

Child Welfare Key Indicators Monthly Report

May 2016

Including Updated Data through April 2016



Office of Child Welfare
Performance and Quality Management

A Results-Oriented Accountability Report

May 31, 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 to the Hotline increased by 7.7%, from 45,244 in March to 48,719 in April. However, this was a reduction of 8.9% from the 53,506 total contacts April 2015.

Timeliness. The percent of calls abandoned by reporters on the English-language line increased to 33.3% in April from 26.3% in March, but was less than the 34.7% in April 2015. The abandonment rate on the Spanish-language line decreased to 29.6% from 33.4% in March. The average wait time before speaking to a Hotline counselor on the English-language line increased from 6 minutes, 37 seconds in March to 9 minutes in April. The average wait time on the English-language line before abandoning a call also increased, from 4:04 to 5:17.

Screening Decisions. 78.9% of alleged child maltreatment reports were accepted for investigation in April.

Child Protective Investigations

Workload. There were 26,550 active child investigations on April 30, 2016 compared to 24,748 on March 31, 2016, and 25,389 on April 30, 2015. The number of child protective investigations active over 60 days decreased to 1,077 in April from 1,195 in March (a 9.9% reduction).

Timeliness. 91.1% of victims were seen within 24 hours in April, compared to 92% in February and March. Investigations completed within 60 days decreased from 92.7% in March to 90.8% in April.

Recurrence. Recurrence of maltreatment within 12 months improved in February to 8.4%, better than the national standard of 9.1% or less.

Removals. The number of children removed in April 2016 was 1,374, an increase from 1,243 in April 2016, but an 11.4% decrease from 1,551 children removed in April 2015. The rate of removals per 100 children investigated in February 2016 was 5.9, a decrease from 6.7 in February 2015.

Community-Based Care Lead Agencies

Caseloads. There was a 5.9% increase in children in out-of-home care over the last year, from 21,673 on April 30, 2015 to 22,962 on April 30, 2016, with little change in children protected in their own homes.

Child Safety. The percent of children with no verified maltreatment during case-managed in-home services improved to 97.2% in October-December 2015. Safety in out-of-home care of 10.0 per 100,000 days in October-December 2015 was not meeting the national standard of 8.5 or less.

Timely Permanency. 43.3% of children achieved permanency within 12 months over the last year, continuing to exceed 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. However, the 87.5% not re-entering care within 12 months is below the national standard of 91.7%. New indicators related to timeliness of judicial handling have been added to this month's report.

Placement Stability. Children entering care between April 2015 and March 2016 averaged only 3.83 moves per 1,000 days in care, better than the national standard of 4.12 or fewer moves per 1,000 days in care.

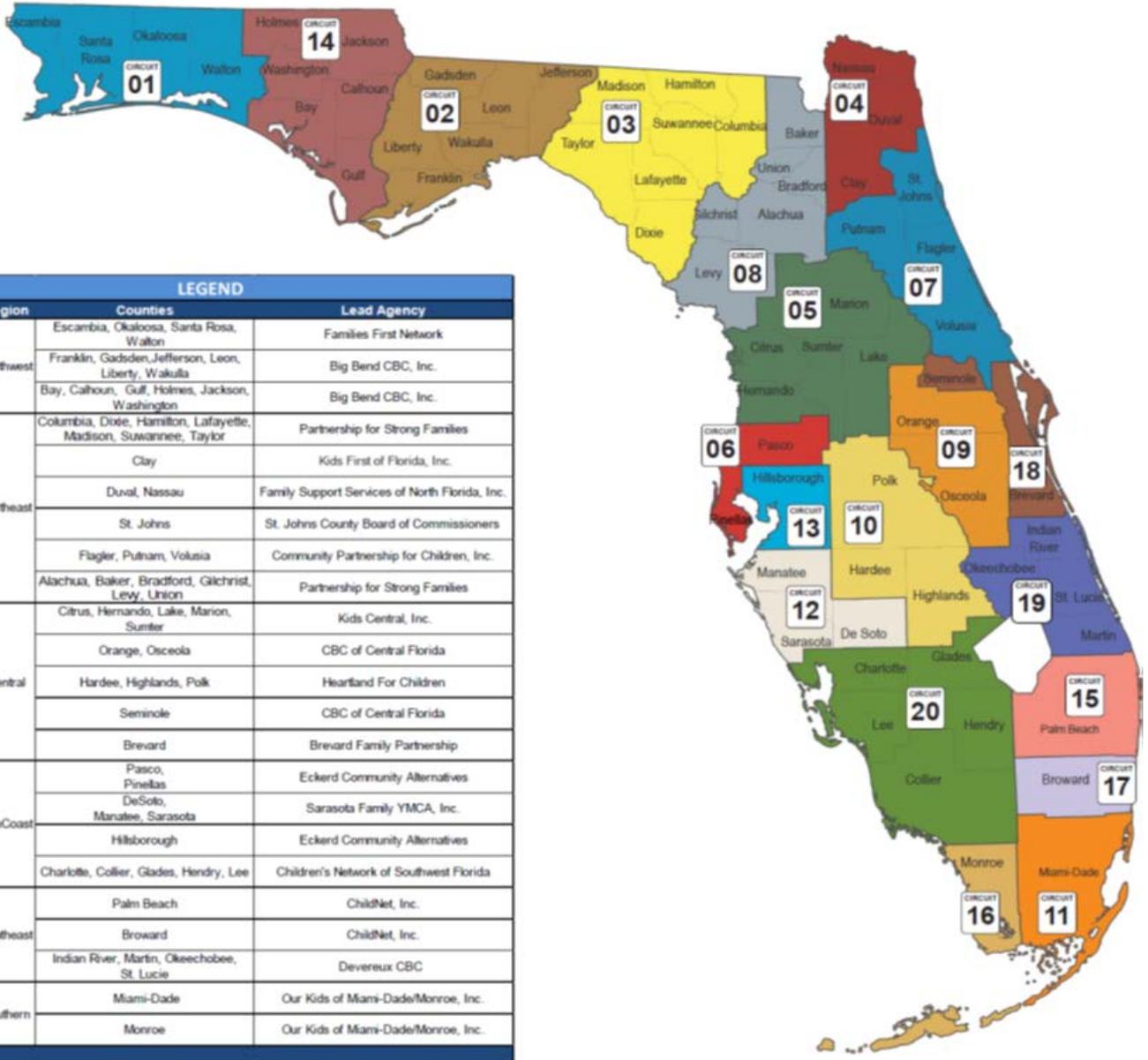
Sibling Groups. 63.6% of children in care who are part of a sibling group were placed together on March 31.

Placement in Removal County and Circuit. Of children in licensed care on March 31, 36.7% were placed outside of their removal county and 20.3% were placed outside their removal circuit.

Group Care. Three areas have in over 10% of children aged five and under in licensed care who are placed in group care placements, compared to 3.7% statewide.



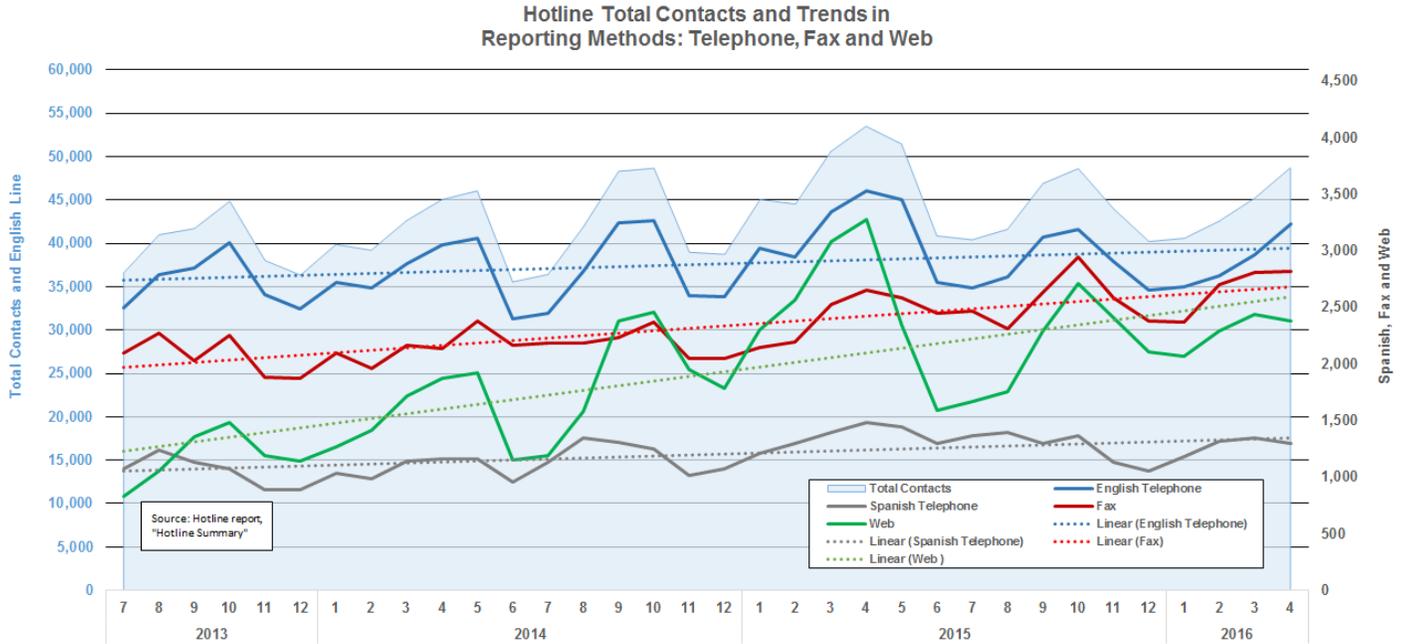
DCF Regions, Circuits, Counties, and CBC Lead Agencies



Florida Abuse Hotline Workload Trends

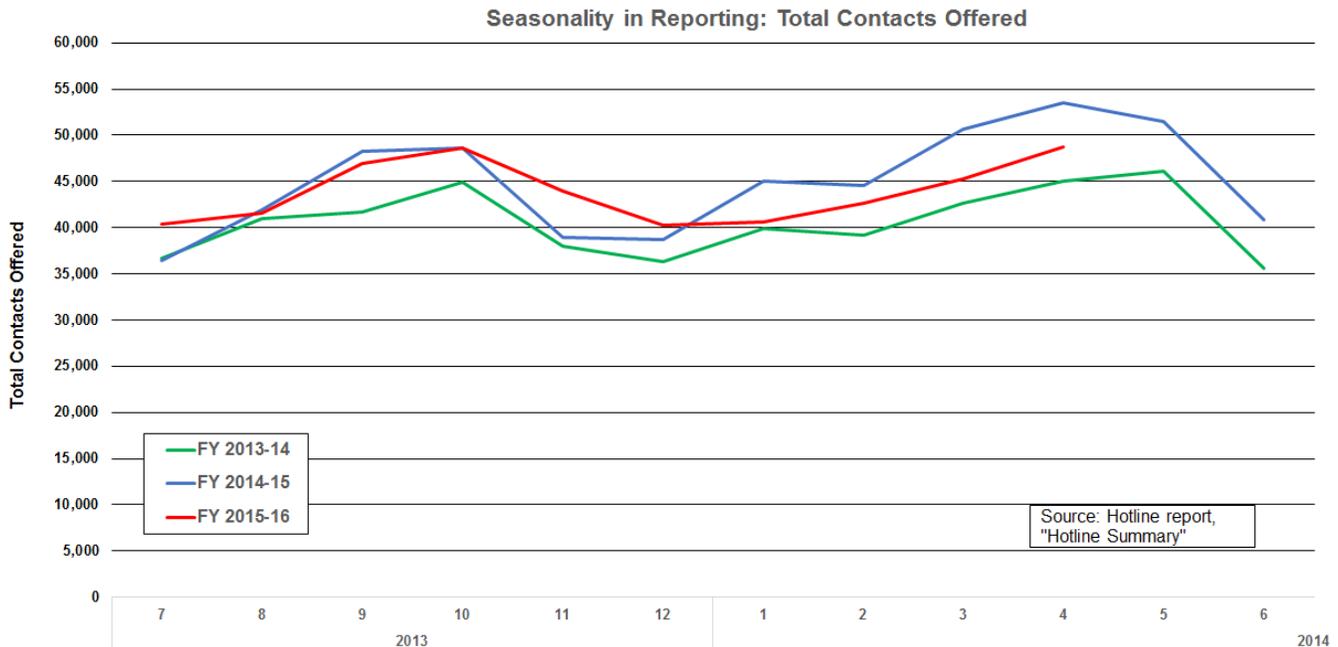
Reporting Method Trends

The Florida Abuse Hotline offers a variety of reporting methods. Overall reporting and reporting via the English language telephone option continued to follow the seasonal upward trend extending from January. All reporting option volumes in April 2016 are below volumes experienced in April 2015 with the exception of reporting by fax. Note the drop in web-based reporting (green line) from April 2015 to April 2016.



