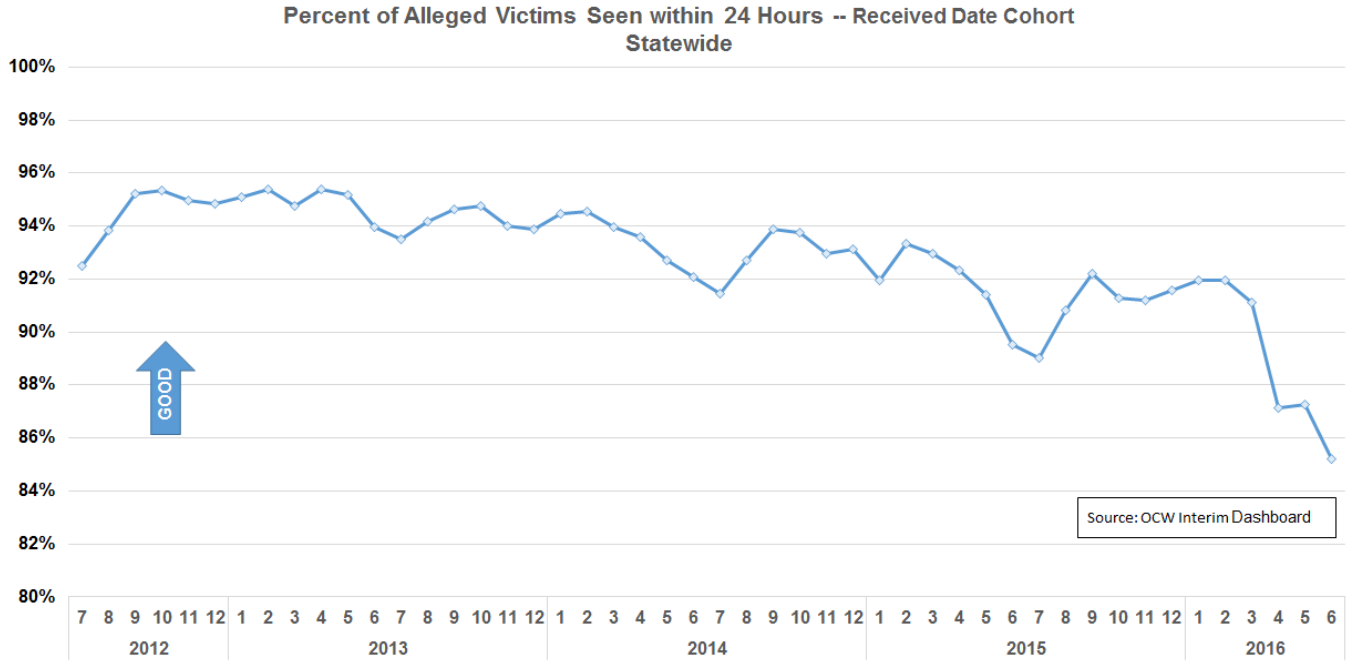


Timeliness Indicators

Percent of Alleged Child Victims Seen within 24 Hours

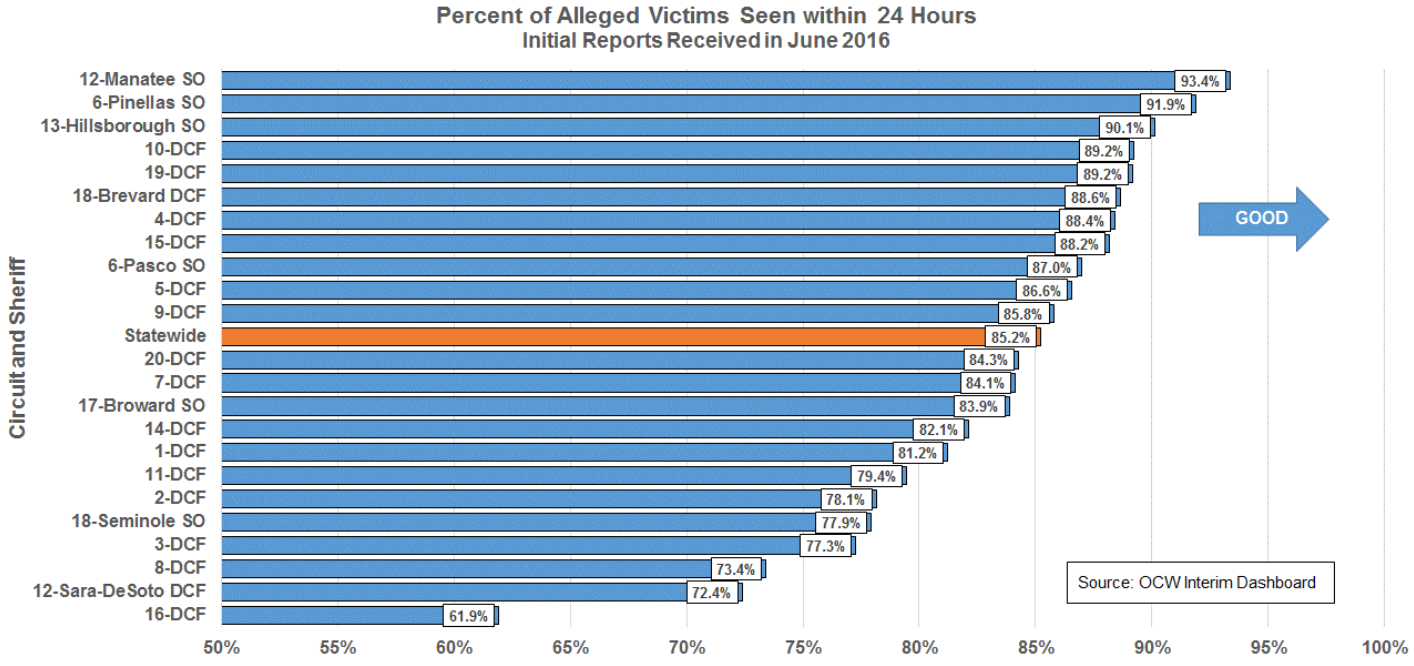
Statewide Trend

The statewide percent of alleged victims seen within 24 hours has declined since the last half of 2013, with a sharp decline the last three months to only 85.2% in June. It is interesting that performance tended to decline each summer when the workload is lower.



Stratification by DCF Circuit and Sheriff's Office

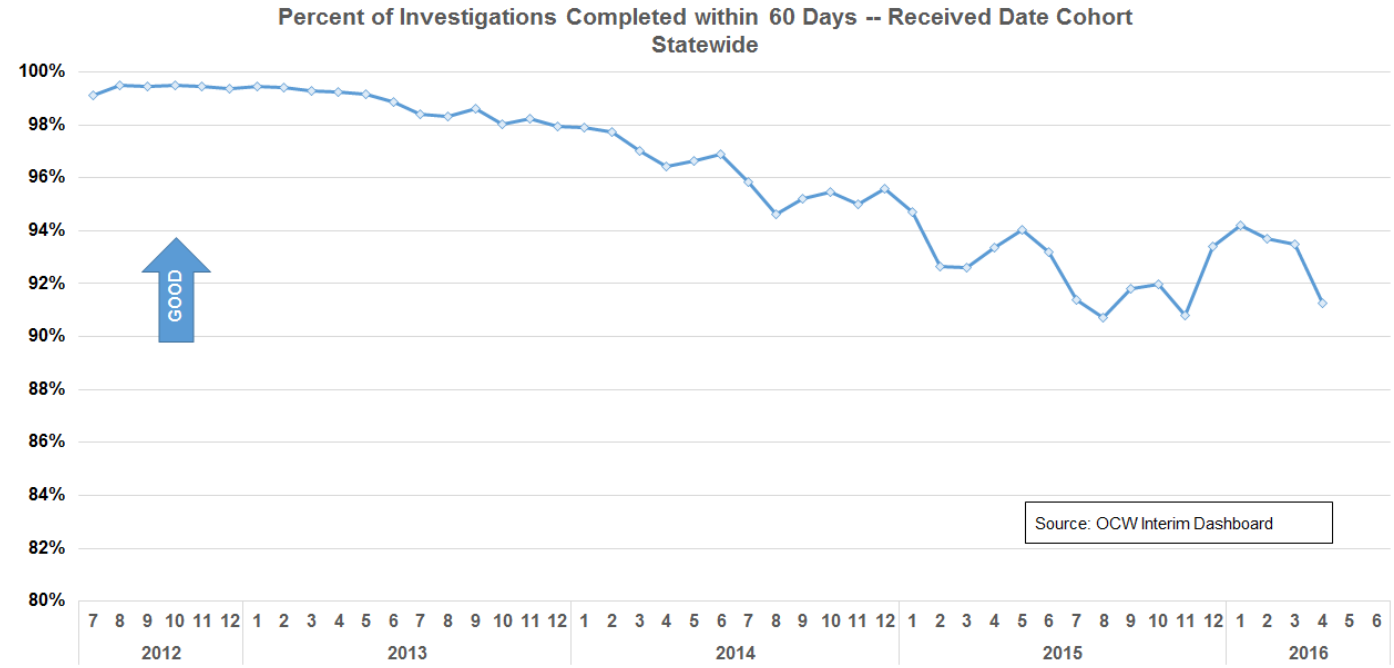
Only three DCF circuits and sheriffs were at the 90% level or higher in June 2016.



Percent of Child Investigations Completed within 60 Days

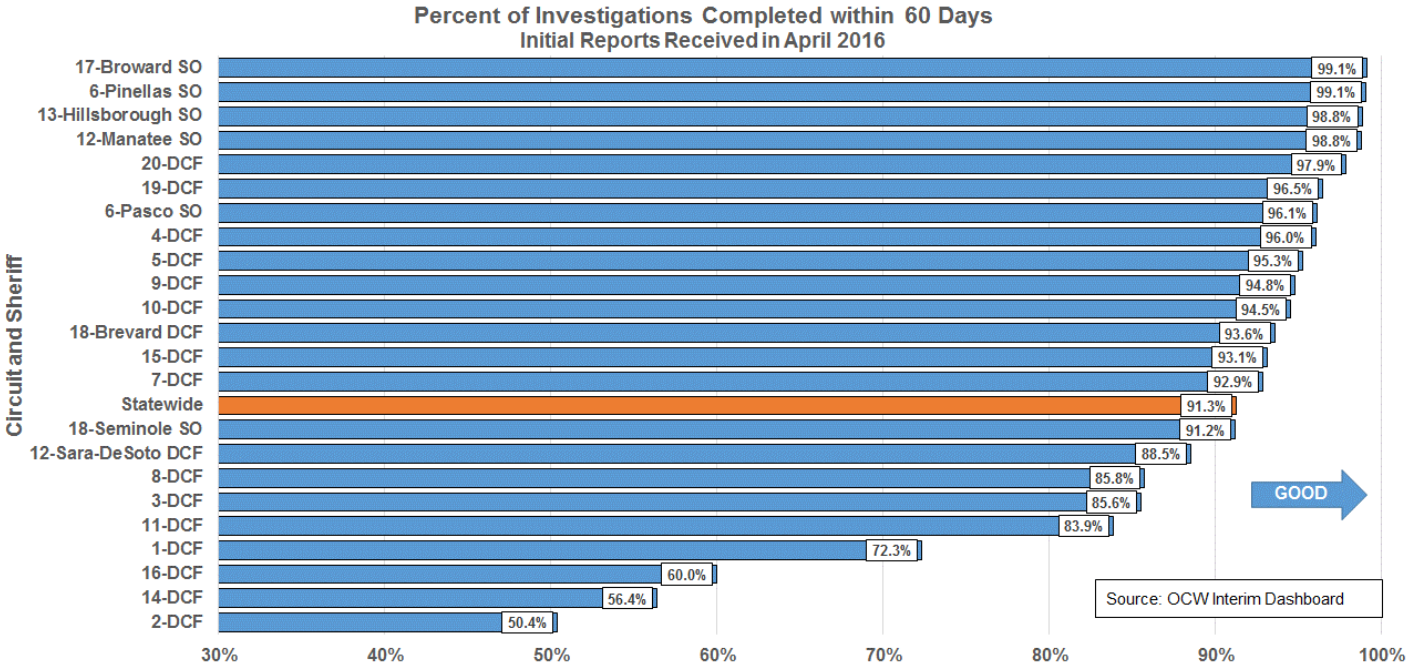
Statewide Trend

The statewide percent of child protective investigations completed within 60 days has had an overall decreasing trend since the last half of 2013. Performance had improved in December through March after lows in August and November, but dropped sharply to 91.3% for investigations begun in April, possibly due to increased incoming workload in May.



Stratification by Circuit and Sheriff's Office

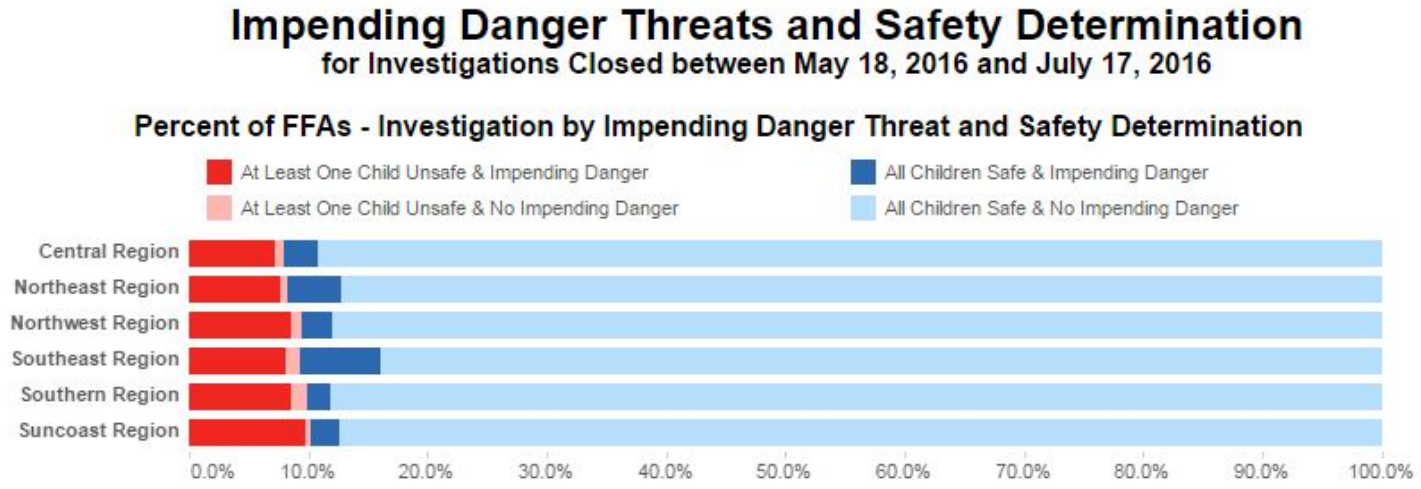
Fifteen circuits and sheriffs were above the 90% level investigations of new reports received in April 2016.



Safety Determinations and Services Provided

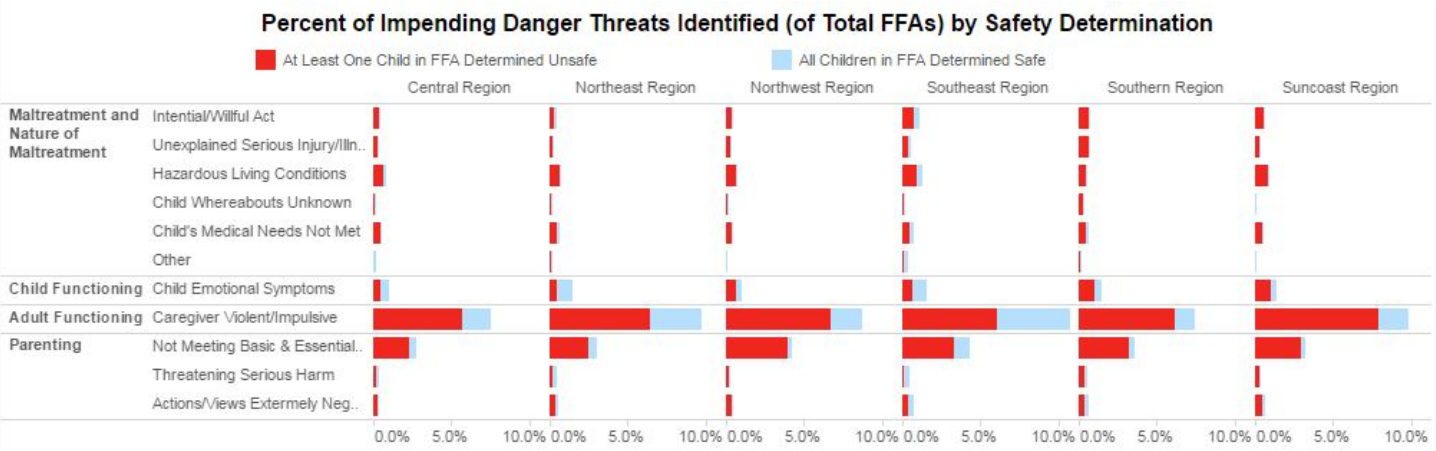
Impending Danger Threats and Safety Determination

This Tableau visualization indicates that some children have been determined "unsafe," yet have no impending danger (pink), while others are determined "safe," yet there is 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 the identified Impending Danger Threats for both safe and unsafe children, by Region, for investigations closed between May 18 and July 17, 2016.

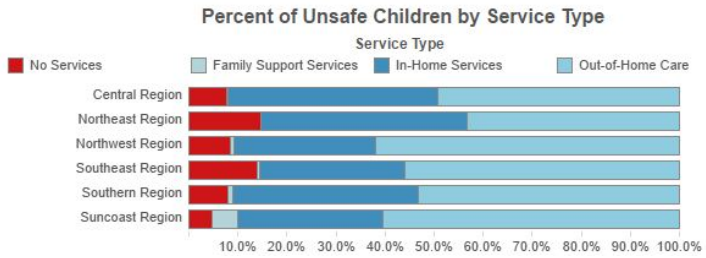


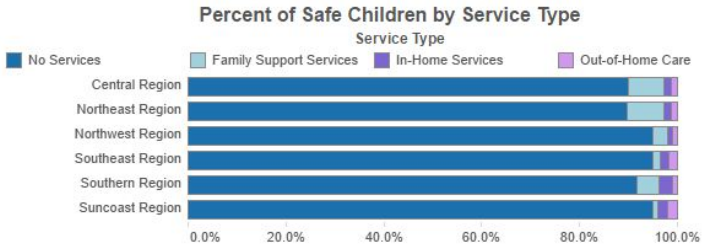
Unsafe Children and Safe Children by Service Type

These Tableau visualizations reflect investigations closed between May 18 and July 17, 2016.

- The visualization on the left indicates that some children have been determined "unsafe," yet have no services (red).
- The visualization on the right indicates that some children have been determined "safe," yet were placed in out-of-home care (violet) or received case-managed in-home services (dark blue).

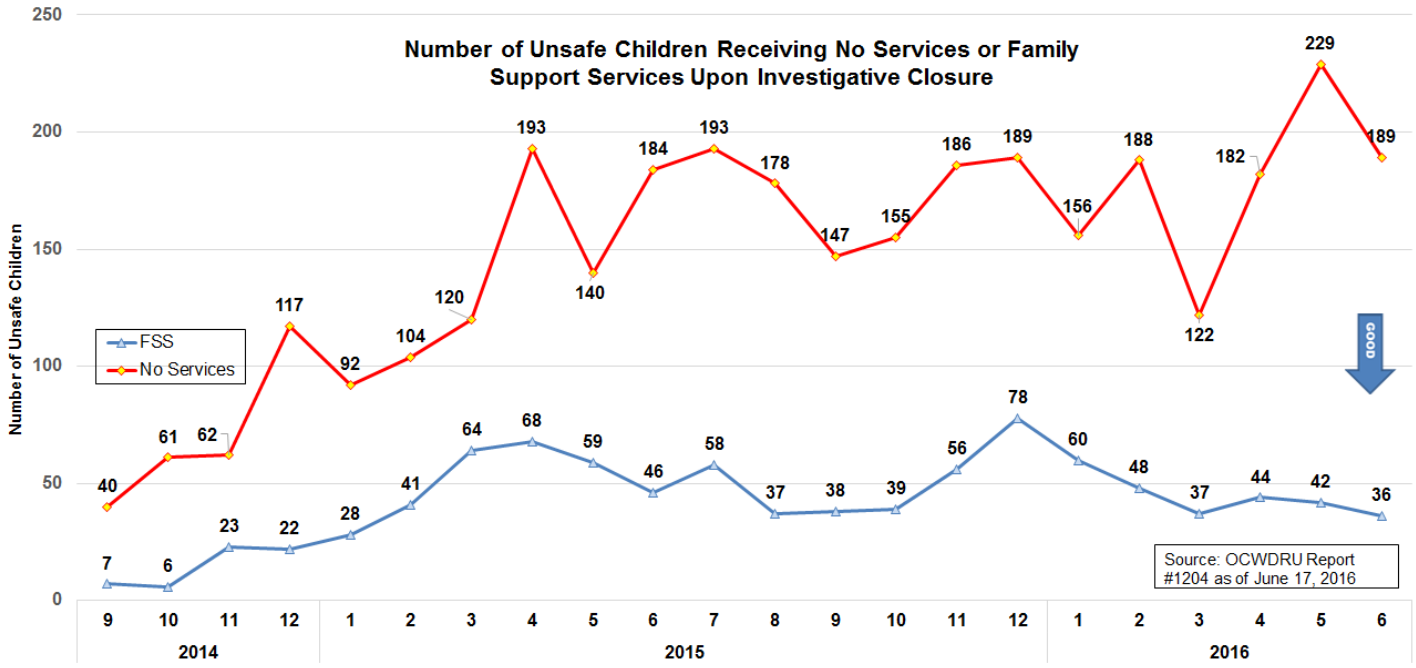
These anomalies need follow-up to determine whether there are issues with proper implementation of the practice model and/or with FSFN data entry.





