

Child Welfare Key Indicators

Monthly Report

March 2016



Office of Child Welfare
Performance and Quality Management

A Results-Oriented Accountability Report

March 30, 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

Although total contacts to the Hotline during February 2016 (42,604) increased by 4.7% compared to the previous month, the total was 4.3% less than the total for February of the prior year. The percentage of child maltreatment reports accepted by the Hotline decreased from 80.7% the previous month to 79.5%. This figure represents a small (.2%) decrease from February of the prior year. The number of abandoned calls during February increased in comparison to January on both the English- and Spanish-language phone lines. The average wait times before answer and before abandonment both increased from those in January at 6 minutes 45 seconds (6:45) and 3:53 respectively. The maximum wait time and delay before answer metrics also decreased to levels seen in 2013 at 40:41 and 35:46, respectively.

Child Protective Investigations

Workload. Active child investigations on February 29, 2016 were 24,032 as compared to 24,877 on January 31, 2016. Active investigations over 60 days decreased for the first time since July 2015, from 1,516 to 1,118. (a 26.3% decrease).

Timeliness. While the statewide percent of victims seen within 24 hours increased minimally to 92% on February 29, 2016 from 91.9% on January 31, 2015, investigations completed within 60 days increased from 92.7% to 93.4%.

Recurrence. Recurrence of maltreatment within 12-months increased minimally, from 9.7% to 9.8%. This does not meet the national standard of 9.1% or less.

Removals and Out-of-Home Care Population. 1,288 removals occurred in February 2016, which is a decrease for the first time since October 2015. There were 22,966 children in out-of-home care on February 29, 2016 as compared to 20,762 on February 28, 2015; an increase of 9.6%.

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 decreased slightly to 94.1% 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 41.7% 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 12.7% and 11.4%, respectively.

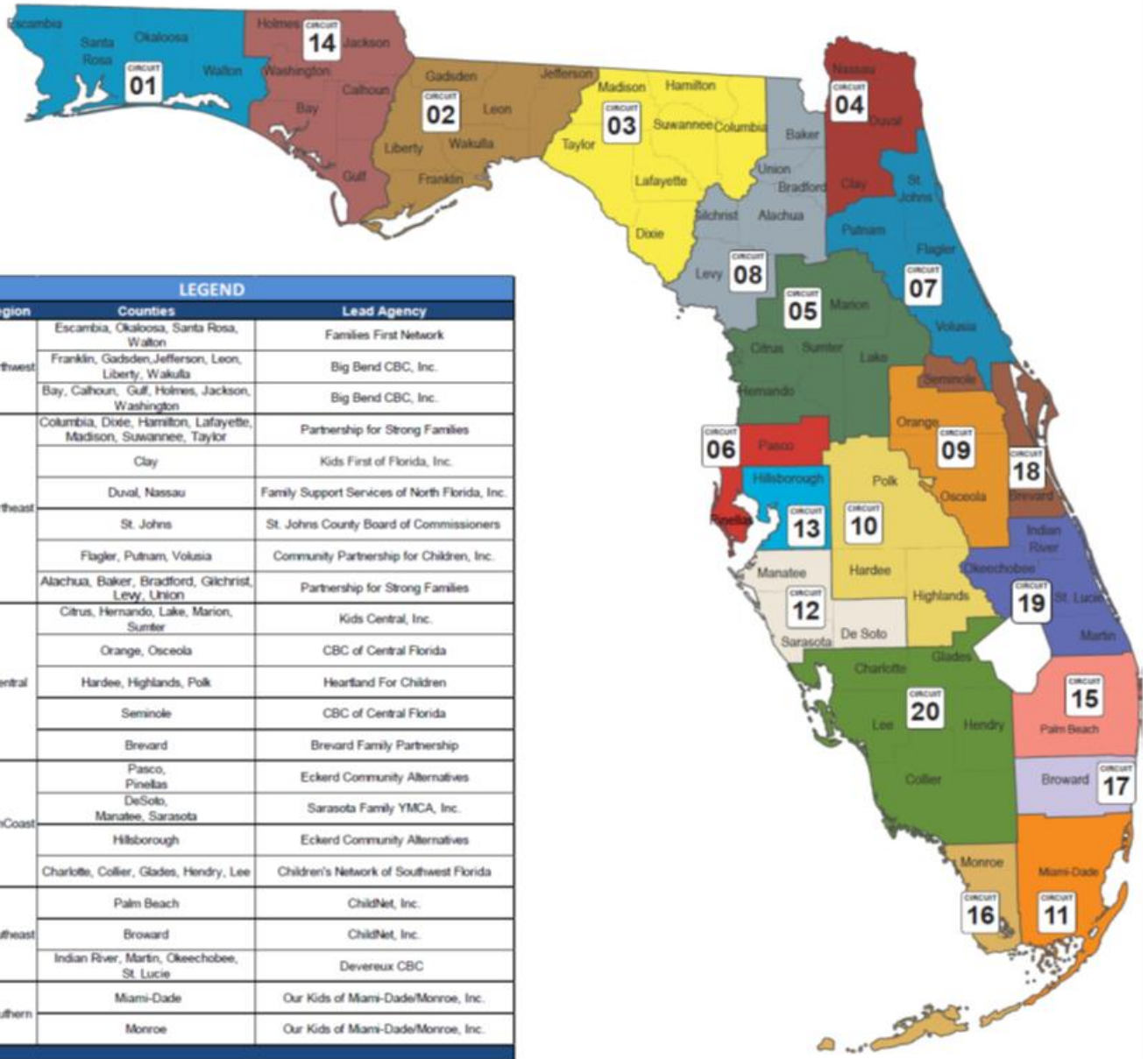
Placement Stability. Statewide, for children entering care between January 1 and December 31, 2015, Florida exceeds the national standard of 4.12 or less for child moves per 1,000 days in care, at only 3.8 moves.

Sibling Groups. For children who are part of a sibling group, 64.1% statewide were placed together as of February 29, 2016.

Placement in Removal County and Circuit. Of children in licensed care statewide, 36.7% were placed outside of their removal county whereas 20.4% were placed outside their removal circuit, both as of February 29, 2016.

Group Care. Statewide, 26.5% of children from birth 10 to 17 years were placed in group care as of February 29, 2016.

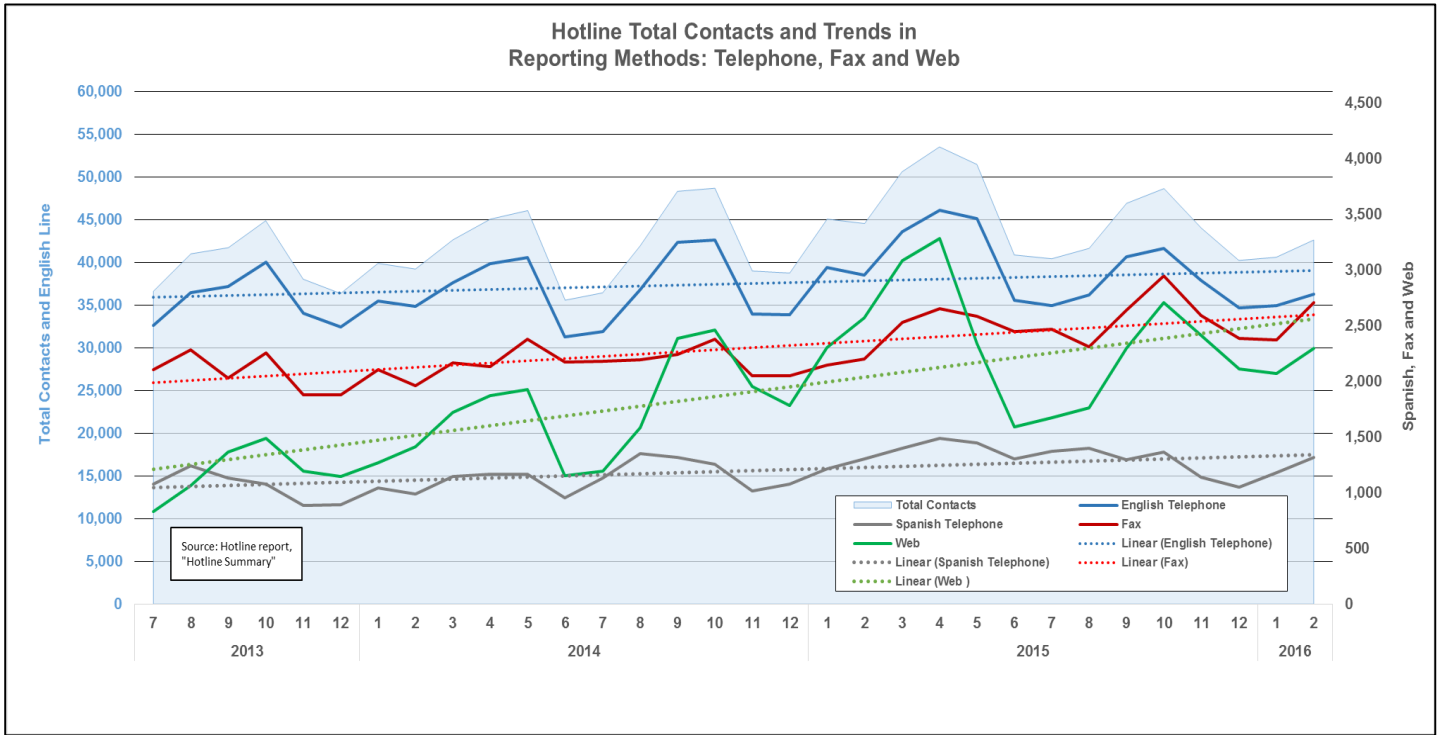
Map of DCF Regions, Circuits, Counties, and CBC Lead Agencies



Florida Abuse Hotline: Workload Trends

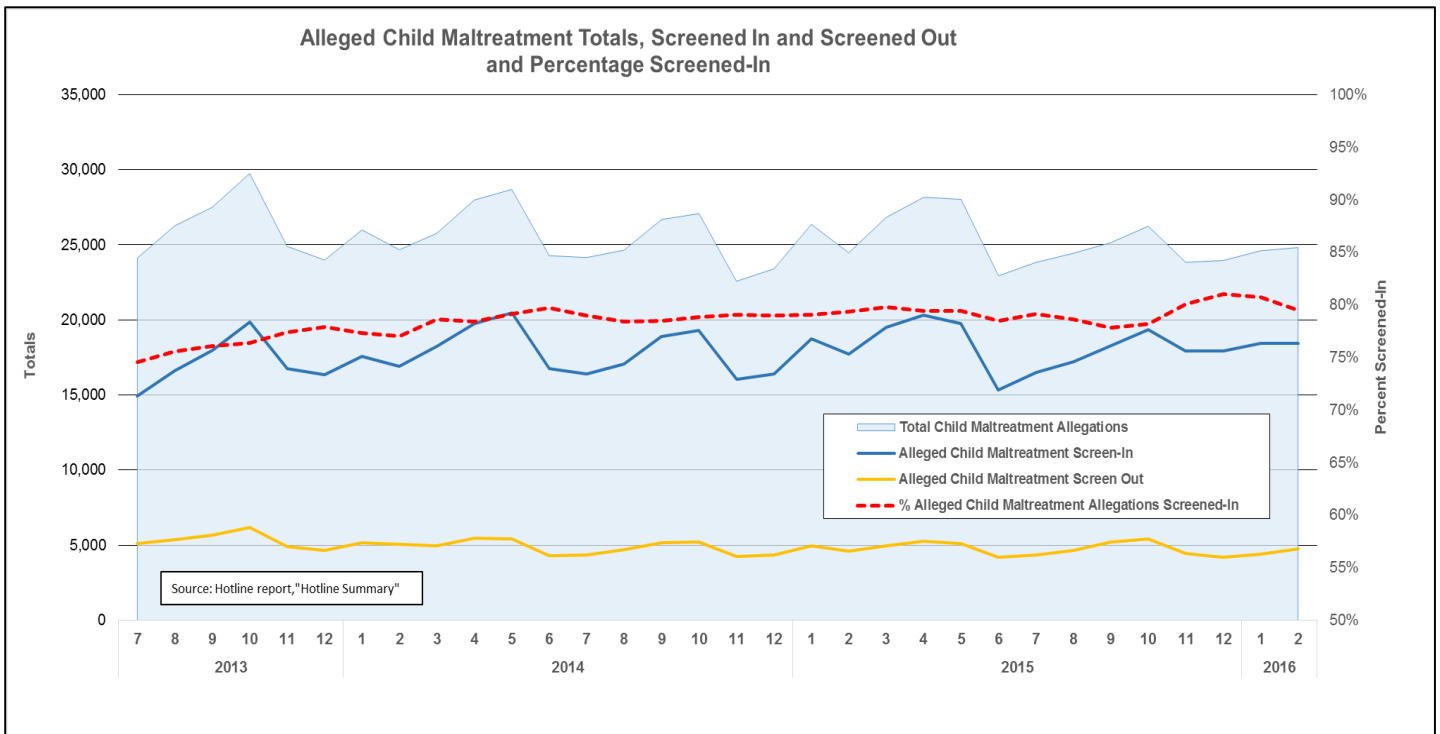
Reporting Method Trends

All methods of reporting increased during February 2016 with the highest by fax, which increased by 14.1%. These across-the-board increases resulted in an overall increase in volume at 42,604 contacts during February 2016 compared to 40,618 in January 2016.



Screening Decision Trends – Maltreatment Screening

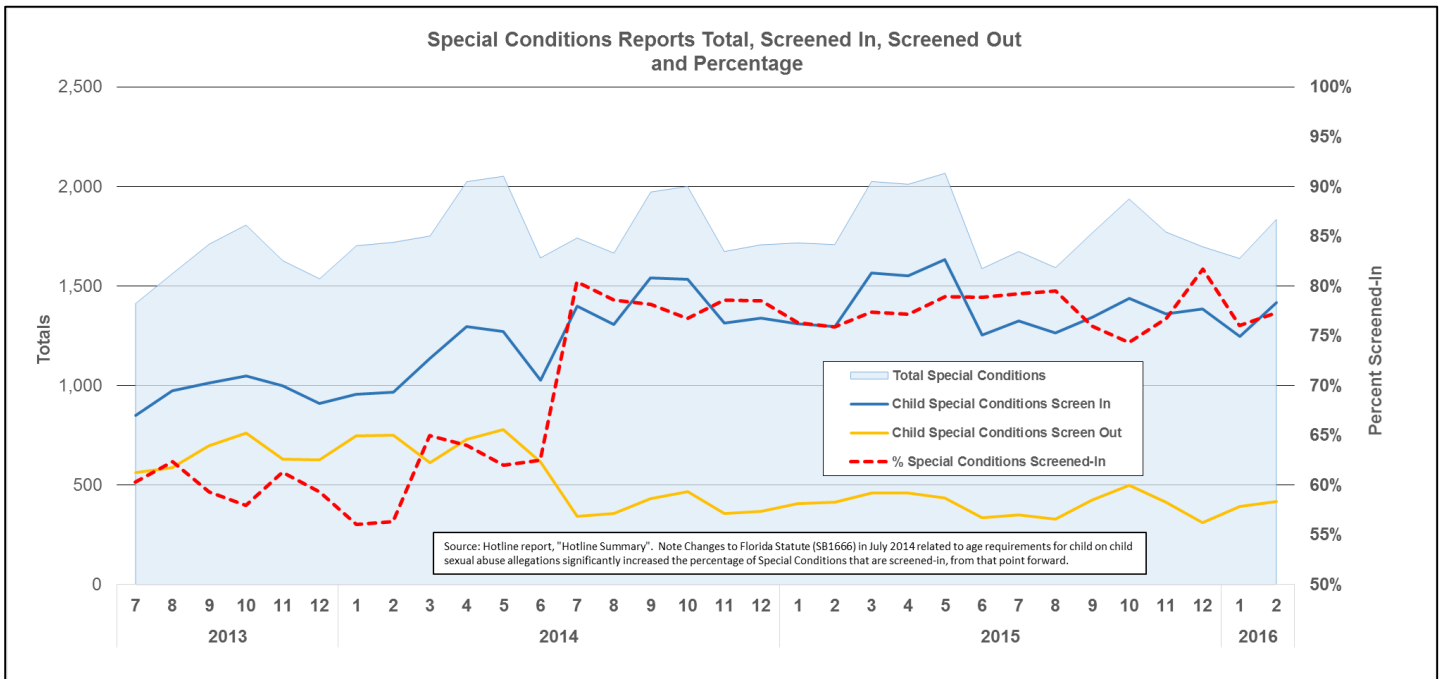
The percentage of reports that were screened in for alleged child maltreatment decreased slightly in February 2016 to 79.5%.



Florida Abuse Hotline: Workload Trends

Screening Decision Trends – Special Conditions Screening

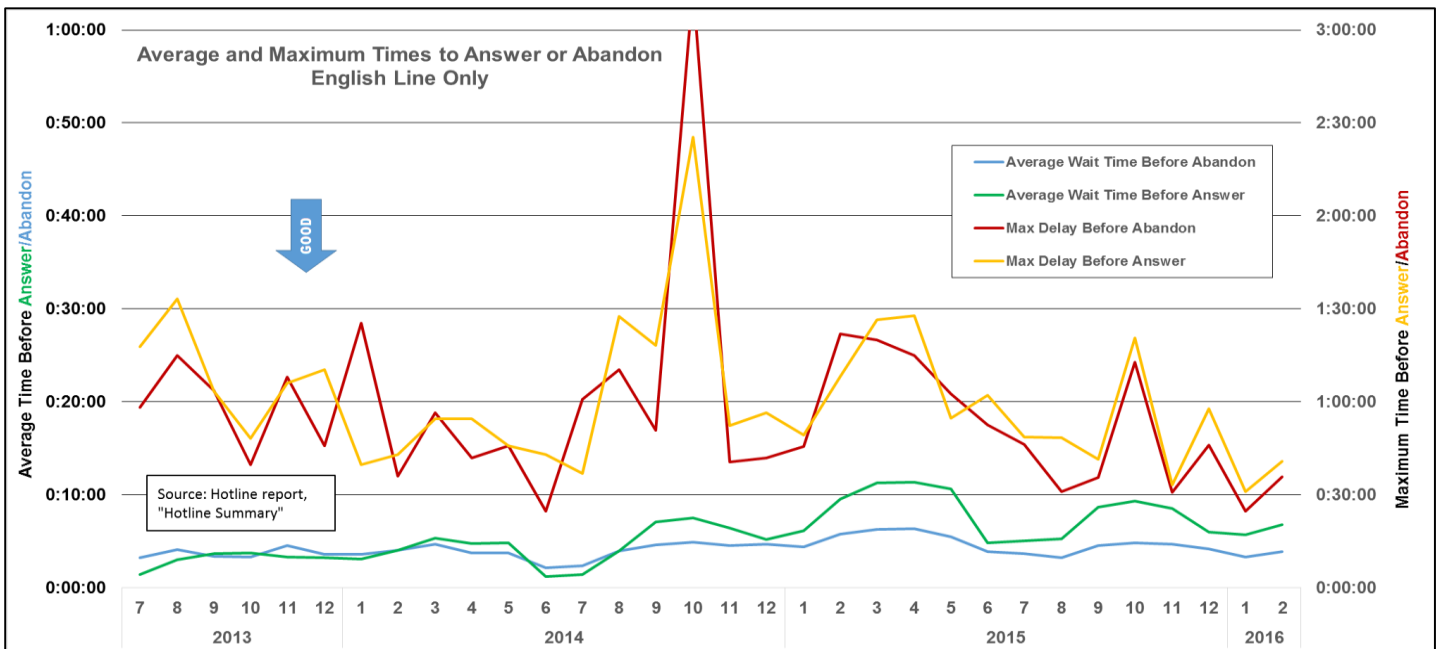
The percentage of screened-in reports for special condition referrals increased slightly, to 77.3%.



Florida Abuse Hotline: Timeliness Trends

Average and Maximum Times to Answer or Abandon

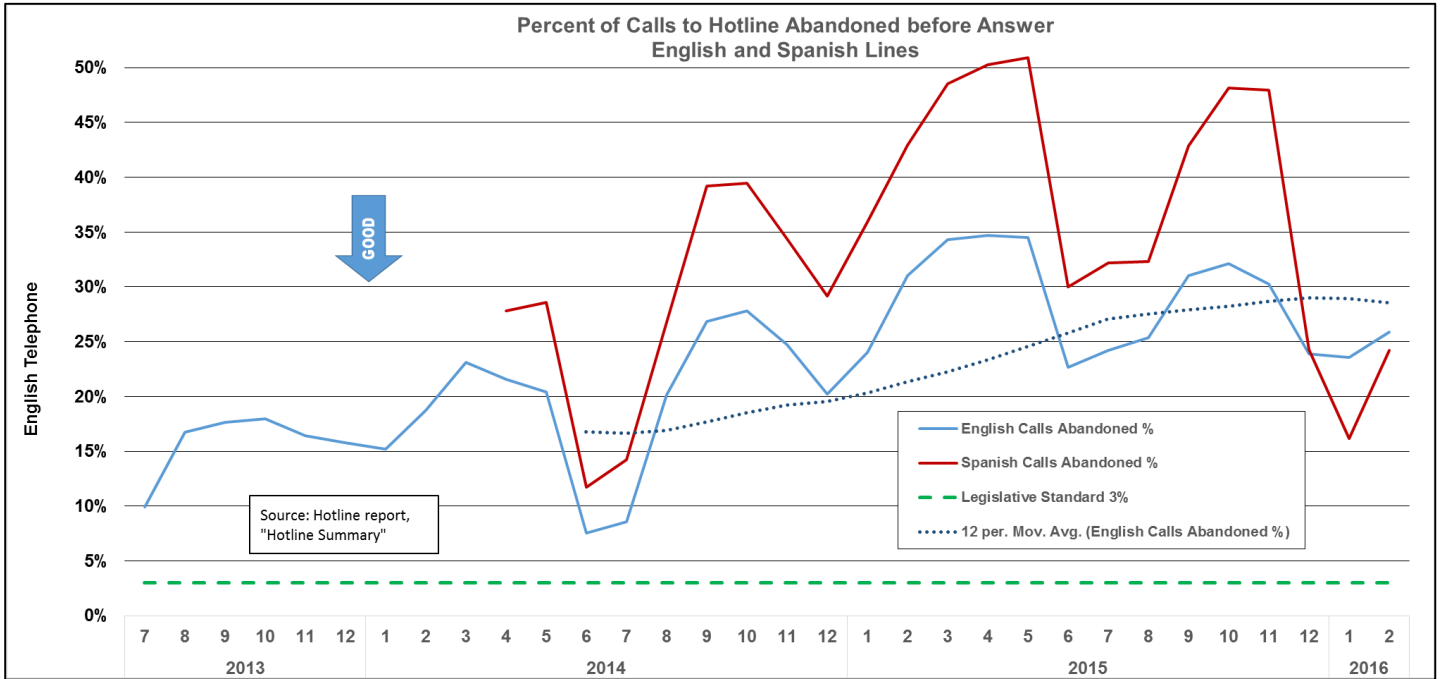
Average wait time before answer for February 2016 increased by over a minute, from 5:42 to 6:45. Average wait time before abandon also increased by 35 seconds, to 3:53. Maximum wait time and maximum delay before abandon both increased in comparison January 2016, at 40:41 and 35:46, respectively. This is a 9:46 increase in maximum wait time and an 11:06 increase in maximum delay before abandonment.