Seasonality of Hotline Workload

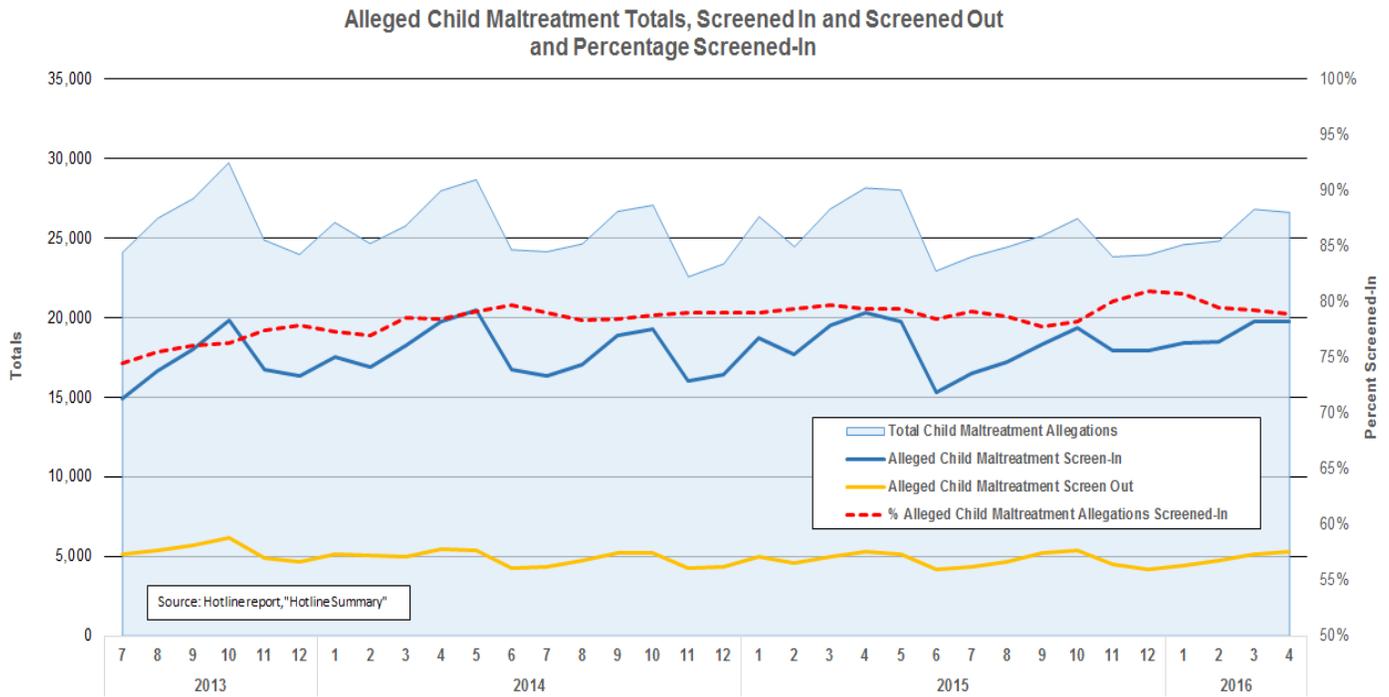
Contacts offered in January through April 2016 were higher than in 2014, but not as high as in 2015.



Screening Trends

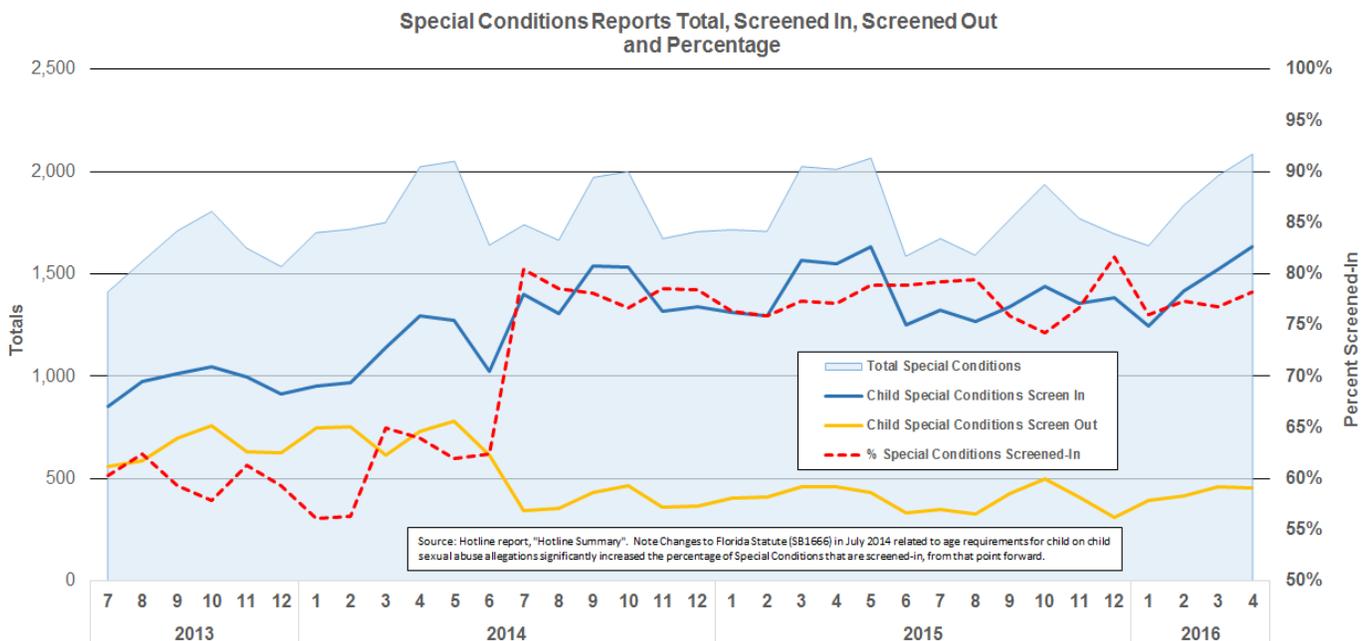
Maltreatment Screening

The percentage of child maltreatment allegations accepted by the Hotline for protective investigation continues near 80%, but is slightly lower than peak months of December 2015 and January 2016.



Special Conditions Screening

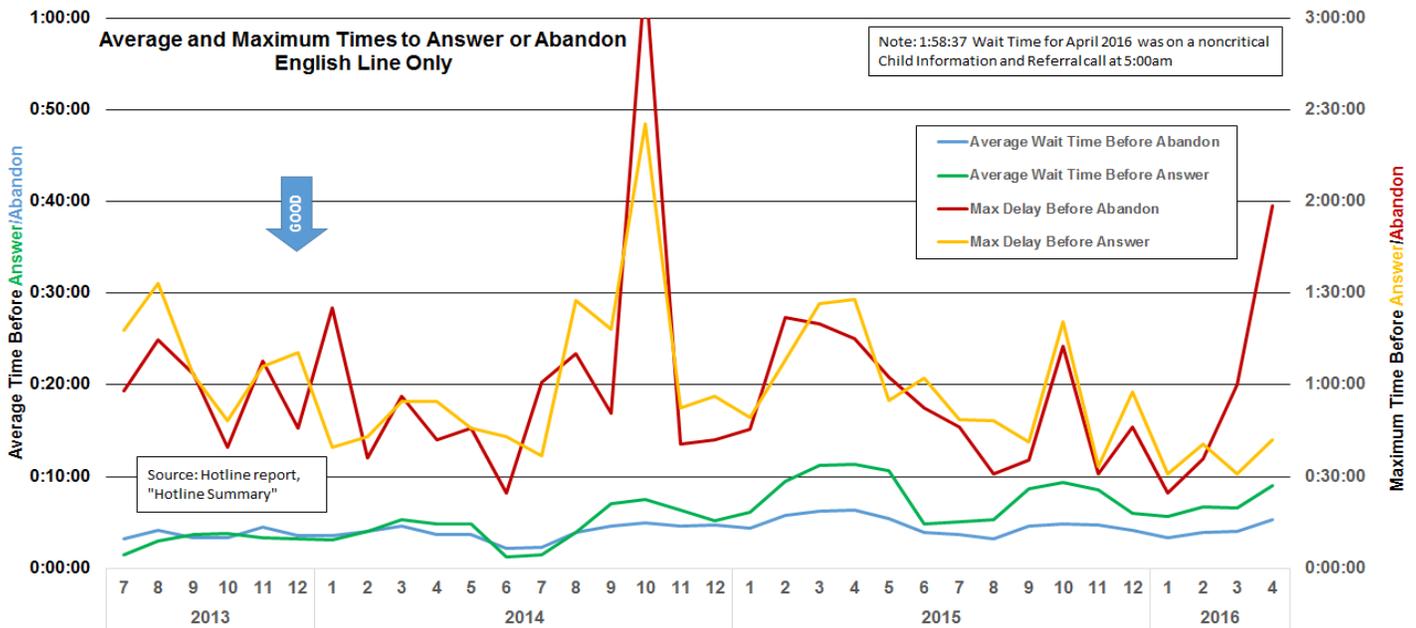
The number of Special Condition reports to the Hotline continues to follow a seasonal upward trend from January. The percentage of those accepted for special condition referrals remains below 80% since January.



Timeliness Trends

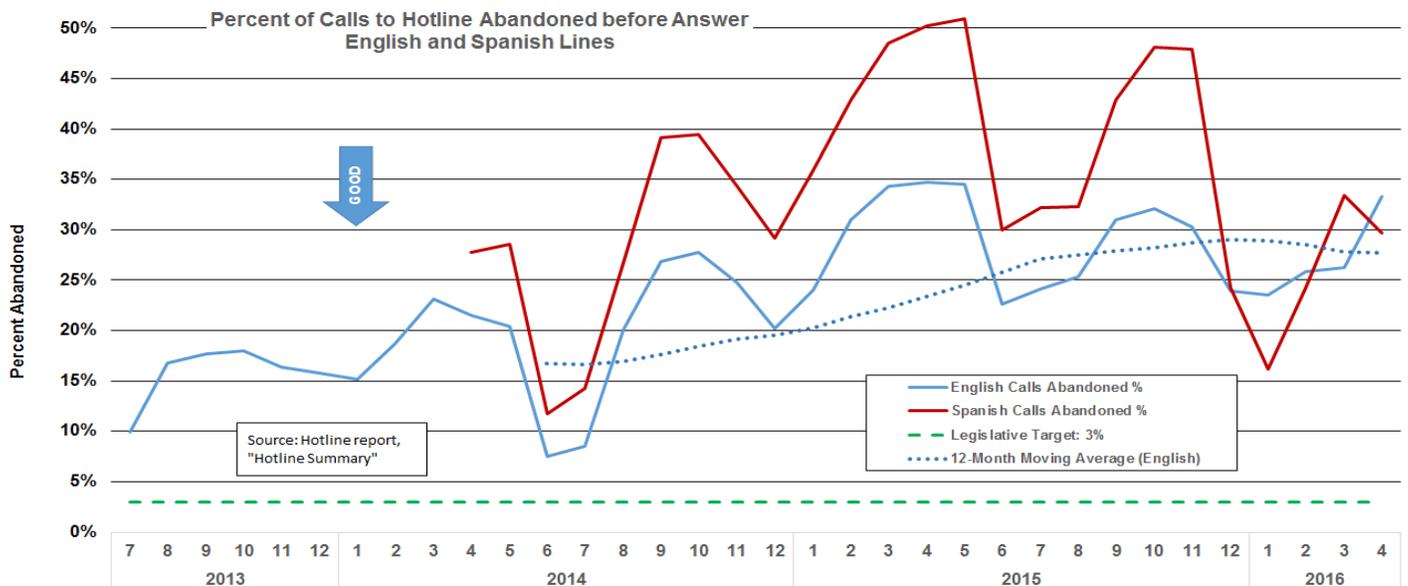
Average and Maximum Times to Answer or Abandon

The average wait time a reporter experienced before speaking to a Hotline counselor on the English-language line increased from 6 minutes, 37 seconds in March to 9 minutes in April. The average wait time on the English-language line before abandoning a call also increased, from 4:04 to 5:17. The maximum wait time in April 2016 was 1:58:37 for a single information and referral call.