Unsafe Children with No Services or Family Support Services

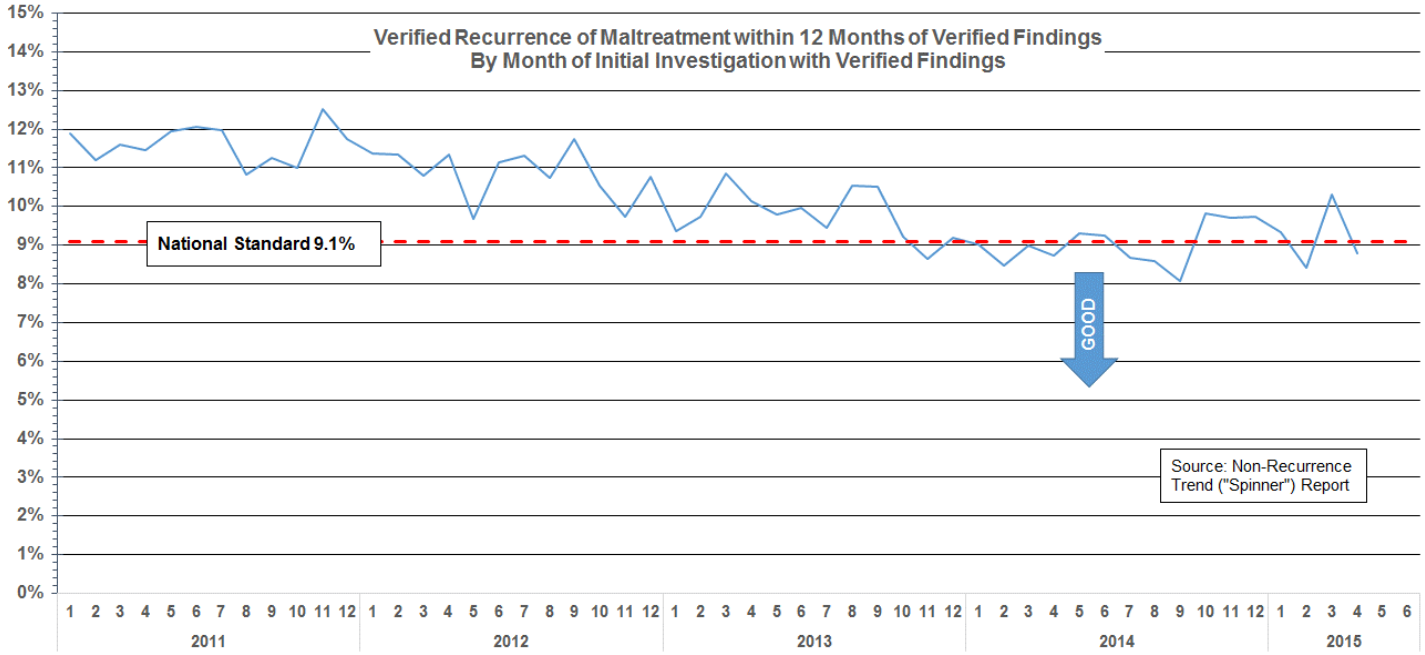
The following chart provides a trend view of the number of children who have been deemed unsafe, by month of investigative closure, who are receiving Family Support Services or No Services as opposed to ongoing, case-managed services.



Recurrence of Maltreatment after Verified Findings

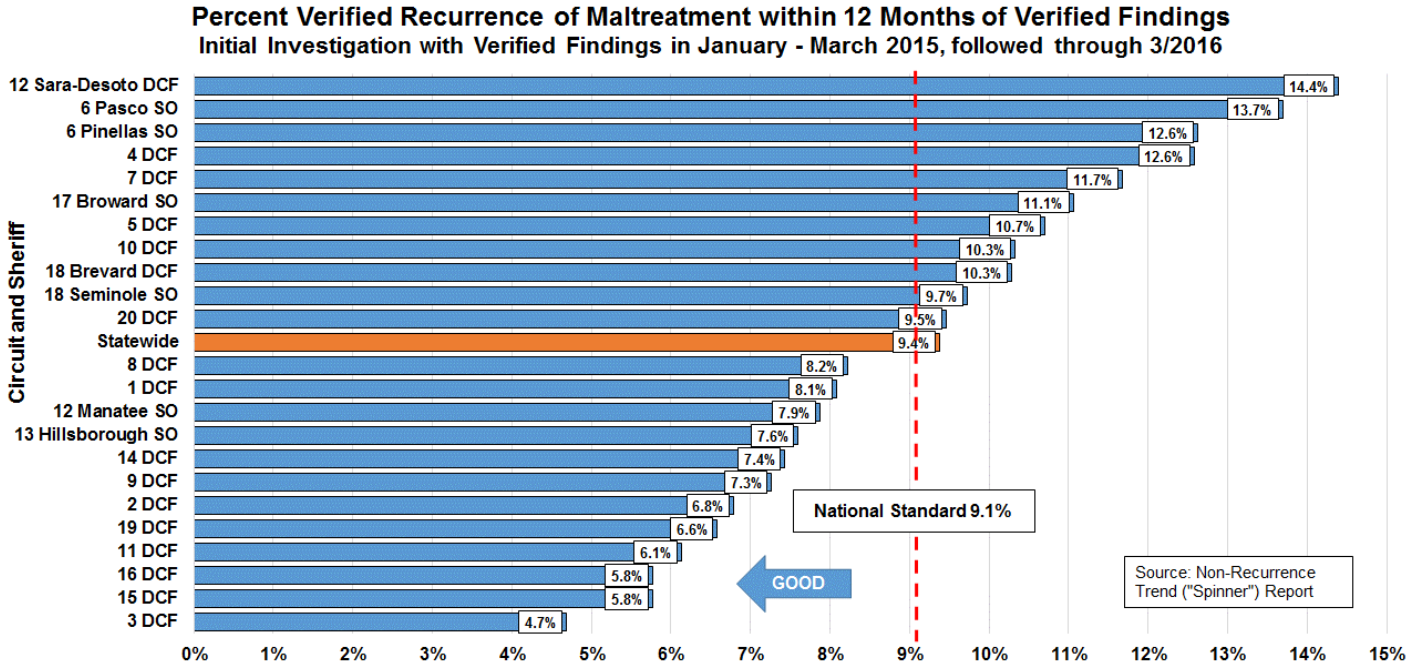
Statewide Trend

Recurrence within 12 months steadily improved and achieved the national standard of 9.1% or less in October 2013 through September 2014. Since October 2014 performance has been up and down in relation to the standard.



Stratification by Circuit and Sheriff's Office

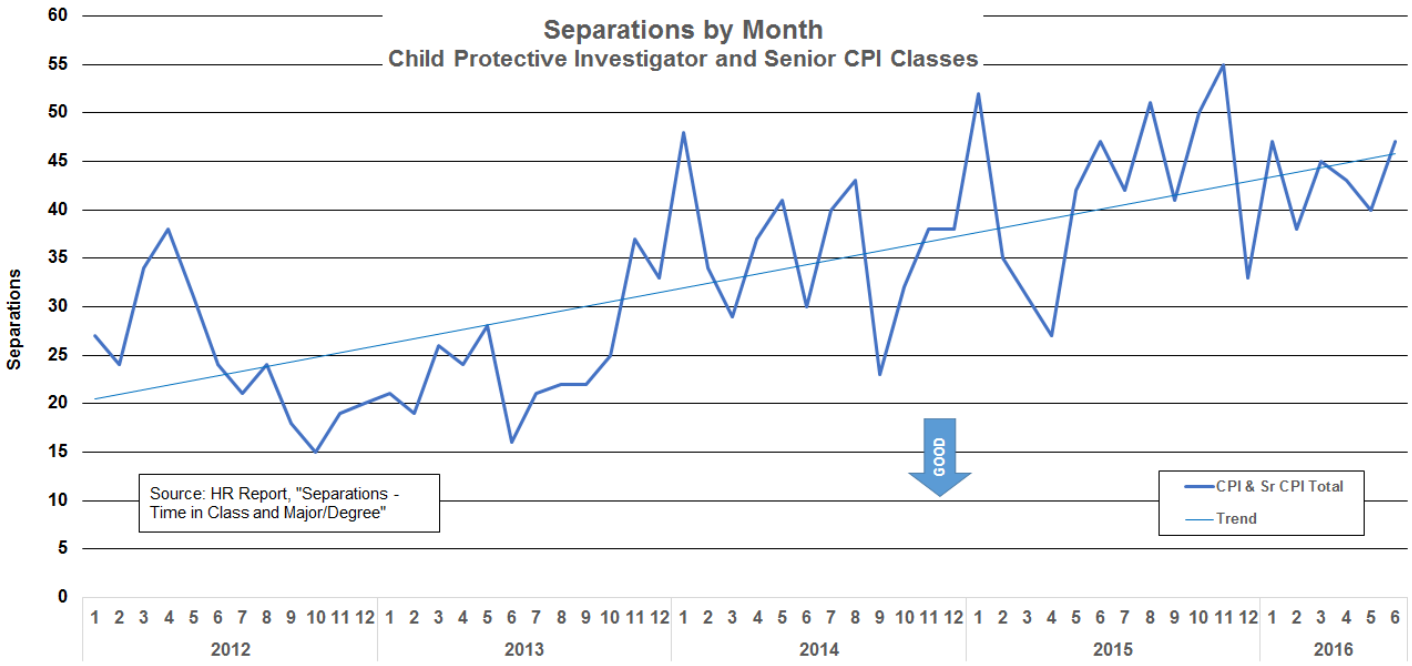
There is wide variation among the circuits and sheriff's offices on this indicator. However, caution should be used in making comparisons, as the variation in rates is influenced by both reporting and verification rates.



CPI Workforce

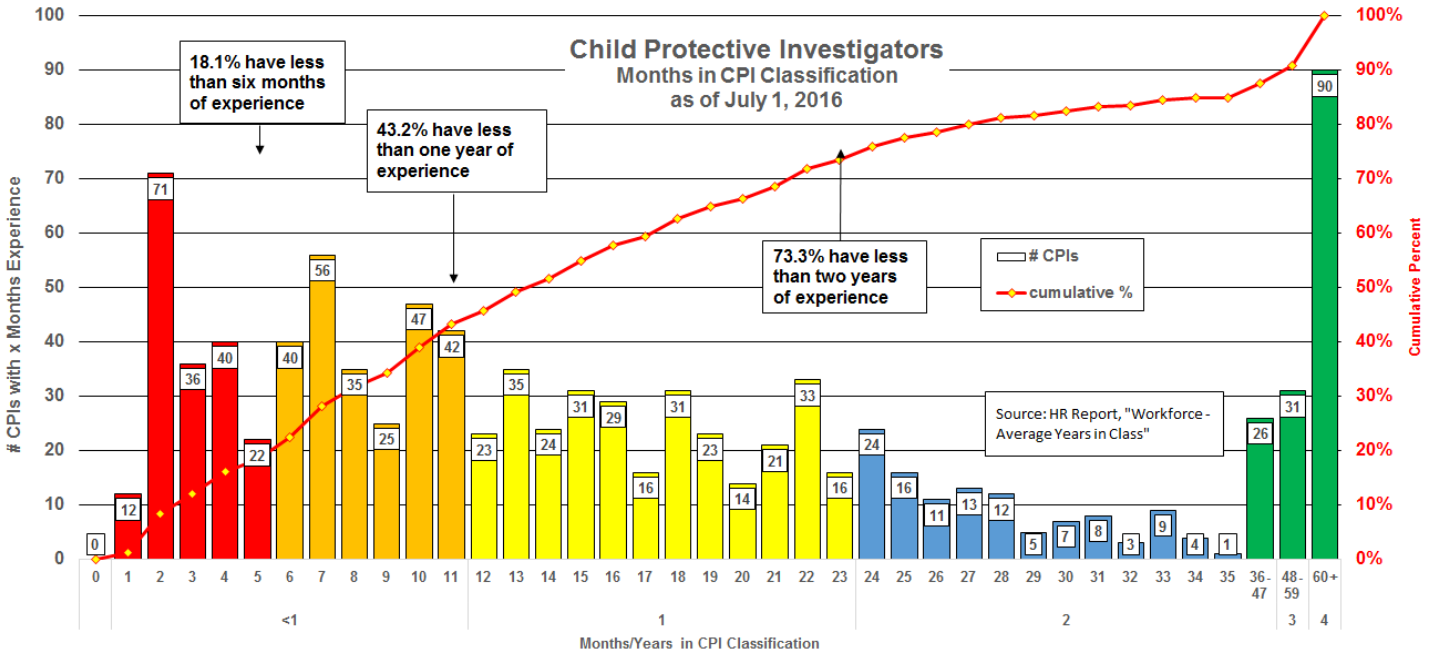
Monthly Separations

There were 47 CPI and Senior CPI separations in June, not as high as the peaks in August and November, but much higher than the norm in late 2012 and early 2013.



Time in Classification

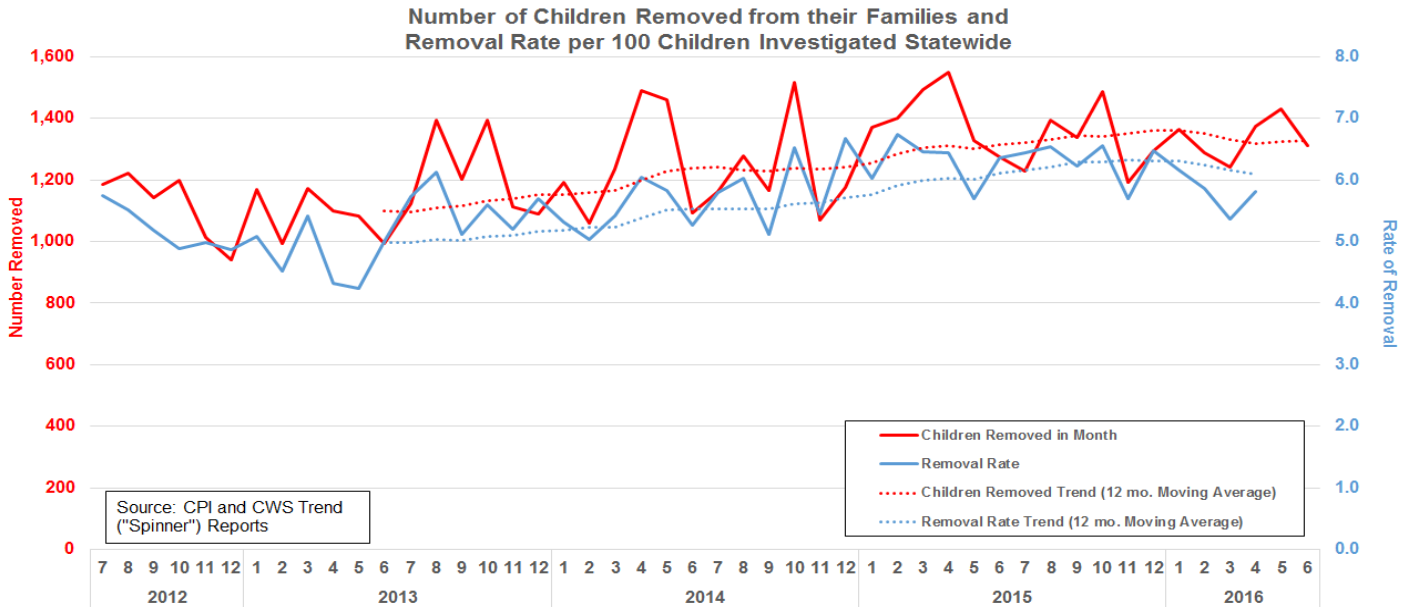
The percent of less experienced CPIs continues to remain high, but the situation improved in June, with the percent of the active workforce having less than six months of experience decreasing from 22.1% to 18.1%; the percent with less than one year of experience decreasing from 45.6% to 43.2%, and the percent with less than two years of experience decreasing from 77.0 to 73.3%.



Flow from CPI to Community-Based Care Lead Agencies
Removals and Removal Rates

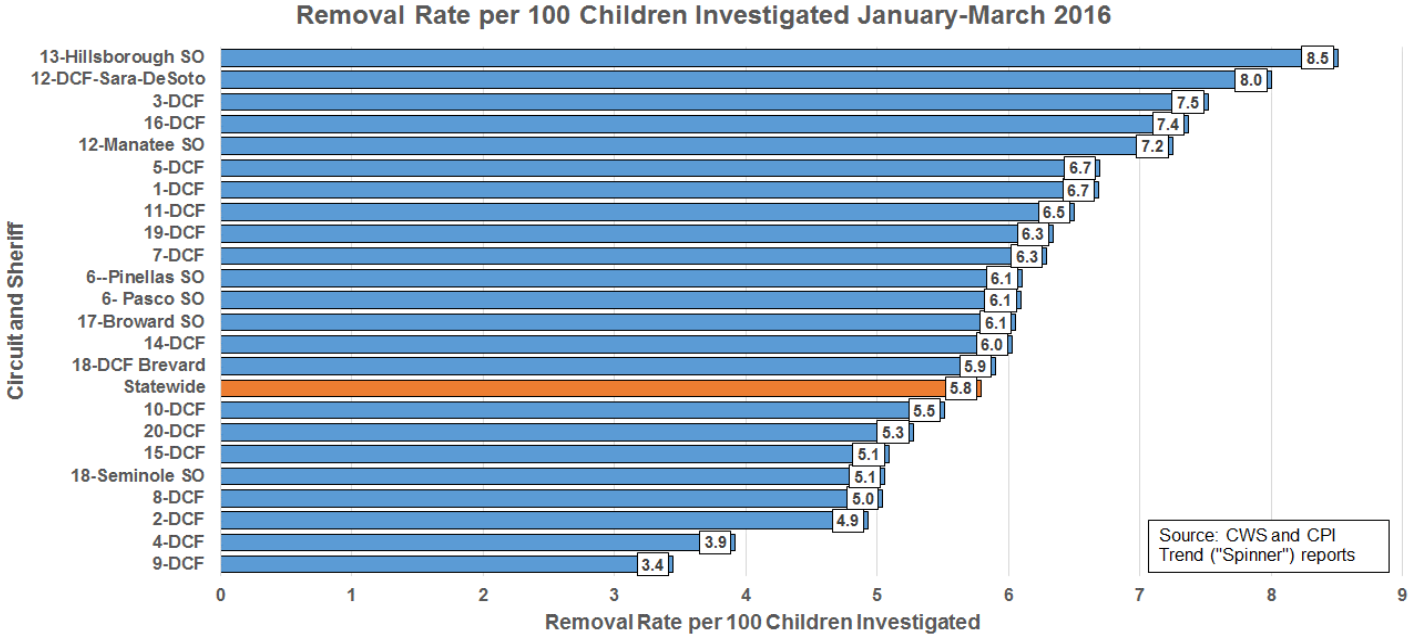
Statewide Trend

1,311 children were removed in June 2016, a reduction from 1,429 children removed in May 2016, but an increase over the 1,274 in June 2015. The removal rate of 5.8 per 100 children investigated in April continues at the 5.0 to 7.0 range, rather than the 4.0 to 6.0 range that was normal until late 2013.