Florida Abuse Hotline: Timeliness Trends

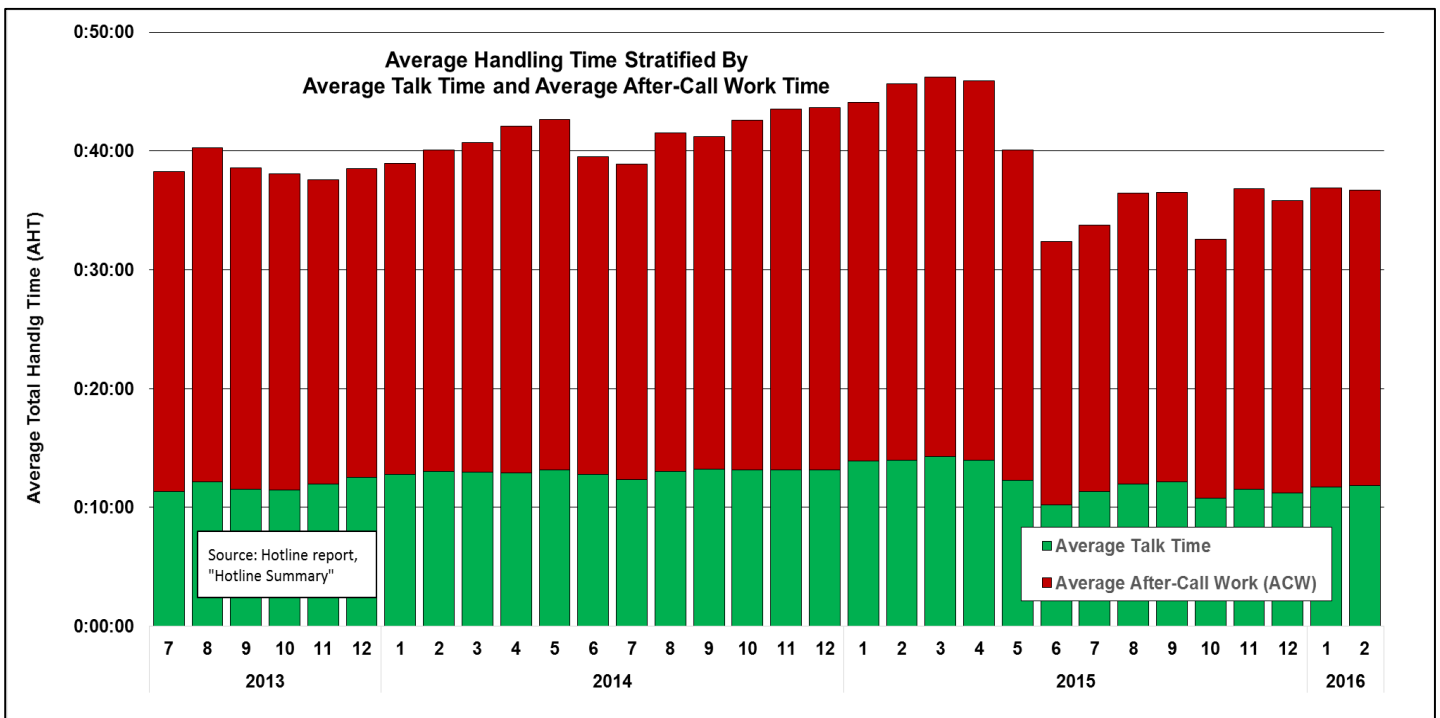
Percent of Calls Abandoned

After several months' decline of the percent of calls abandoned on the Spanish-speaking line, the percentage increased to 24.2% during February 2016, as compared to 16.2% in January 2016. While rates for the English-speaking line have historically been consistently better, an increase occurred there as well, from 23.5% in January 2016 to 25.9% in February 2016.



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

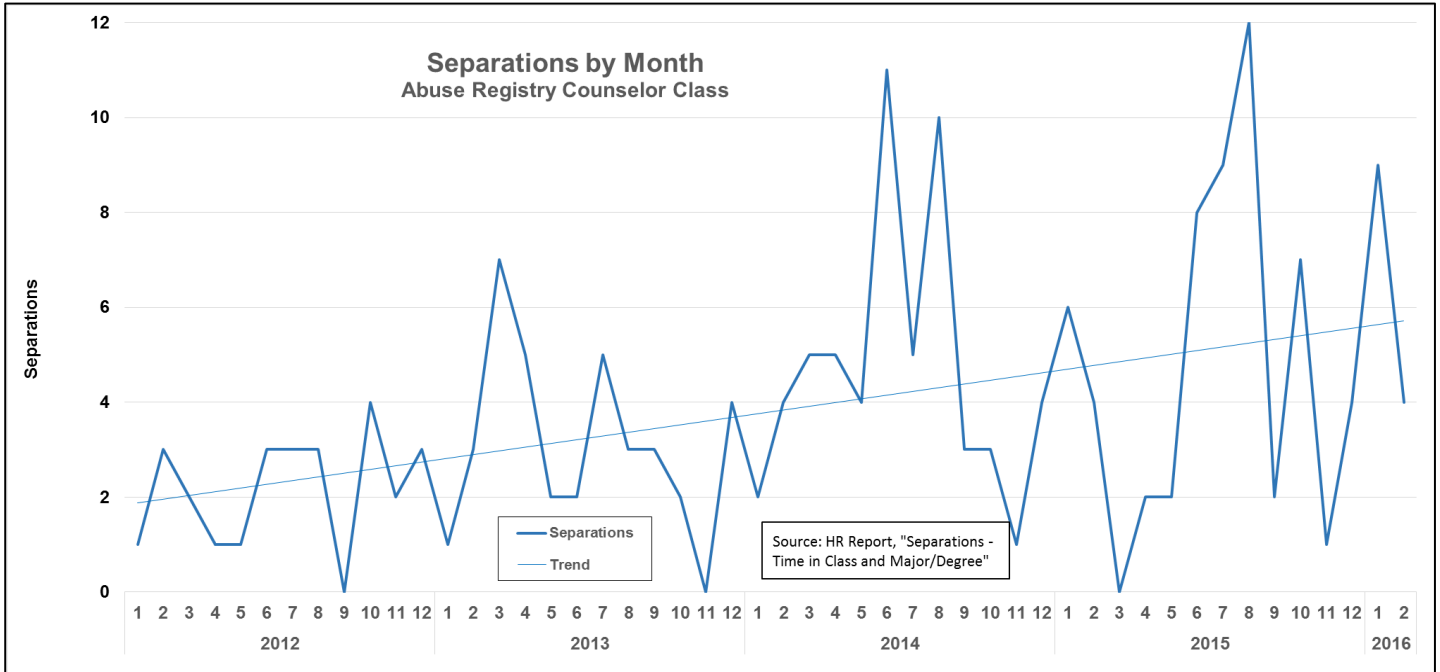
Both Average Hotline counselor talk time and average after-call work showed very little change in February 2016, resulting in the Average Handling Time (AHT) for the month lowering minimally from 36:56 to 36:43 (-13 seconds).



Florida Abuse Hotline: Workforce

Monthly Separations

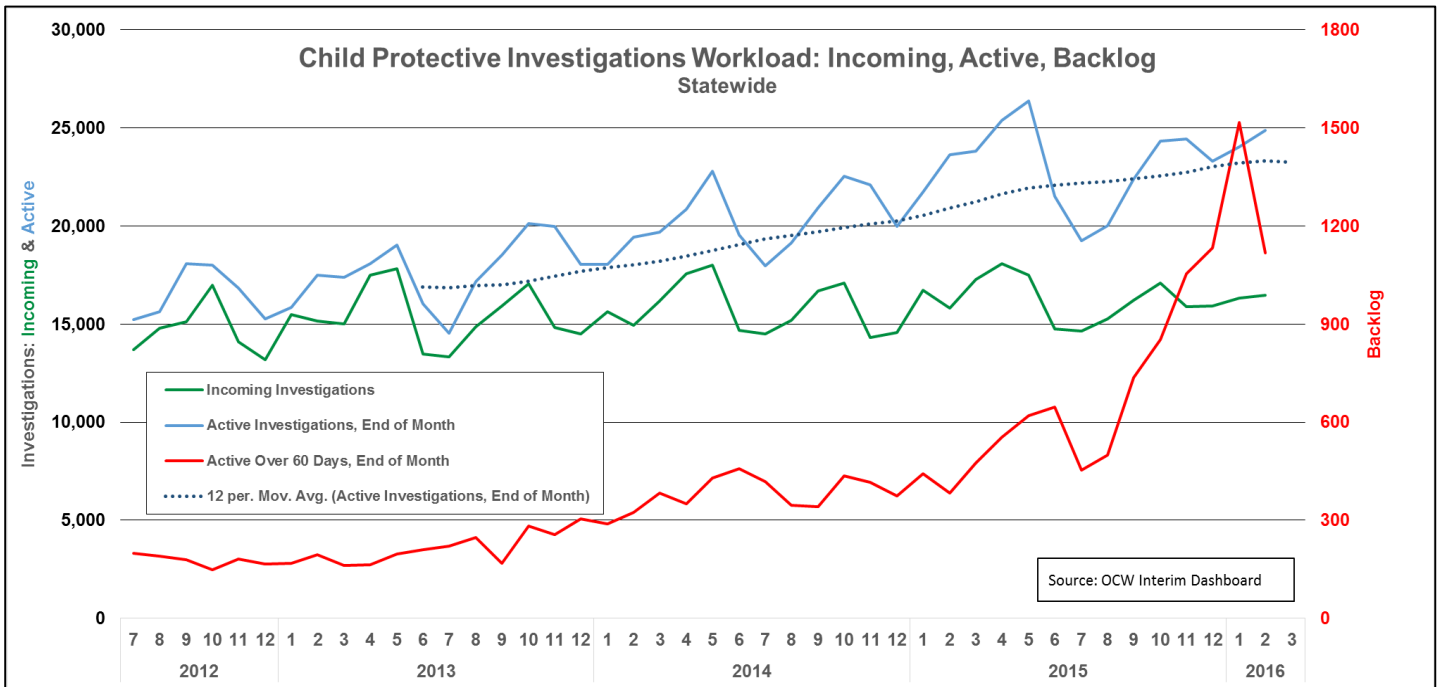
The Florida Abuse Hotline experienced four counselor separations in February 2016, down from nine in January 2016. This is the same number of separations that occurred in February 2015 and February 2014.



Child Protective Investigations: Workload Trends

Incoming and Active Investigations, and Backlog

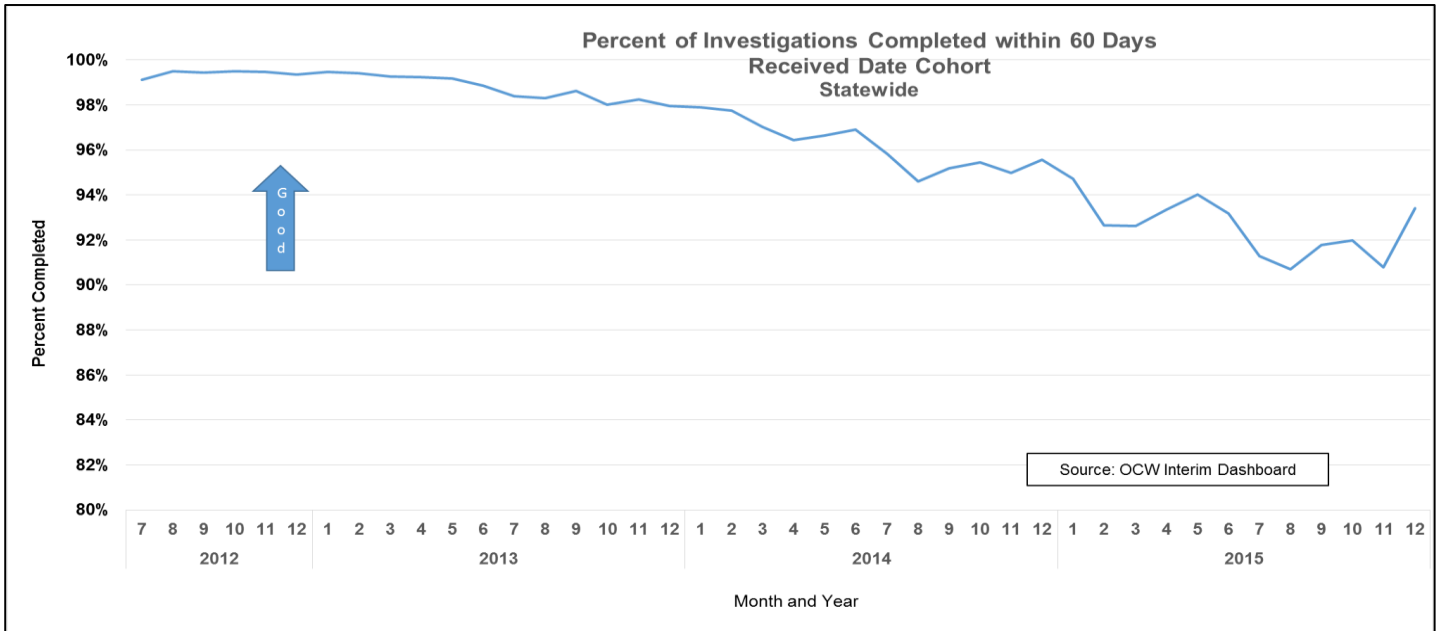
While incoming investigations decreased by less than 1% in February 2016, active investigations open over 60 days decreased significantly by 26.3% (to 1,118 investigations). This led to an overall decrease in the total number of active investigations by 845 investigations, to 24,032.



Child Protective Investigations: Timeliness

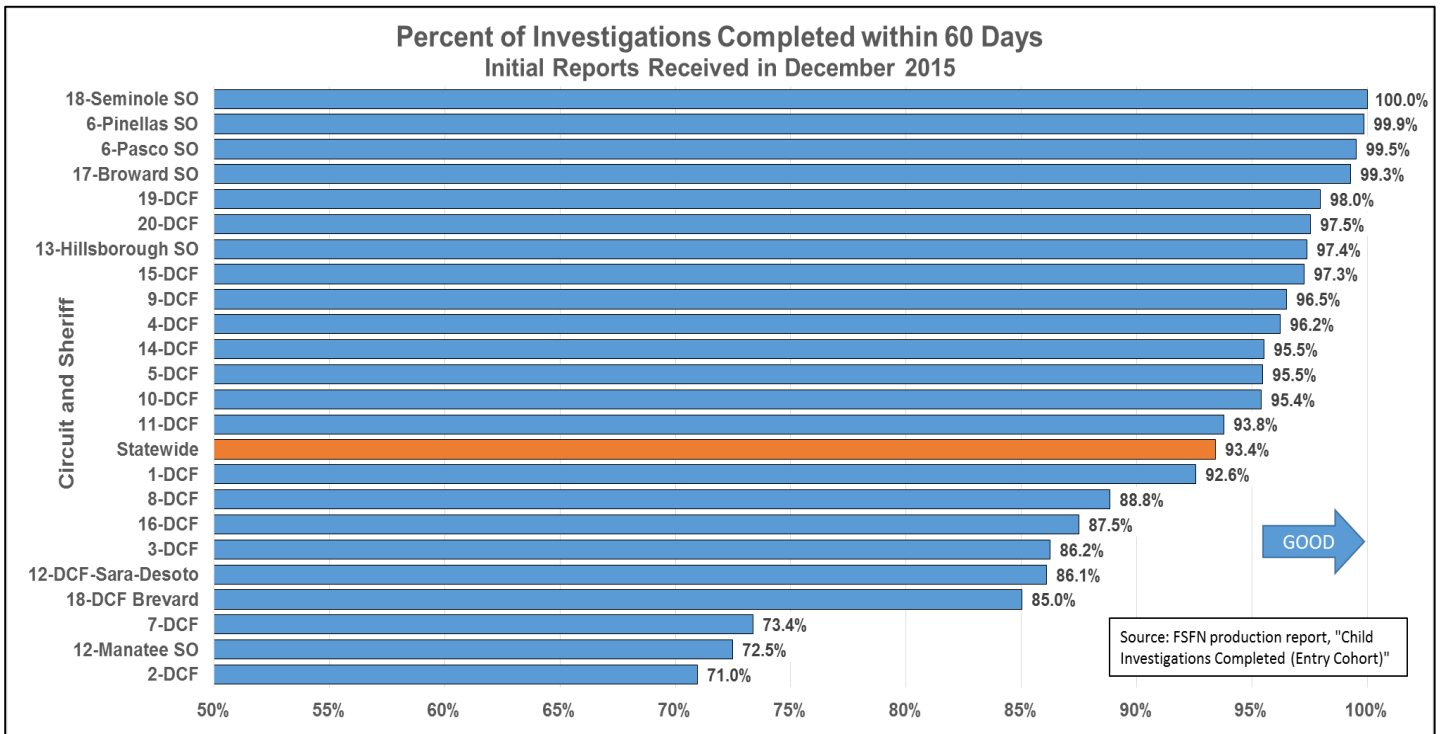
Percent Child Investigations Completed within 60 Days: Trend

Statewide, 93.4% of child protective investigations initiated in December 2015 were completed within 60 days as of February 25, 2016. This is a 2.6% increase in comparison to closures during January 2016, for reports received in November 2015.



Stratification by Circuit and Sheriffs

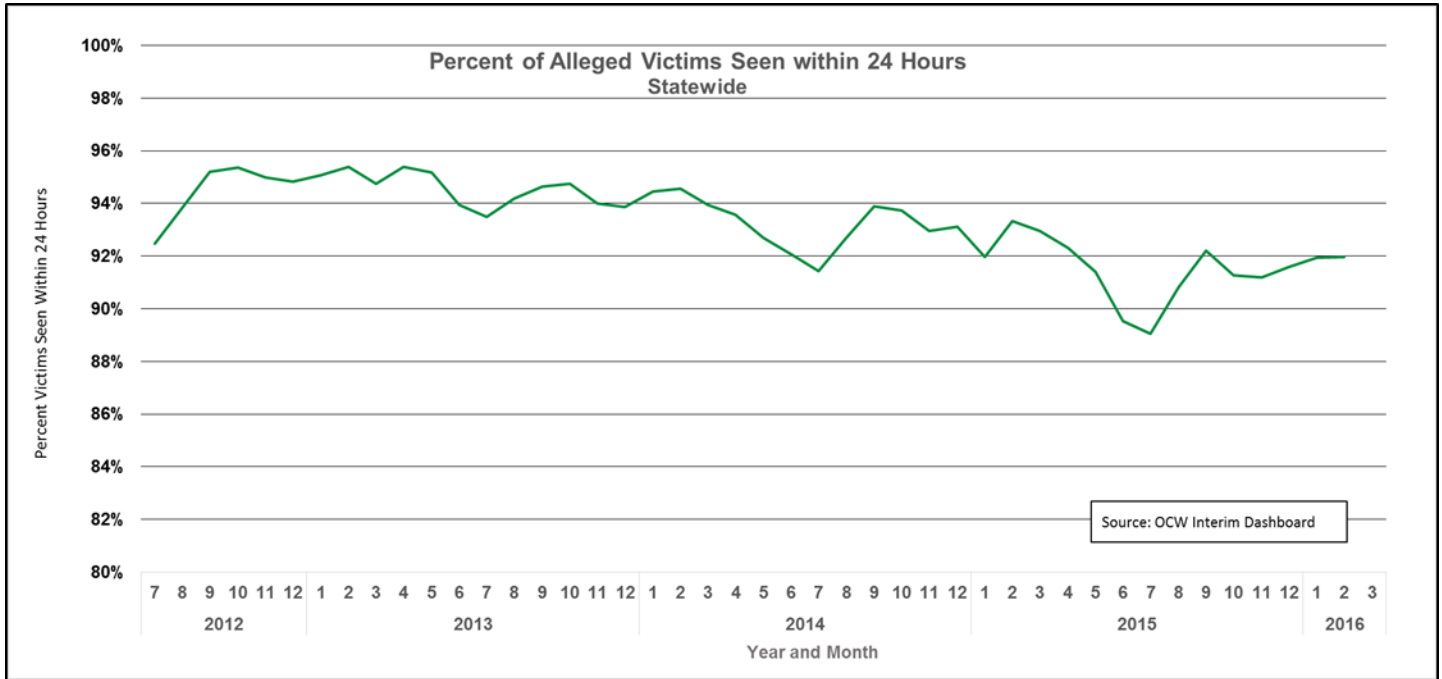
The majority of Circuits and Sheriff's Offices closed more than 95% of investigations received during December 2015 within 60 days, with statewide performance being at 93.4%.