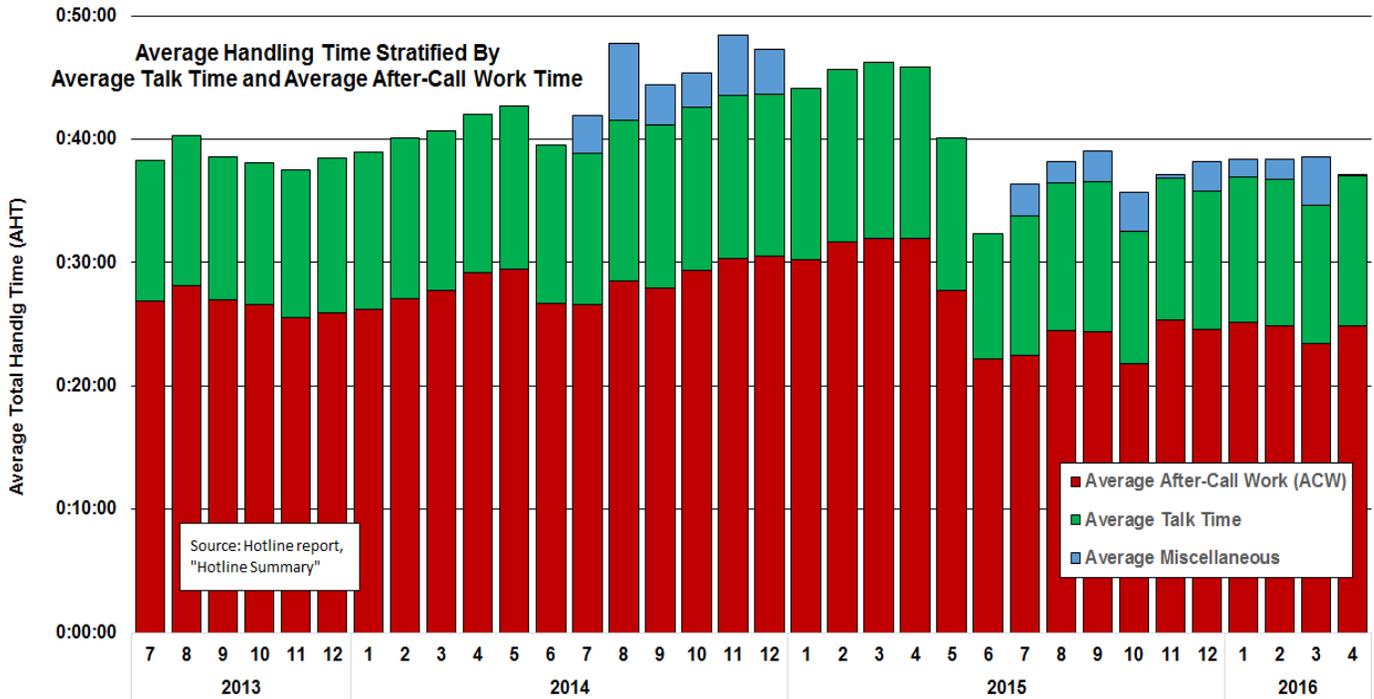
Percent of Calls Abandoned

The volume of calls to the Hotline on the English-language line far exceeds the volume on the Spanish-language line. The percent of calls abandoned by reporters on the English-language line increased to 33.3% in April from 26.3% in March, but was less than the 34.7% in April 2015. The abandonment rate on the Spanish-language line decreased to 29.6% from 33.4% in March.



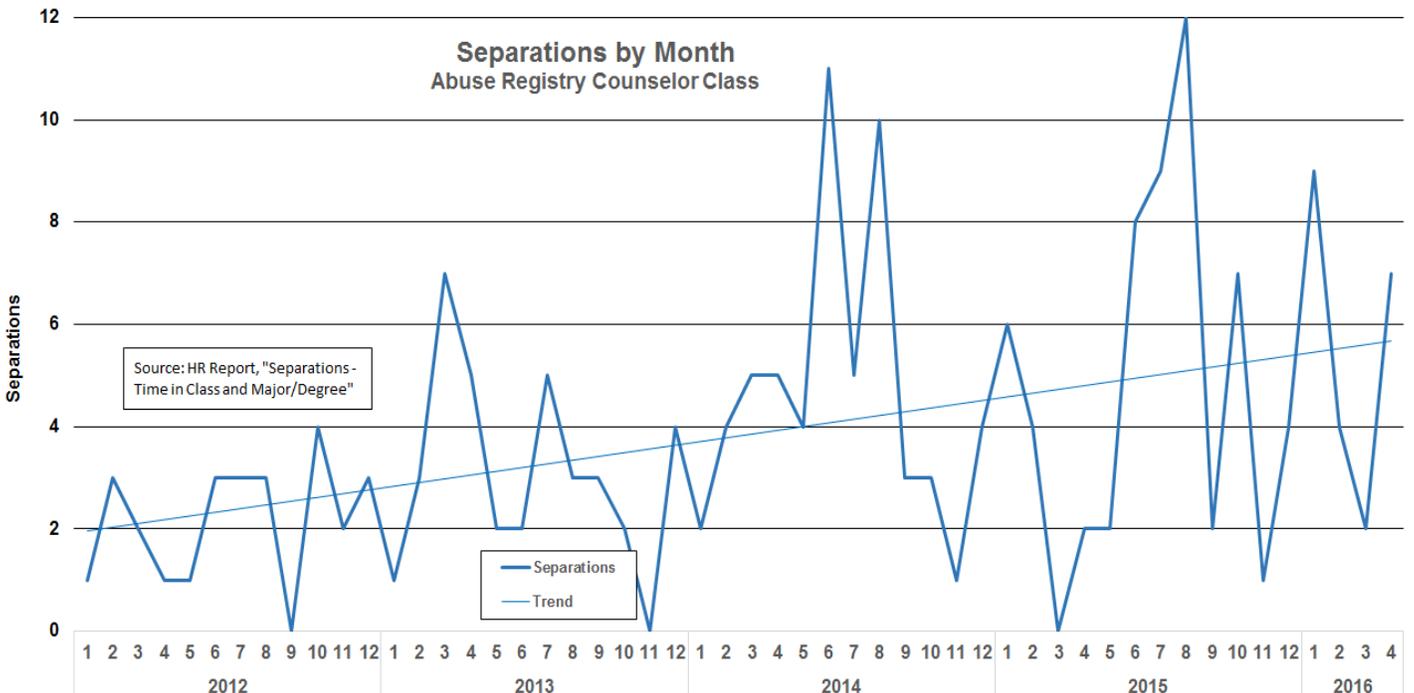
Florida Abuse Hotline Handling Time: Trend and Stratification

The Average Handling Time (AHT) of a counselor includes talk time and after call work time (ACW). Separately, both average talk time and ACW indicators for April increased from March. However, overall AHT decreased from March to April. Please note the miscellaneous data element in this graph that was added to denote other additional work activities such as hold time and transfers that contributed to that month's AHT.



Hotline Workforce: Monthly Separations

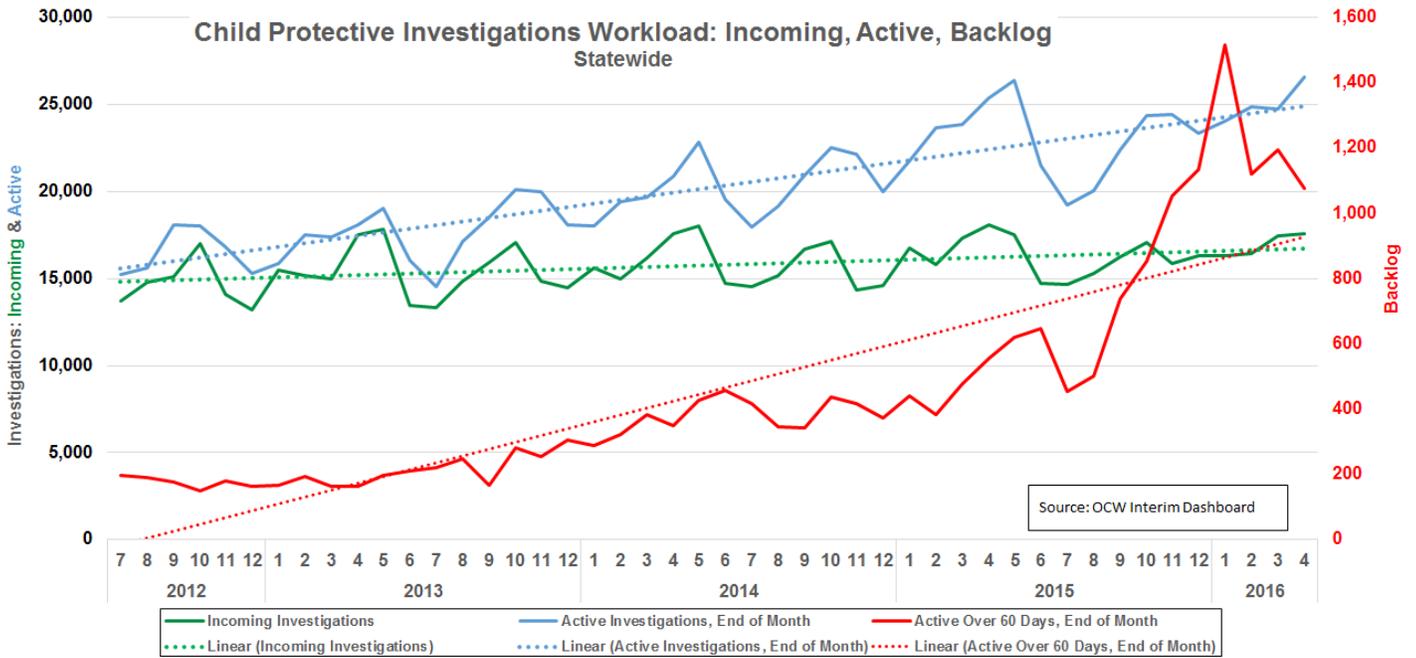
The Florida Abuse Hotline experienced seven counselor separations in April 2016.



Child Protective Investigations Workload Indicators

Incoming and Active Investigations, and Backlog

Active investigations in April continued to gradually increase since December 2015, following a seasonal pattern. Incoming investigations experienced a similar but slightly flatter trend. Investigations active over 60 days continue to decline after a peak in January.