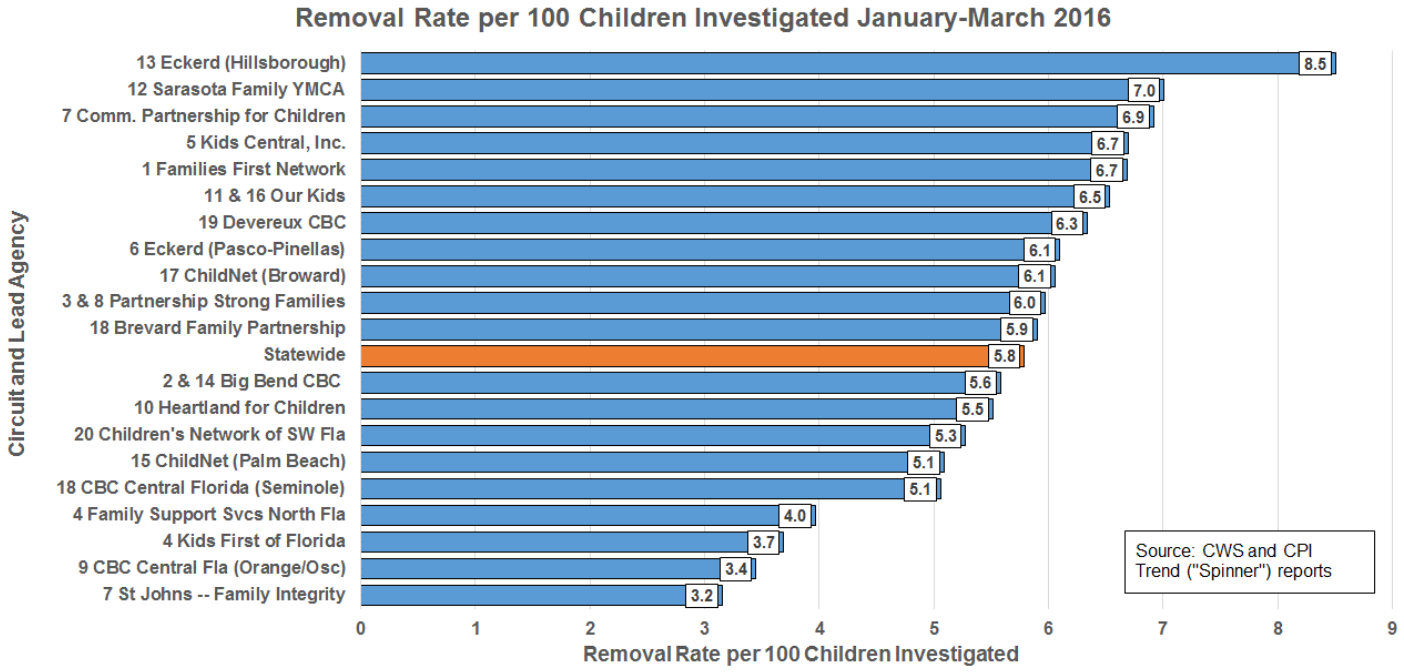
Quarterly Stratification by Circuit and Sheriff's Office

There is wide variation among the circuits and sheriff's offices on this indicator. Caution should be used in making comparisons, as the variation in rates is influenced by both reporting rates and verification rates.



Quarterly Stratification by Circuit/CBC Lead Agency

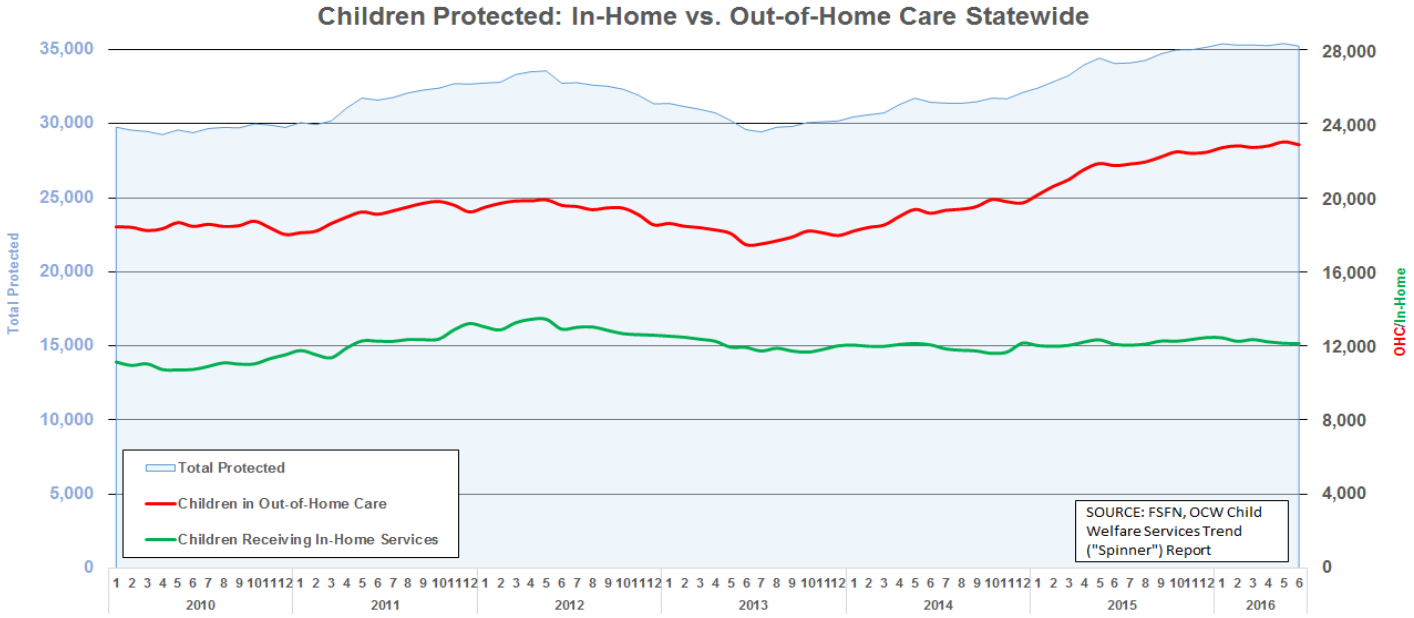
There is wide variation among the circuits and lead agencies on this indicator. Caution should be used in making comparisons, as the variation in rates is influenced by both variation in reporting rates and variation in verification rates.



Community-Based Care Lead Agencies
Caseload Indicators

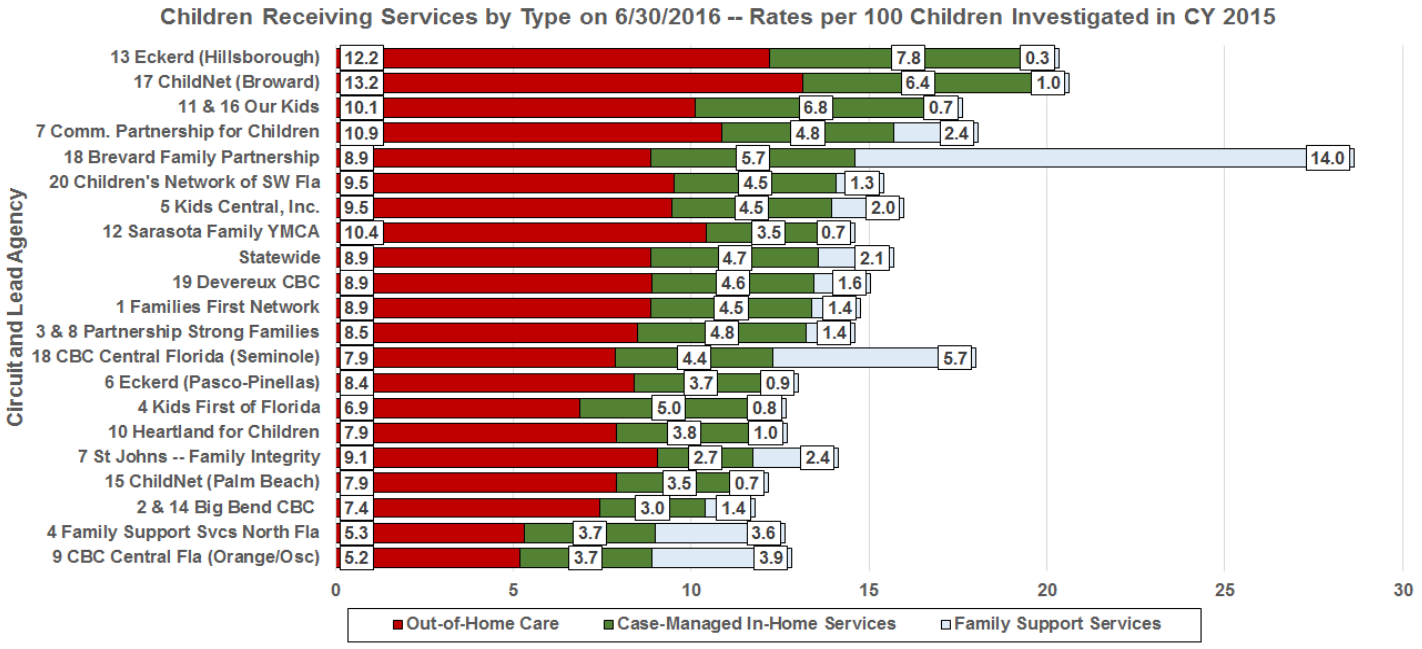
Statewide Trends in Case-Managed Services

There were 23,026 children in out-of-home care on June 30, 2016 -- a 5.3% increase over the 21,890 children in care on June 30, 2015 and a 23.9% increase over the 18,584 in care on June 30, 2010. The trend for children receiving in-home services has remained relatively flat for three years.



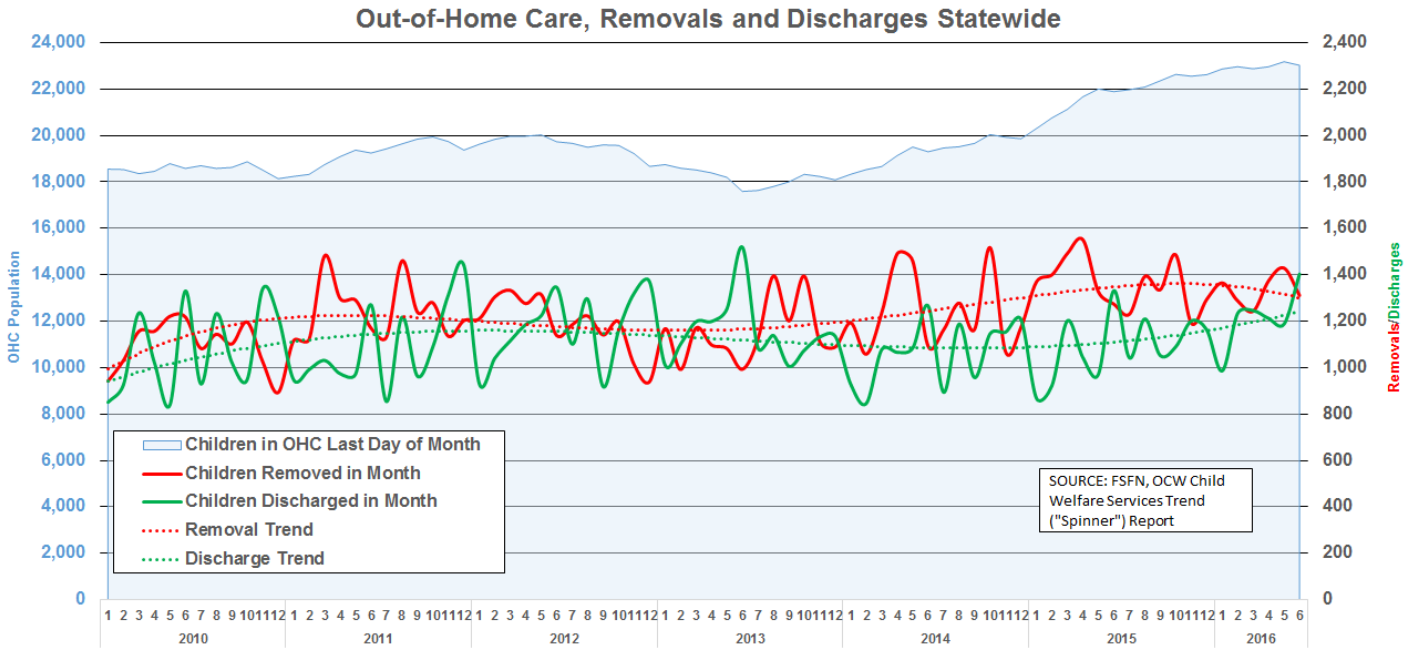
Services Mix by CBC Lead Agency

There continues to be variation among circuits in regards to in-home and out-of-home care services, with the widest variation occurring in use of Family Support Services.



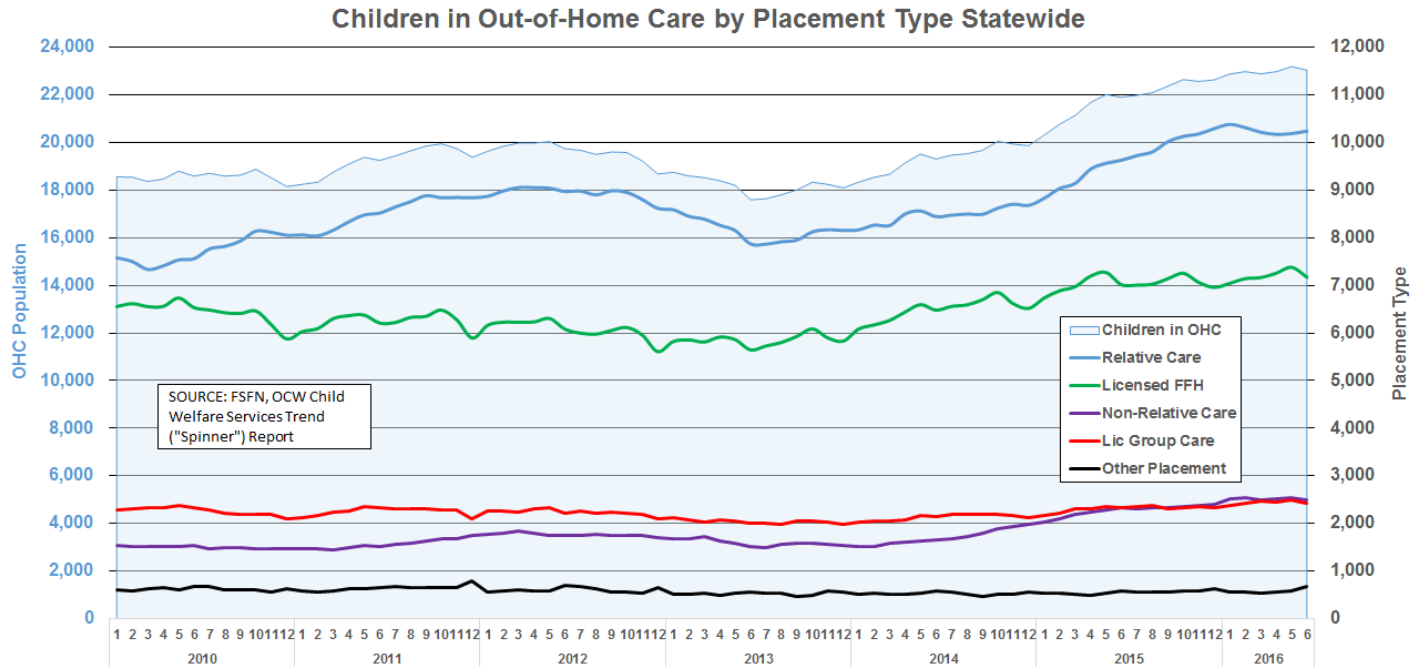
Removals and Discharges Compared to Children in Out-of-Home Care Trend

The number of removals decreased from 1,429 in May 2016 to 1,311 in June 2016 and the number of children discharged increased from 1,188 to 1,403 resulting in a decrease in out-of–home care from 23,180 to 23,026.



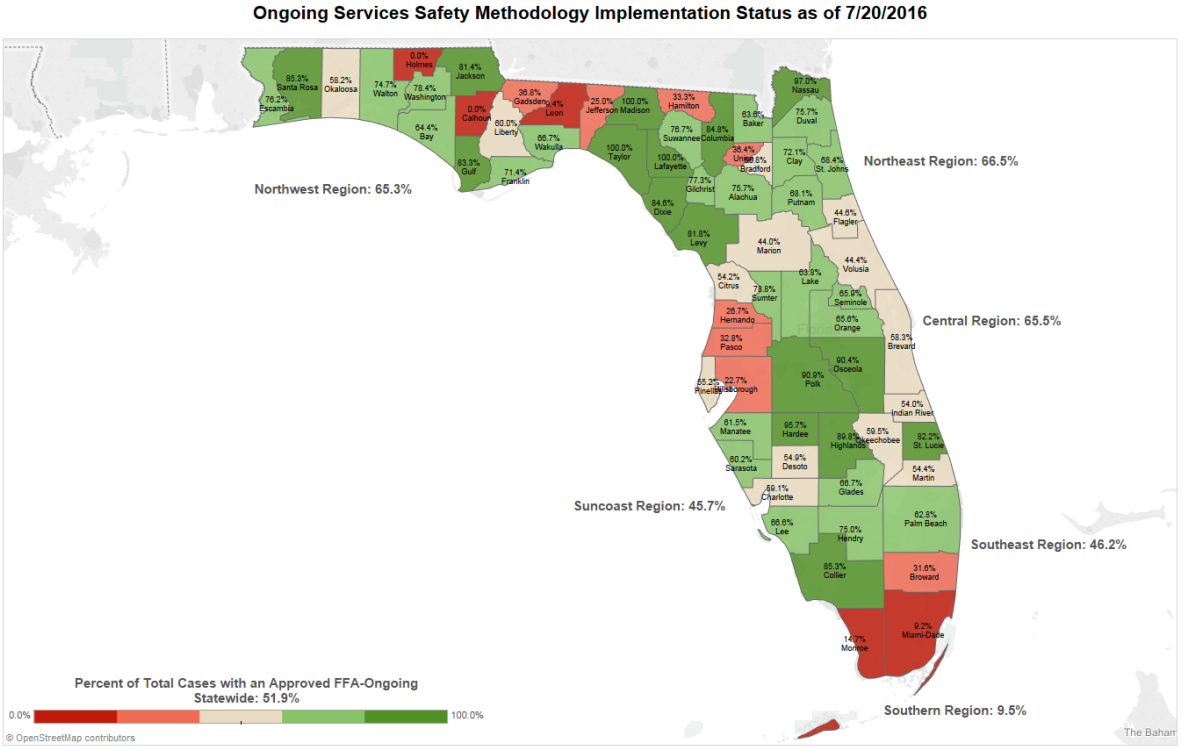
Placement Types Compared to Children in Out-of-Home Care Trend

The rise in children in out-of–home care over the last three years has been met primarily by increases in kinship placements – relatives beginning in 2013; non-relatives starting in 2014. Recently, relative placements dropped from 10,376 in January 2016 to 10,338 in June 2016. Children in licensed family homes dropped from 7,377 in May to 7,171 in June. Children in "other" placements increased from 388 in April to 507 in June.



Family Functioning Assessment-Ongoing Implementation Map

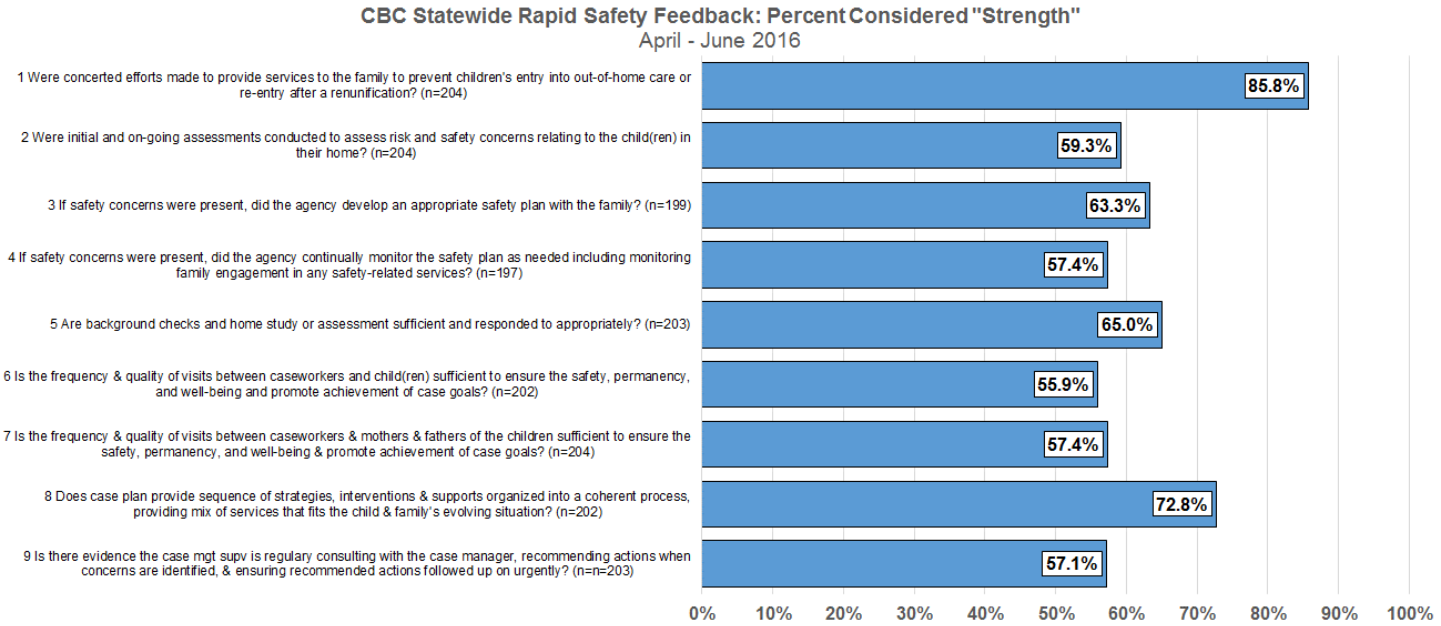
This Tableau map provides county-specific percentages, as well as percentages by region. Please note that this map is a snapshot in time and does not reflect closed cases that utilized a FFA ongoing. Zero percent for some counties may result from a small number of cases or cases assigned to other counties.