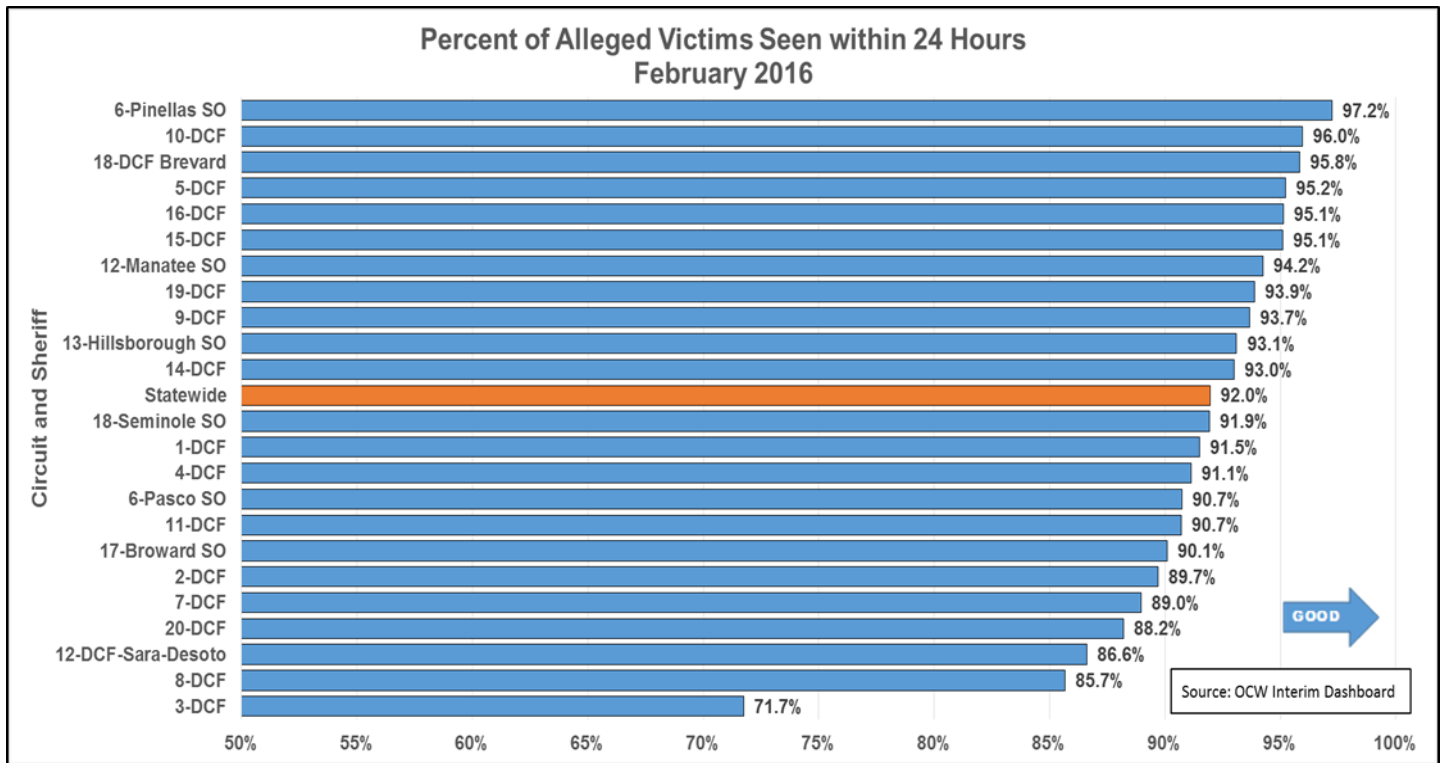
Child Protective Investigations: Timeliness

Alleged Child Victims Seen

The percent of victims seen has been on a very gradual upward trend since November 2015 and increased by another tenth of a percent to 92% in February 2016.



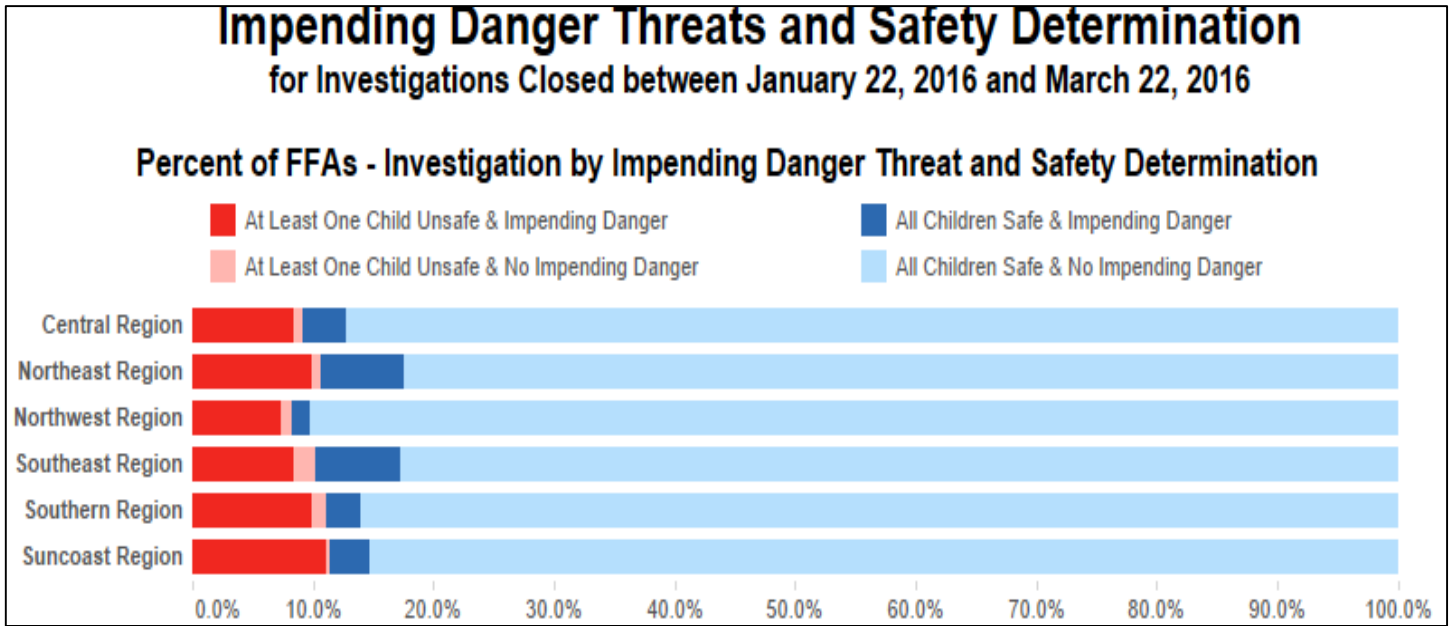
Stratification by DCF Circuit and Sheriff's Office



Child Protective Investigations: Safety

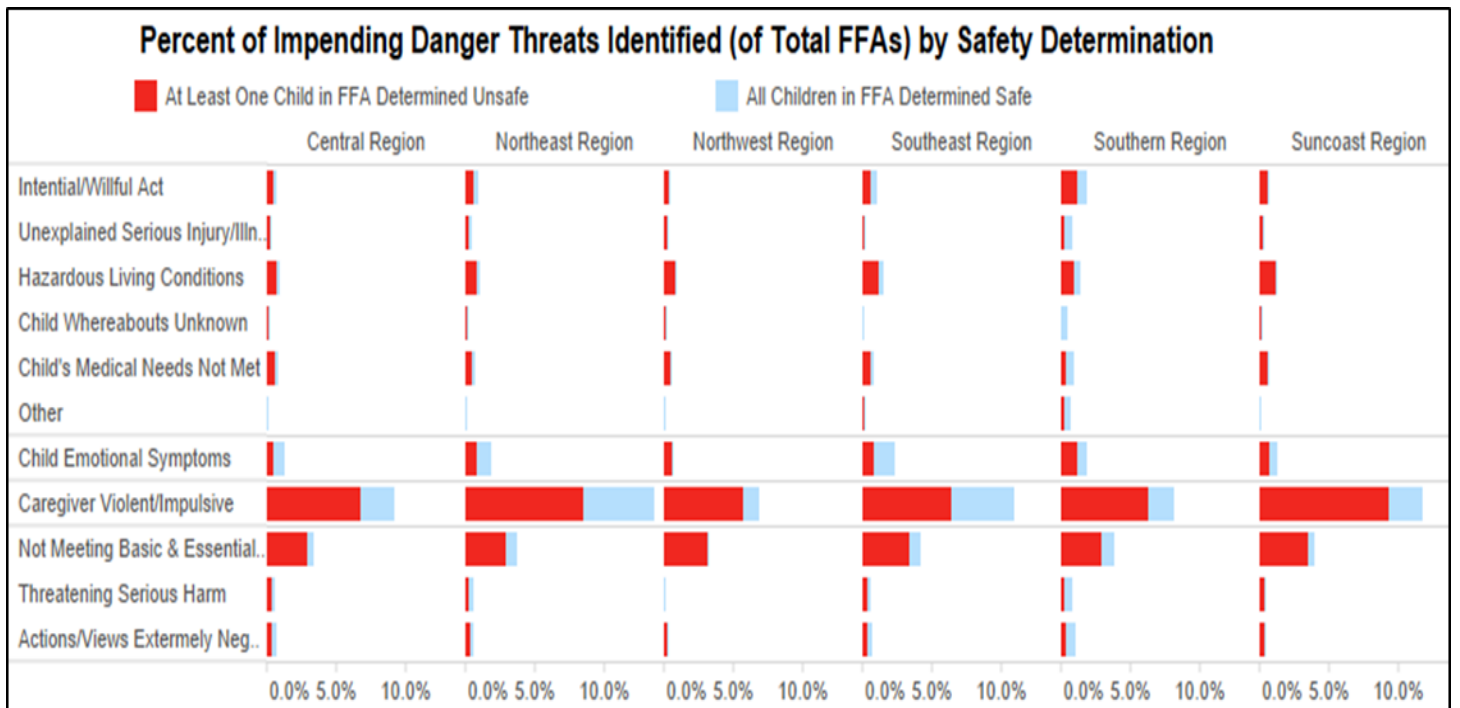
Impending Danger Threats and Safety Determination

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

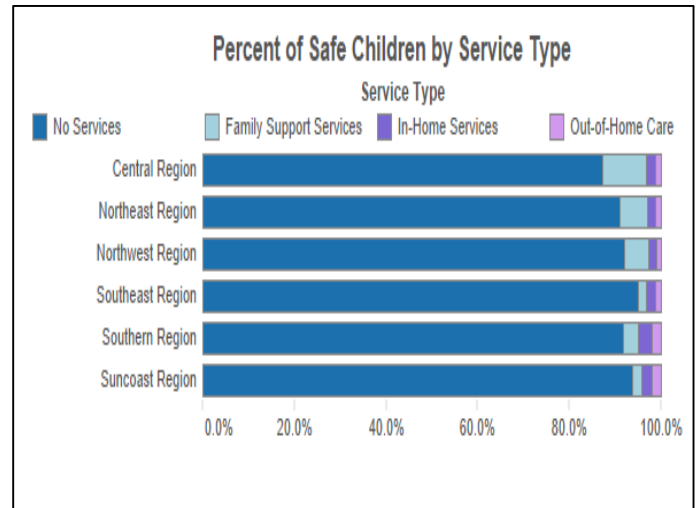
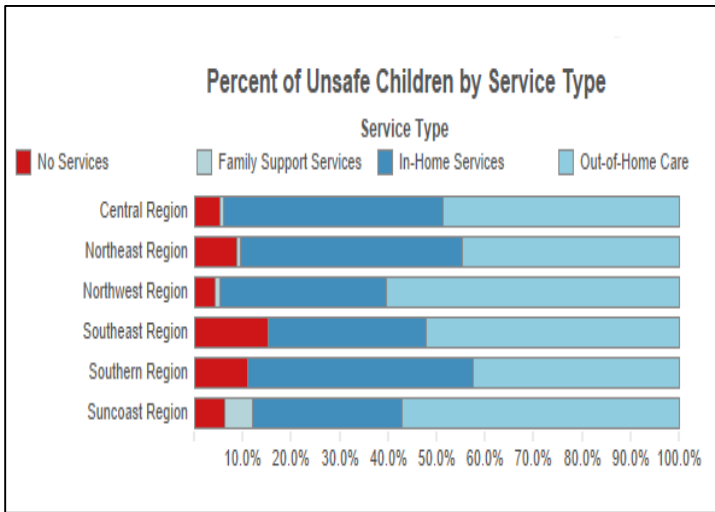
This Tableau visualization indicates the percentage of the identified Impending Danger Threats for both safe and unsafe children, by Region, for investigations closed between January 22 and March 22, 2016.



Child Protective Investigations: Safety

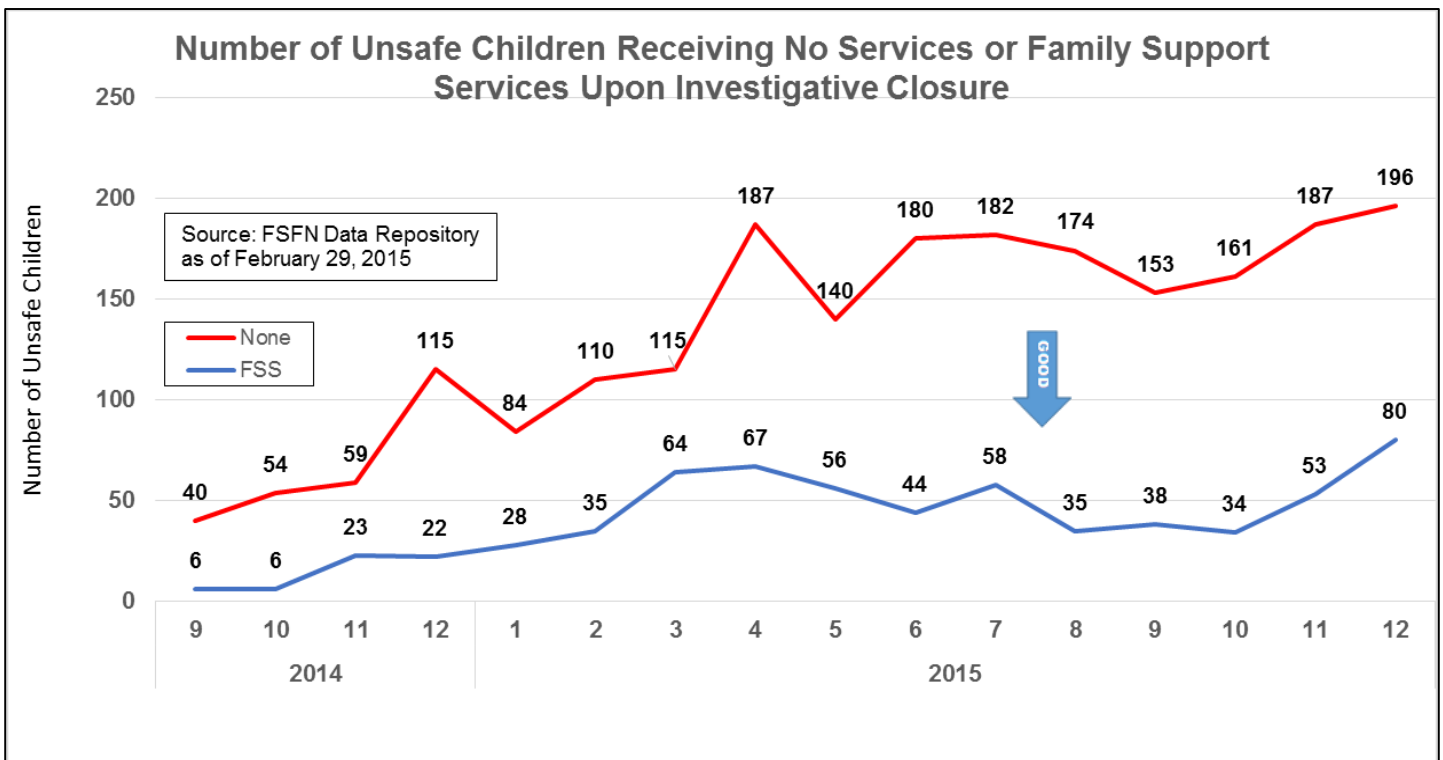
Safety Determination, Services Provided at Investigative Closure and Unsafe Children by Service Type

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-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. The visualizations reflect investigations closed between January 22 and March 22, 2016.



Unsafe Children with No Services or Family Support Services

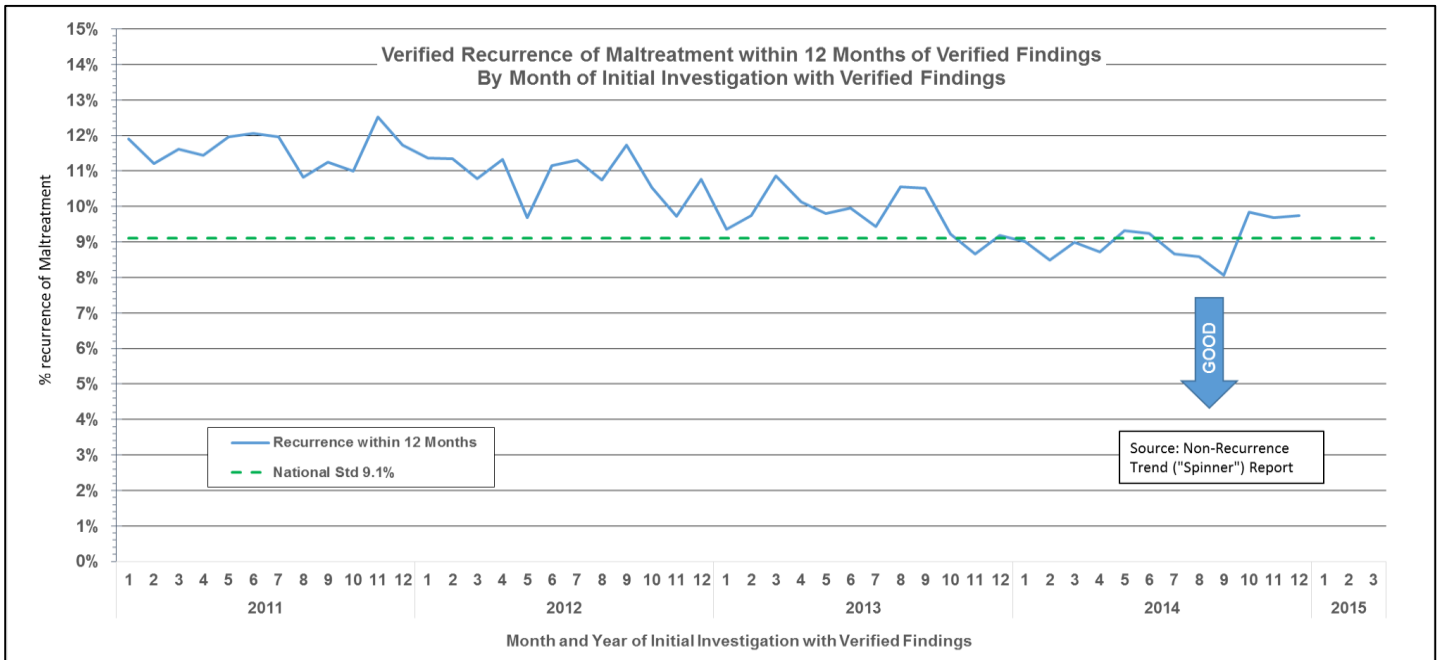
The following chart provides a trend view of the number of children who have been deemed unsafe, by month of investigative closure, who are receiving Family Support Services or No Services as opposed to ongoing, case managed services.



Child Protective Investigations: Safety

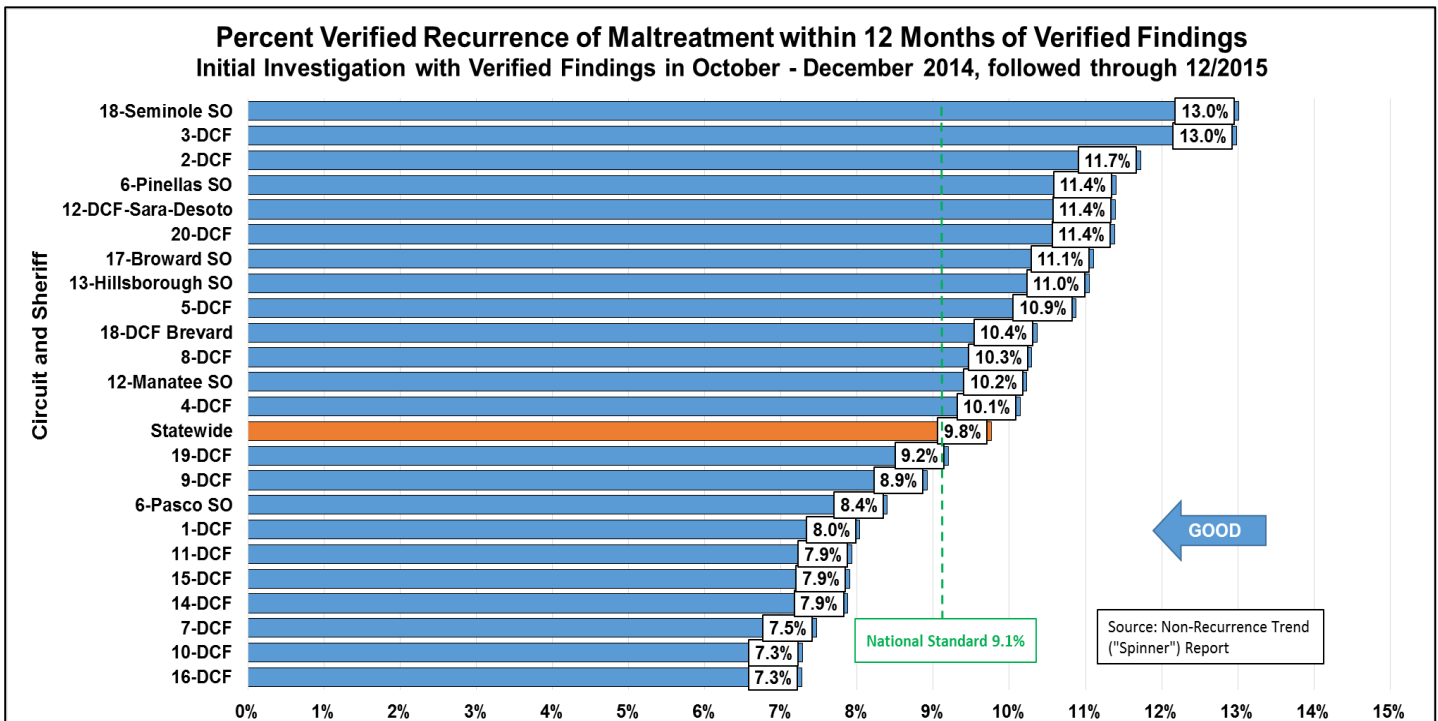
Recurrence of Maltreatment Trend

Recurrence within 12 months remained unchanged from the last quarter at 9.8% statewide, which does not meet the national standard of 9.1% or less. This is an actual observation and will be subject to risk adjustment for the federal Child and Family Services Review, Round 3.