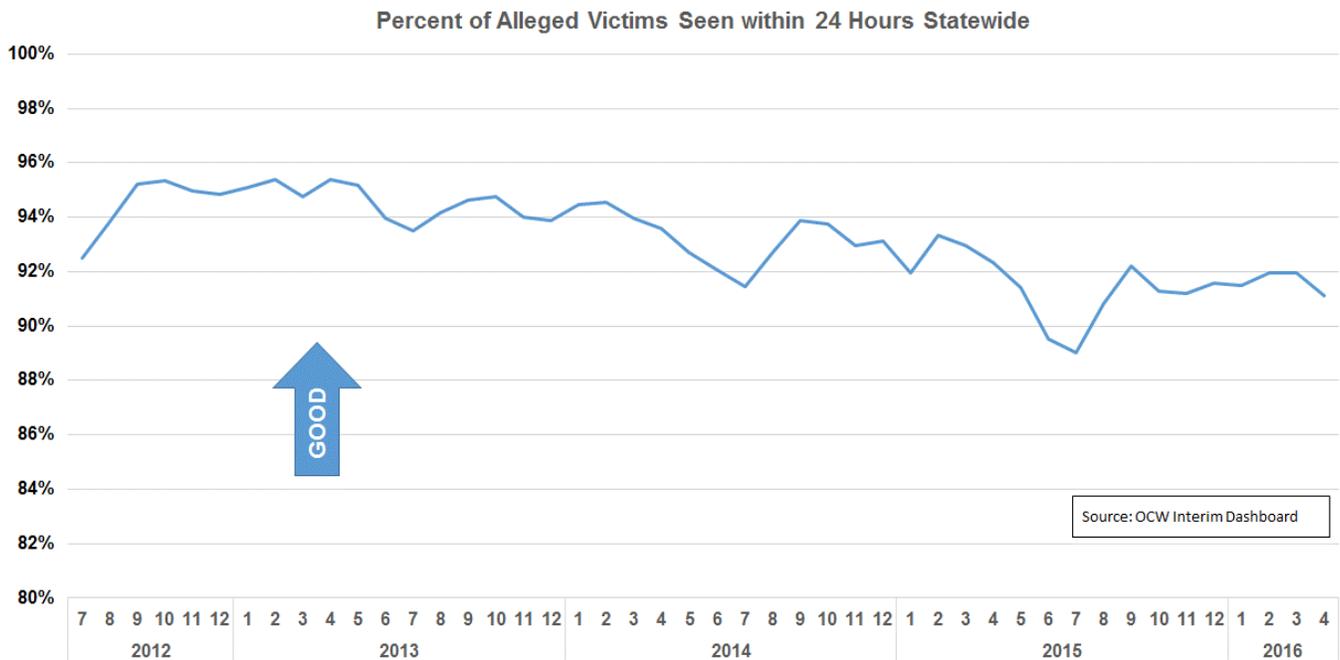


Timeliness Indicators

Percent of Alleged Child Victims Seen within 24 Hours

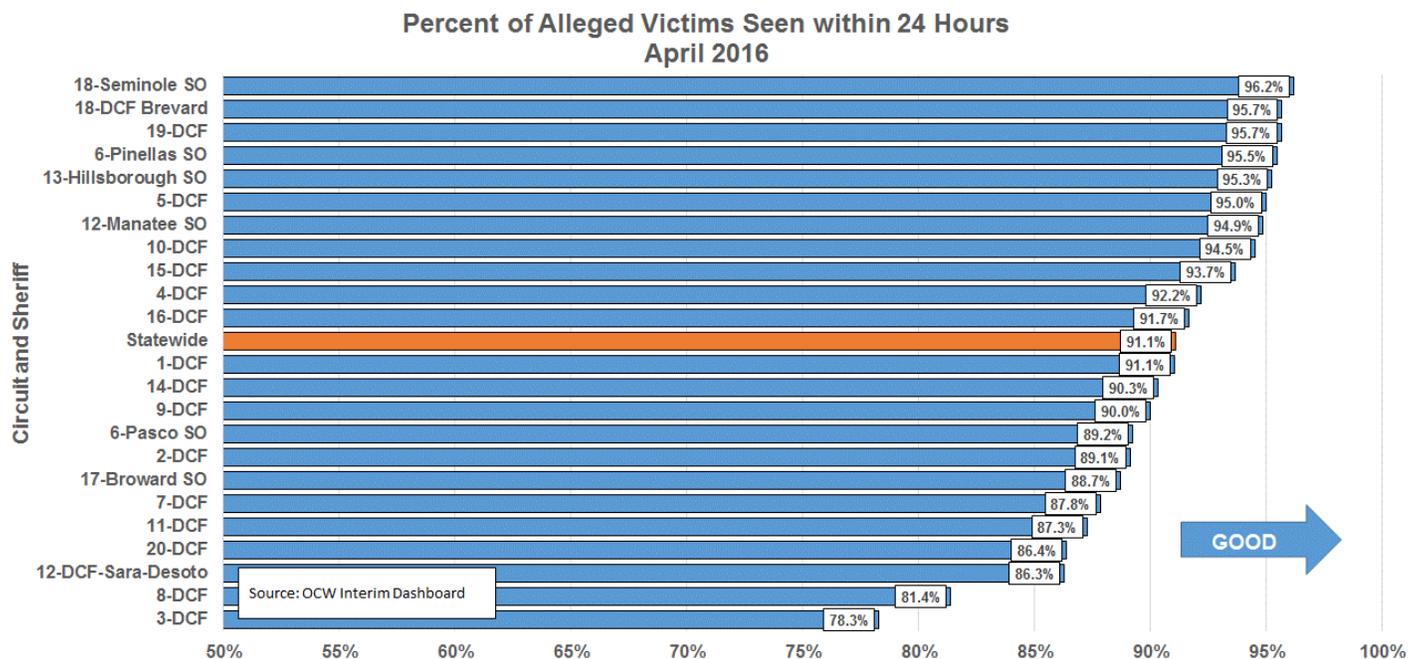
Statewide Trend

Following a steep rise in September 2015, the statewide percent of victims seen within 24 hours has remained fairly stable between 91% and 92%, with a dip to 91.1% in April.



Stratification by DCF Circuit and Sheriff's Office

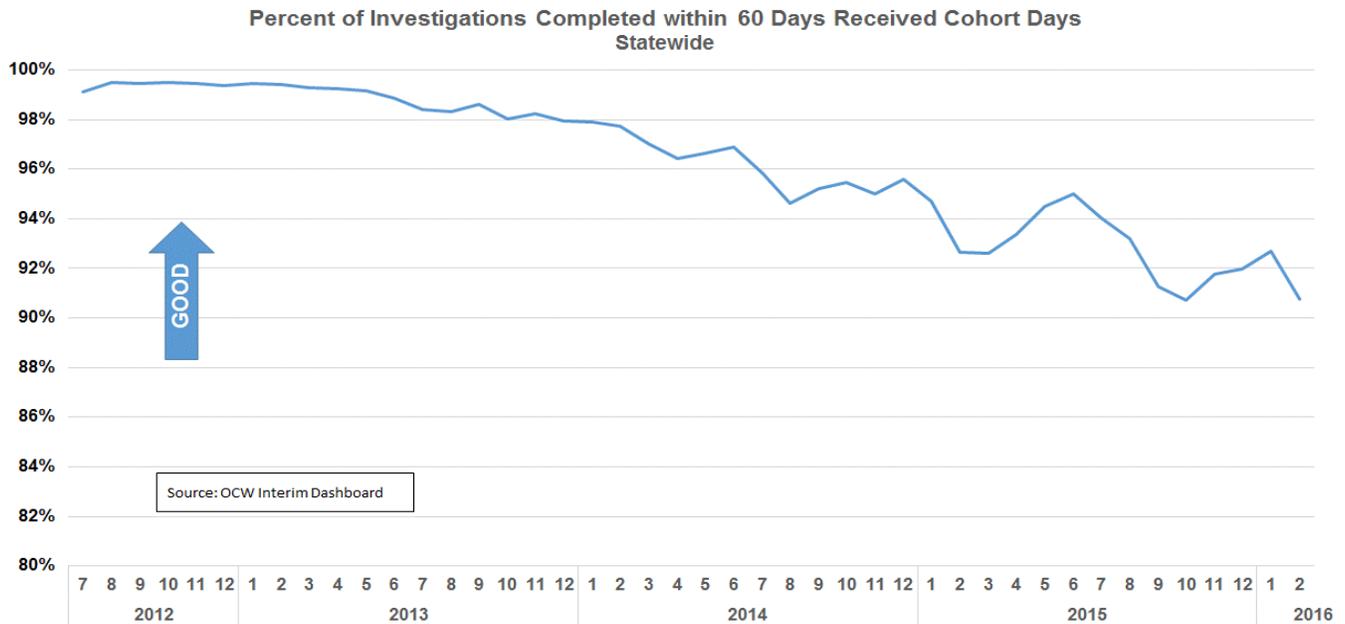
Fourteen circuits and sheriffs were at the 90% level or higher in April 2016.



Percent of Child Investigations Completed within 60 Days

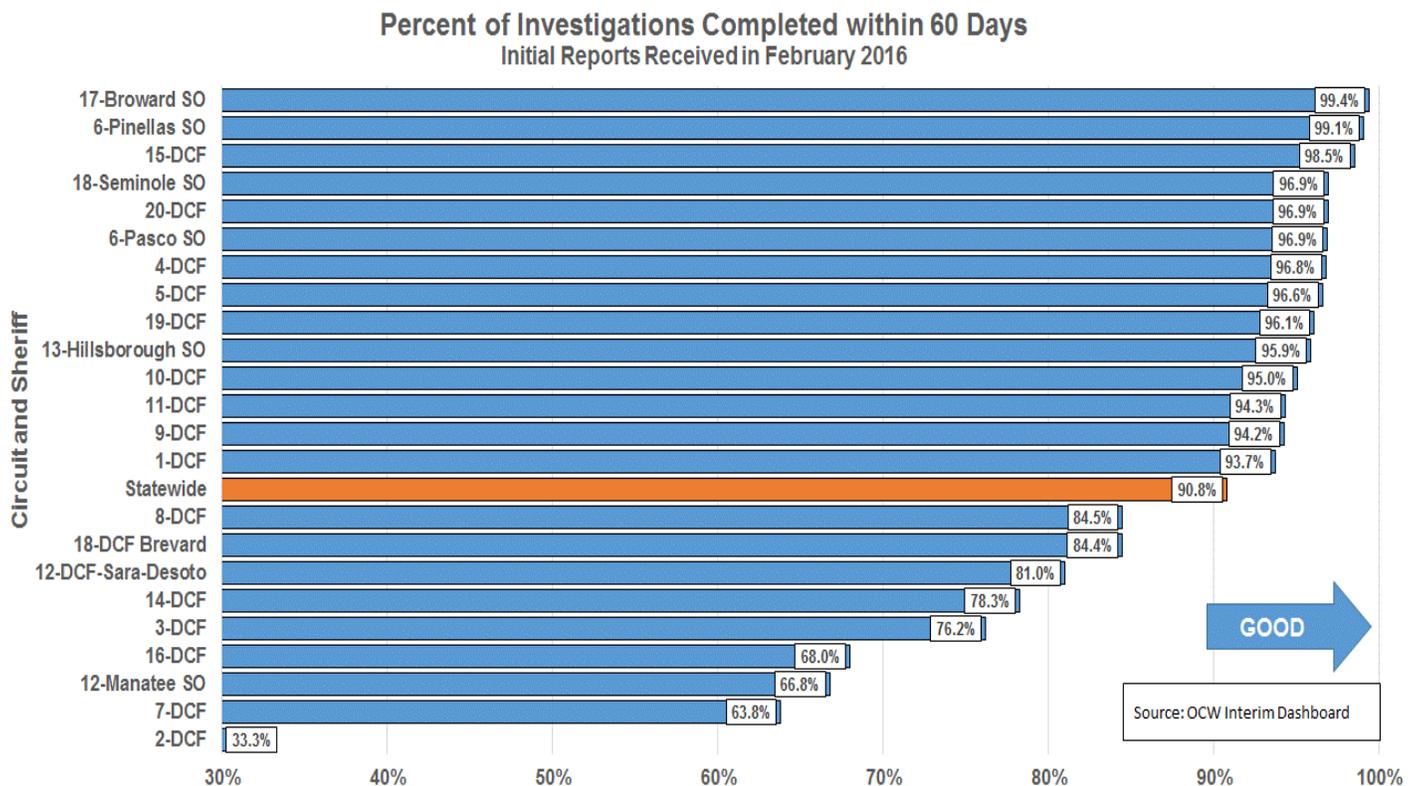
Statewide Trend

The statewide percent of child protective investigations completed within 60 days experienced a three month increase from November 2015 to January 2016 with a dip to less than 92% in February 2016.



Stratification by Circuit and Sheriff's Office

Fourteen circuits and sheriffs were above the 90% level in April 2016.



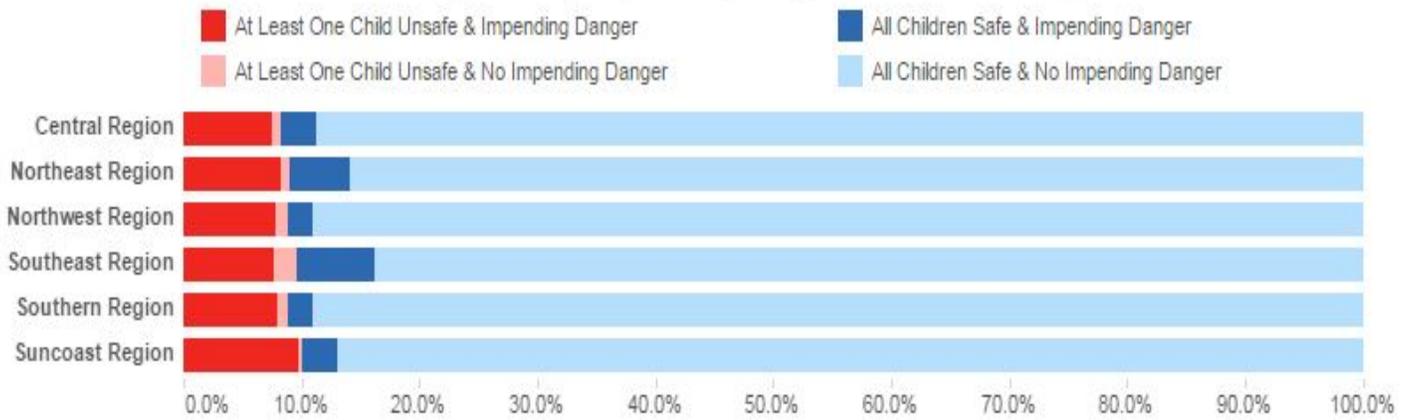
Safety Determinations and Services Provided

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 FSN data entry.