Source: FSFN report Active Cases with an Approved FFA-Ongoing – OCWRU #1084
Notes: Small number of cases will affect county percentages

CBC Rapid Safety Feedback

The chart below contains the results of Quality Assurance case reviews which rate the cases on 9 areas as either "strengths" or "opportunities for improvement."

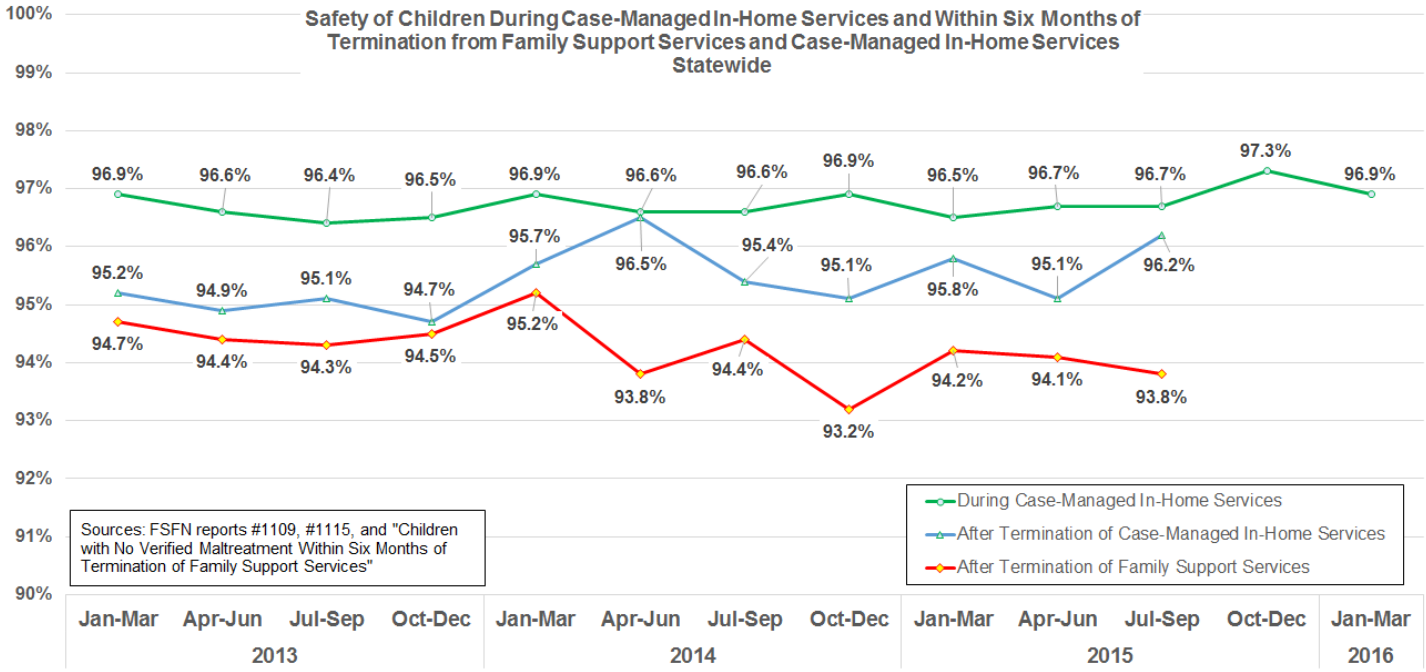


CBC Safety Indicators

Child Safety Trends: Comparison of Three Indicators

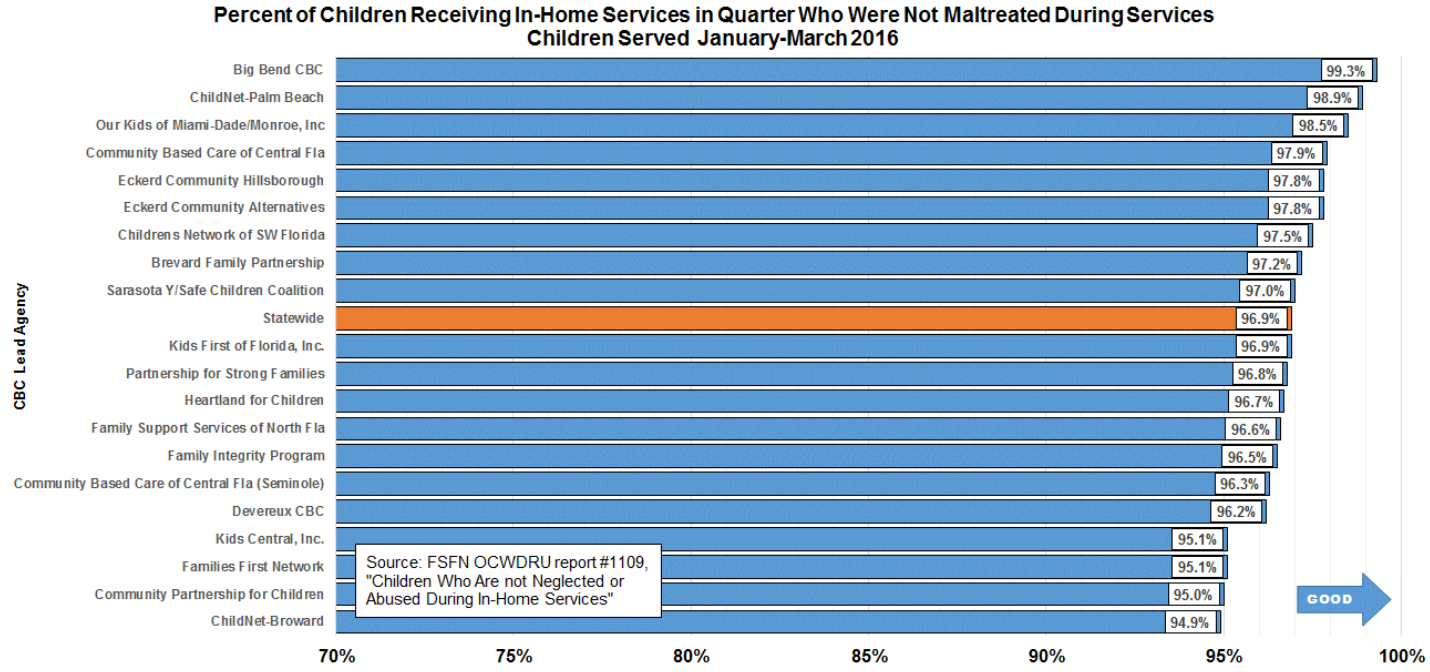
Children continue to be safer while receiving services than after termination of services:

- The percent of children with no verified maltreatment during case-managed in-home services has been steady at around 97% for years and was 96.9% in January-March 2016.
- The percent of children with no verified maltreatment within six months after termination of case-managed services improved for closures in July--September 2015 to 96.2%.
- The percent of children with no verified maltreatment within six months of termination of Family Support Services continued at a lower level than the other indicators, with closures in July-September 2015 at 93.8%.



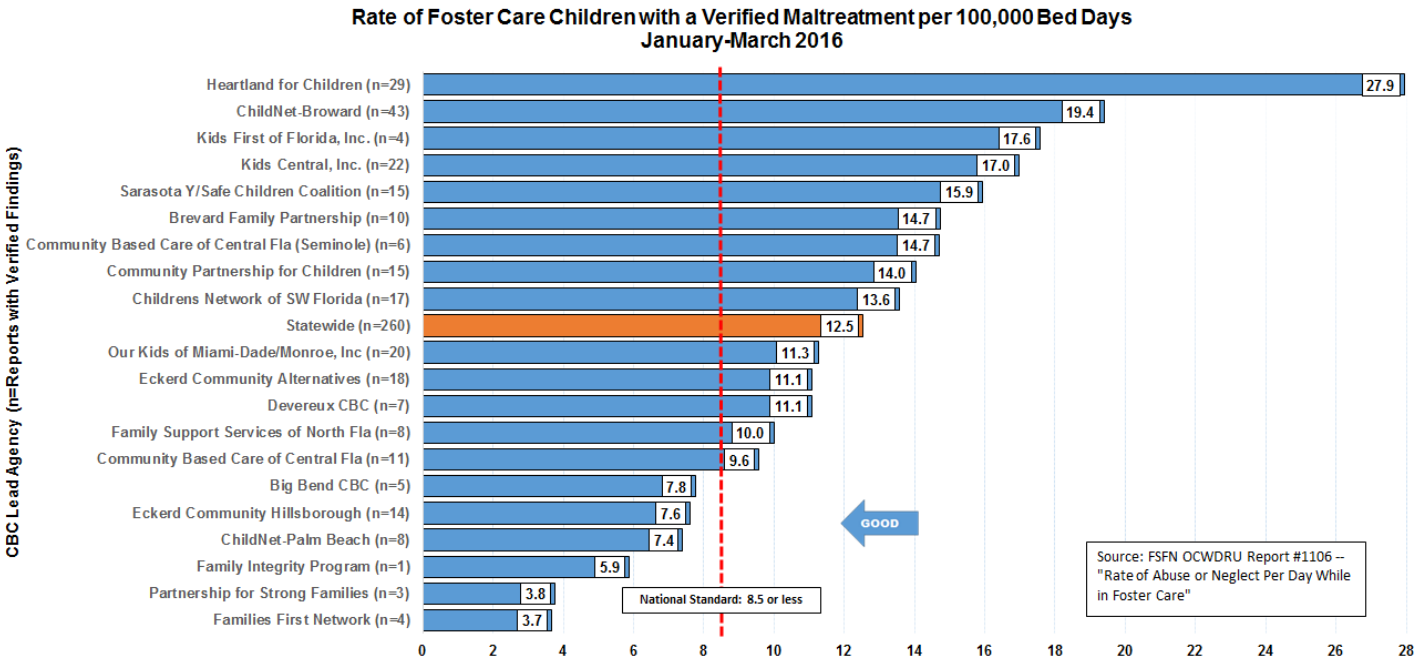
Child Safety during Case-Managed In-Home Services

Statewide performance for January-March 2016 was 96.9%.



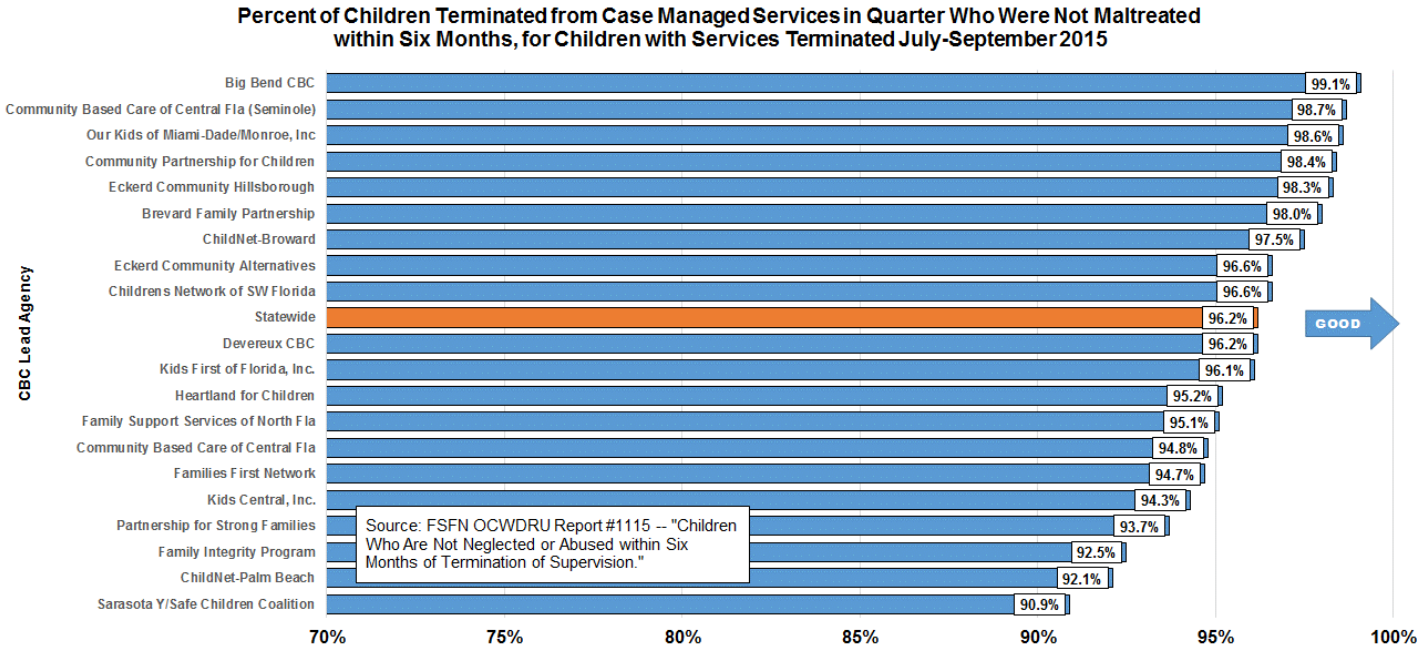
Child Safety in Out-of-Home Care

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 for all children, 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 among the CBCs, with statewide performance not meeting the national standard of 8.50 or less.



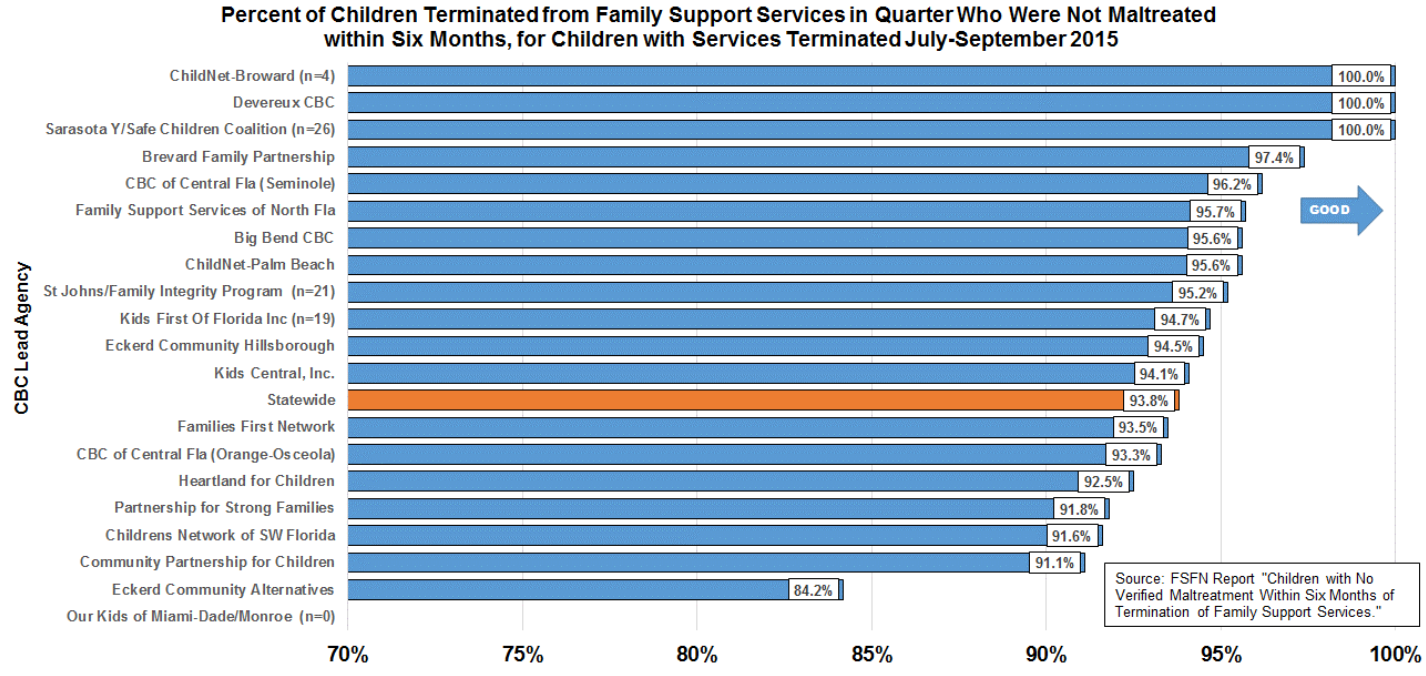
Child Safety after Termination of Case-Managed Services

Statewide performance for services terminated in July - September 2015 was 96.2%.



Child Safety after Termination of Family Support Services

Statewide performance for services terminated in July - September 2015 was 93.8%.

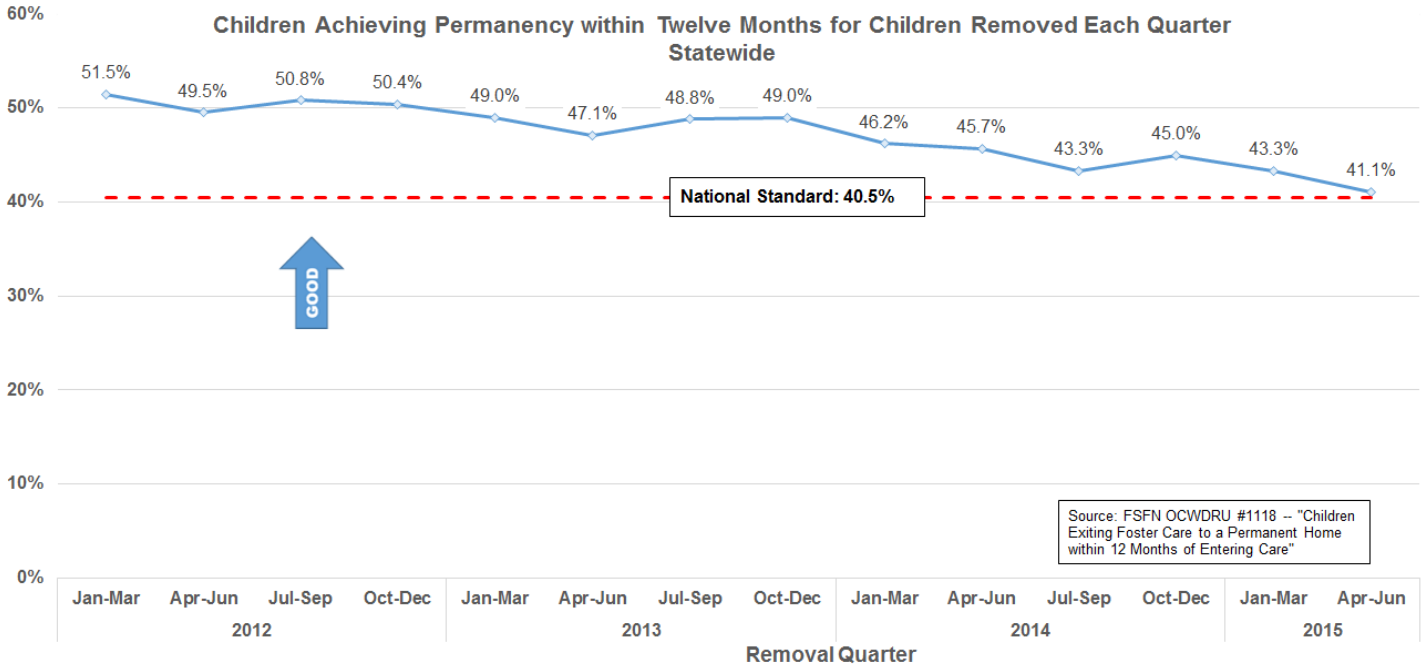


Permanency Indicators

Permanency within 12 Months of Removal, by Quarter

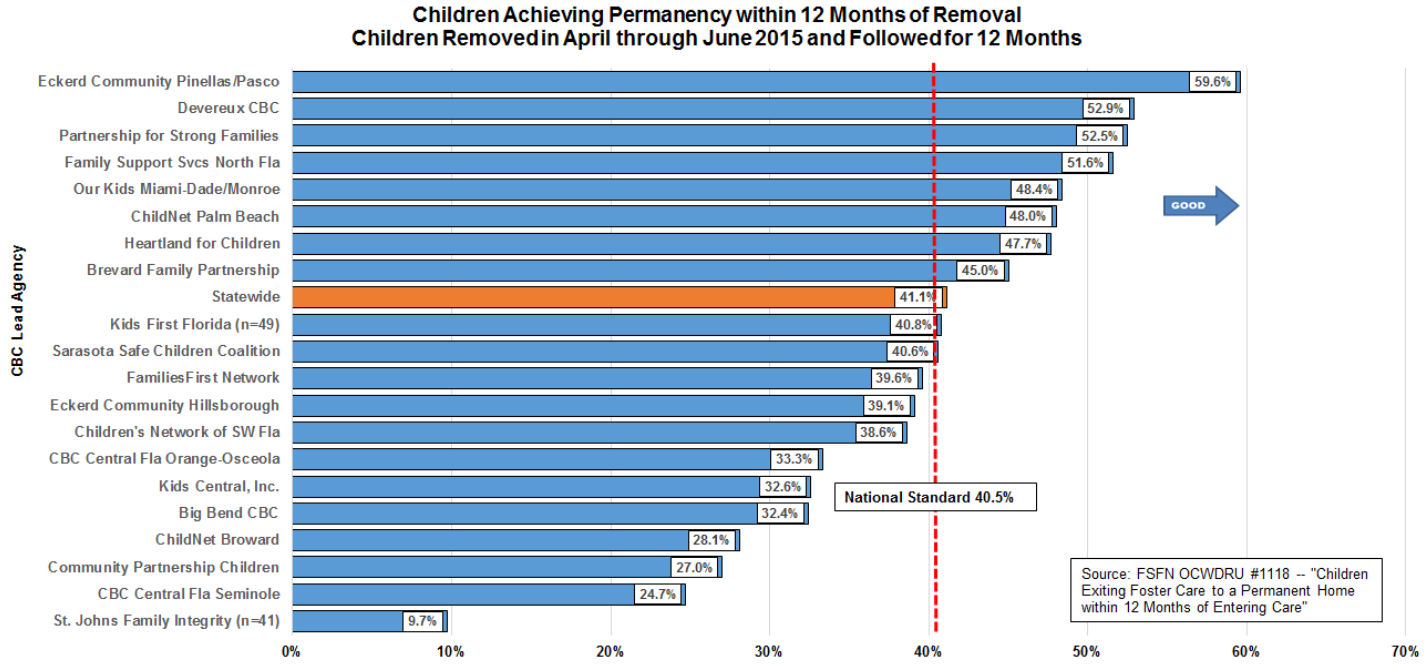
Statewide Trend

Permanency within 12 Months of Removal is our primary indicator of timely permanency. Statewide performance has been slowly declining over the last few years, but the current level of 41.1% barely meets the national standard of 40.5%.