Stratification by Circuit and Sheriff

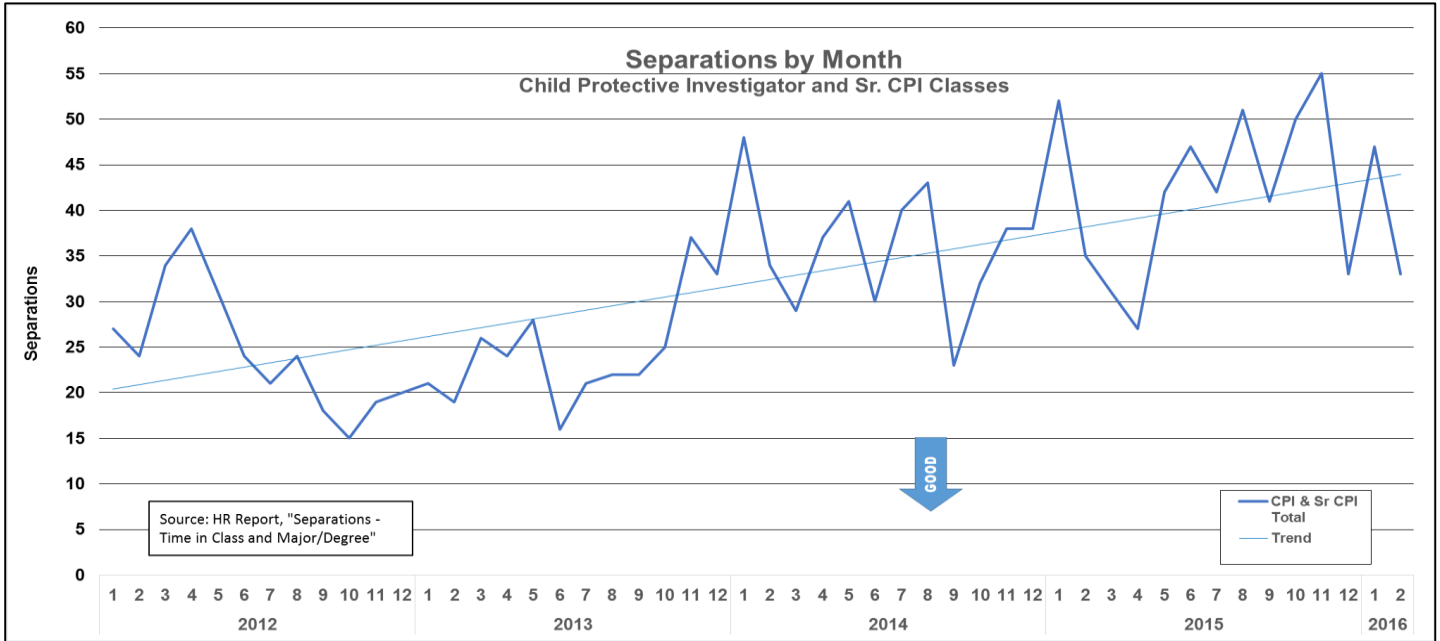
There is wide variation among the circuits and sheriffs on this indicator. However, caution should be used in making comparisons, as the variation in rates is influenced by both reporting and verification rates.



Child Protective Investigations: Workforce

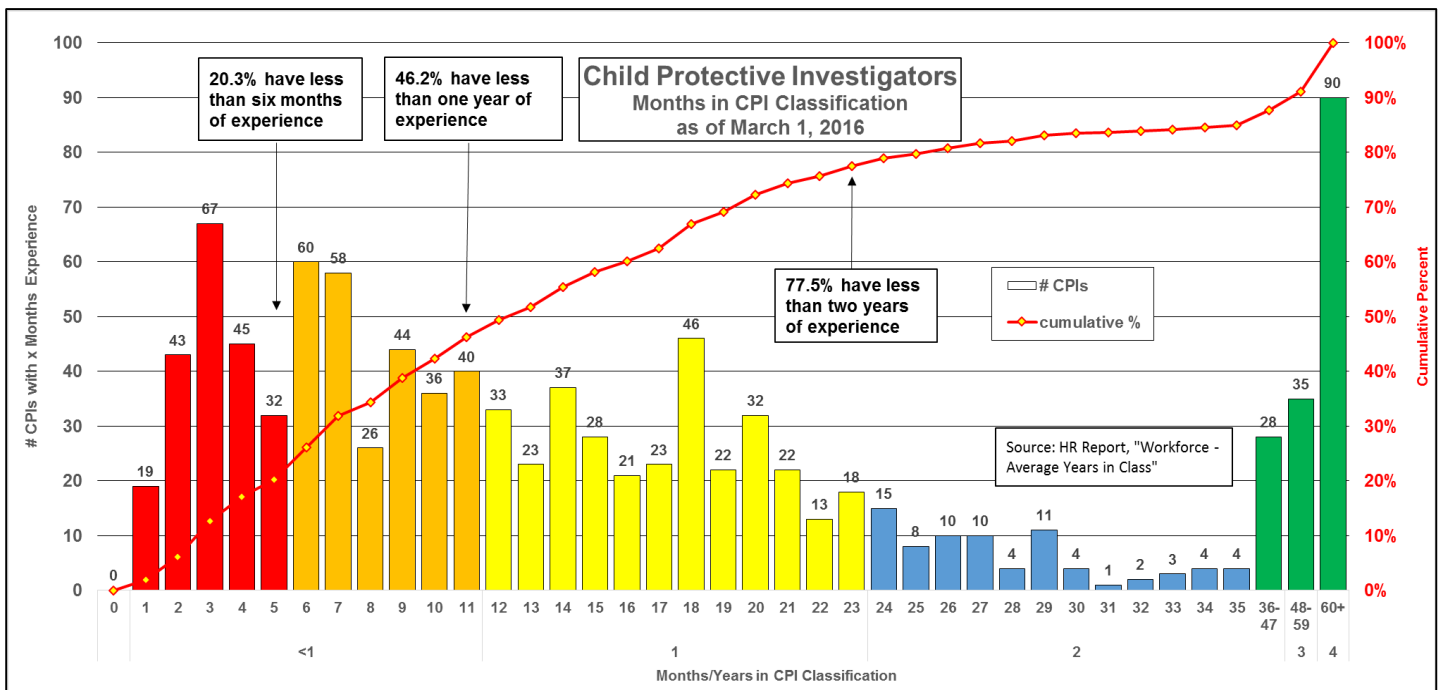
Monthly Separations

There were 33 CPI and Senior CPI separations in February 2016, compared to 47 in January 2016. This is two less than in February 2015 and one less than in February 2014.



Time in Classification

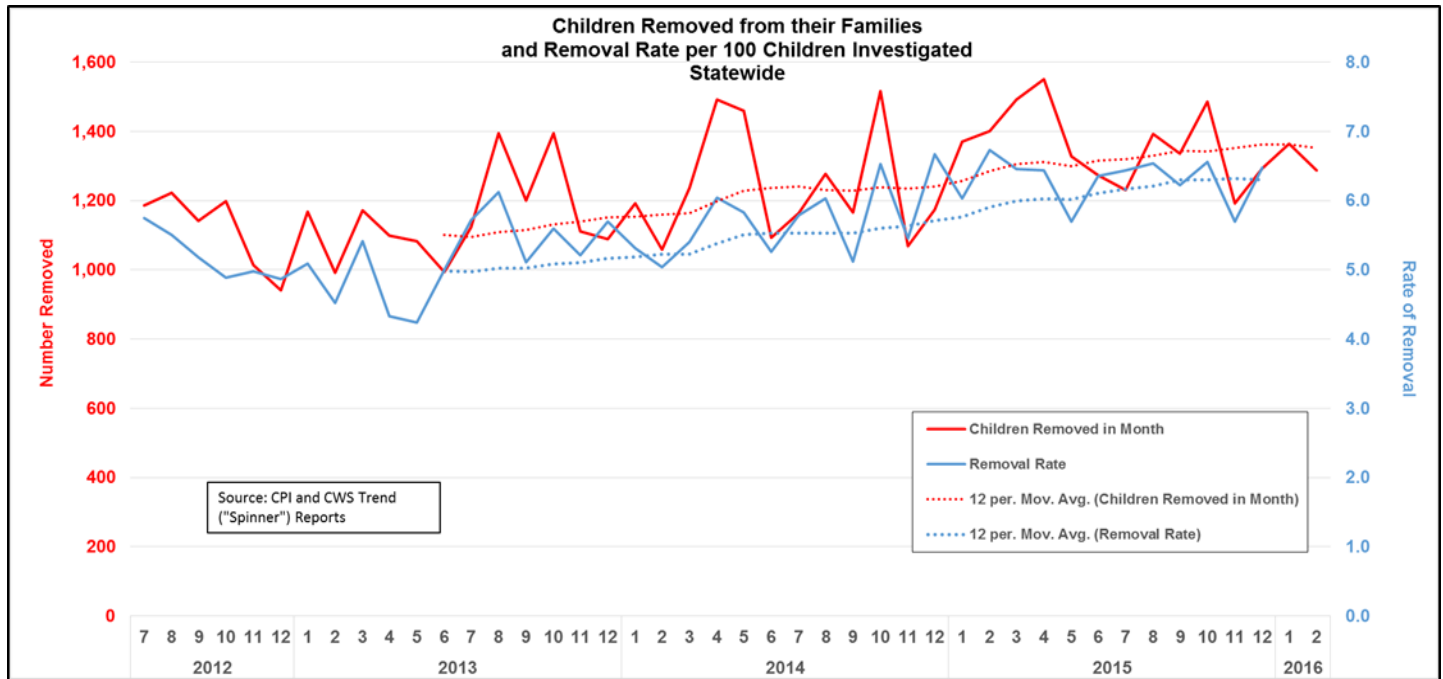
The percent of less experienced CPIs has decreased minimally for the first time in several months, but remains high with 77.5% having less than two years of experience. Additionally, 20.3% of the workforce has less than six months of experience, with a cumulative 46.2% having less than one year of experience. Those having three or more years of experience constitute only 15% of the current CPI workforce.



Flow from CPI to Community-Based Care Lead Agencies: Removals

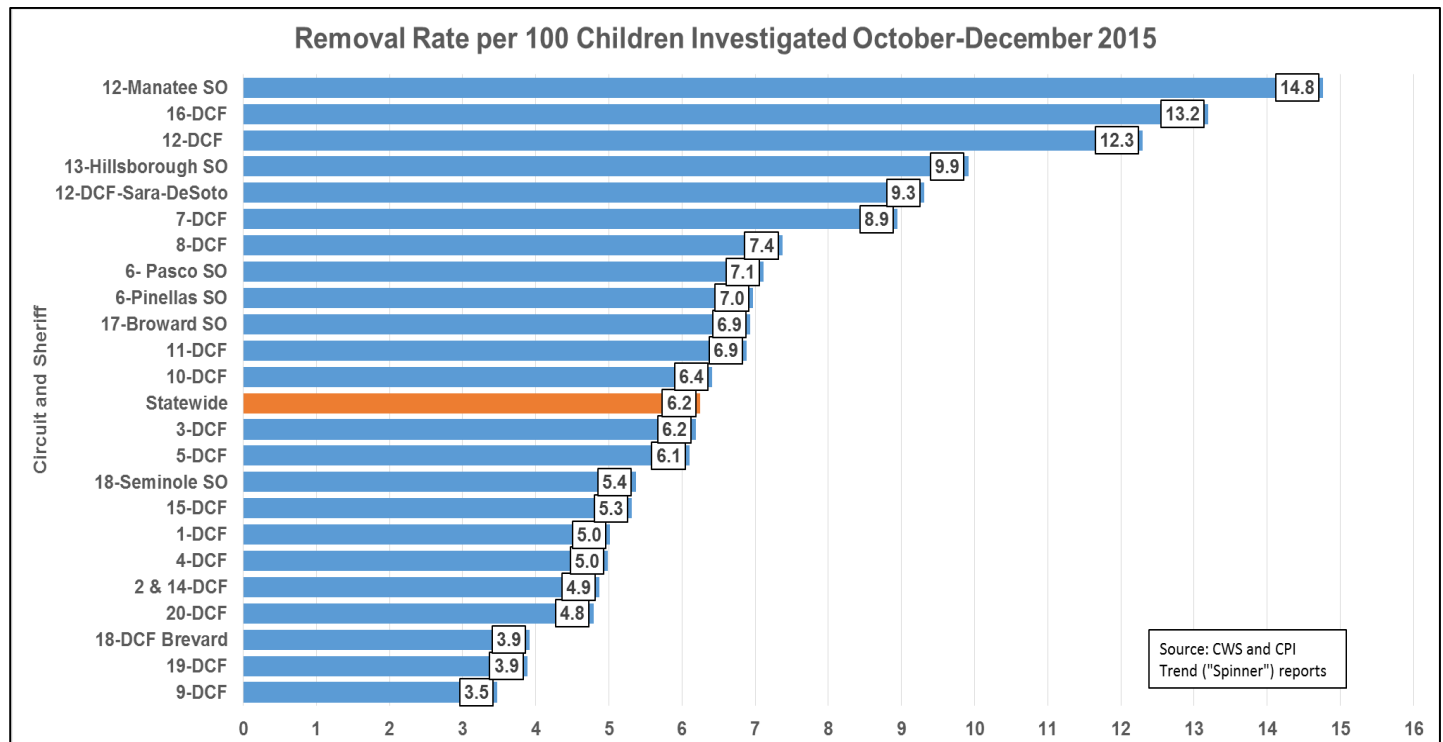
Removals and Removal Rate Trend

The total number of removals for February 2016 (1,288) was 112 less than in February 2015, and the rate of removals per 100 children investigated was 6.5 in December 2015 compared to 6.7 in December 2014.



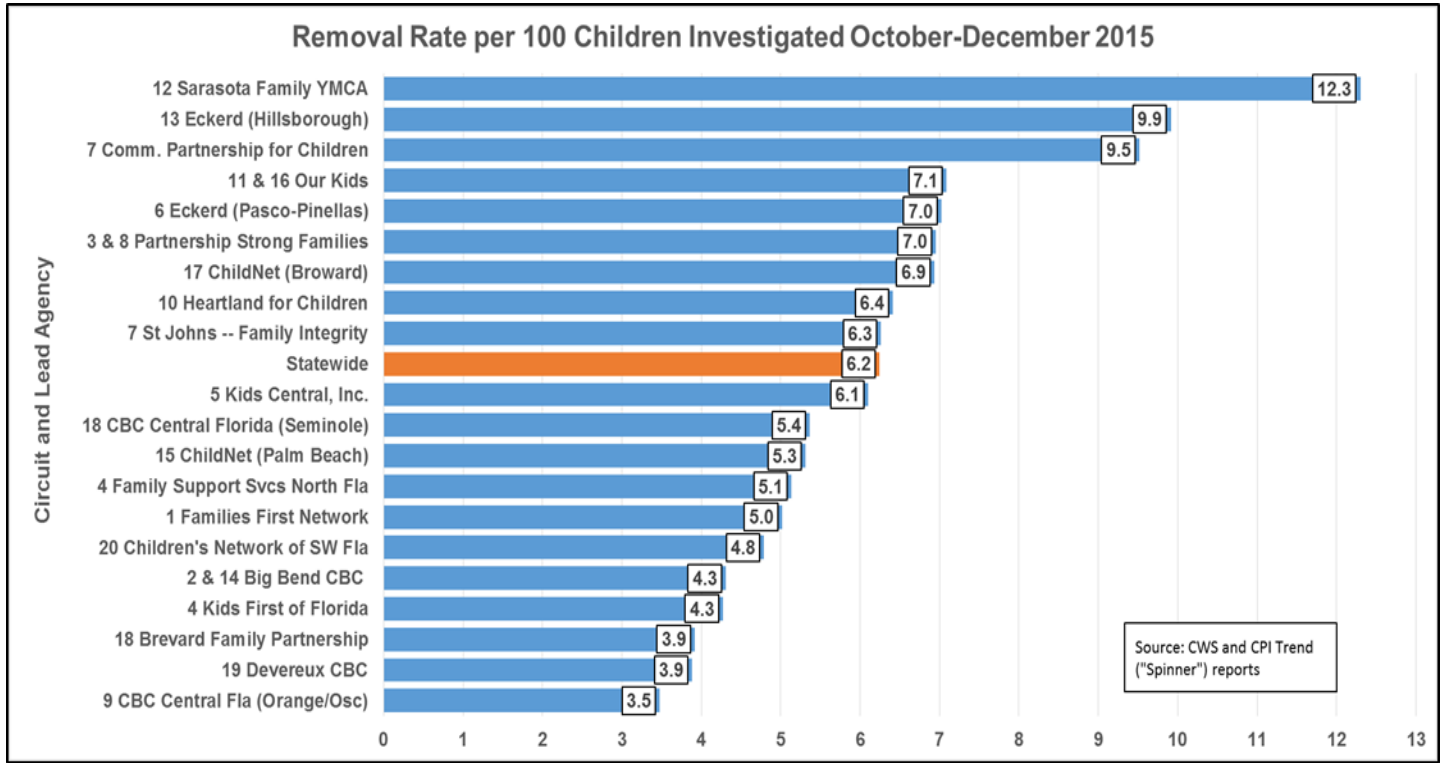
Quarterly Stratification by Circuit and Sheriff's Office

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.



Flow from CPI to Community-Based Care Lead Agencies: Removals

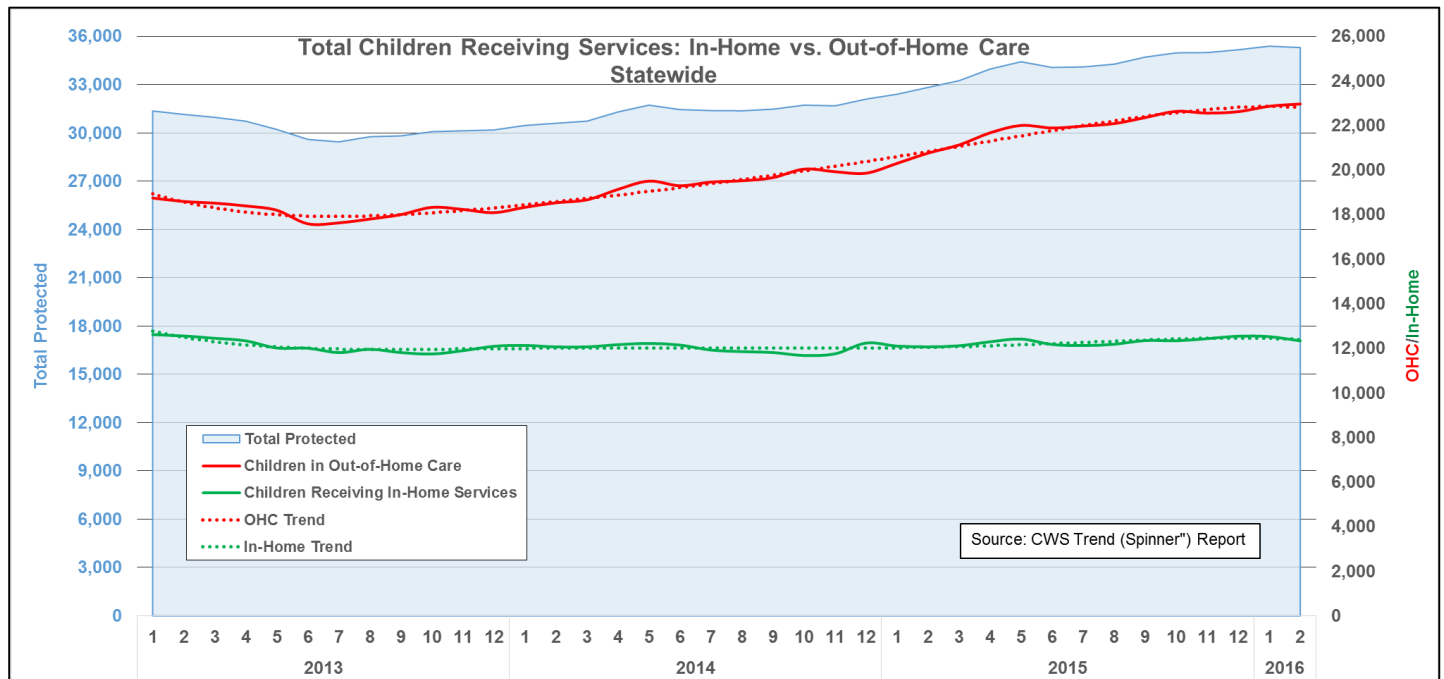
Quarterly Stratification by Circuit/Lead Agency



Community-Based Care Lead Agencies: In Home and Out-of-Home Services

Children Receiving Services In-Home and Out-of-Home

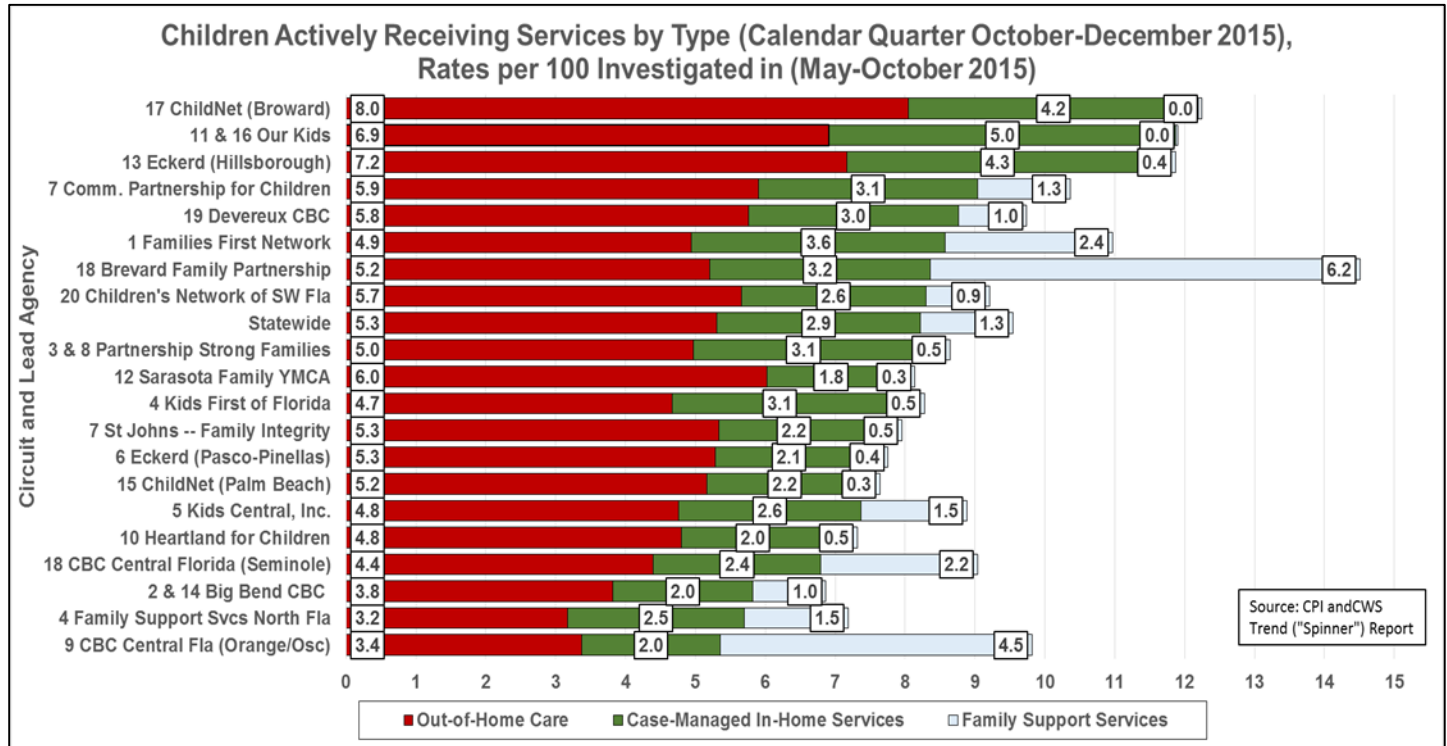
The trend for total number of children receiving in-home services has remained relatively flat for the past three calendar years, while the number of children receiving services in out-of-home care has been steadily trending upward since June 2013. Currently, 35,304 children are receiving in-home or out-of-home services.