Impending Danger Threats and Safety Determination for Investigations Closed between March 18, 2016 and May 17, 2016

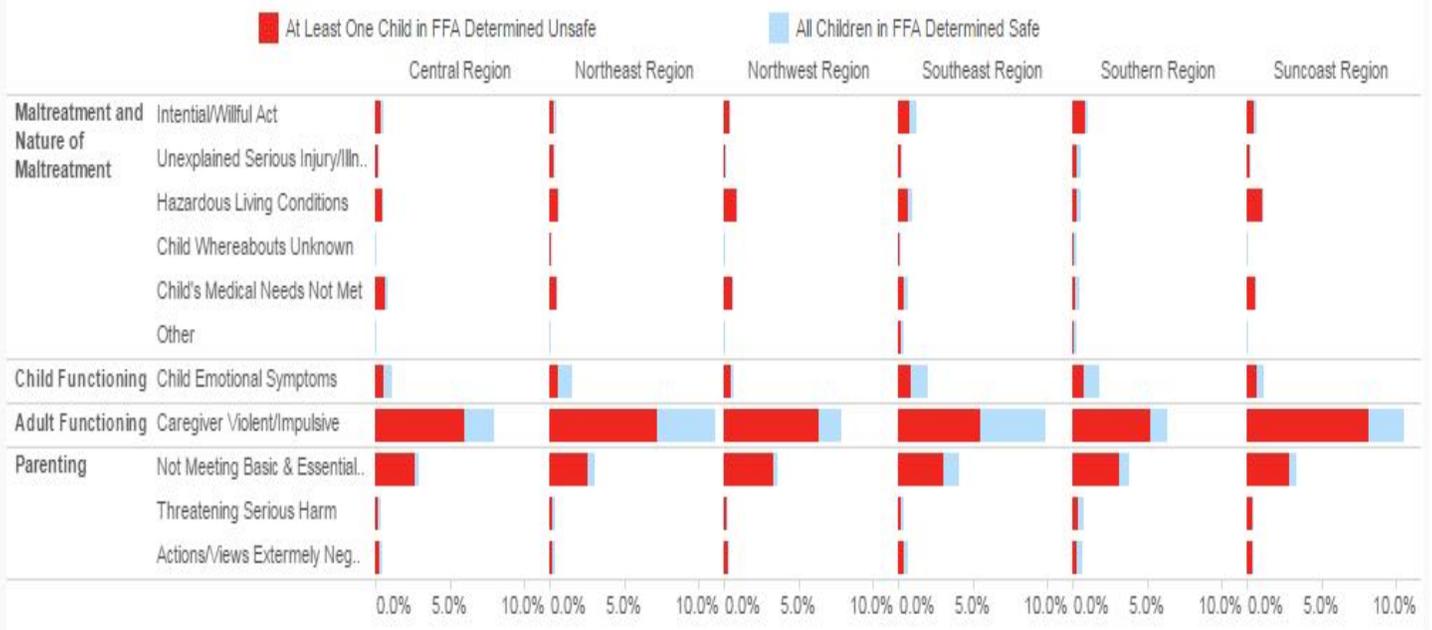
Percent of FFAs - Investigation by Impending Danger Threat and Safety Determination



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 March 18 and May 17, 2016.

Percent of Impending Danger Threats Identified (of Total FFAs) by Safety Determination

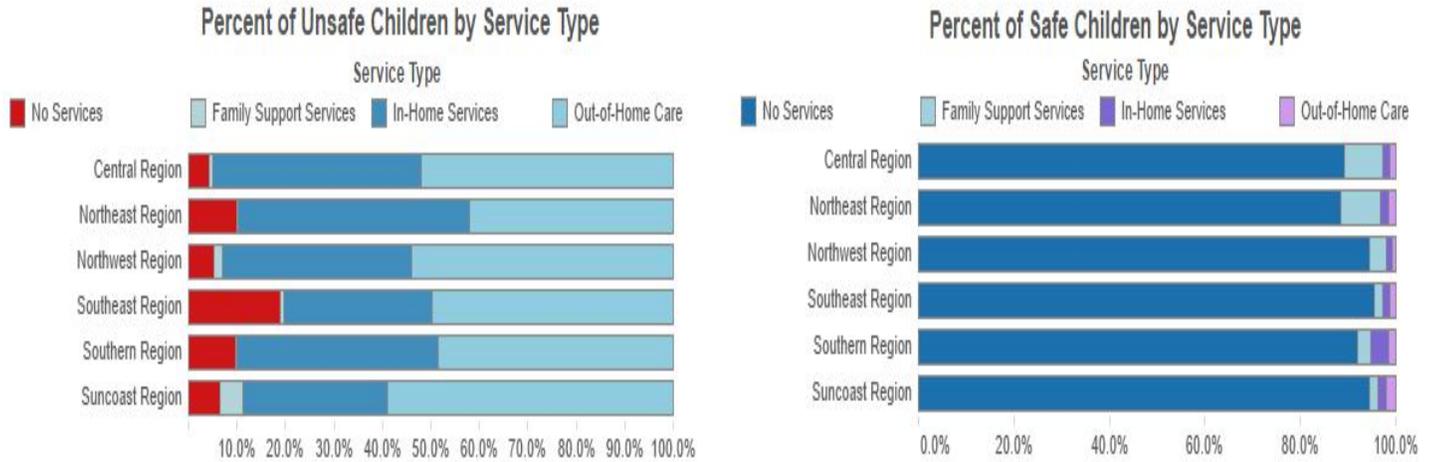


Unsafe Children and Safe Children by Service Type

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

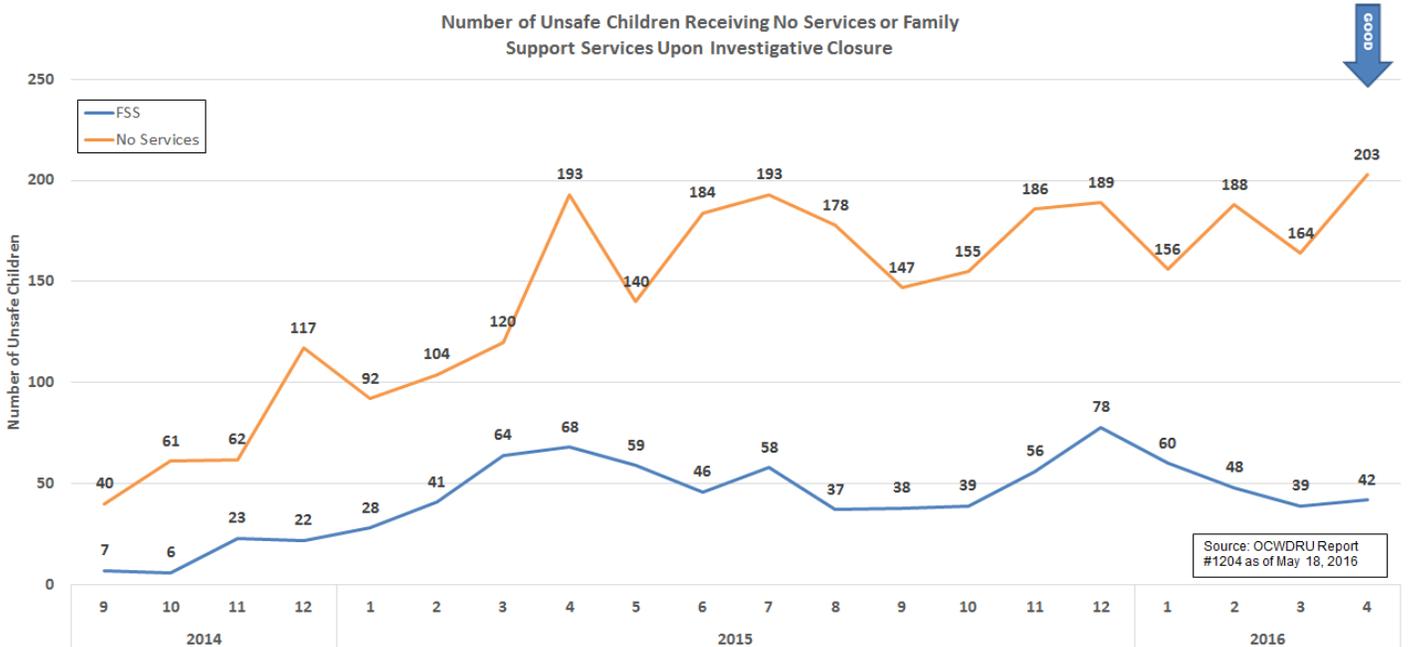
- The visualization on the left indicates that some children have been determined “unsafe,” yet have no services (red).
- The visualization on the right indicates that some children have been determined “safe,” yet were placed in out-of-home care (violet) or received case-managed in-home services (dark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

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



Unsafe Children with No Services or Family Support Services

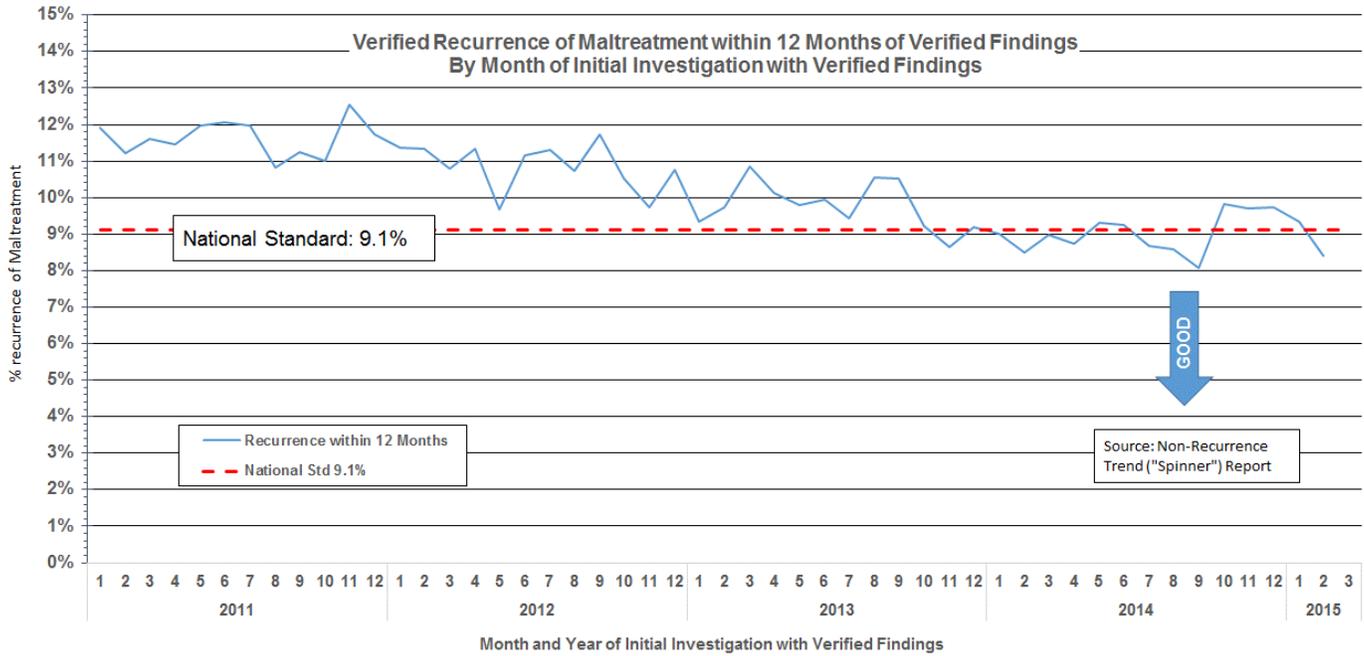
The following chart provides a trend view of the number of children who have been deemed unsafe, by month of investigative closure, who are receiving Family Support Services or No Services as opposed to ongoing, case-managed services.