Stratification by CBC Lead Agency

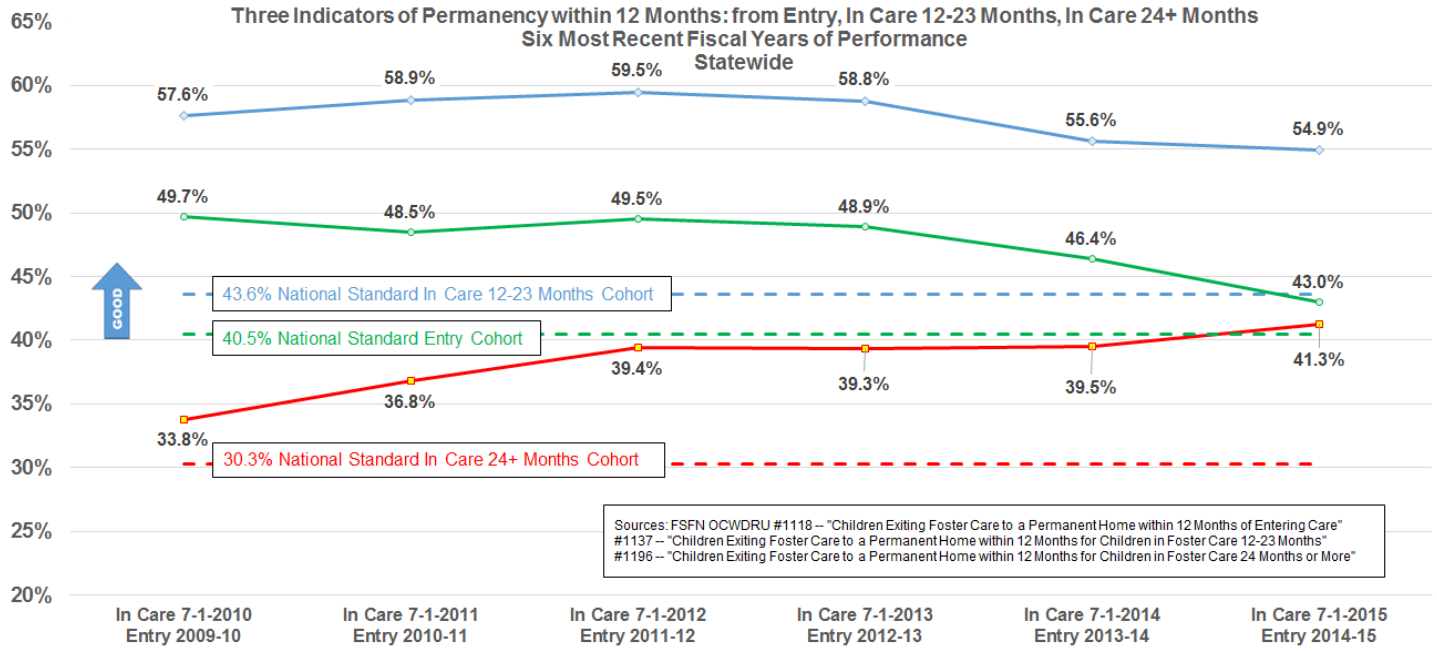
Half the lead agencies exceed the national standard of 40.5%.



Long-Term Trends on Three Permanency Indicators

Statewide Trends

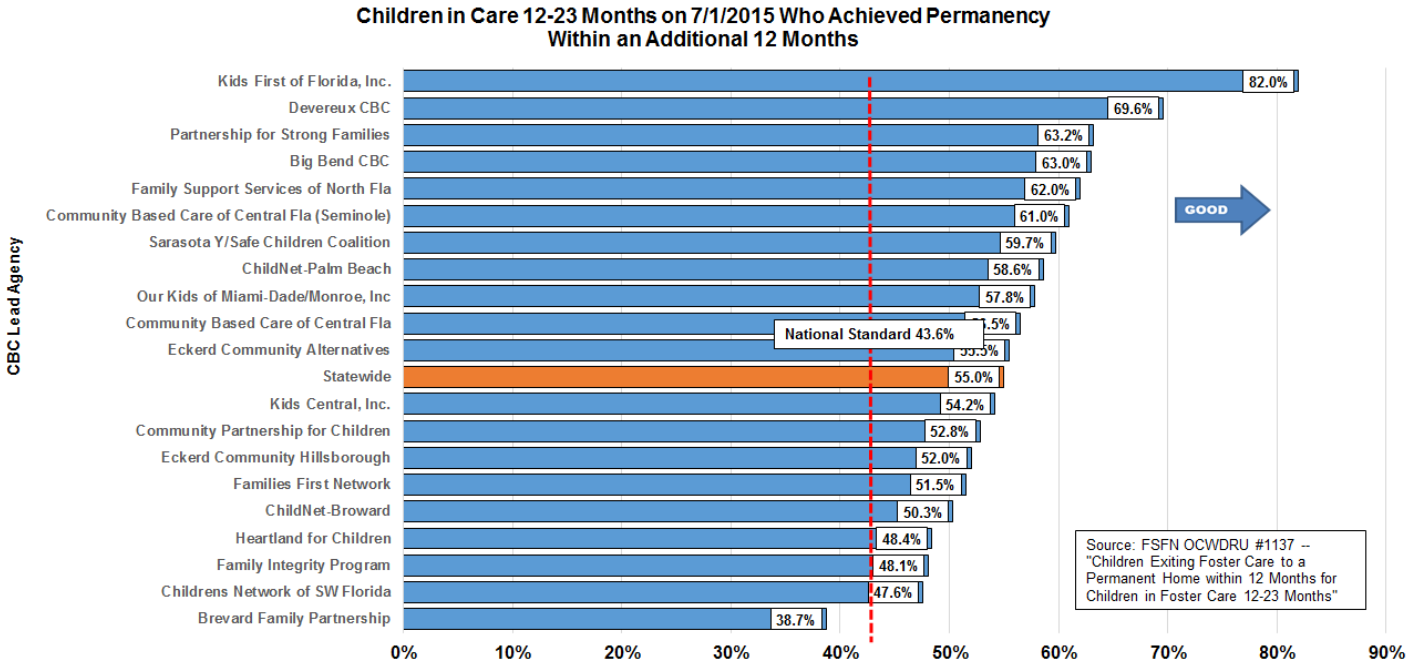
The following chart shows the long-term changes in the relationship between three indicators of timely permanency performance. Florida continues to exceed national standards on all three indicators. However, permanency within 12 months for both entry cohorts and in-care 12-23 month cohorts declined in the last two years, while permanency within 12 months for children in care 24+ months cohorts improved in the last few years.



Permanency within 12 Months for Children in Care 12-23 Months

Stratification by CBC Lead Agency

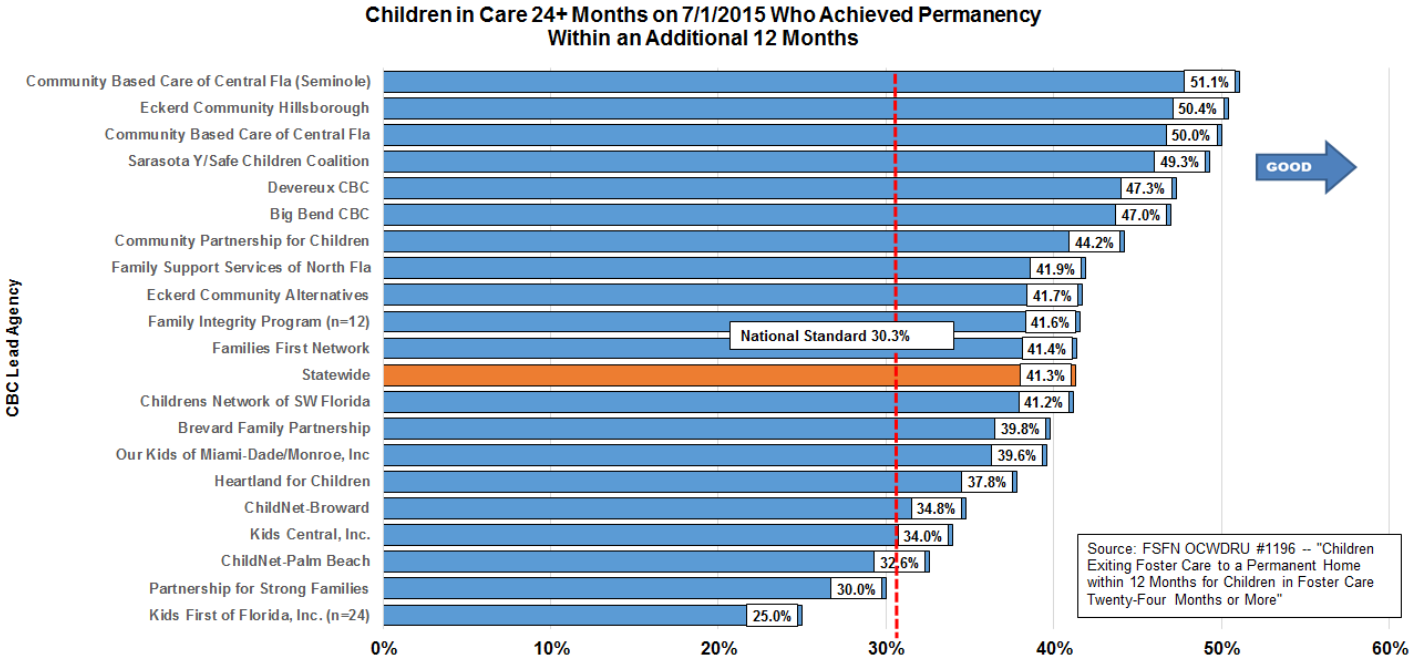
Statewide performance of 55.0% is high, with all but one area are meeting the 43.6% national standard.



Permanency within 12 Months for Children in Care 24+ Months

Stratification by CBC Lead Agency

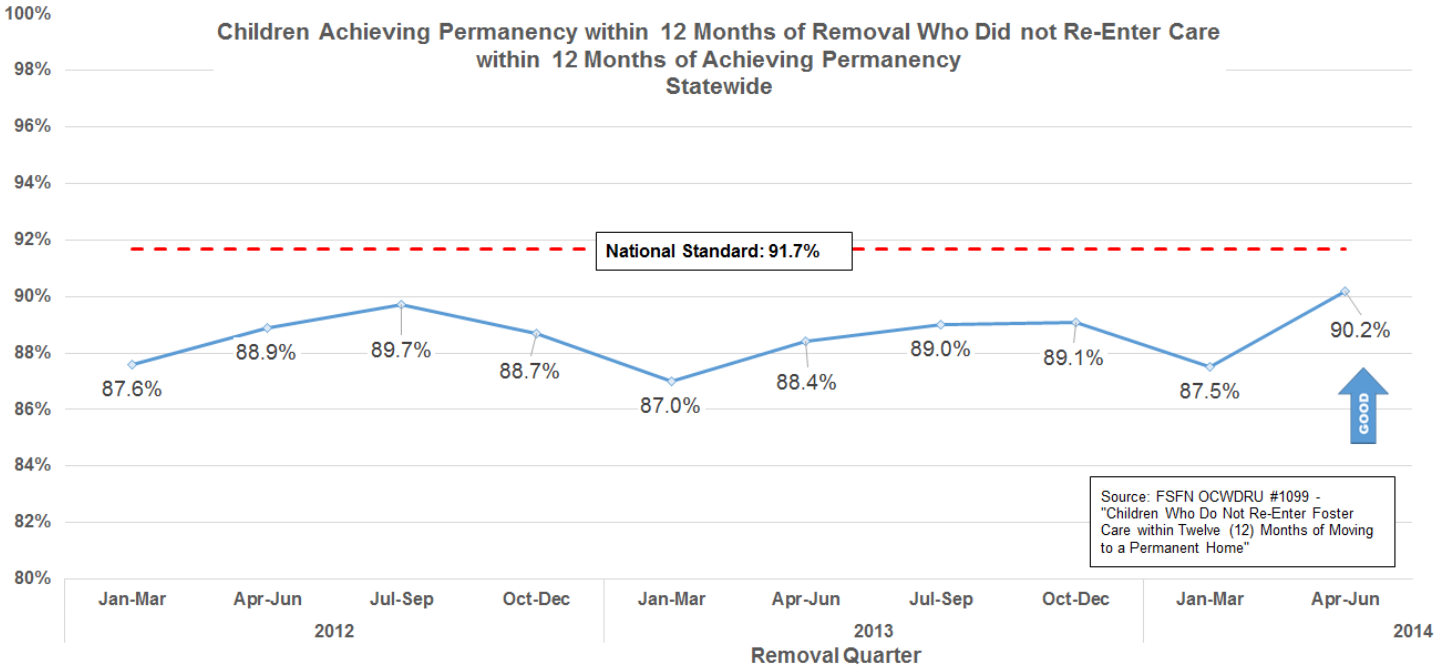
Statewide performance of 41.3% is high with all but two areas meeting 30.3% national standard.



Re-Entry into OHC within 12 Months of Achieving Permanency

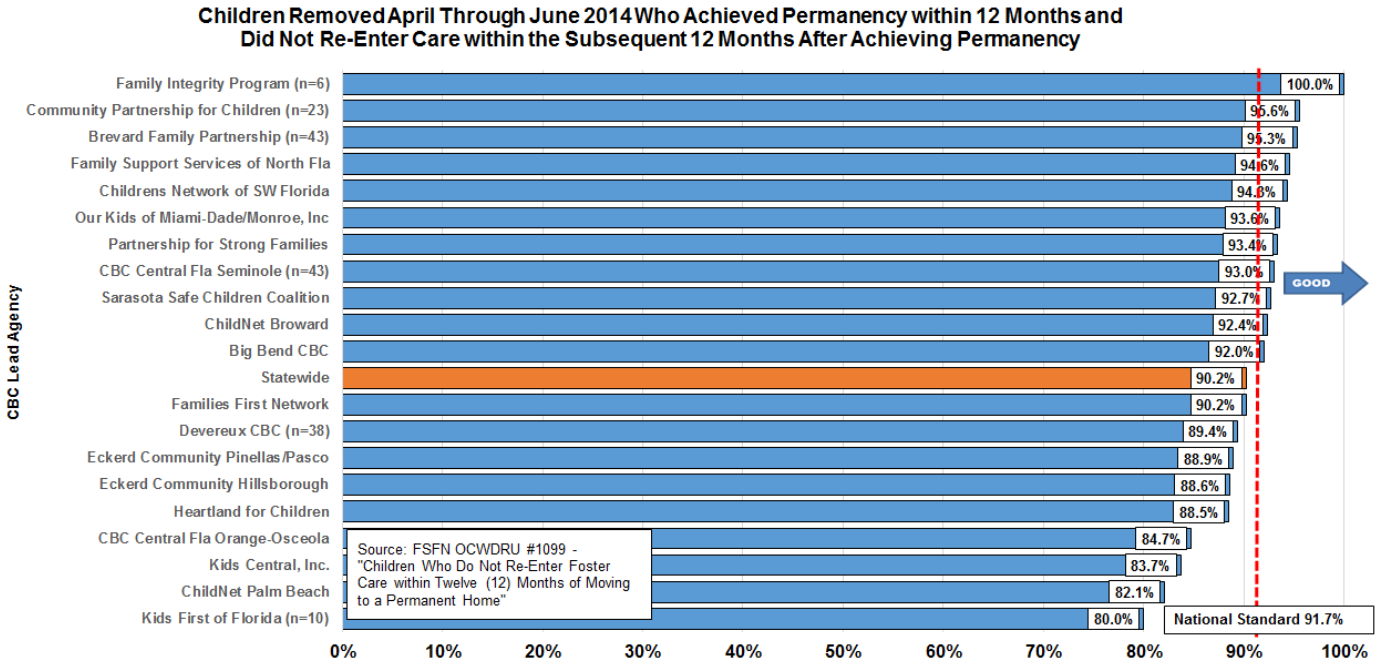
Statewide Trend

Statewide performance for the most recent available quarter (entries two years ago) improved to 90.2%. Performance has remained below the national standard of 91.7% for entries since 2012. This new federal measure selects only children removed two years ago who achieved permanency within 12 months, and did not return to out-of-home care within 12 months of achieving permanency.



Stratification by CBC Lead Agency

Most areas need improvement on this indicator so the state may meet the national standard of 91.7%.

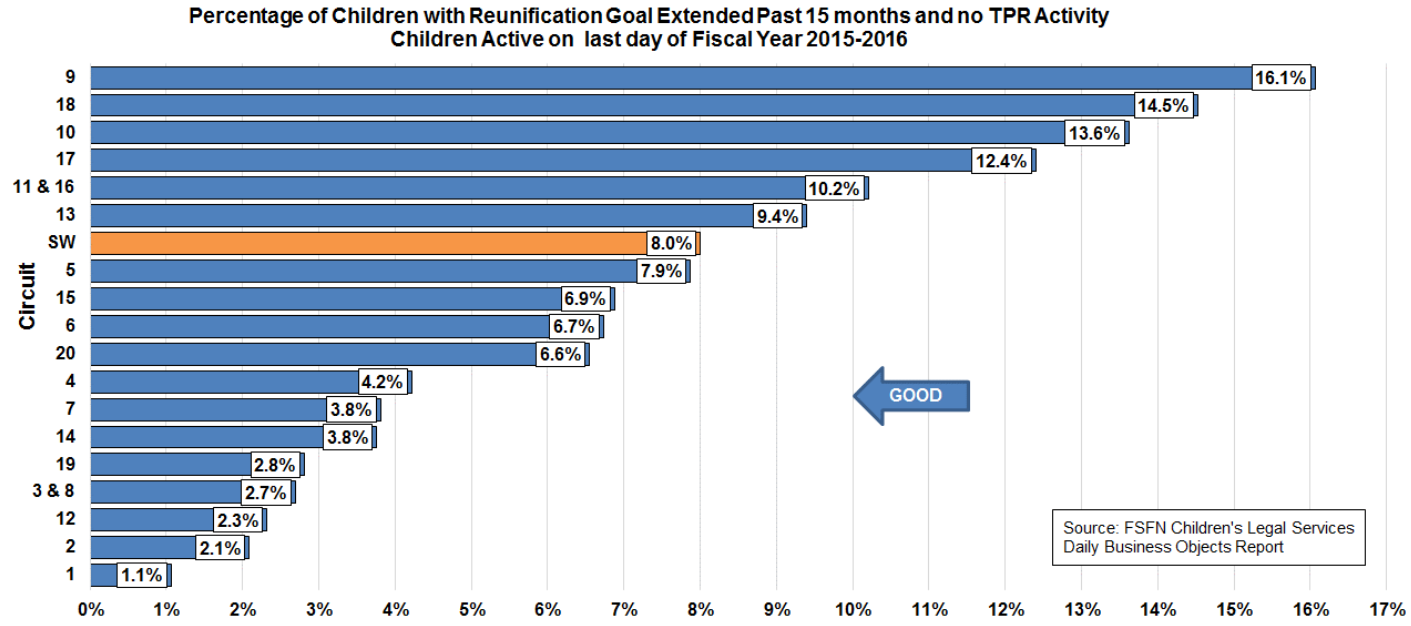


Timeliness of Judicial Handling

These Children's Legal Services indicators are directly related to the indicators of timely permanency.