Community-Based Care Lead Agencies: In Home and Out-of-Home Services

Children Receiving Services In-Home and Out-of-Home: Stratification by CBC

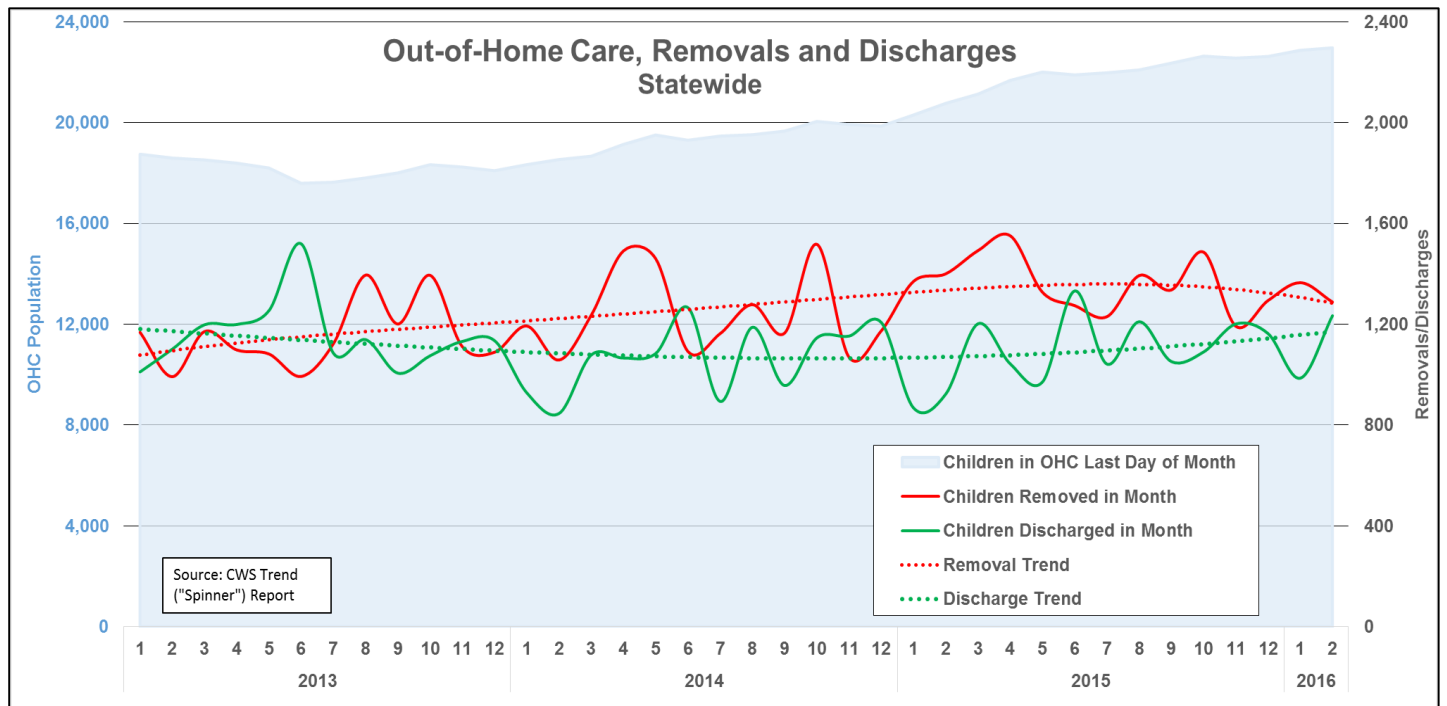
There continues to be wide variation among circuits and CBC Lead Agencies on this indicator.



Community Based Care Lead Agencies: Removals, Discharges and Placements

Removals and Discharges for Children in Out-of-Home Care

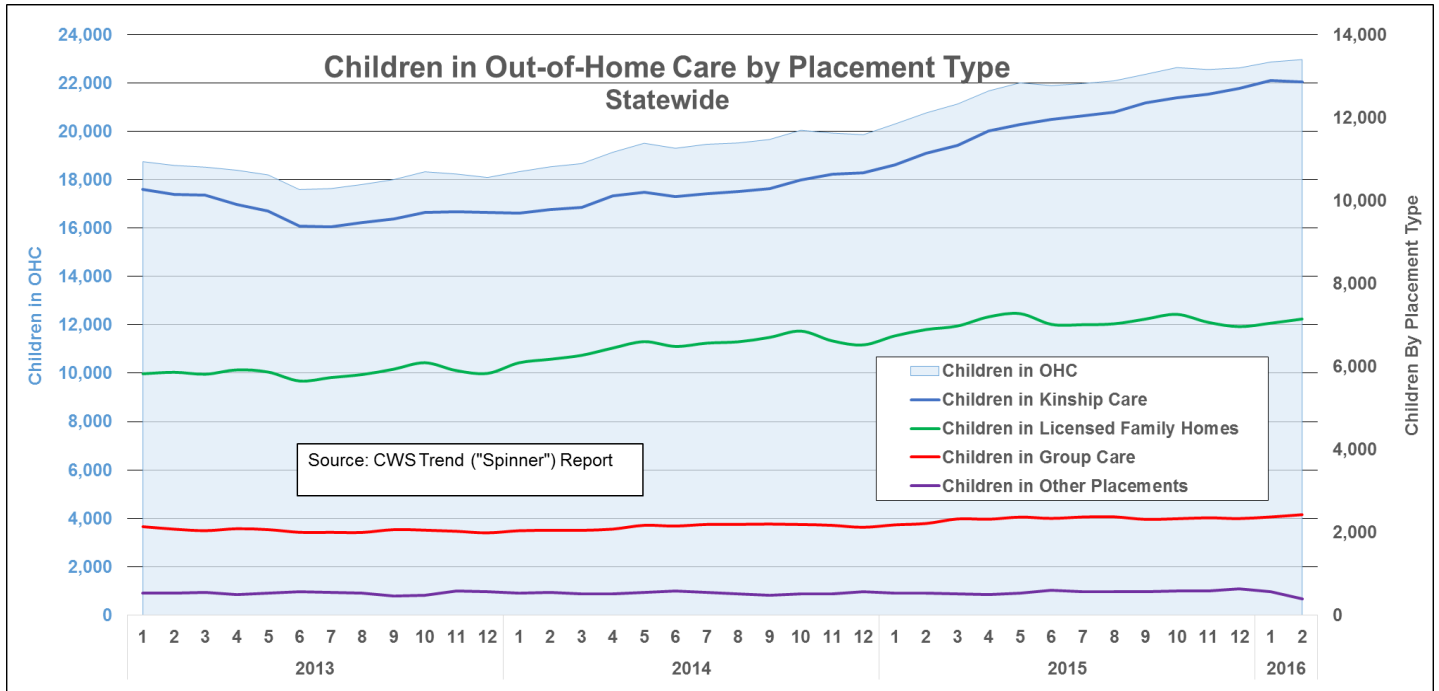
The total number of removals decreased by 5.6% in February 2016 as compared to January 2016 and the number of children discharged increased by 20.1% during the same period



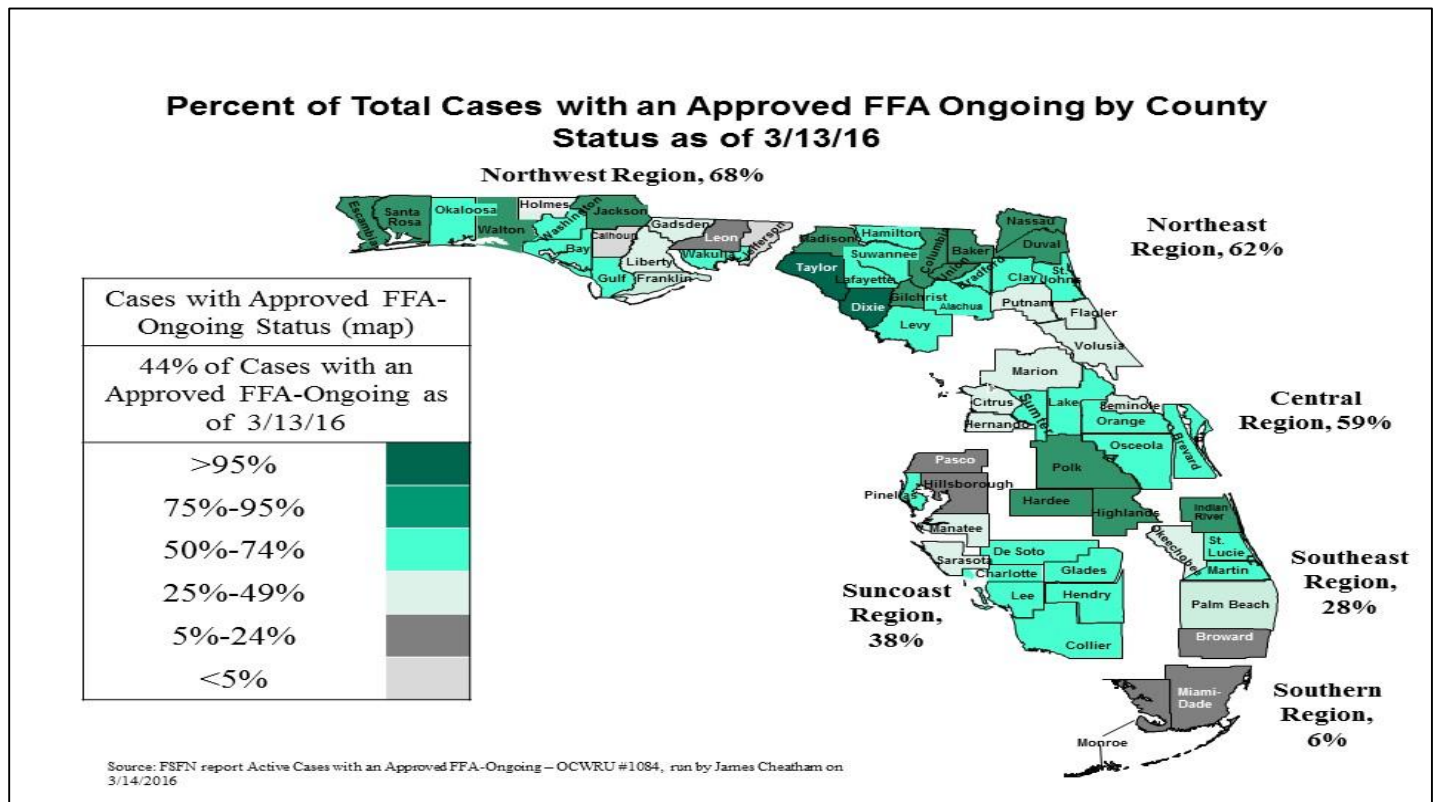
Community Based Care Lead Agencies: Removals, Discharges and Placements

Placement Type for Children in Out-of-Home Care

The total number of children in out-of-home care has continued on an upward trend since June 2013, with 22,966 children in out-of-home placements as of February 29, 2016. This is a 3.5% increase over the past six months and a 9.6% increase over the past 12 months.



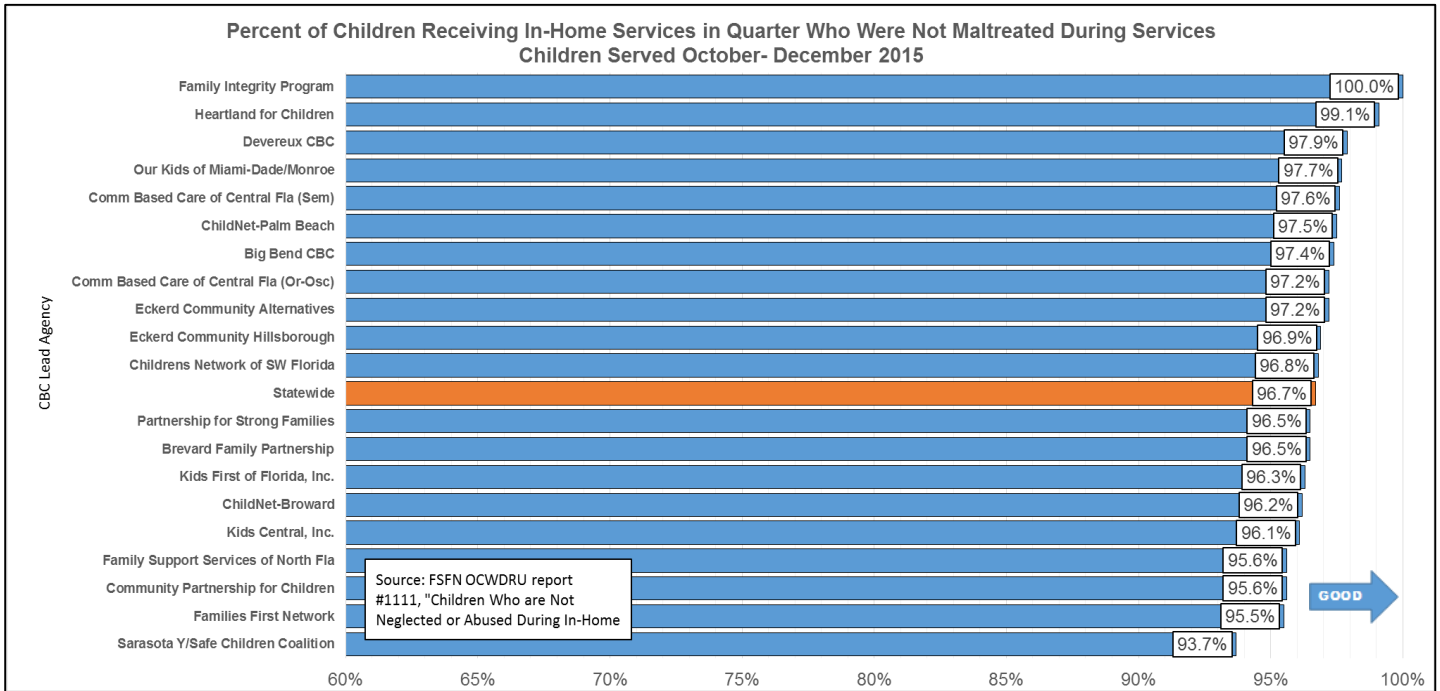
Community Based Care Lead Agencies: Ongoing Services Safety Methodology Implementation Map



Community Based Care Lead Agencies: Safety

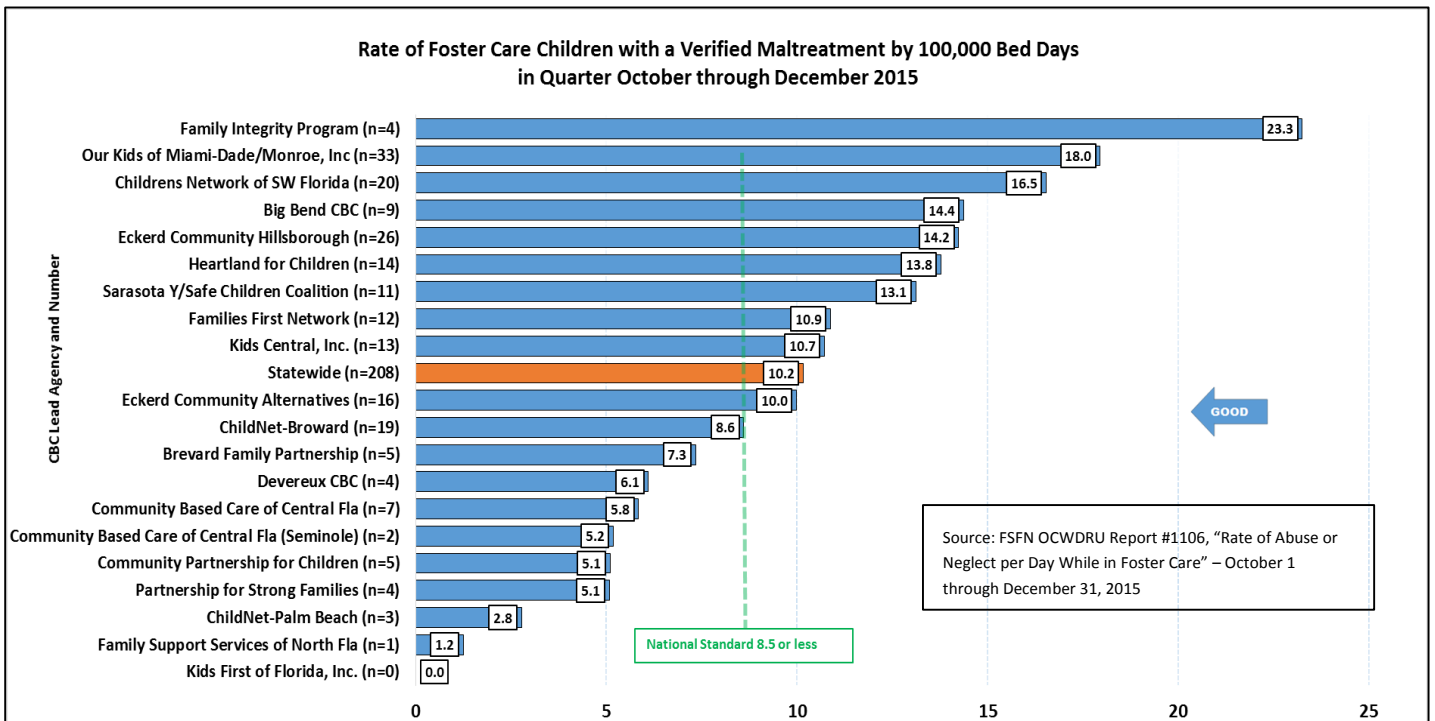
Child Safety While Receiving Case-Managed In-Home Services: Stratification by Lead Agency

Statewide performance for Quarter 2 of 2015 was 96.7%.



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

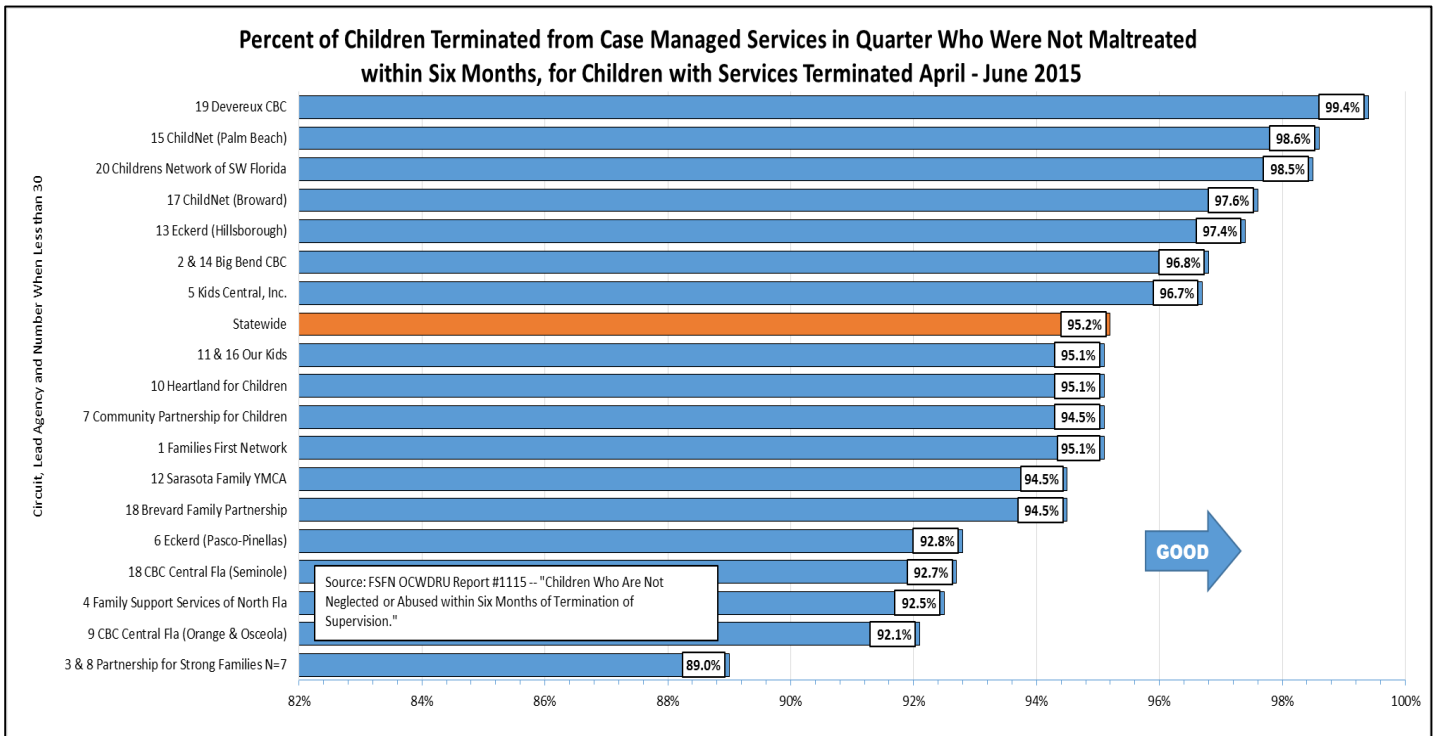
This measure is generated by taking the total number of reports with at least one verified maltreatment and dividing it by the total number of days in foster care, with the result multiplied by 100,000 to calculate the rate of victimization per 100,000 days in foster care. The data for this quarter shows wide variation between the CBCs, with statewide performance not meeting the national standard of 8.50 or less.