Recurrence of Maltreatment after Verified Findings

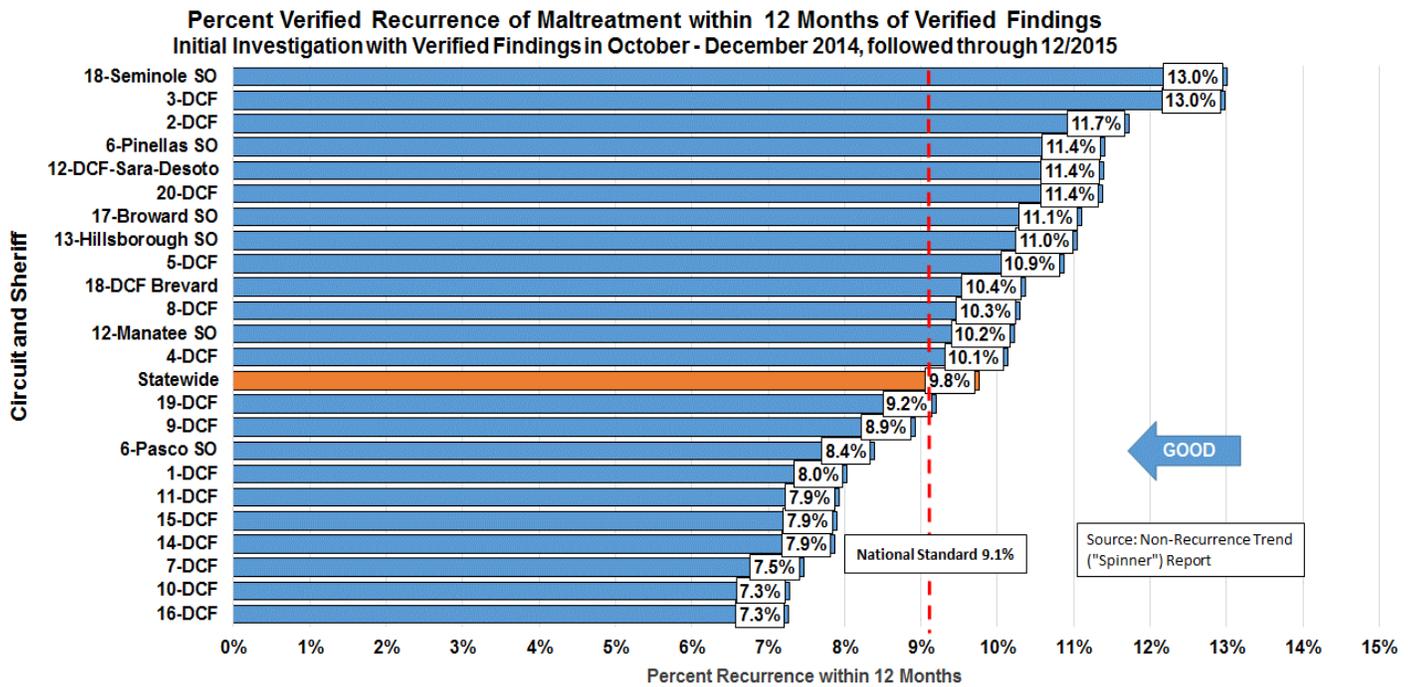
Statewide Trend

Recurrence within 12 months steadily improved and achieved the national standard of 9.1% or less in October 2013 through September 2014. After a sharp increase above the standard in October 2014 through January 2015 performance improved to better than the standard in February.



Stratification by Circuit and Sheriff's Office

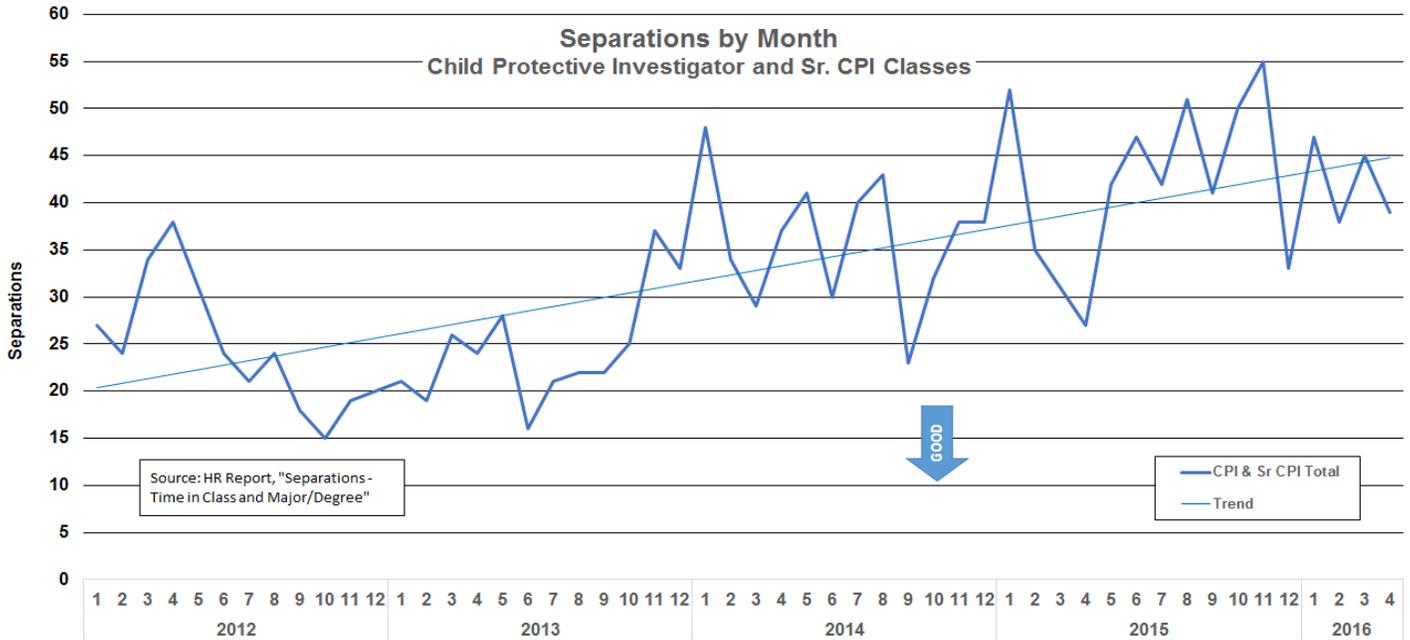
There is wide variation among the circuits and sheriff's offices on this indicator. However, caution should be used in making comparisons, as the variation in rates is influenced by both reporting and verification rates.



CPI Workforce

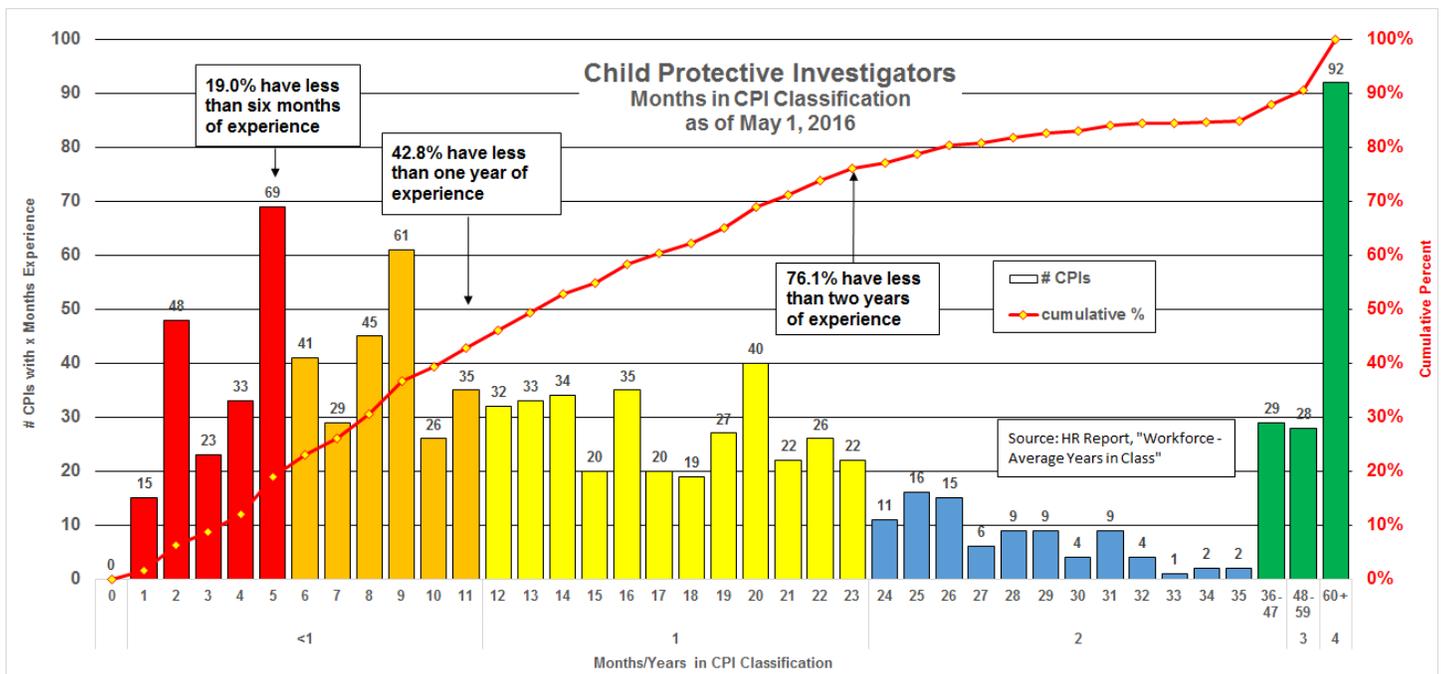
Monthly Separations

There were 39 CPI and Senior CPI separations in April 2016, this number is consistent with the average of 40 CPI and Senior CPI separations per month from January 2014 to April 2016.



Time in Classification

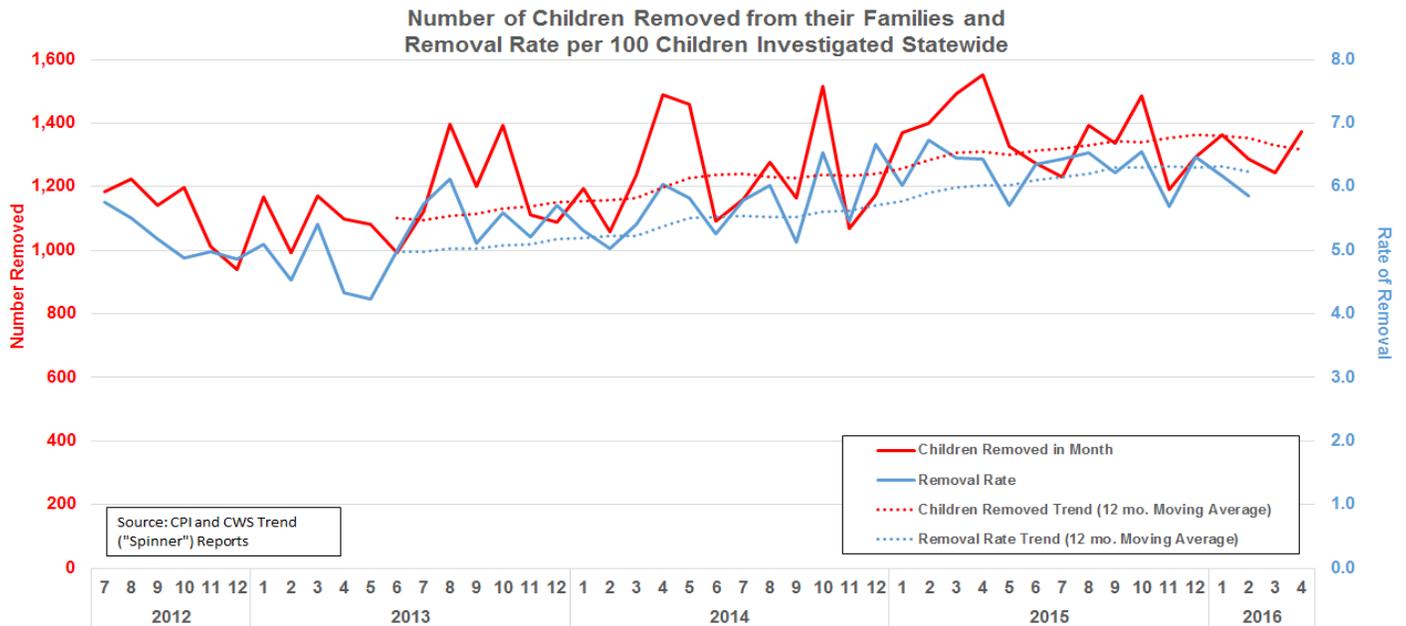
The percent of less experienced CPIs continues to remain high, with 19.0% of the active workforce having less than six months of experience, 42.8% having less than one year of experience, and 76.1% having less than two years of experience as of May 1, 2016.