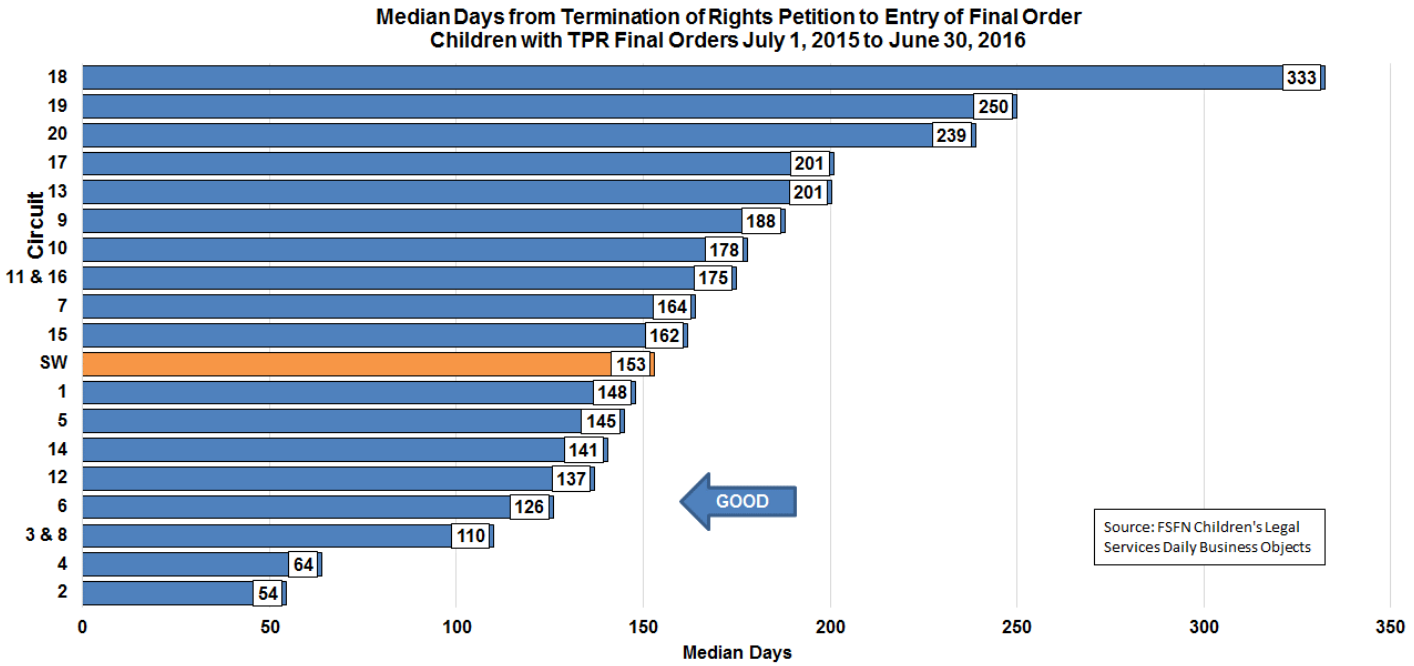
Reunification Goal after 15 Months & No Termination of Parental Rights Activity

The statewide average was 8.0%. Circuit goals are set for each period after review of baseline information.



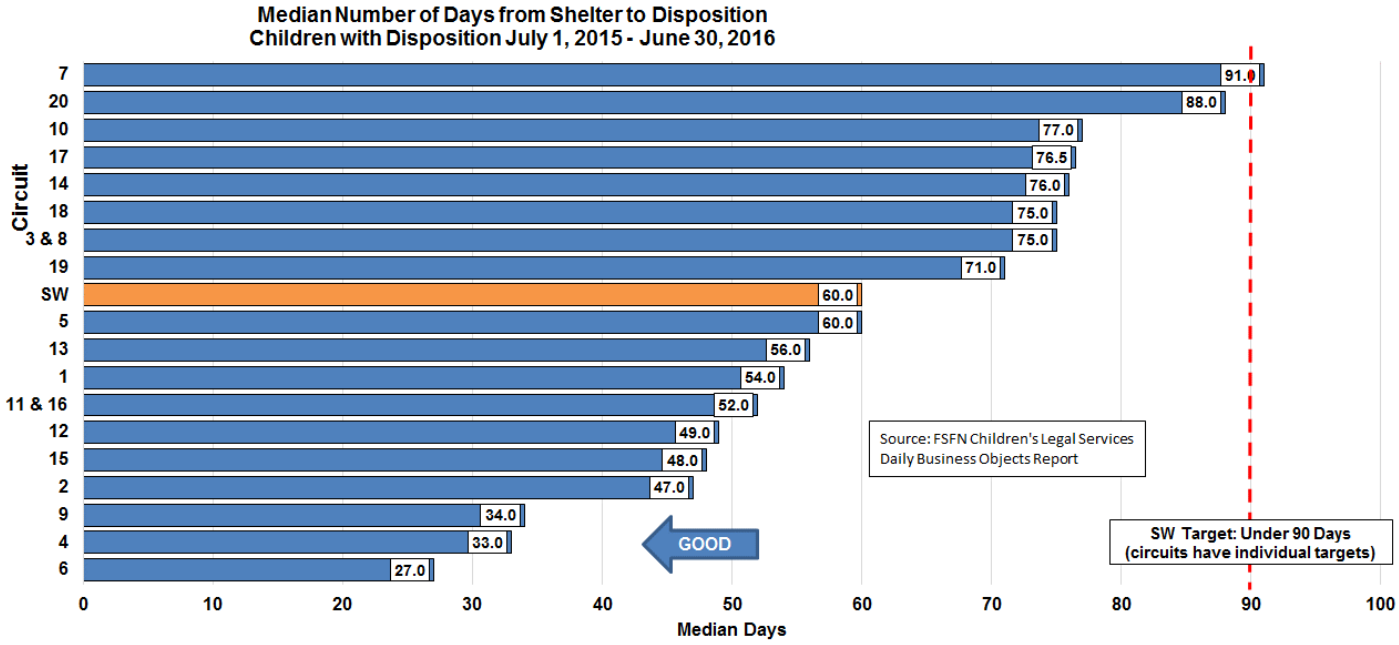
Timeliness of Termination of Parental Rights, from Petition to Order

The statewide median is 153 days. Circuit goals are set for each period after review of baseline information.



Time from Removal Date to Disposition Order

The statewide median is 60 days, compared to a statewide target of 90 days. Circuit goals are set for each six-month period after review of baseline information.

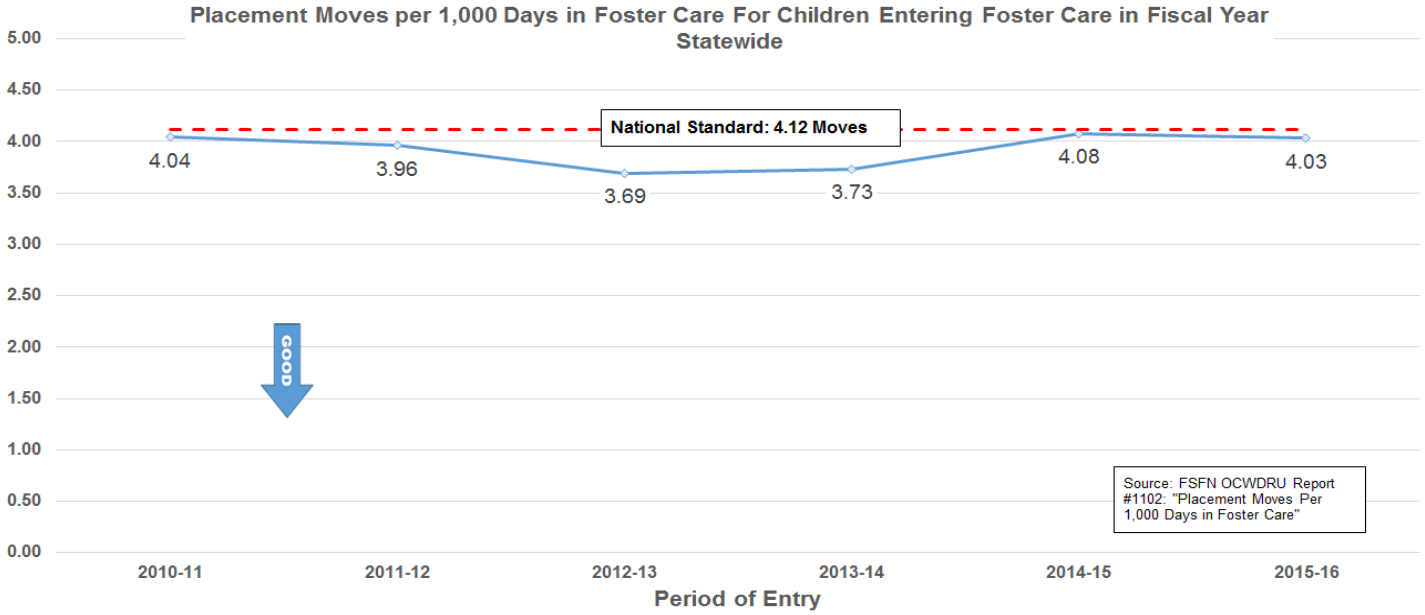


Maintaining Connections in Placement

Placement Stability

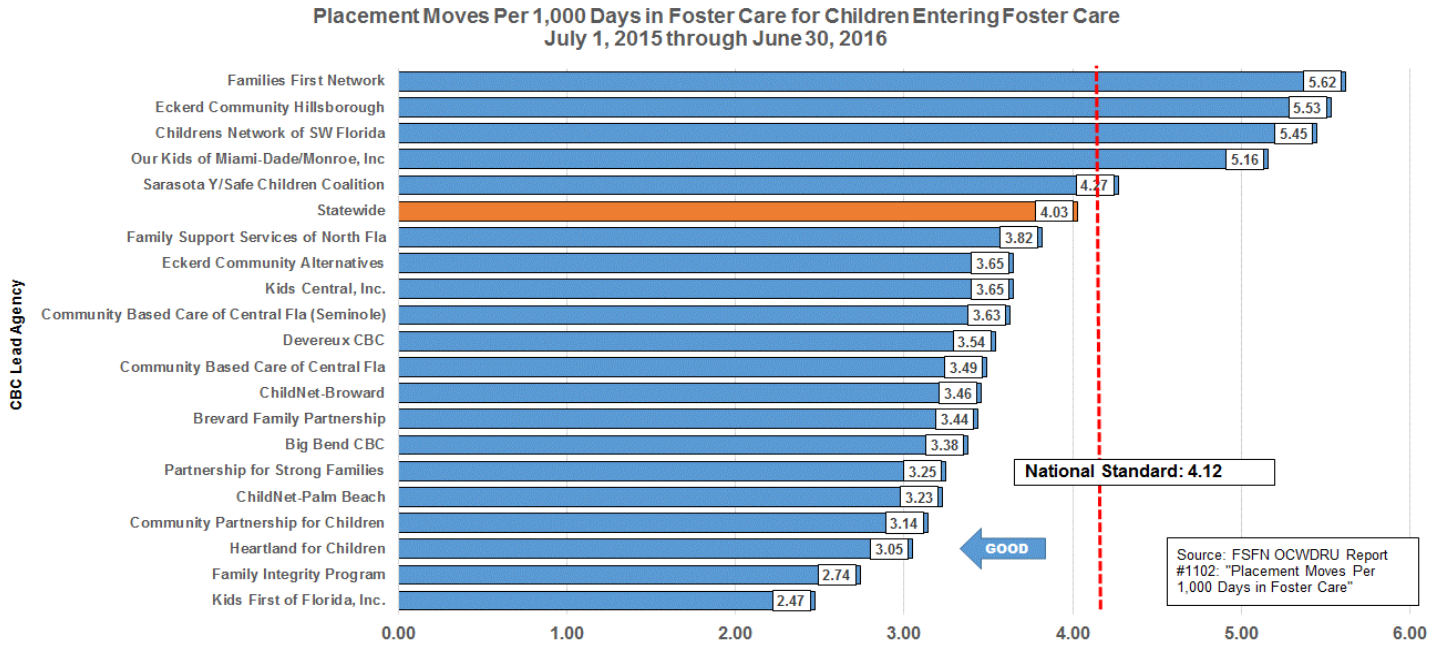
Statewide Trend

Statewide performance, at 4.03 moves per 1,000 days last FY, has been slightly better than the national standard of 4.12 moves per 1,000 days in foster care over the last six years. However, Florida's data profile indicates that we are subject to a Program Improvement Plan (PIP).



Stratification by CBC Lead Agency

Although statewide performance, currently at 3.65 moves per 1,000 days, is been better than the national standard of 4.12 moves per 1,000 days in foster care, there is wide variation among the lead agencies.

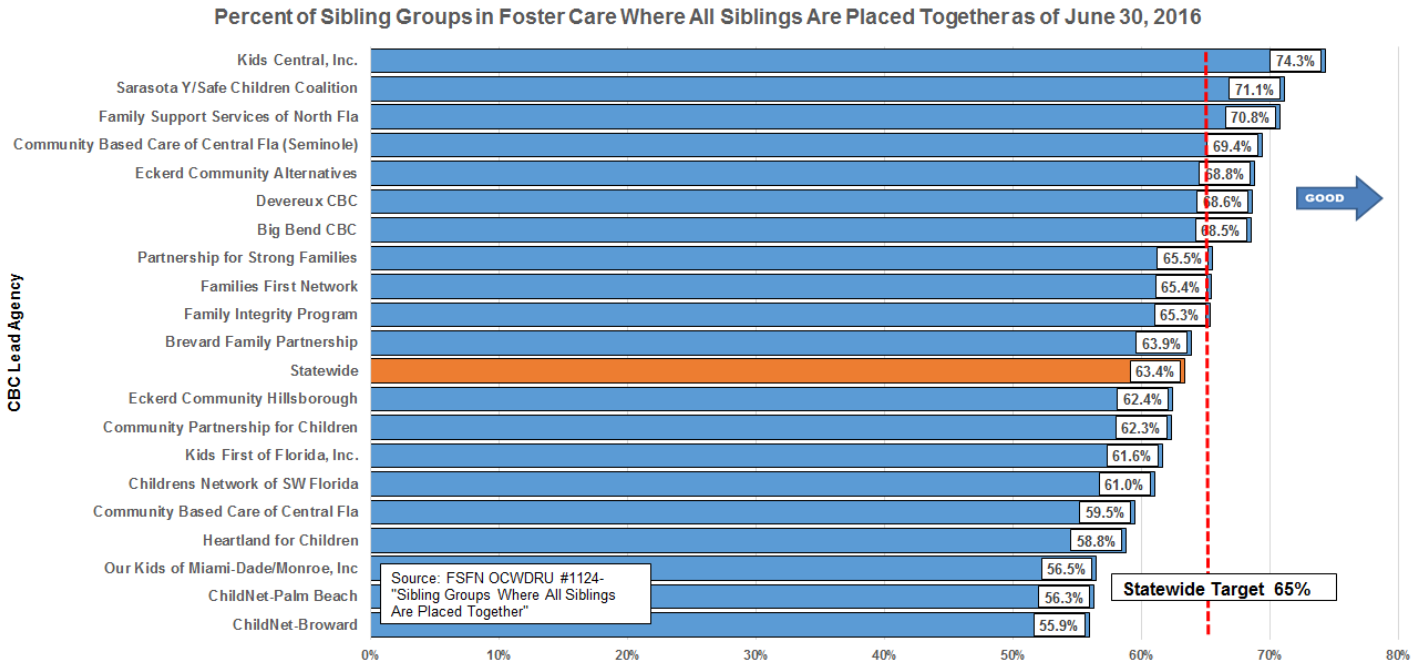


Placement of Sibling Groups Together

On June 30, 63.4% of the children in care who had siblings in care were placed together.

Stratification by CBC Lead Agency

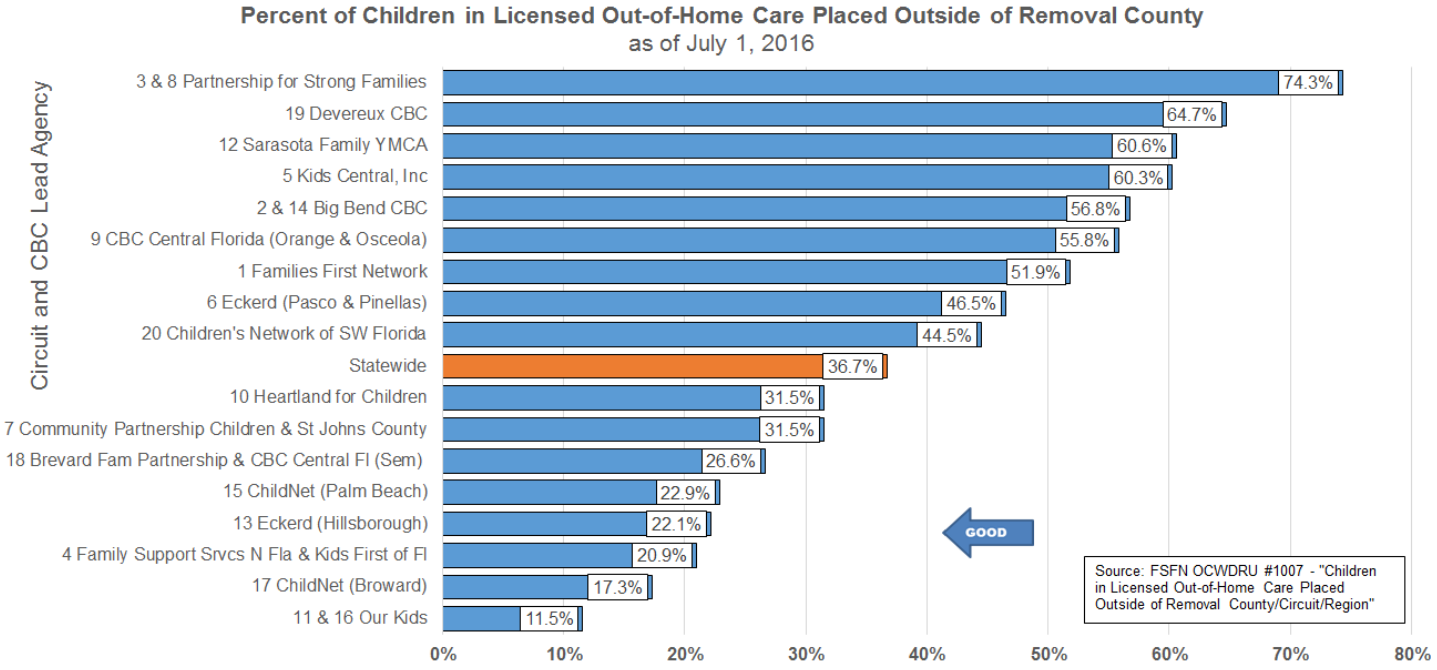
Although statewide performance has been stable over the last few years at around 64%, there is wide variation among the lead agencies.



Proximity of Placement to Maintain Connections

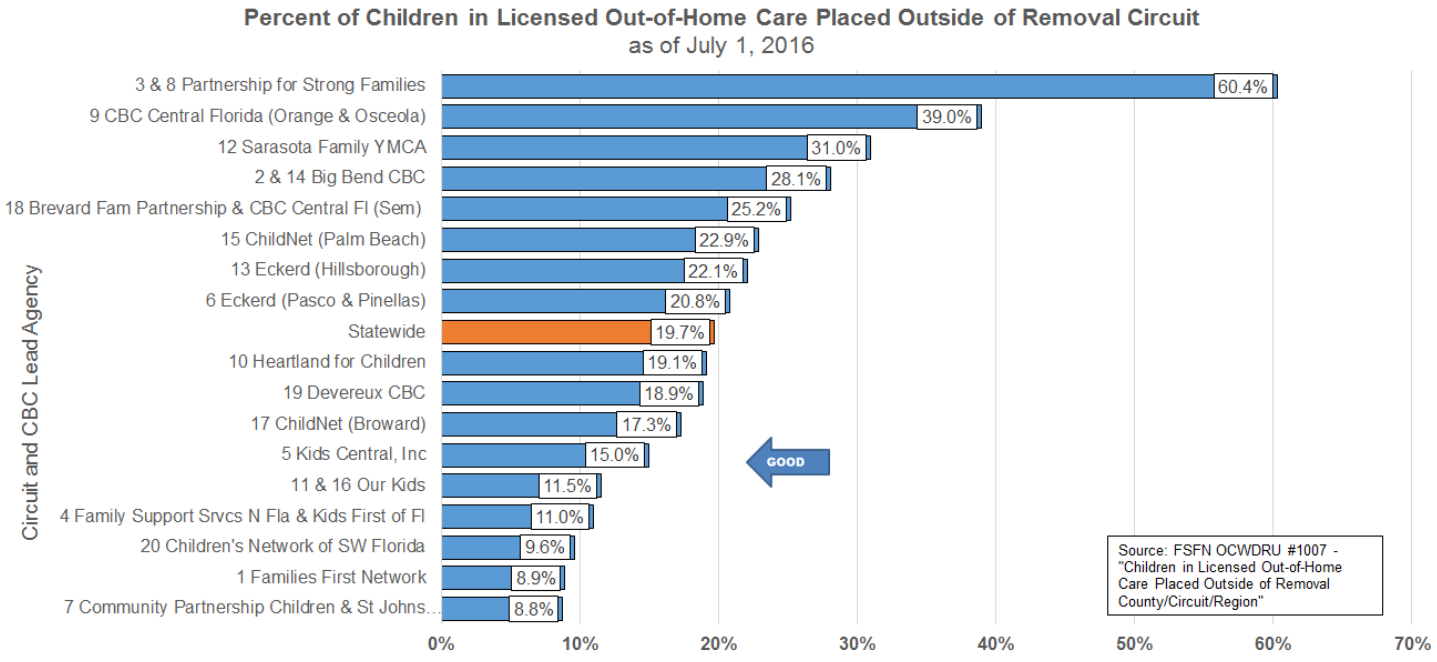
Children Placed Outside Removal County

36.7% of children are currently placed outside of their removal county, but there is wide variation across CBCs.