Community Based Care Lead Agencies: Safety

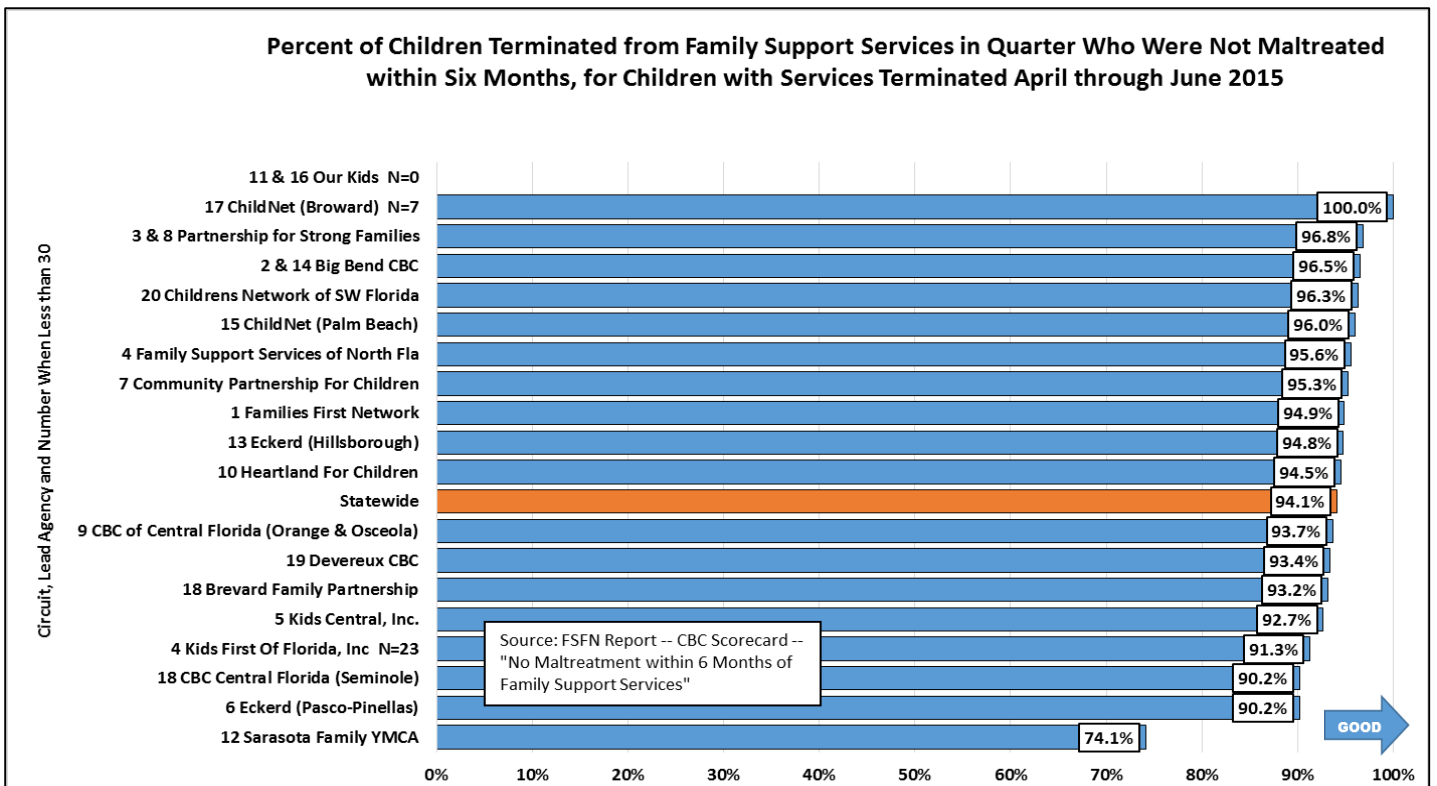
Child Safety after Termination of Services: Stratification by Circuit/Lead Agency

Statewide performance for this quarterly indicator was at 95.2%.



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

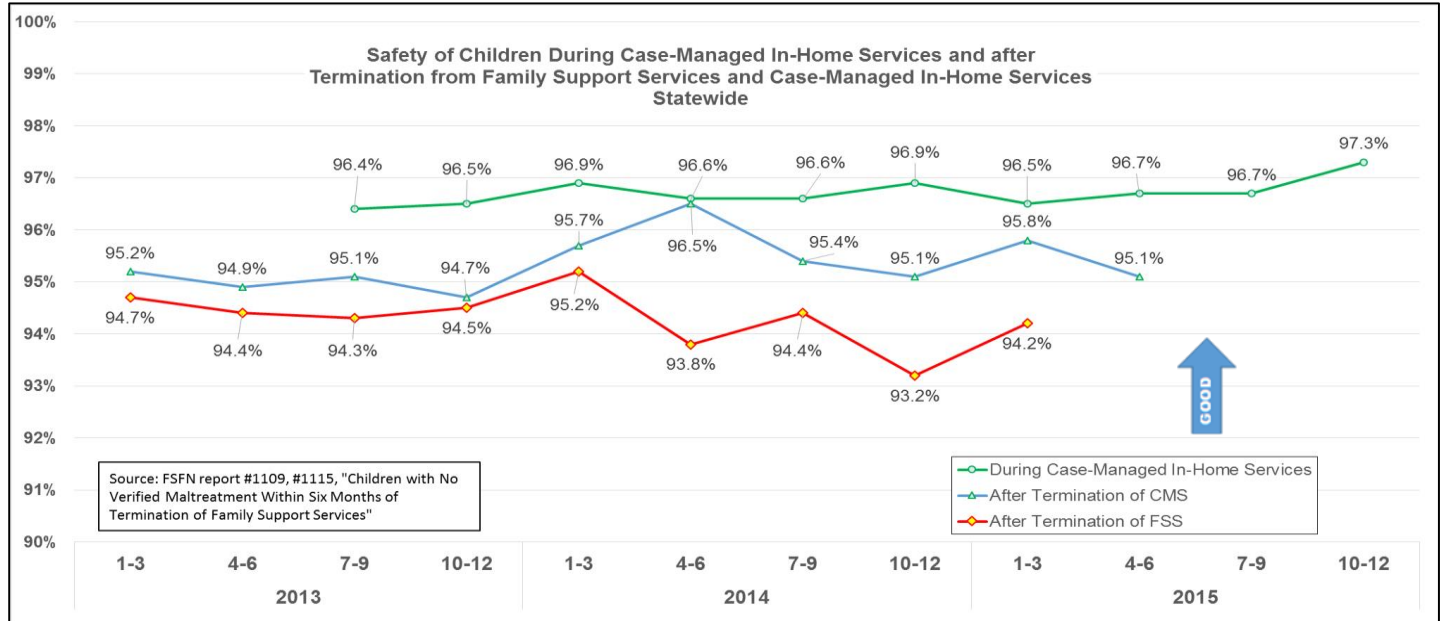
Statewide performance for this quarterly indicator was at 94.2%.



Community Based Care Lead Agencies: Safety

Child Safety Trends: Comparison of Three Indicators over Time

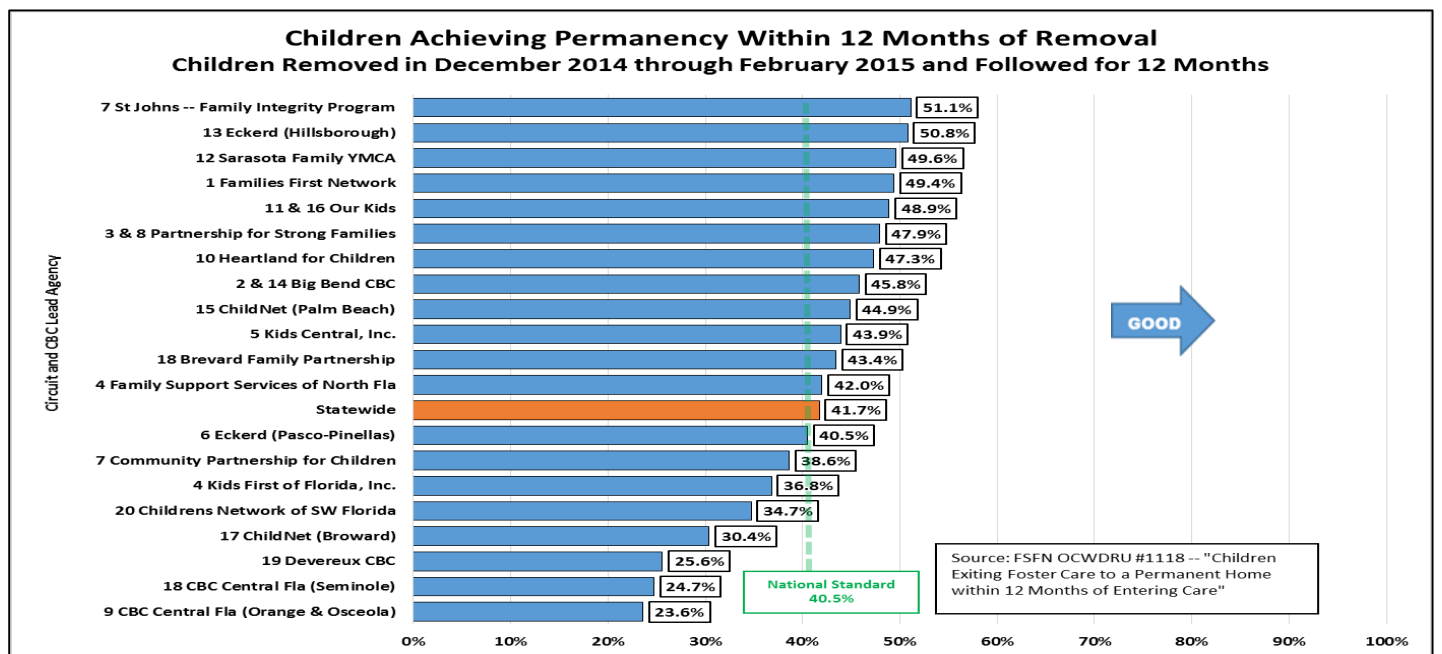
Statewide, the overall percentage of children with no verified maltreatment within six months of termination of family support services increased to 94.2% from Quarter 4 of CY 2014 to Q1 of CY 2015. The overall percentage of children with no verified maltreatment within six months after termination of 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.



Community Based Care Lead Agencies: Permanency

Permanency within 12 Months of Removal: Stratification by Lead Agency

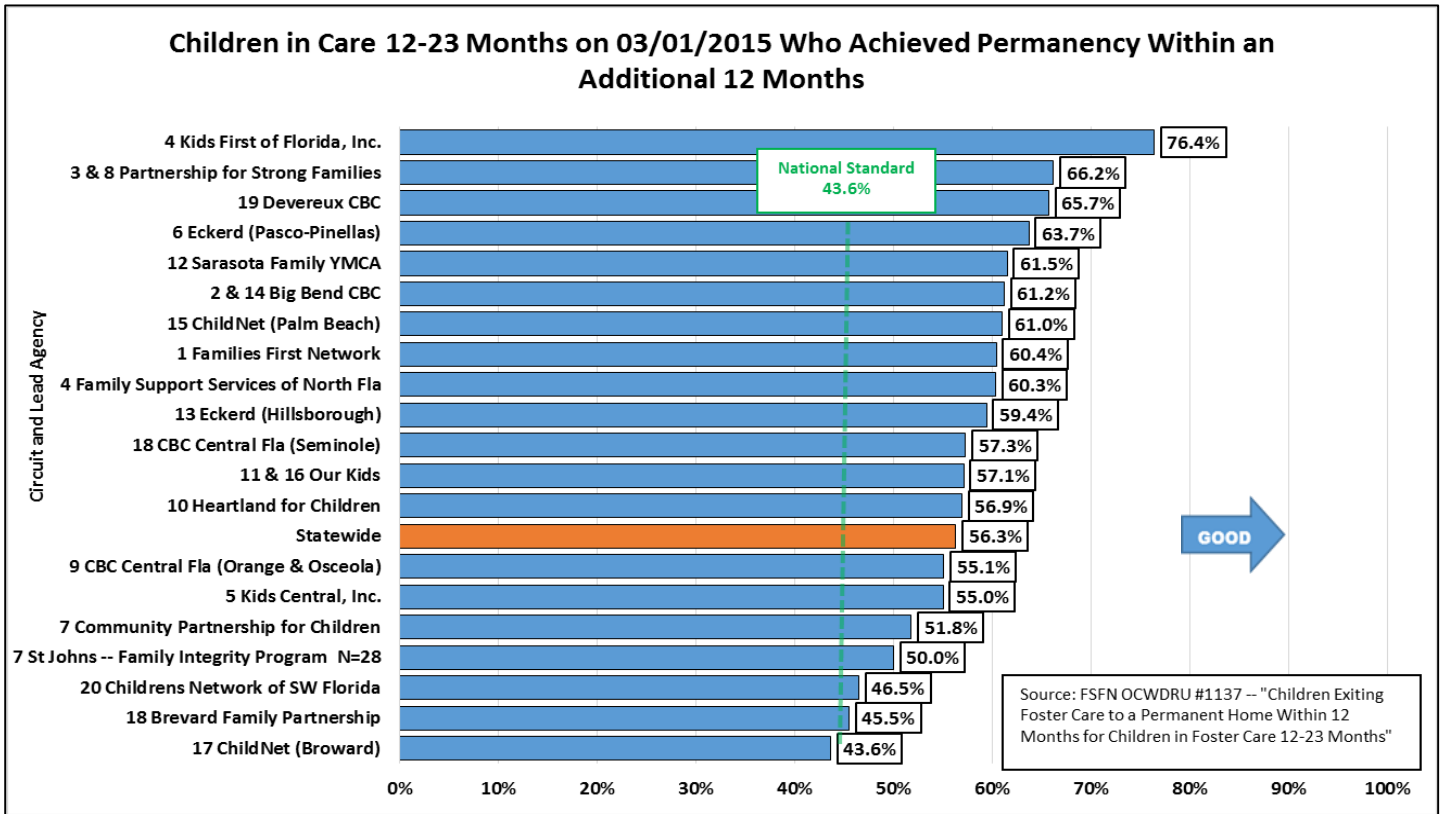
Statewide performance for this quarterly indicator was at 41.7%, which exceeds the National Standard of 40.5%.



Community Based Care Lead Agencies: Permanency

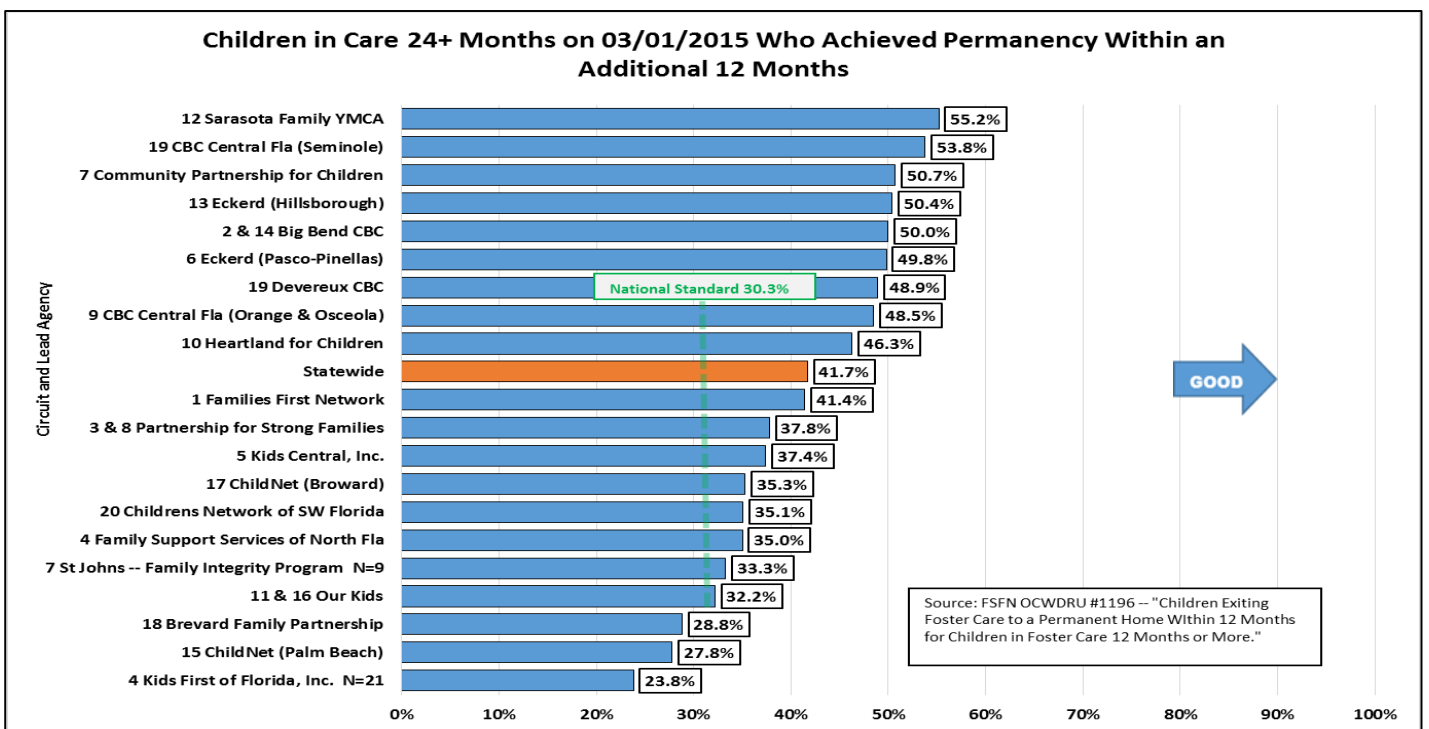
Permanency within 12 Months for Children in Care 12-23 Months: Stratifications by CBC Lead Agency

Statewide performance for this indicator was at 56.3%, which also exceeds the National Standard of 43.6%.



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

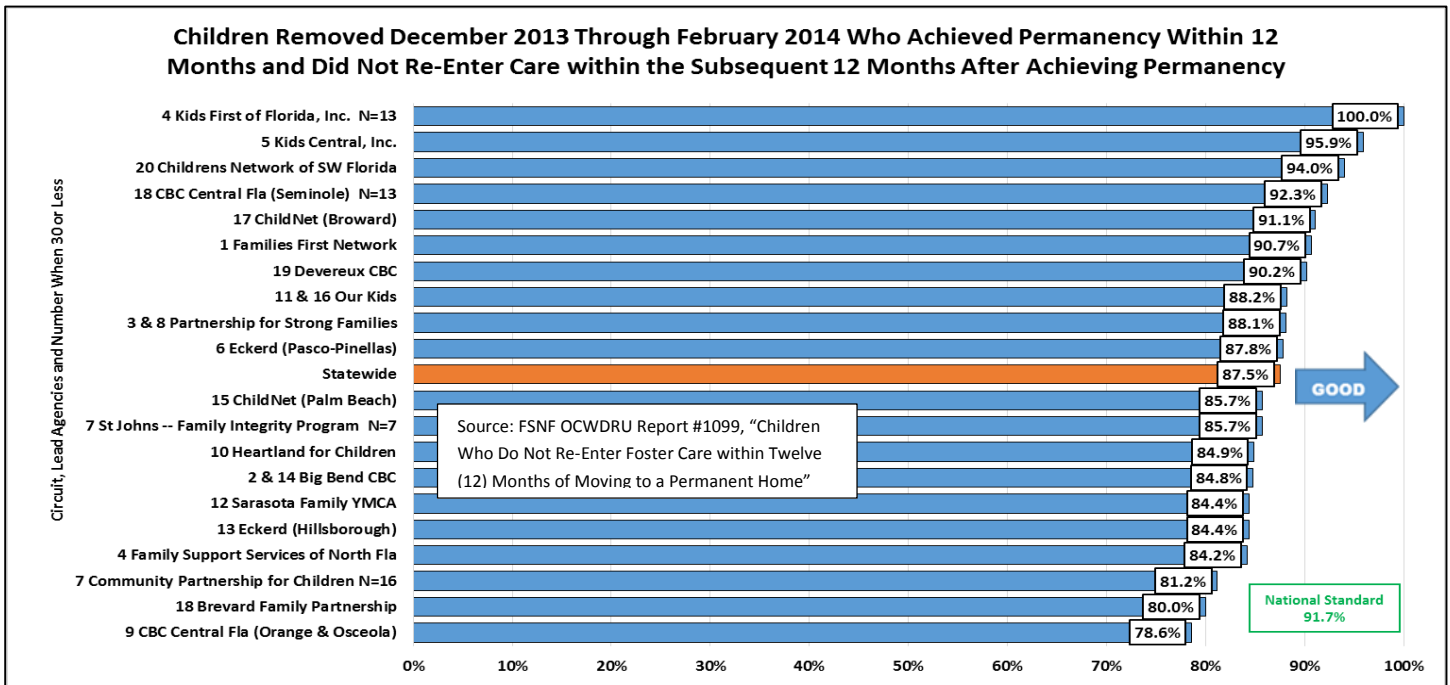
Statewide performance for this indicator was at 41.7%, which exceeds the National Standard of 30.3%.



Community Based Care Lead Agencies: Permanency

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

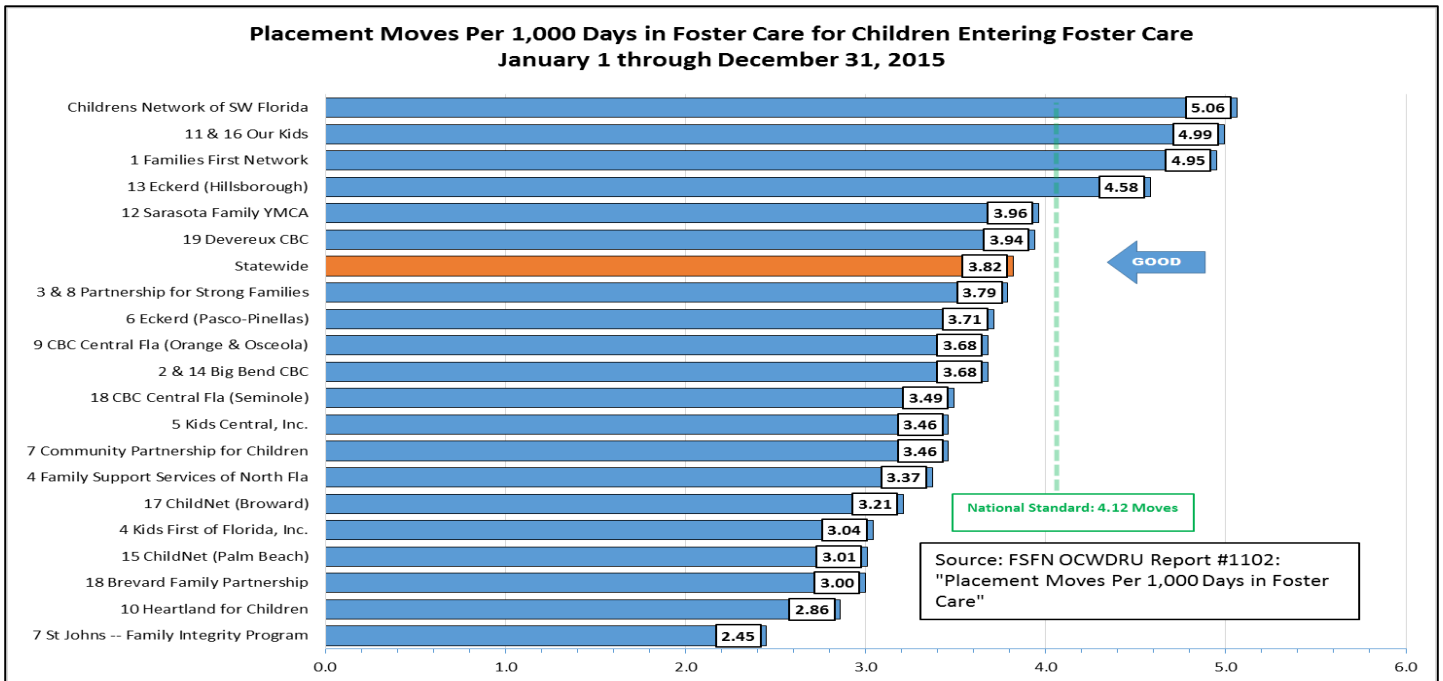
Statewide performance for this quarterly indicator was at 87.5%, which is below the National Standard of 91.7%. This new federal measure selects only children removed over two years ago who achieved permanency over a year ago and did not return to OHC within the following year.