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

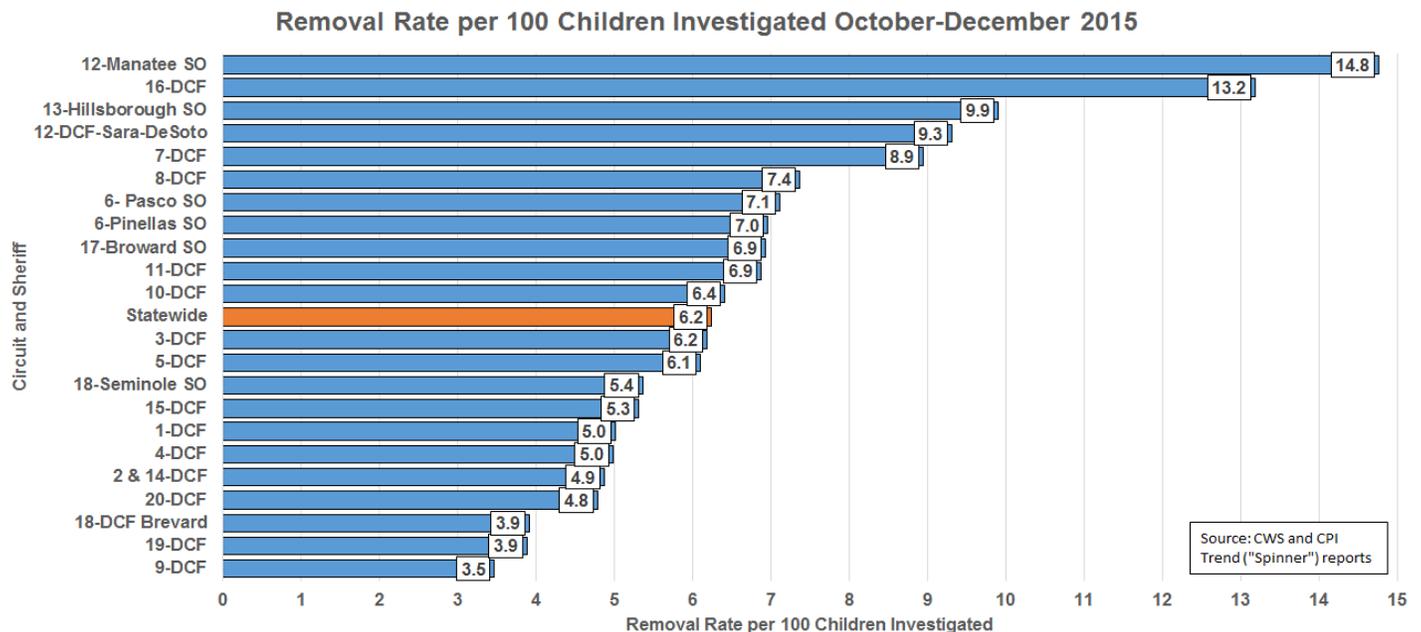
Statewide Trend

The total number of children removed in April 2016 was 1,374. This was an 11.4% decrease from 1,551 children removed in April 2015. The rate of removals per 100 children investigated in February 2016 was 5.9. This was down from 6.7 observed in February 2015.



Quarterly Stratification by Circuit and Sheriff's Office

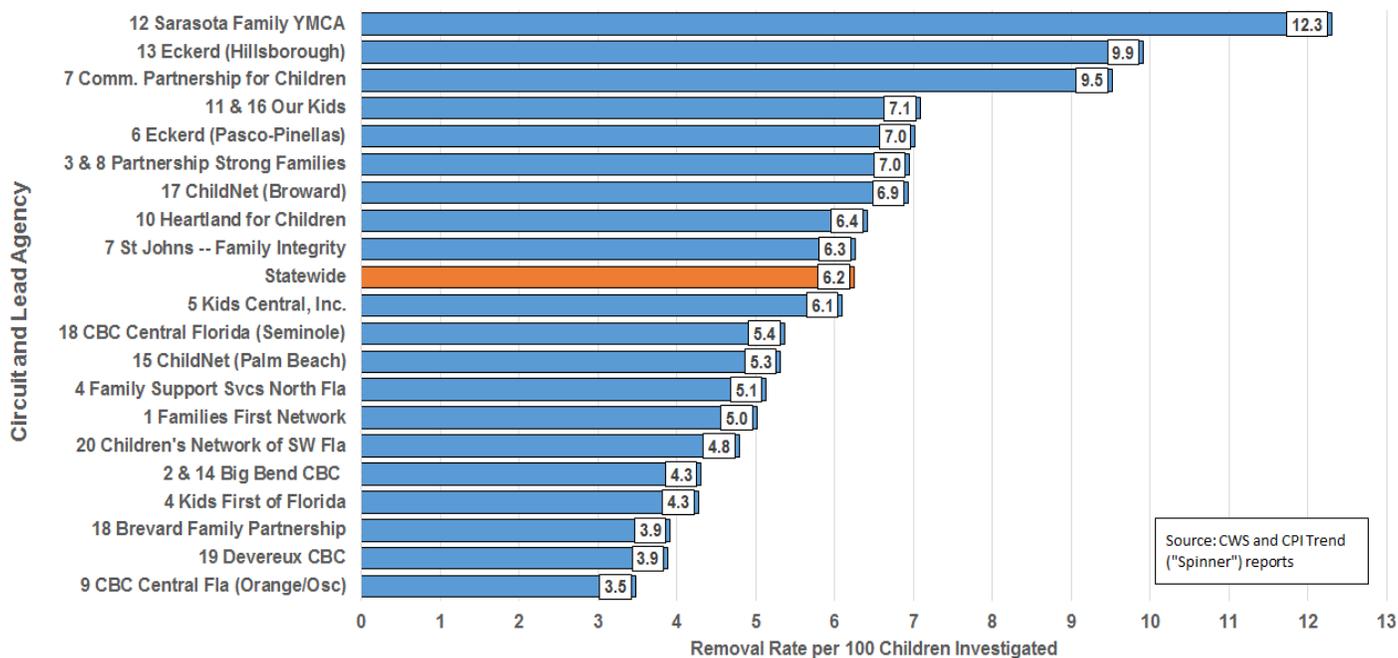
There is wide variation among the circuits and sheriff's offices on this indicator. Caution should be used in making comparisons, as the variation in rates is influenced by both reporting rates and verification rates.



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.

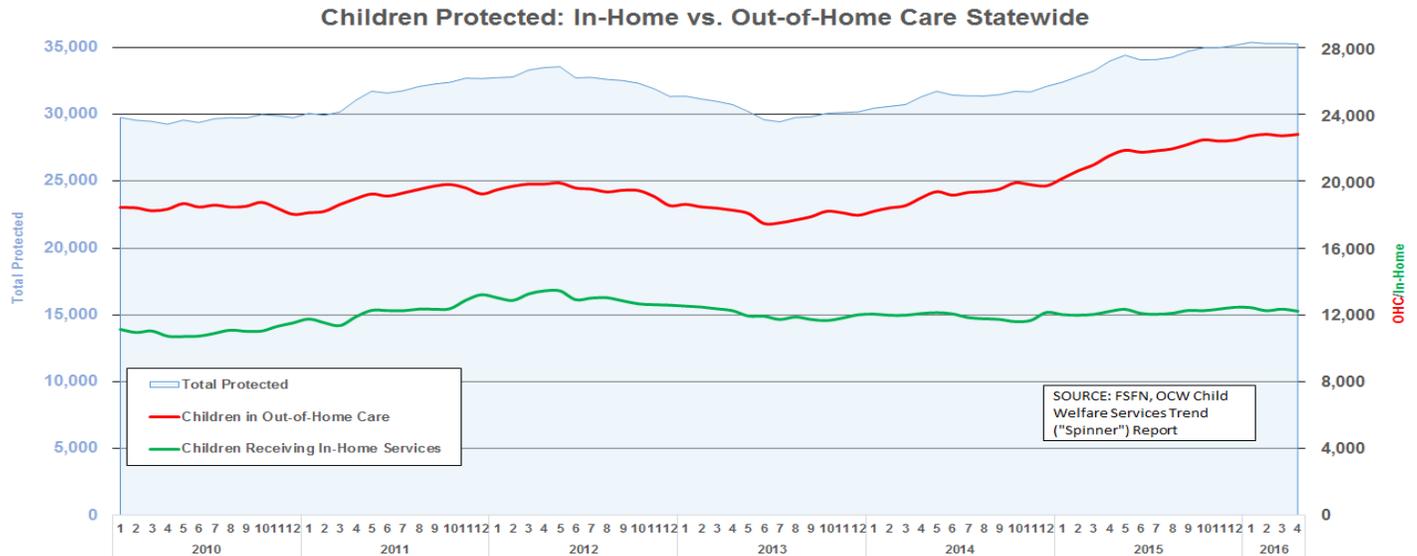
Removal Rate per 100 Children Investigated October-December 2015



Community-Based Care Lead Agencies Caseload Indicators

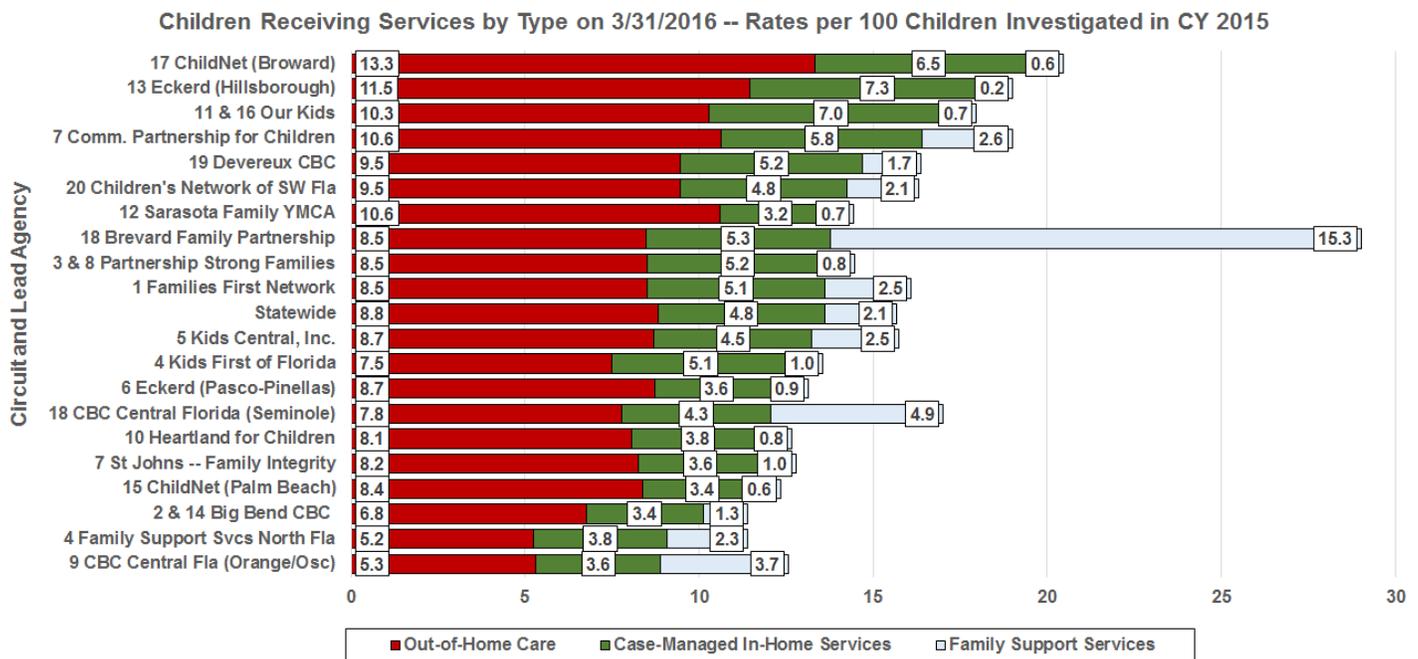
Statewide Trends in Case-Managed Services

The trend for children receiving in-home services has remained relatively flat for three years, while the trend in out-of-home care has been steadily increasing. On April 30, 2016, 35,270 children were receiving case-managed in-home and out-of-home services, including 22,962 in out-of-home care and 12,308 in-home.