Children Placed Outside Removal Circuit

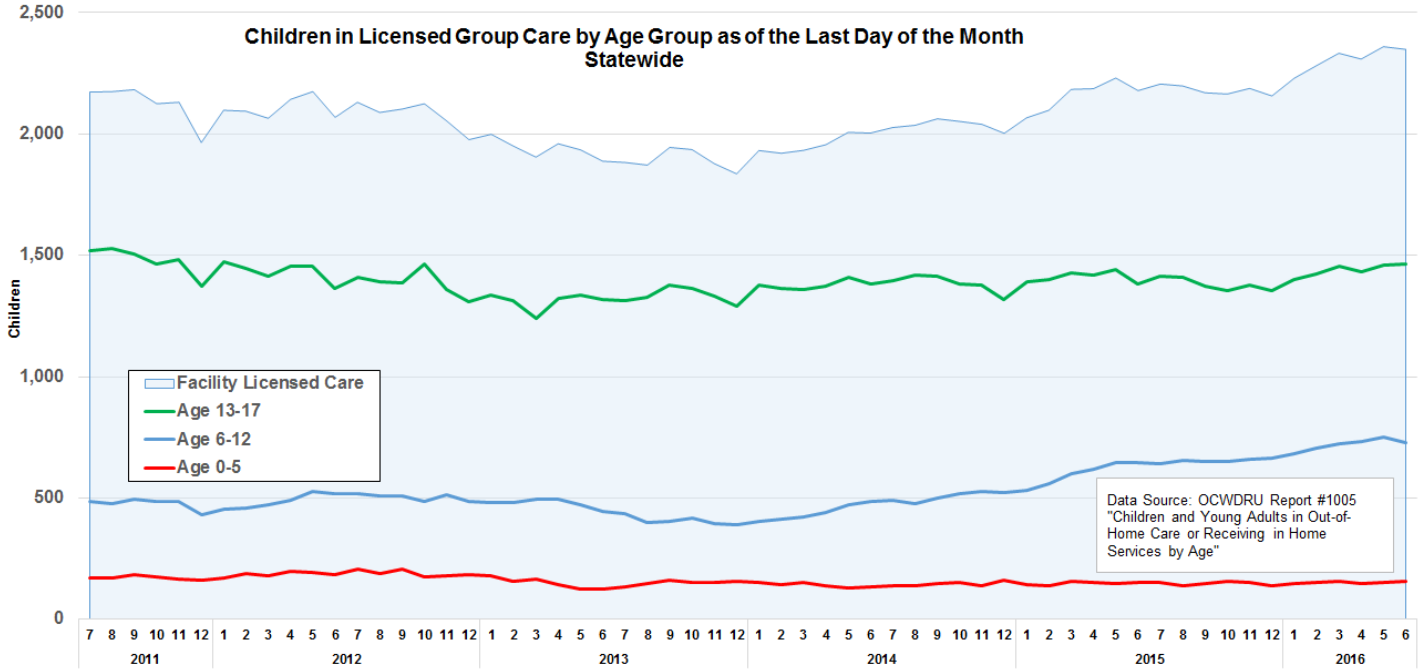
The 19.7% currently placed outside of their removal circuit is lower than for the out-of-county indicator, as many children that are not placed in their home county are placed within their home circuit.



Placement in Family Settings

Trends in Group Care by Age Group

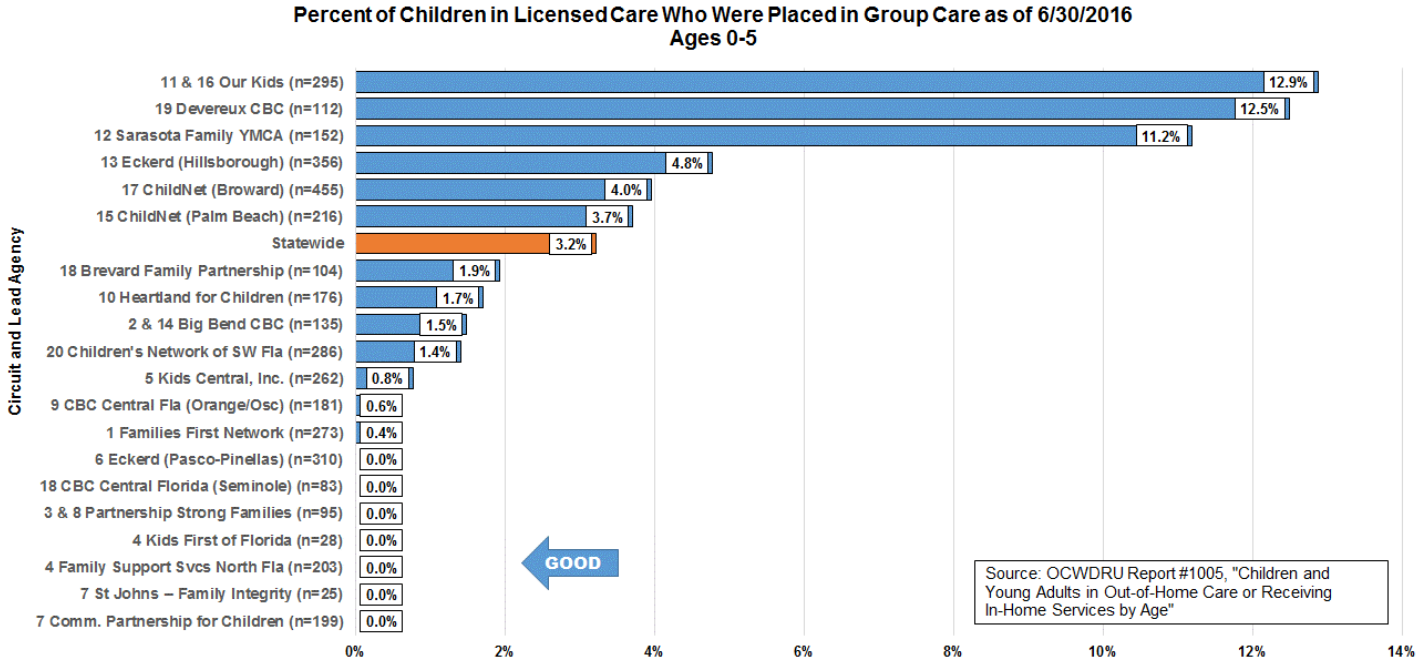
The number of children aged 6-12 in group care has increased sharply since 2014.



Children in Group Care by Age Group

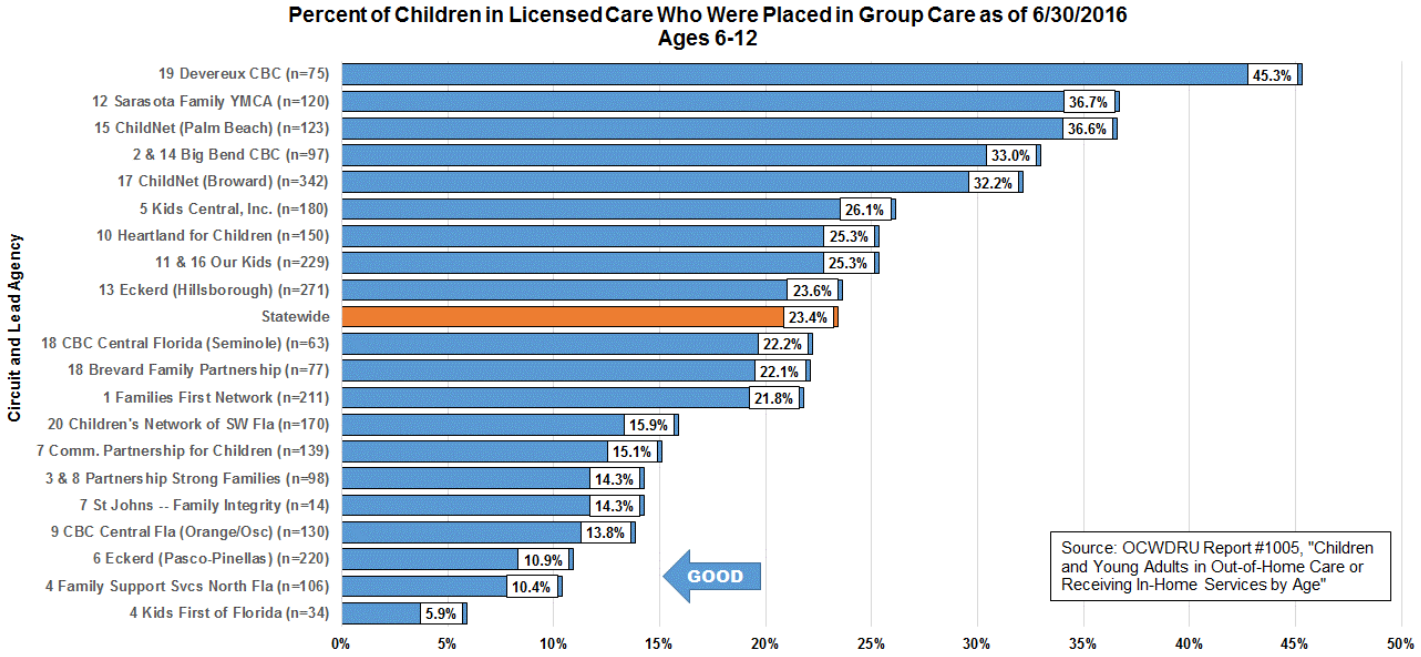
Children Aged 0-5 Placed in Group Care

While the percentage of very young children placed in group care is generally quite low, three CBCs had more than 10% of children aged 0-5 placed in group care on June 30, 2016.



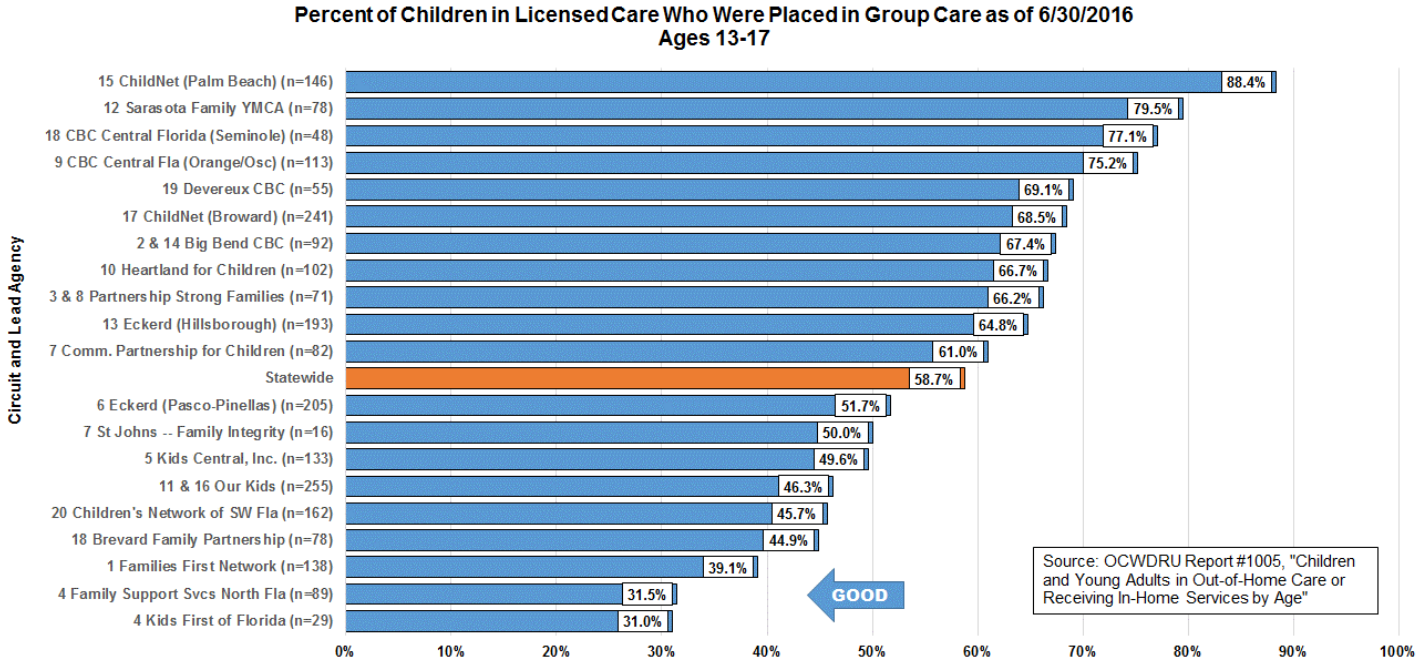
Children Aged 6-12 Placed in Group Care

The percentage of children in group care increases with age, with one CBC having almost twice the percentage of children aged 6-12 in group care compared to the statewide level.



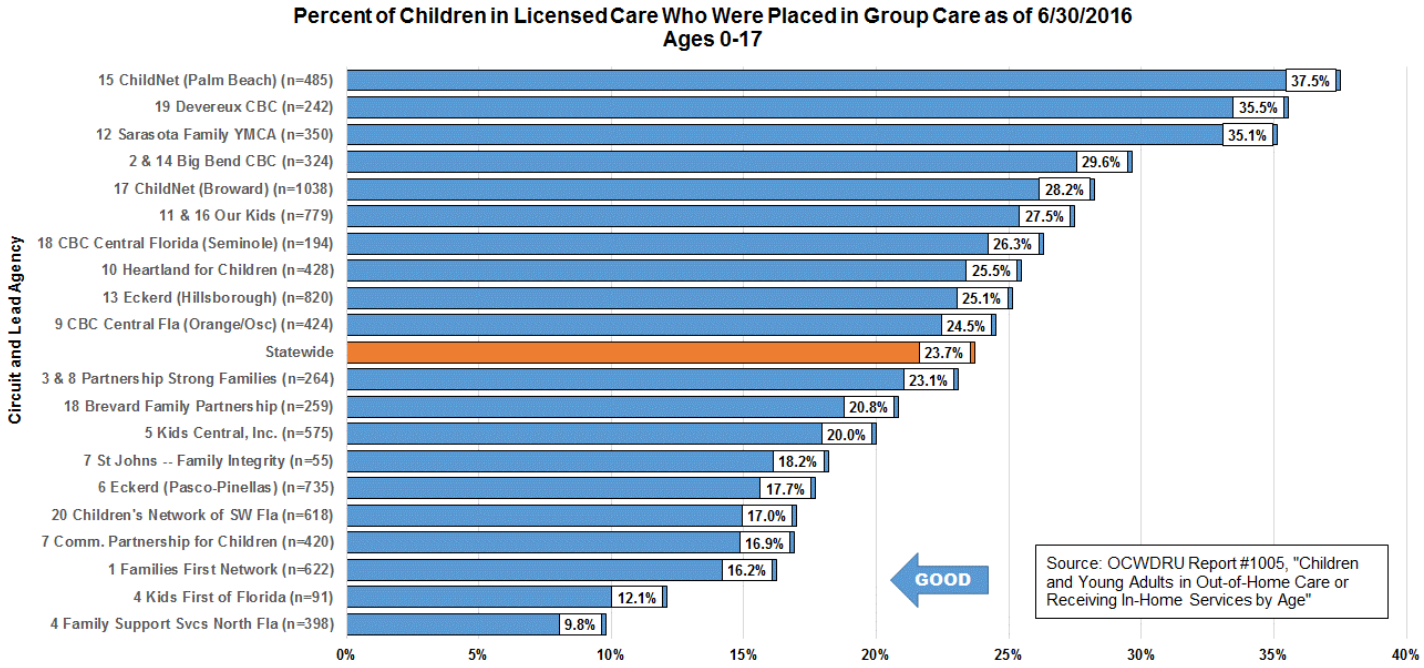
Children Aged 13-17 Placed in Group Care

Most CBC lead agencies have 50% or more children in this age range placed in a group home environment, with three CBCs having between 70% and 80% and one having over 80%.



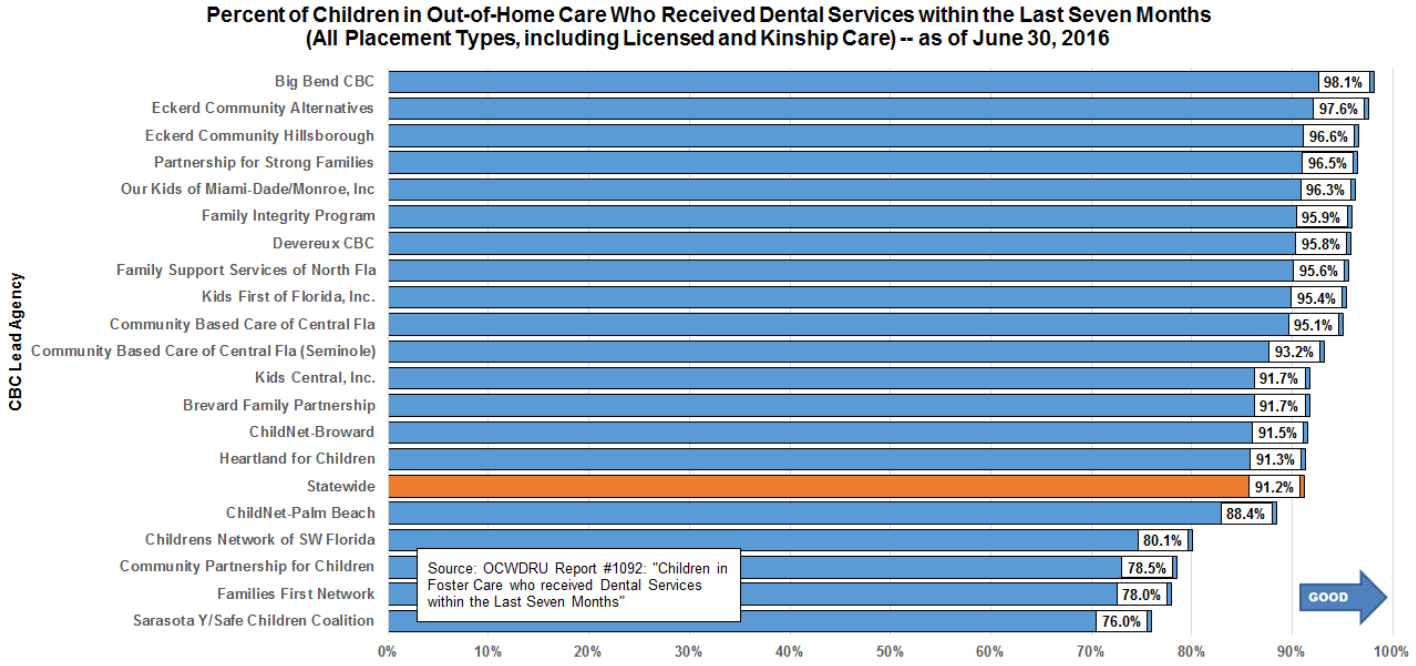
Children Aged 0-17 Placed in Group Care

Statewide, almost one quarter of all children in licensed care aged 0-17 were placed in group care on June 30.