Community-Based Care Lead Agencies: Well-Being

Placement Stability: Stratification by CBC Lead Agency

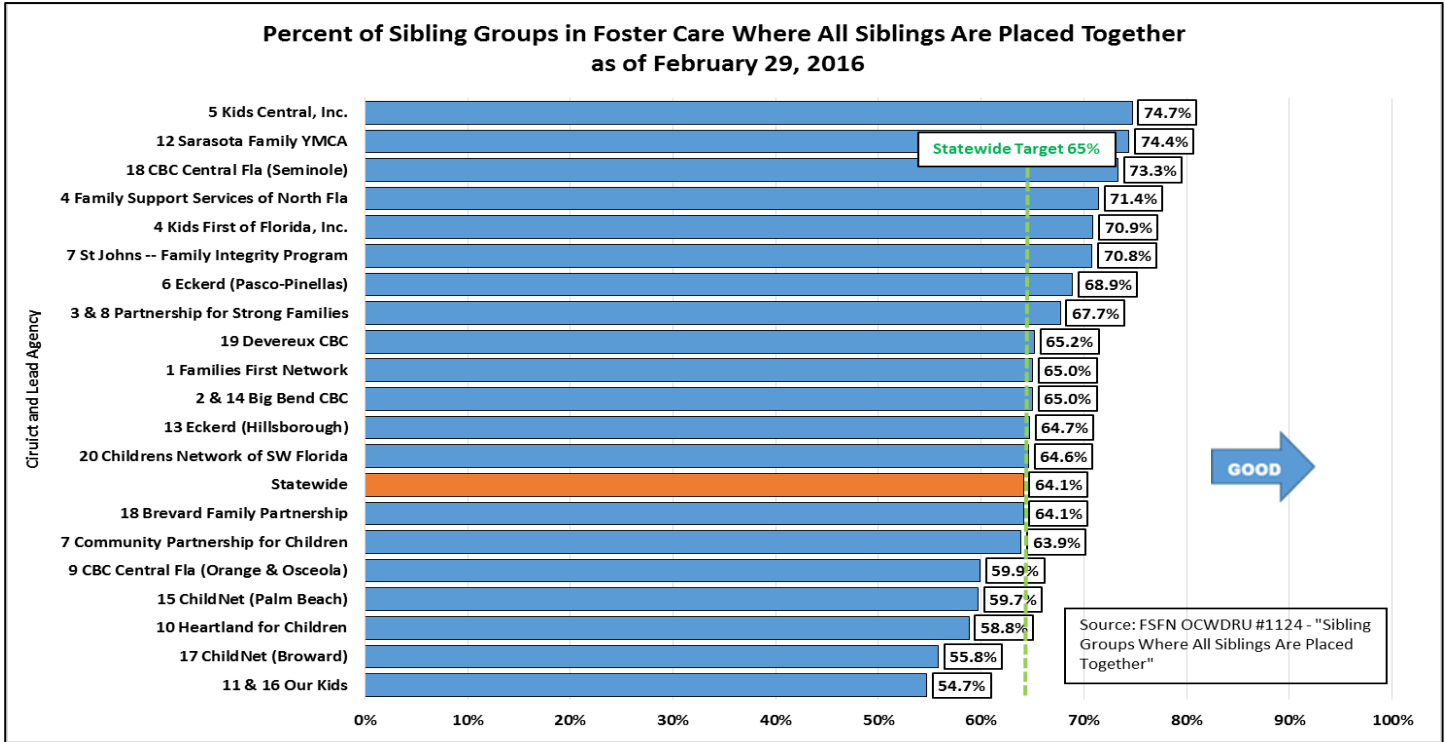
CBC performance in the area of placement stability continues to vary greatly; however, statewide performance exceeds the national standard of 4.12 moves or less, at 3.96 moves per 1,000 days in foster care.



Community-Based Care Lead Agencies: Well-Being

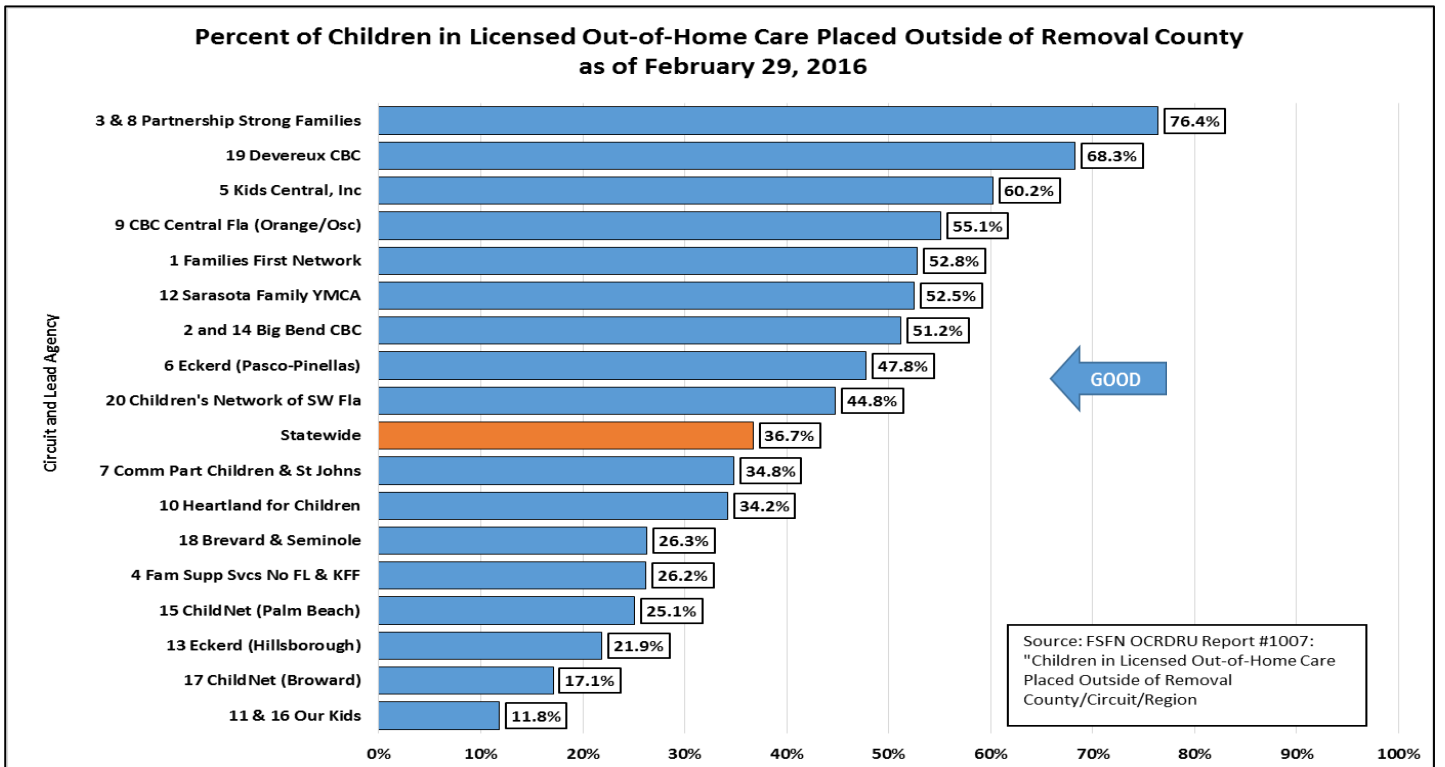
Placement of Sibling Groups Together: Stratification by CBC Lead Agency

As of February 29, 2016, 64.1% of children that are members of a sibling group were placed together.



Children Placed Outside Removal County: Stratification by CBC Lead Agency

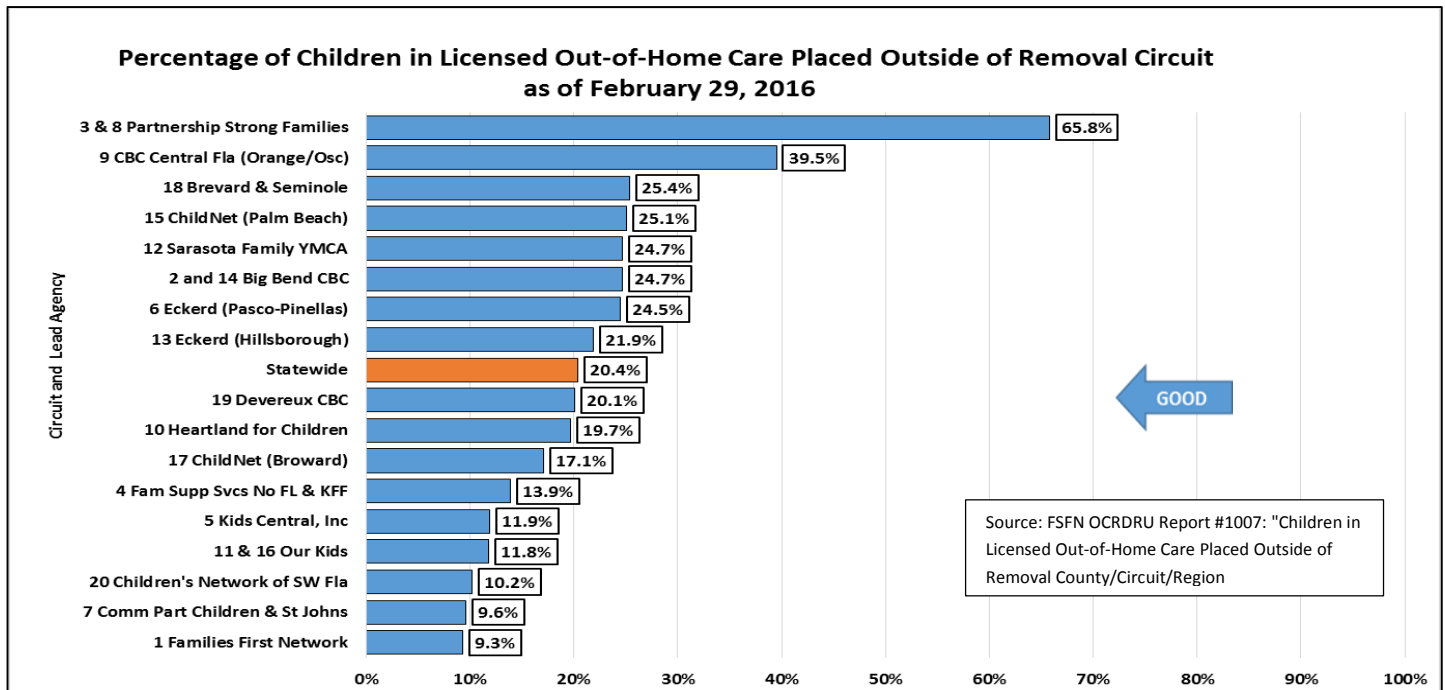
There is wide variation across CBCs on the number and percentage of children that were placed outside of their removal county.



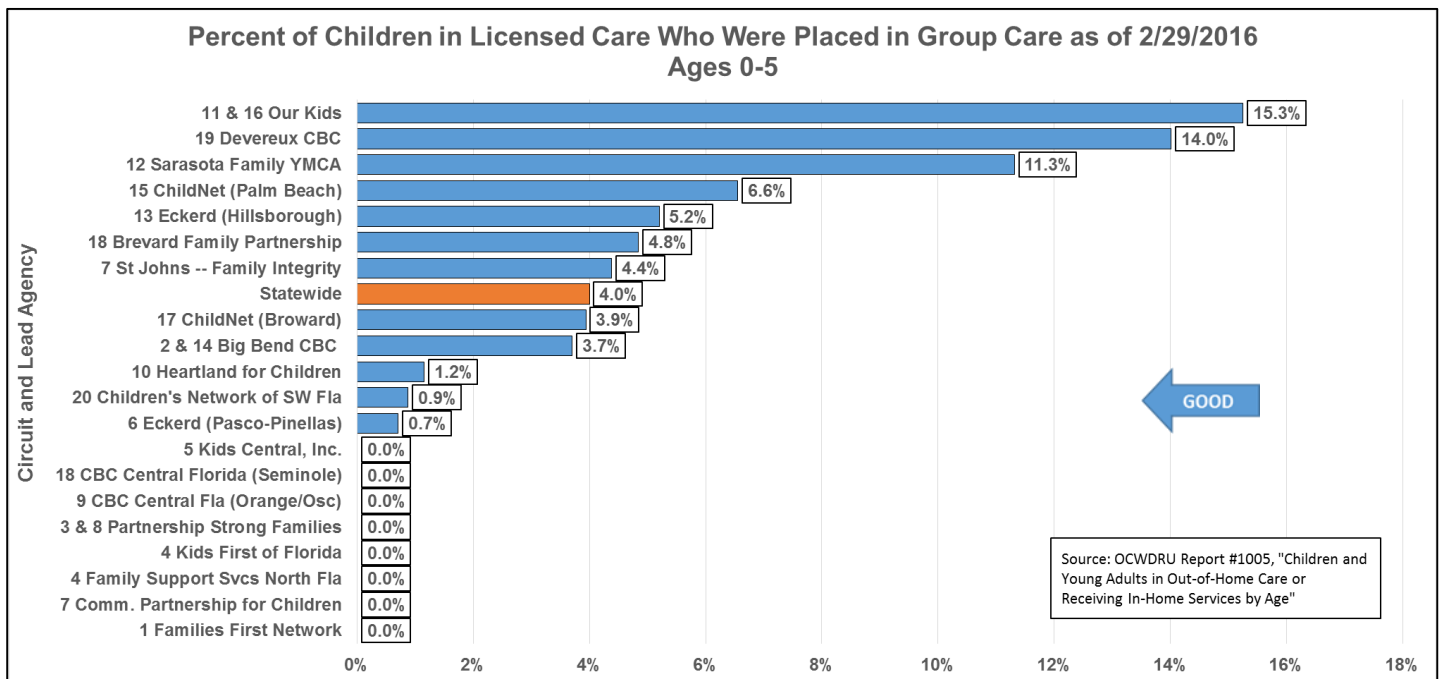
Community-Based Care Lead Agencies: Well-Being

Children Placed Outside Removal Circuit: Stratification by CBC Lead Agency

The percentages on this indicator are much lower than they those reported on the previous chart for out of county placements, as many children that are not placed in their home county still remain within their home circuit.

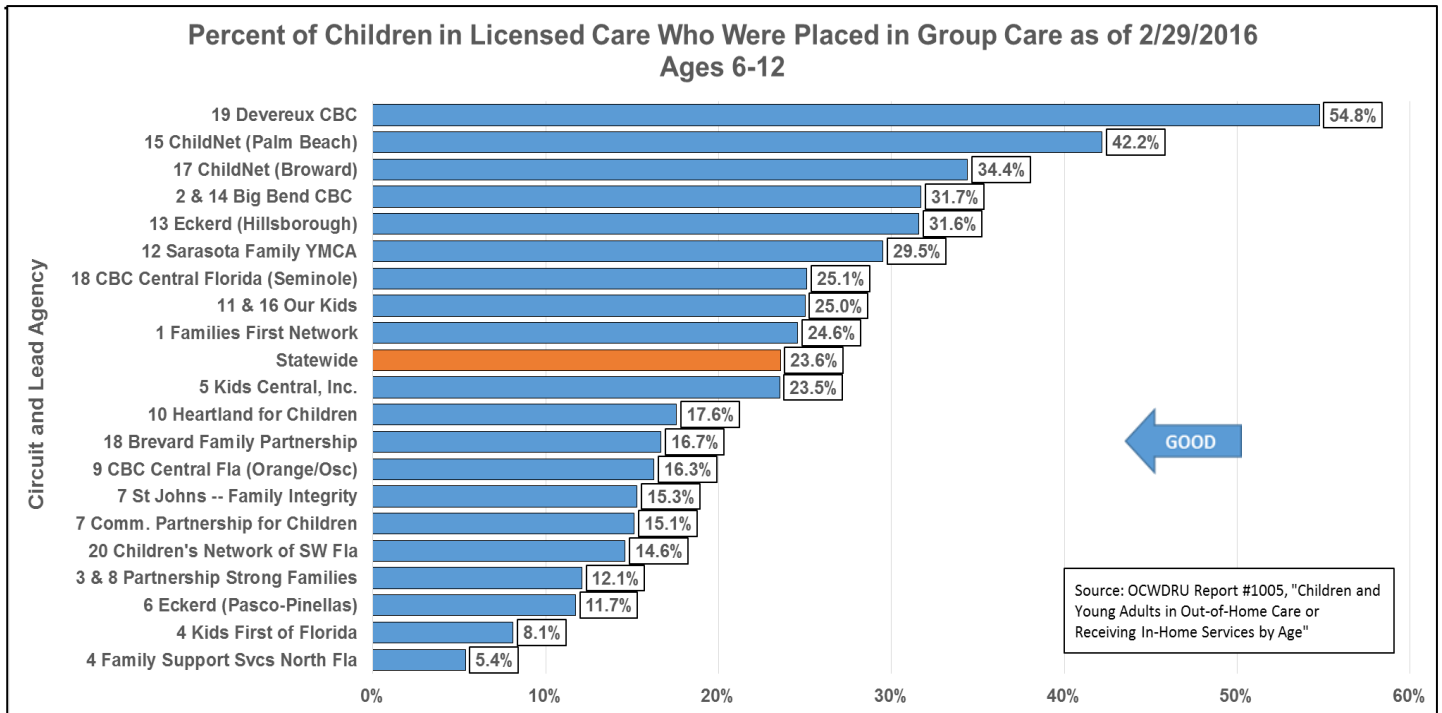


Children 0-5 Placed in Group Care: Stratification by CBC Lead Agency



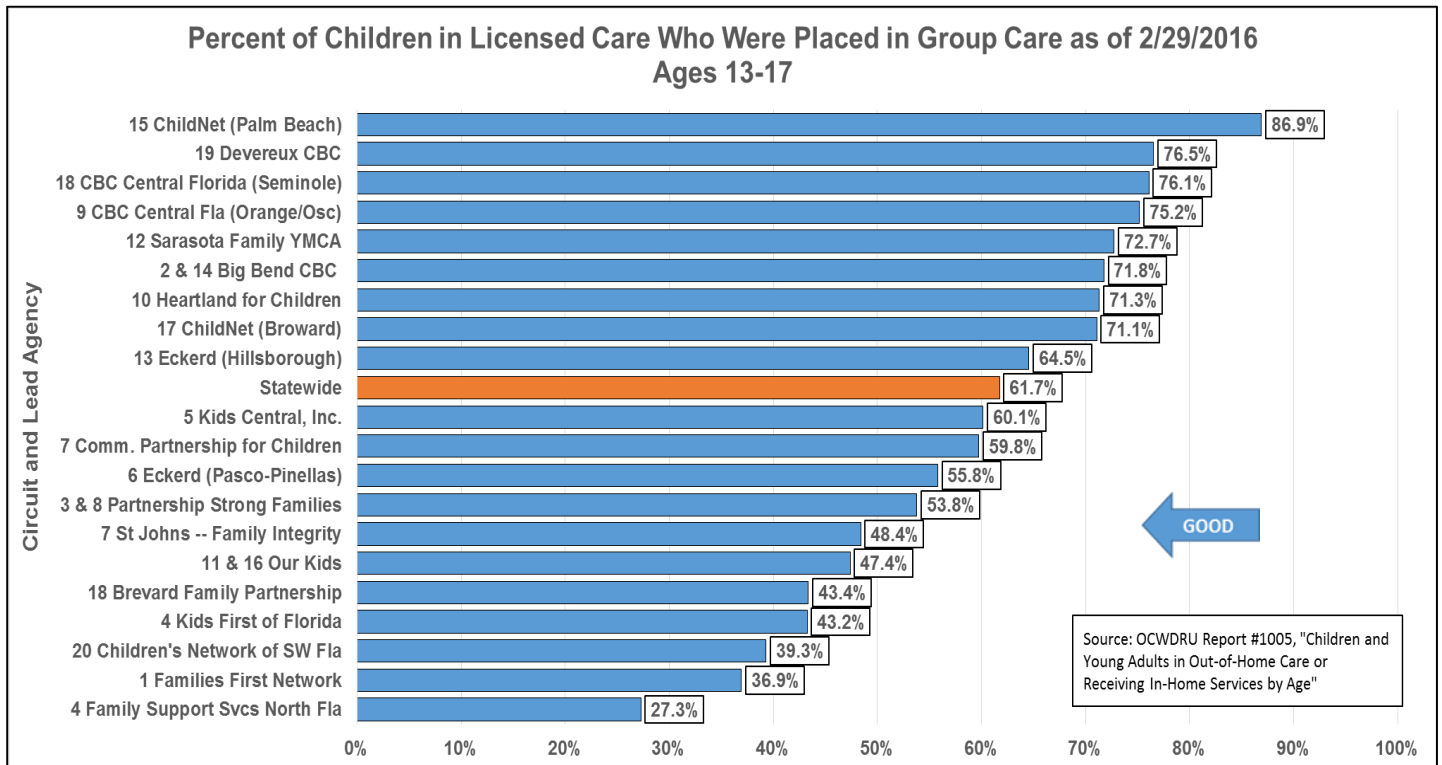
Community-Based Care Lead Agencies: Well-Being

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



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

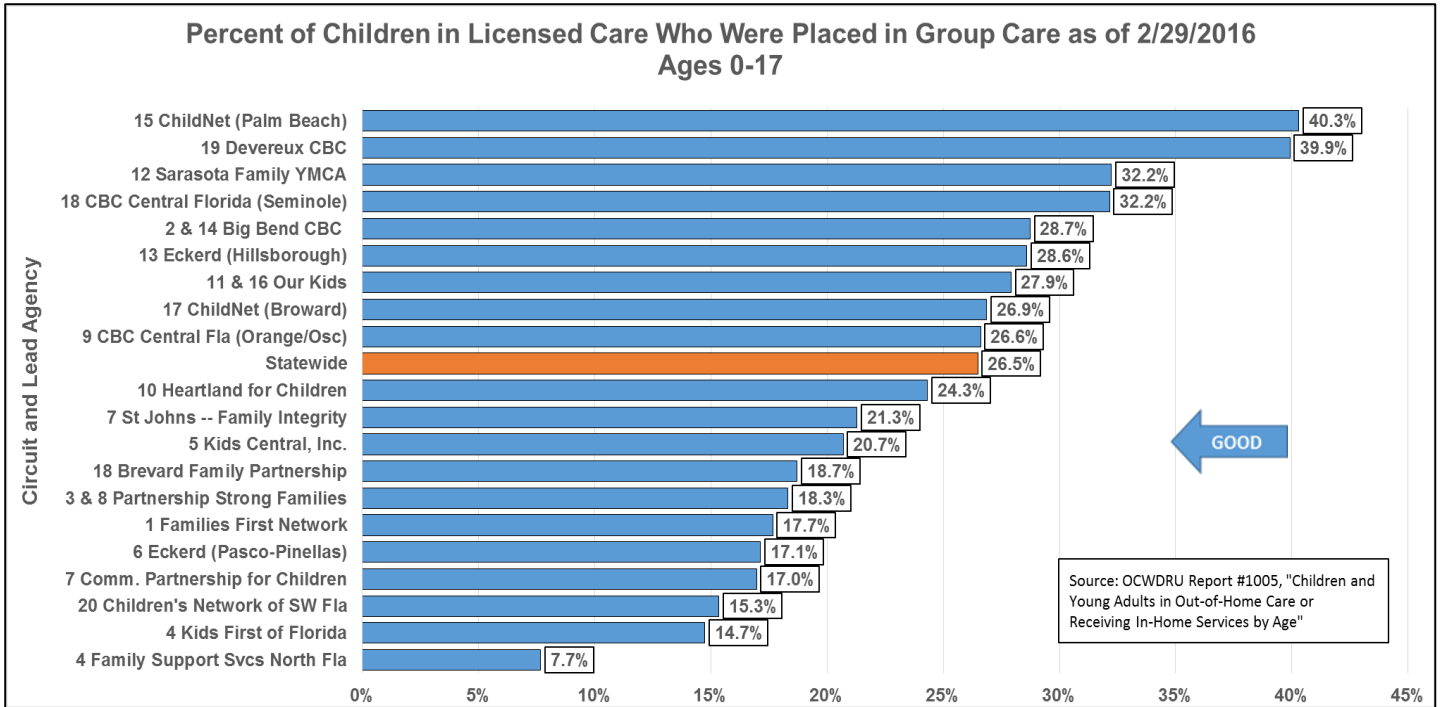
The majority of CBCs have 50% and higher of children in this age range placed in a group home environment.