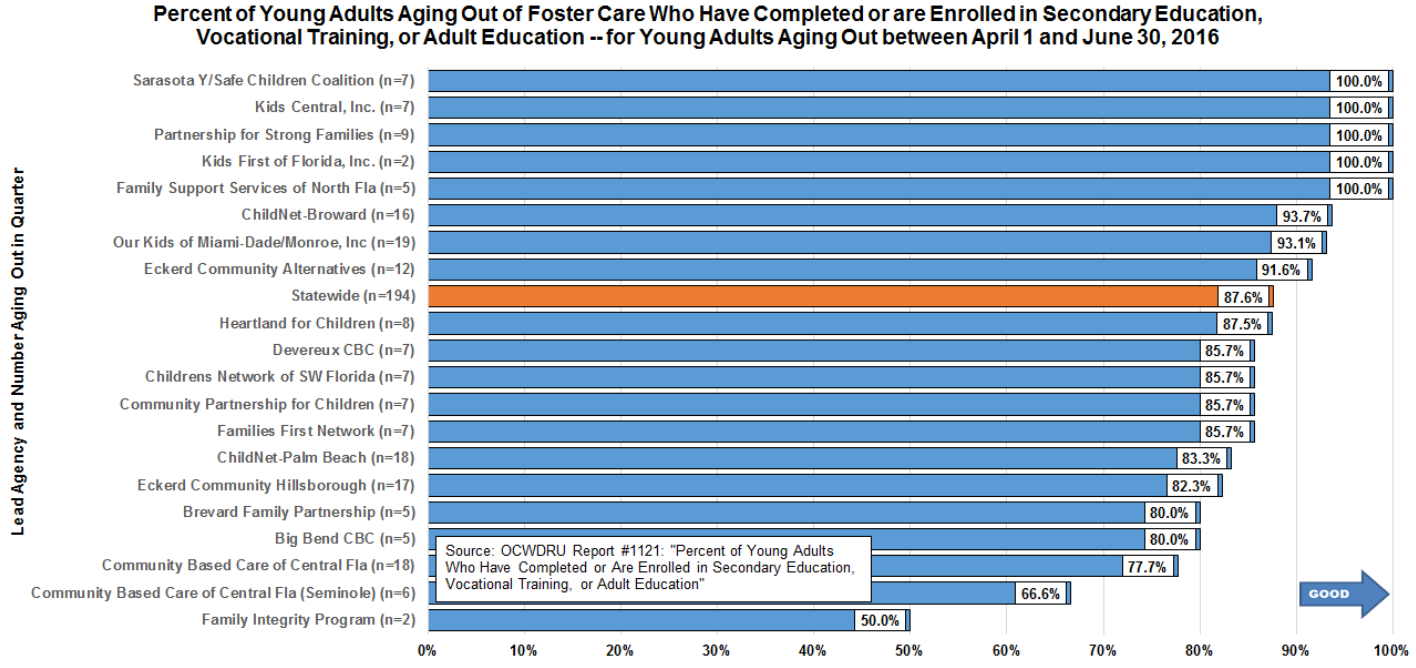
Children Receiving Dental Services in Last Seven Months

Considerable progress has been made in the last few years with medical and dental services, with the statewide percent of children receiving recent dental services at 91.2% as of June 30, 2016.



Young Adults Aging Out Enrolled in Education Programs

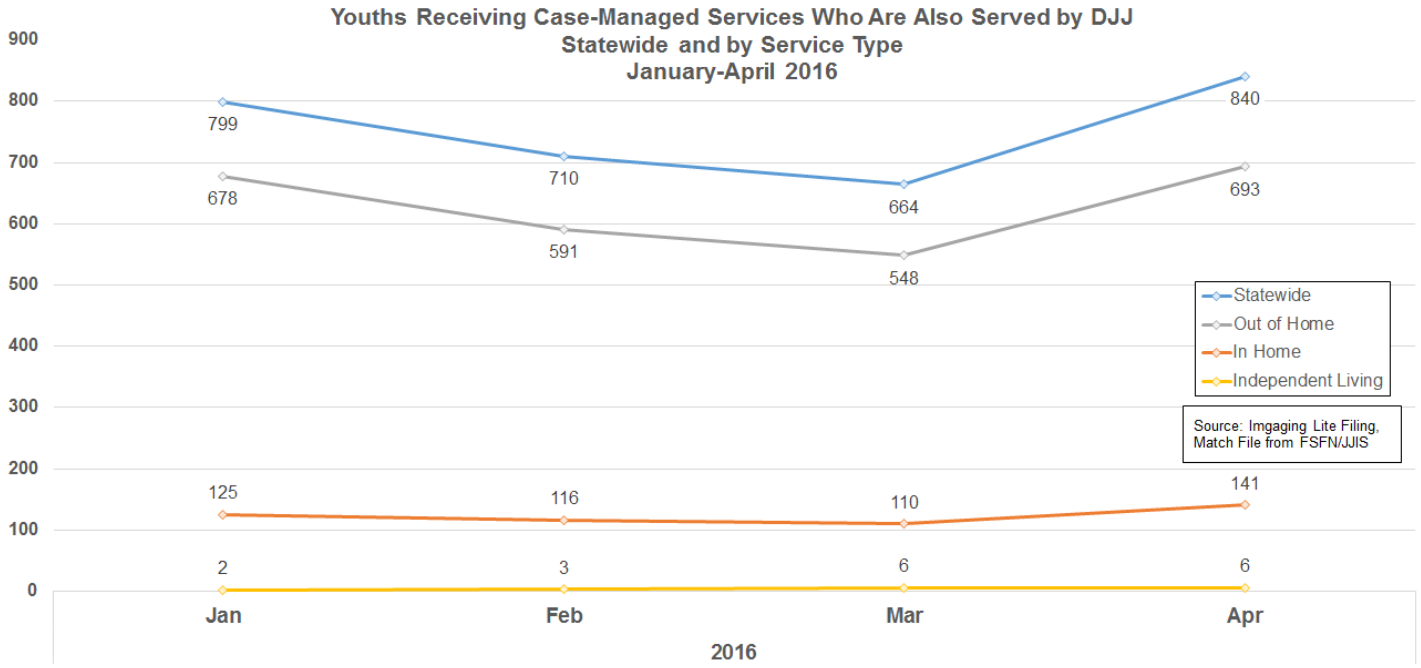
For children who don't achieve permanency prior to reaching adulthood, it is crucial that they are prepared for life after foster care by the time they "age out" of care. This is one indicator of that preparation for adulthood, but does not control for any of the many variables that influence this preparation, including time in care and the child's education level when entering care.



Youths Served by CBC Lead Agencies and Juvenile Justice

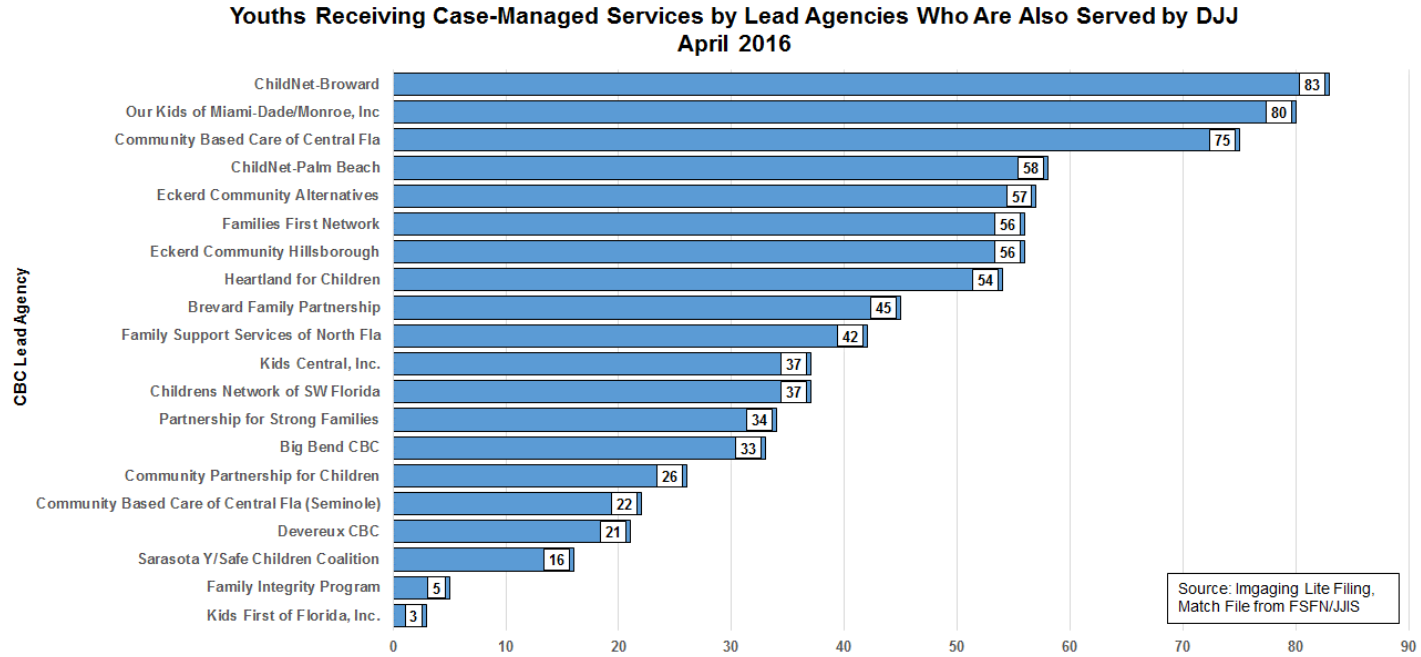
Statewide Trend

The number of youths served by both the child welfare system and the juvenile justice system in the same month declined slightly in February and March, but increased sharply in April.



Stratification by CBC Lead Agency

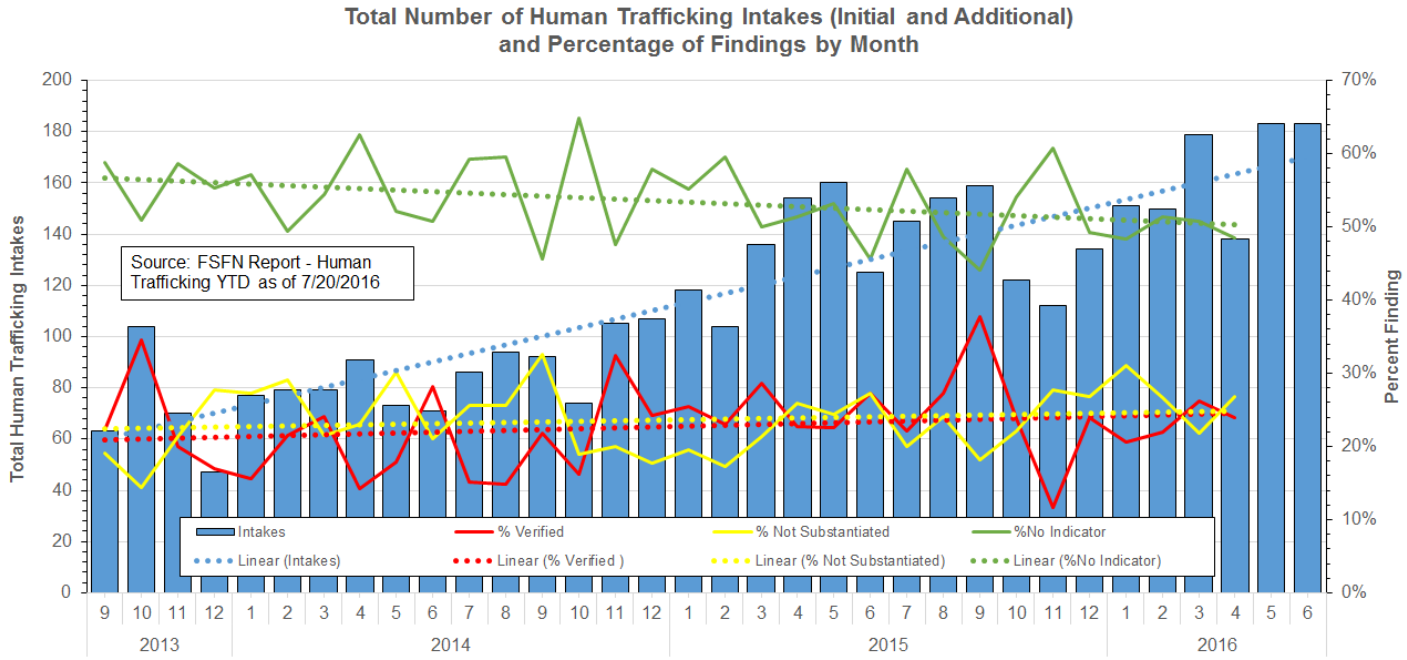
The number of youths served by both systems is variable among the lead agencies, but is related to the total number of youths served by each lead agency.



Human Trafficking

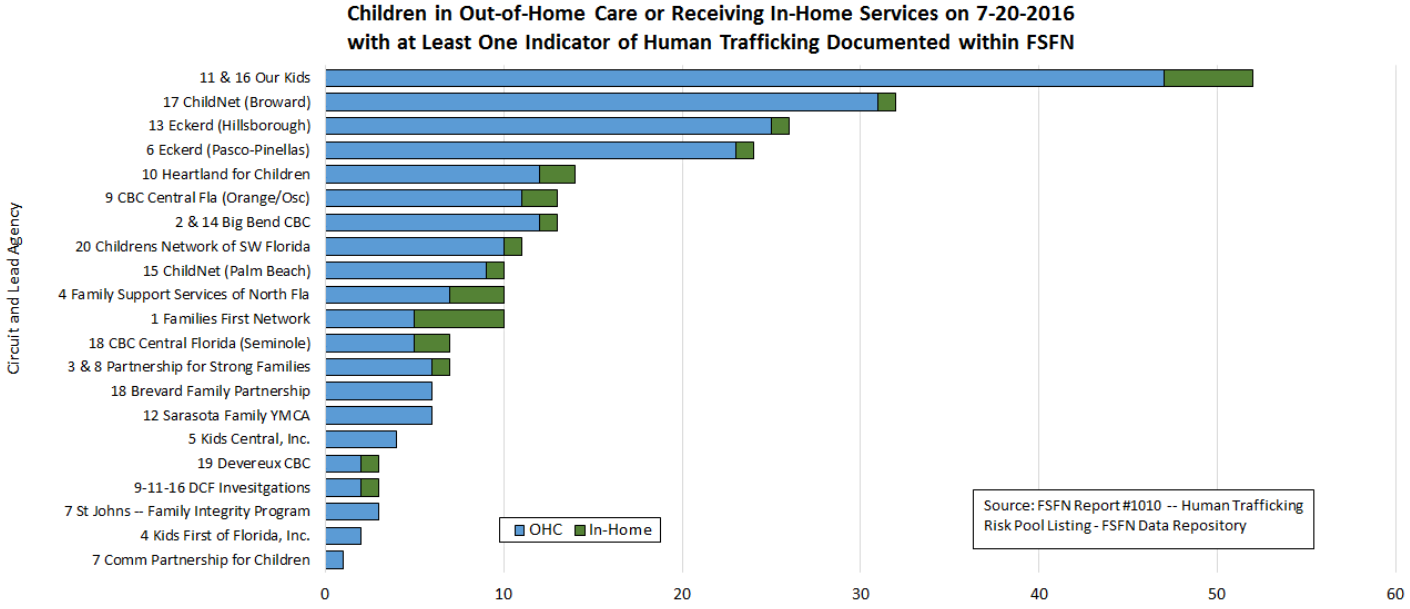
Human Trafficking Intakes Trend

The monthly number of Human Trafficking Reports (Initial and Additional) accepted by the Hotline continued at 183 in May and June.



Children with Indication of Human Trafficking by CBC Lead Agency

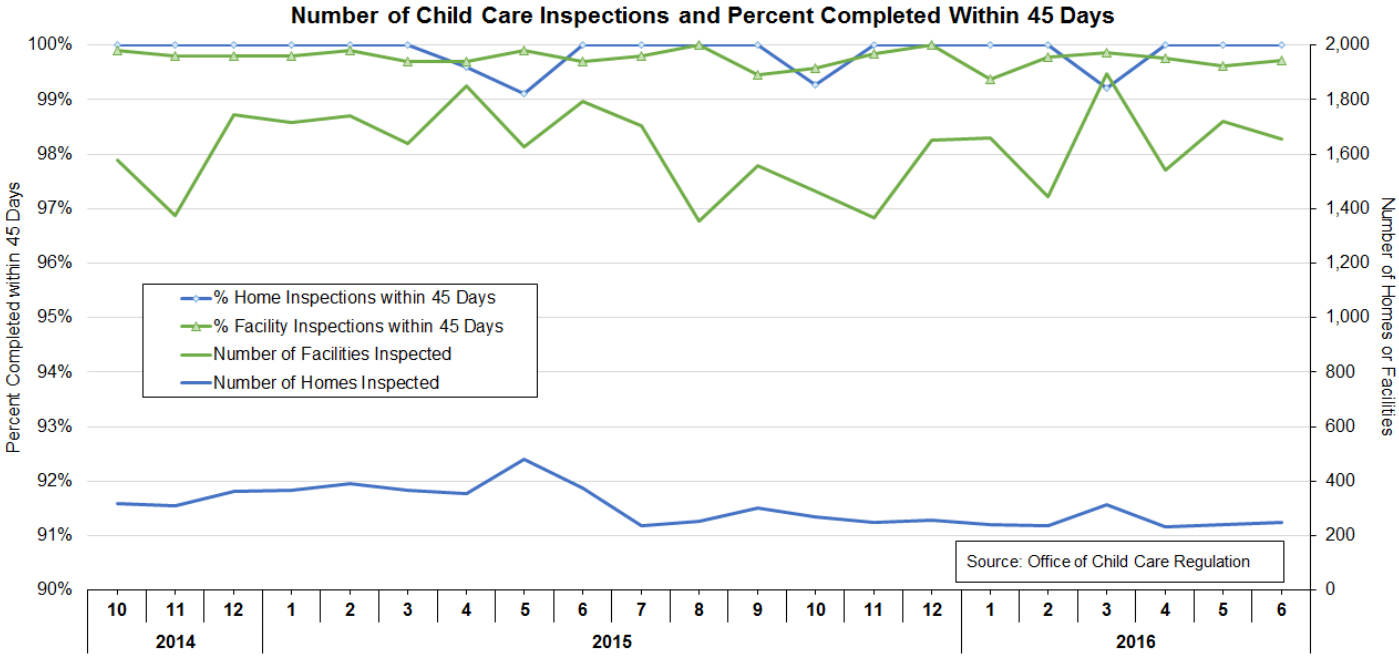
The number of children in out-of-home care or receiving in-home services with at least one FSFN indicator of being a victim of Human Trafficking remains concentrated within Florida's most urban centers, primarily in the Gold Coast and Tampa Bay areas.



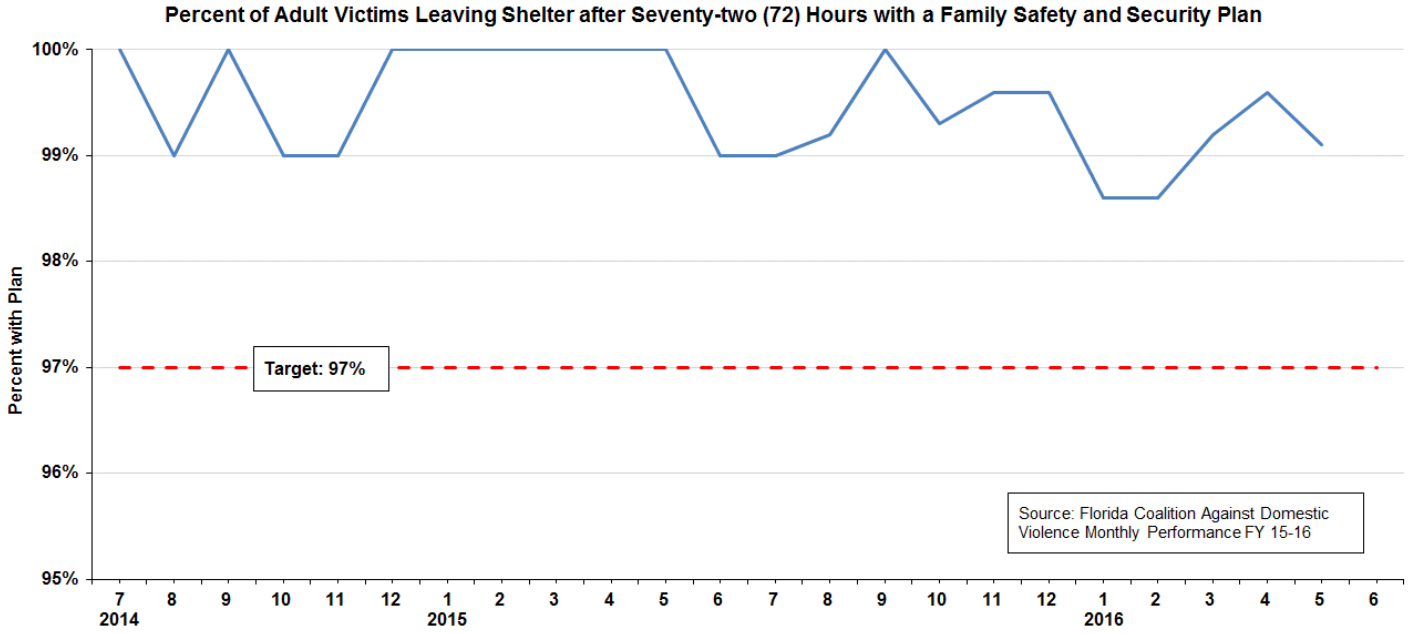
Child Care Regulation

Child Care Inspections per Month

The percentages for both home and facility inspections continued above the 99% level.



Domestic Violence

Percent Victims Leaving Shelter with a Family Safety and Security Plan

Performance for April 2016 was 99.1%, which exceeds the target of 97%.