Community-Based Care Lead Agencies: Well-Being

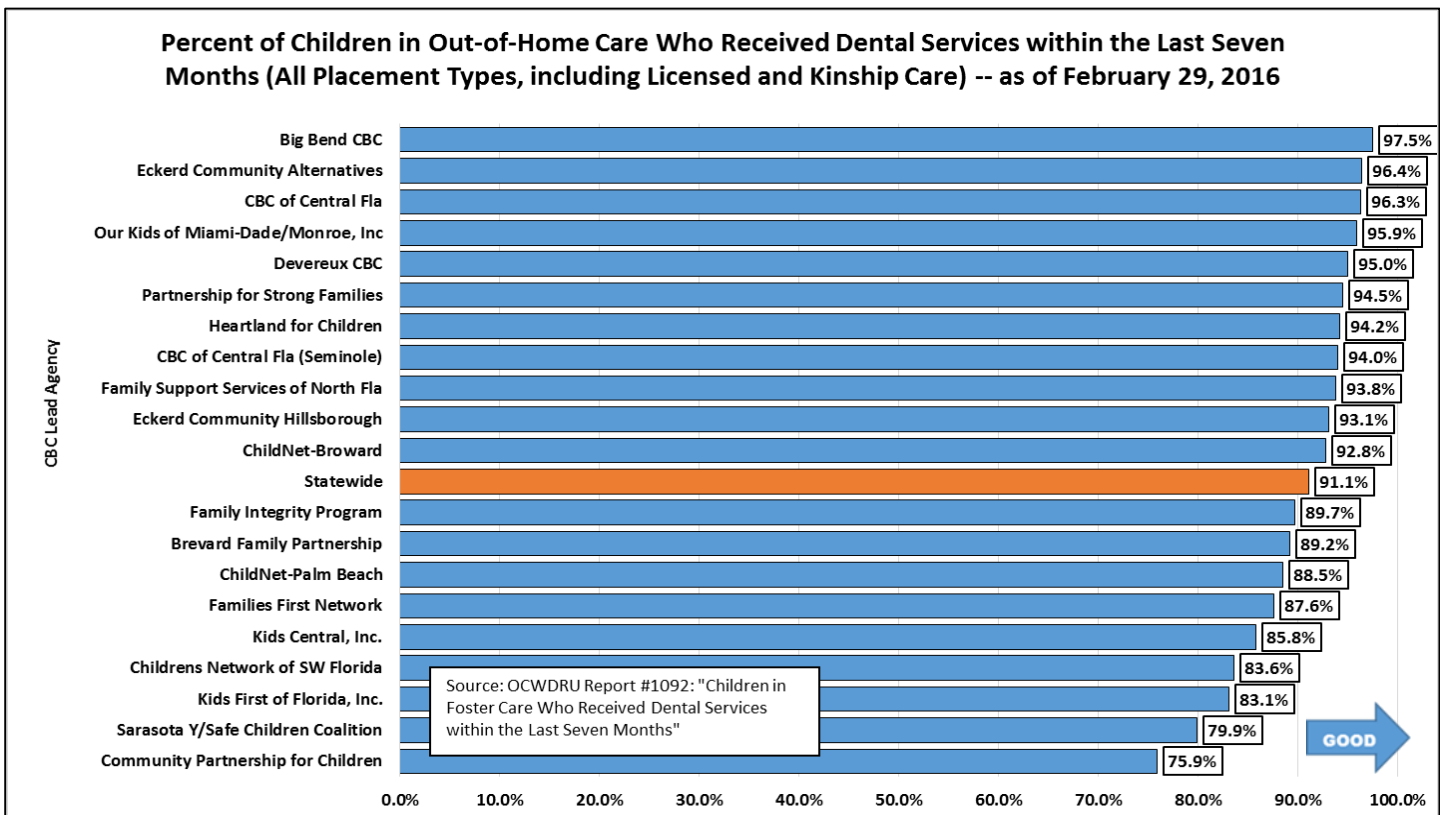
Children 0-17 Placed in Group Care: Stratification by CBC Lead Agency

Statewide, 26.5% of children from birth 10 to 17 years were placed in group care as of February 29, 2016. This is a 2.6% increase when compared to group case placements as of January 31, 2016.



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

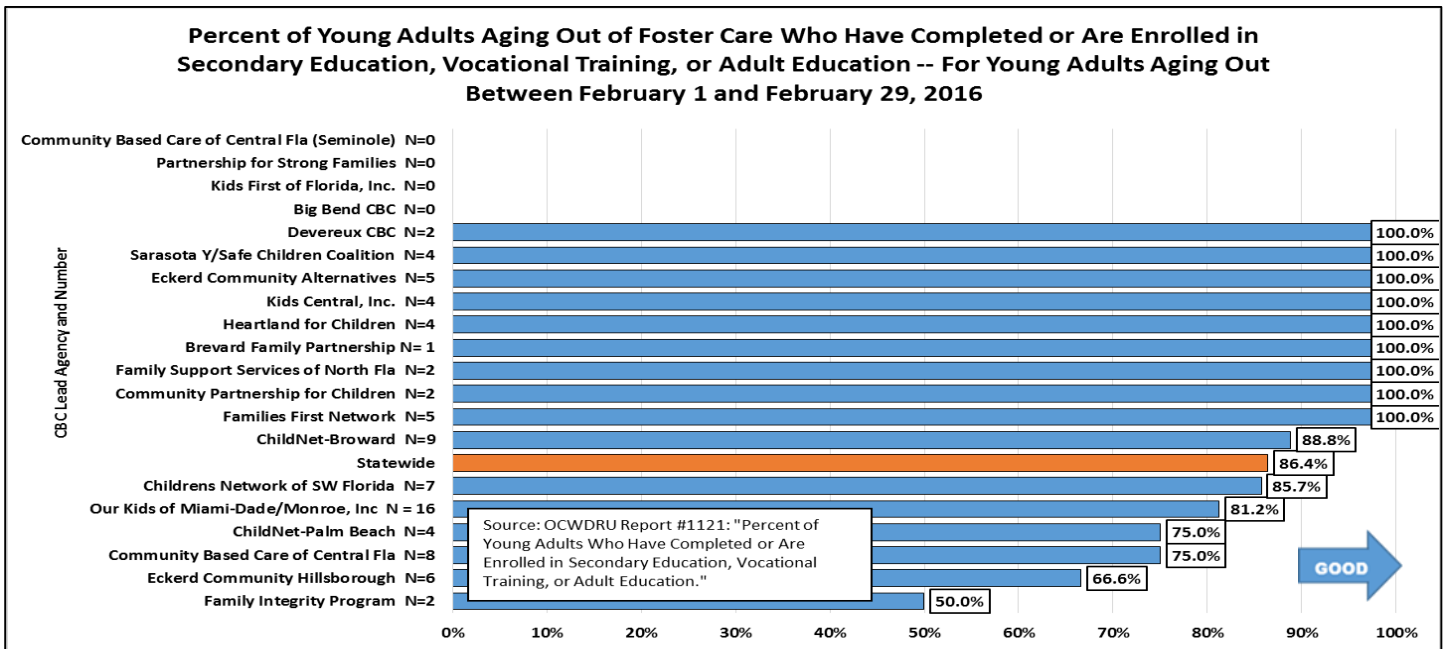
Considerable progress has been made in the last few years with medical and dental services, with a statewide percent of children receiving dental services at 91.1% as of February 29, 2016.



Community-Based Care Lead Agencies: Well-Being

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

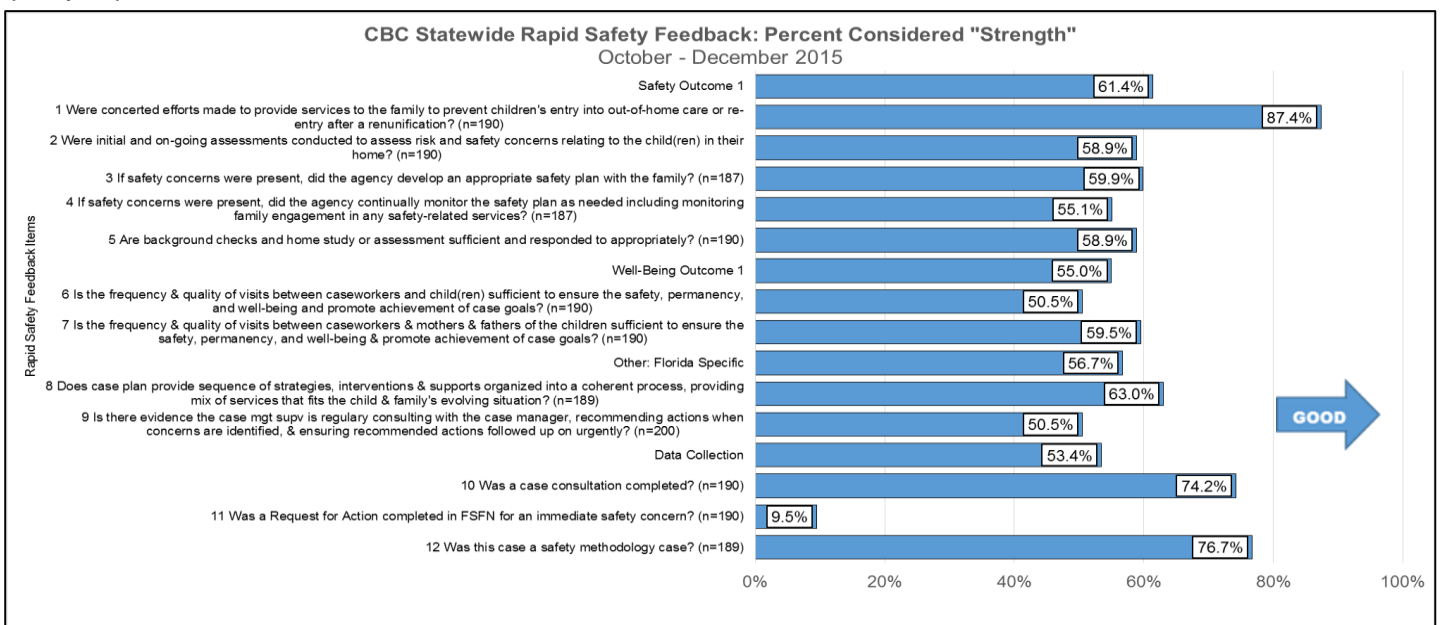
For children who don't achieve permanency prior to reaching adulthood, it is crucial that they are prepared for life after foster care by the time they "age out" of care. This is one indicator of that preparation for adulthood, but does not control for any of the many variables that influence this preparation,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



Community Based Care Agencies: Quality

CBC Rapid Safety Feedback

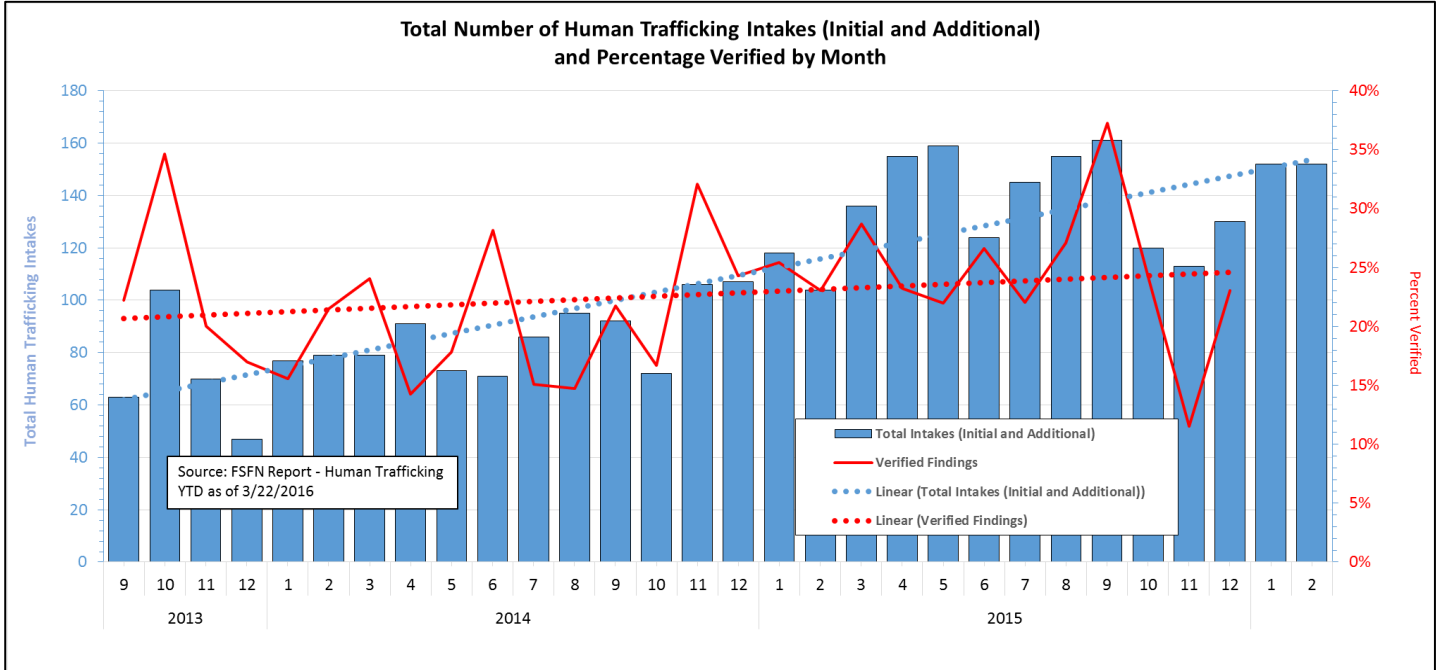
The chart below contains the results of Quality Assurance case reviews which rate the cases on 10 criteria as either strengths or areas that are opportunities for improvement. A number of the areas below may be targets for systematic quality improvement efforts.



Human Trafficking

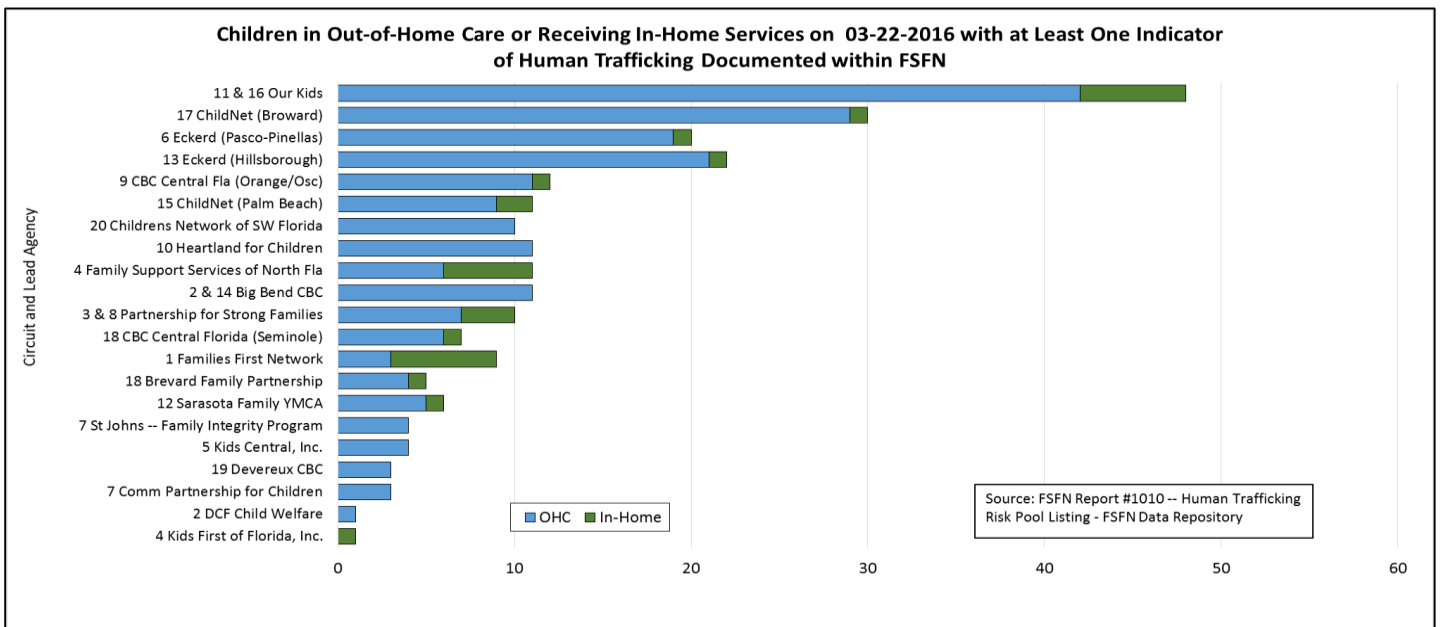
Human Trafficking Intakes Trend

The number of Human Trafficking Reports (Initial and Additional) received by the Hotline was the same in February 2016 as during January 2016, at 153 reports. While the trend line for verification of these allegations had decreased over the past two months, it increased again for reports received in December 2015, with 23% of those completed having Verified findings of Human Trafficking.



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

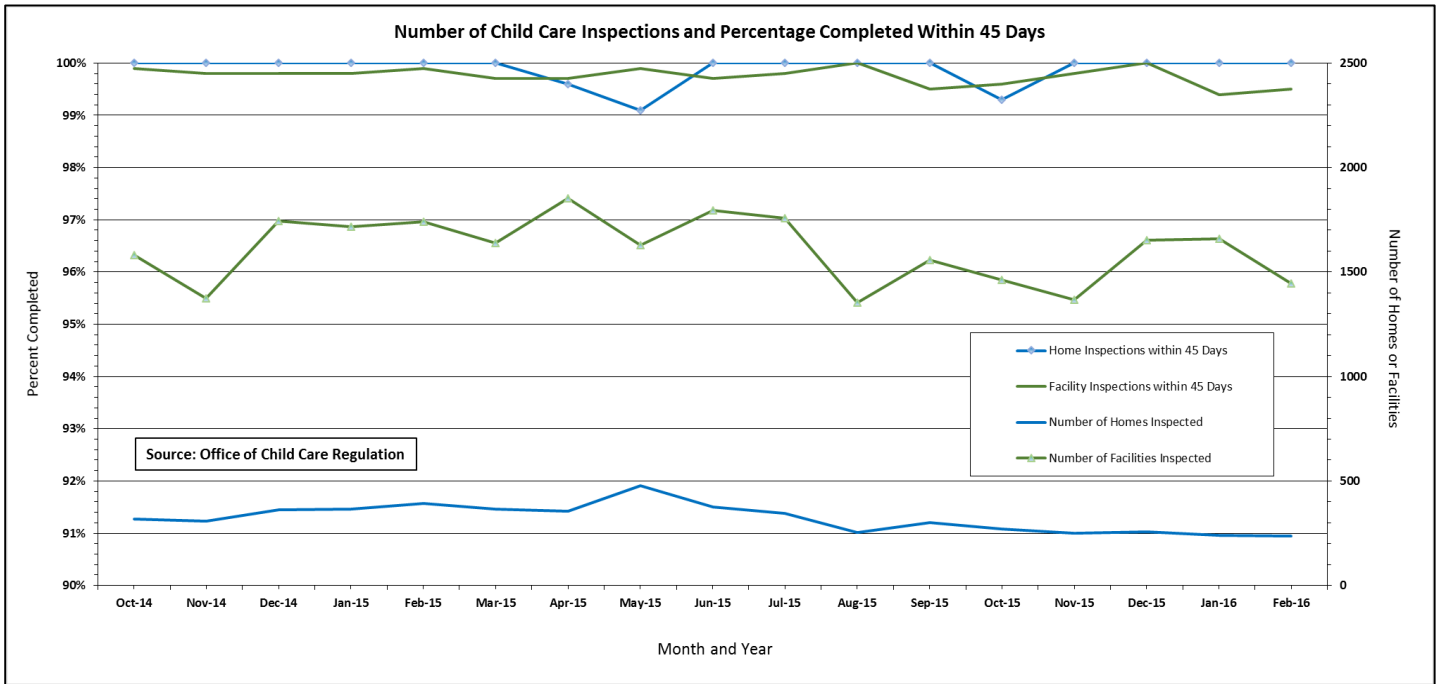
The number of children in Out-of-Home care or receiving In-Home Services with at least one FSFN indicator of being a victim of Human Trafficking remains concentrated within Florida's most urban centers, with a continued bias towards the Southeast area of the state.



Child Care Regulations

Child Care Inspections per Month

The percent of timely home inspections remained at 100% for January 2016, whereas timely facility inspections increased minimally from 99.4% to 99.5% in February 2016.



Domestic Violence

Percent Victims Leaving Shelter with a Family Safety and Security Plan

While performance has remained between 99% and 100% each month since July 2014, performance for February 2016 dipped slightly to 98.6%, which continues to exceed the target of 97%.