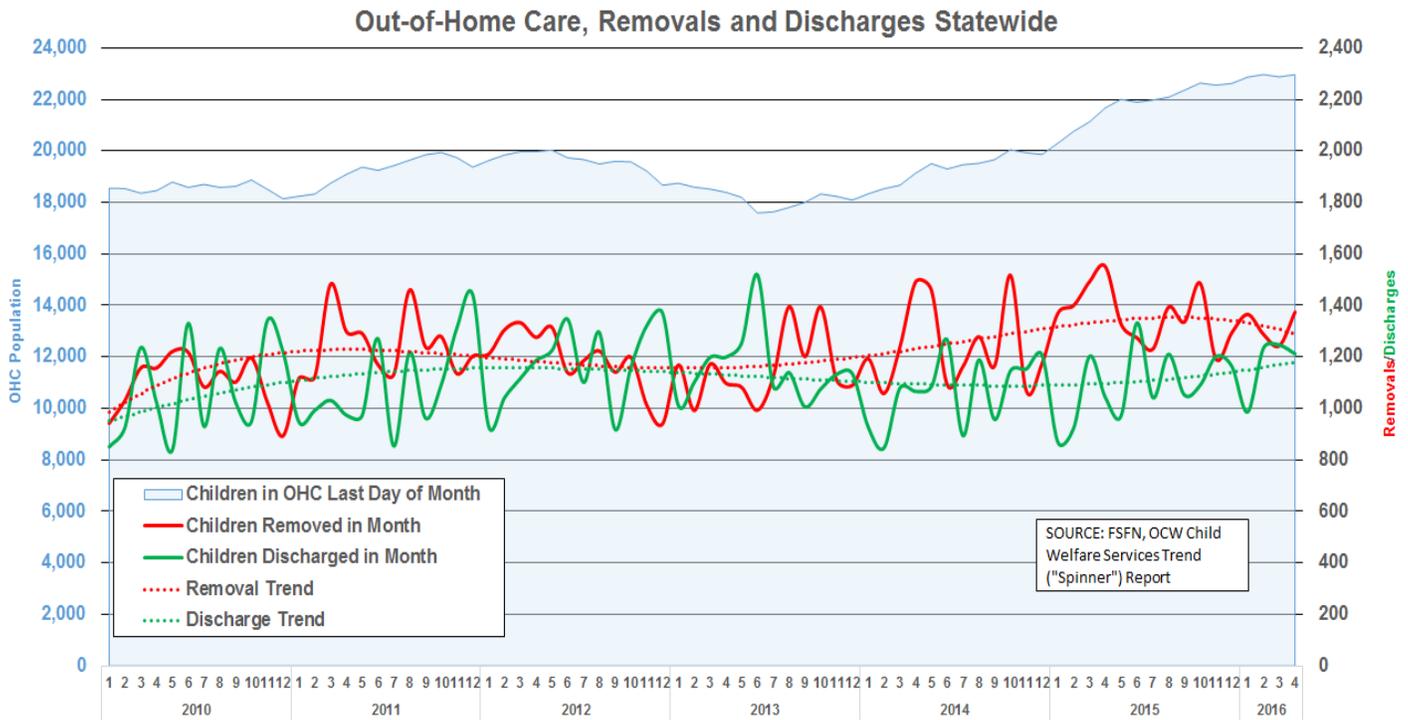
Services Mix by CBC Lead Agency

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.



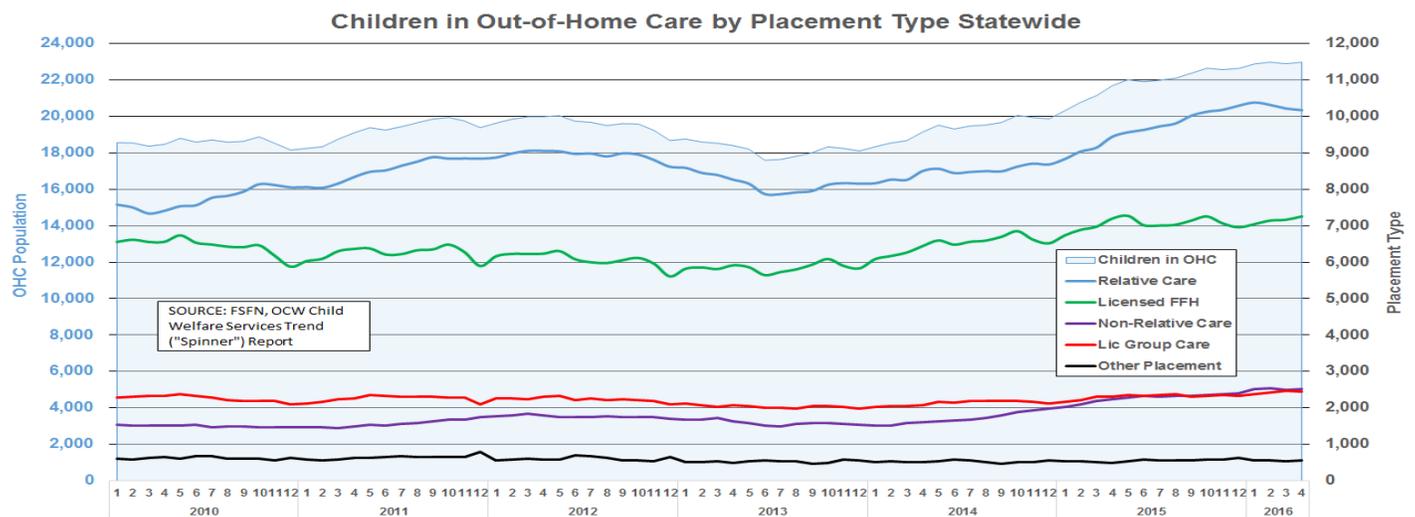
Removals and Discharges Compared to Children in Out-of-Home Care Trend

The number of removals increased from 1,243 in March 2016 to 1,374 in April 2016 and the number of children discharged decreased from 1,246 to 1,212 resulting in an increase in out-of-home care from 22,876 to 22,962.



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

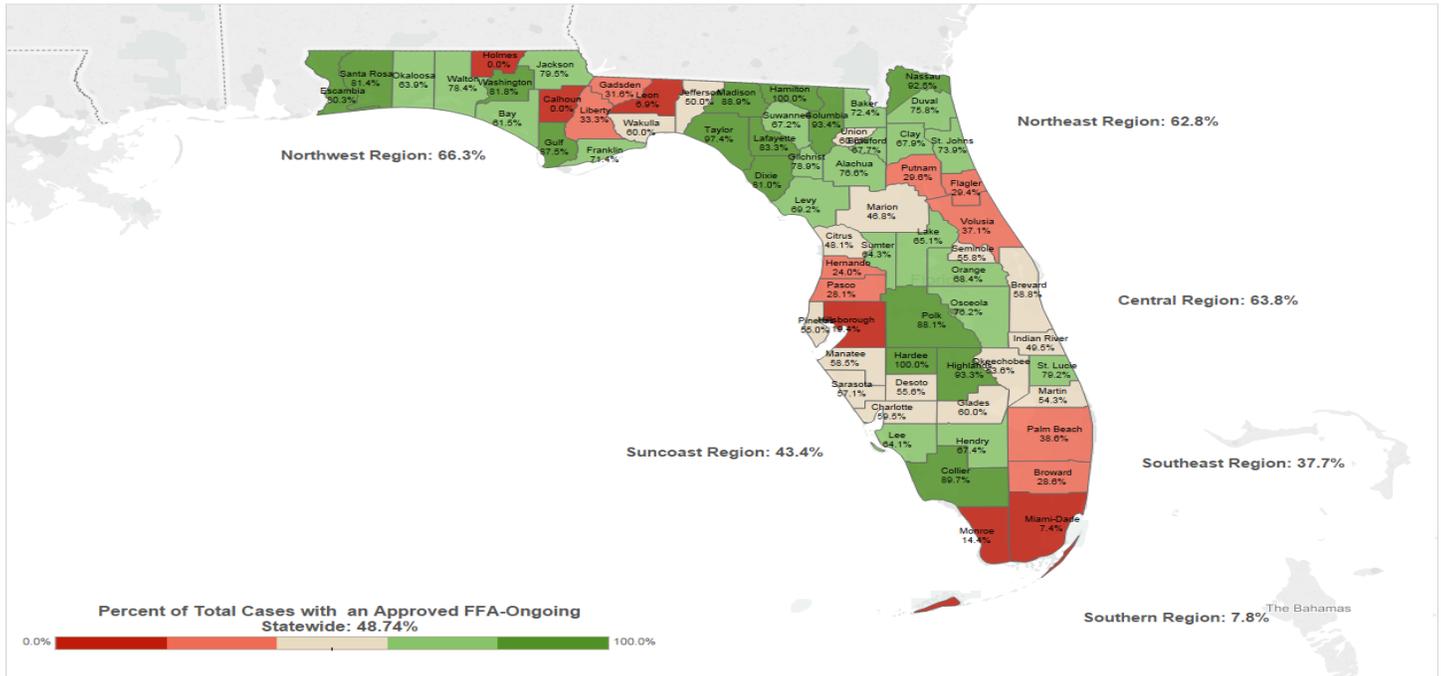
The rise in children in out-of-home care over the last three years has been met primarily by increases in kinship placements – relatives beginning in 2013; non-relatives starting in 2014. Recently, relative placements dropped from 10,376 in December 2015 to 10,168 in April 2016. Children in licensed family homes increased from 6,957 in December 2015 to 7,254 in April 2016, while group care increased from 2,329 in December 2015 to 2,449 in April 2016.



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.

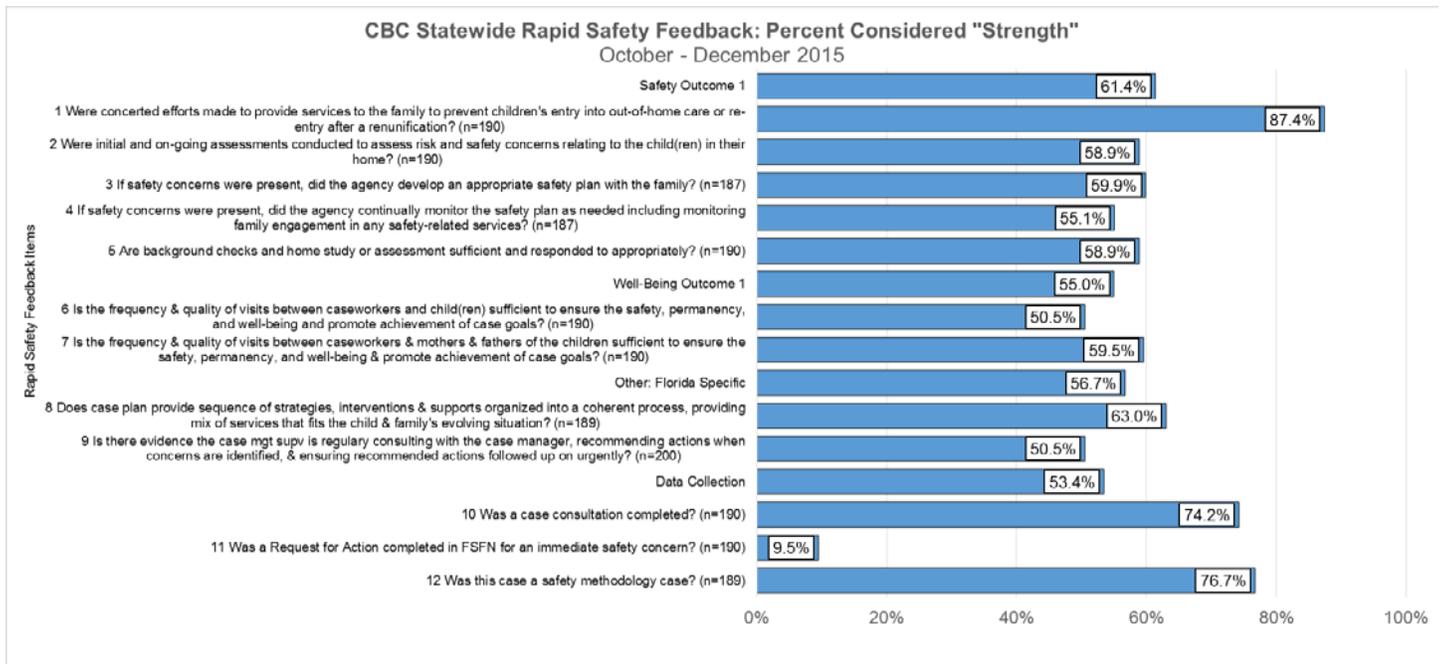
Ongoing Services Safety Methodology Implementation Status as of 5/26/2016



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 10 criteria as either strengths or areas that are opportunities for improvement.

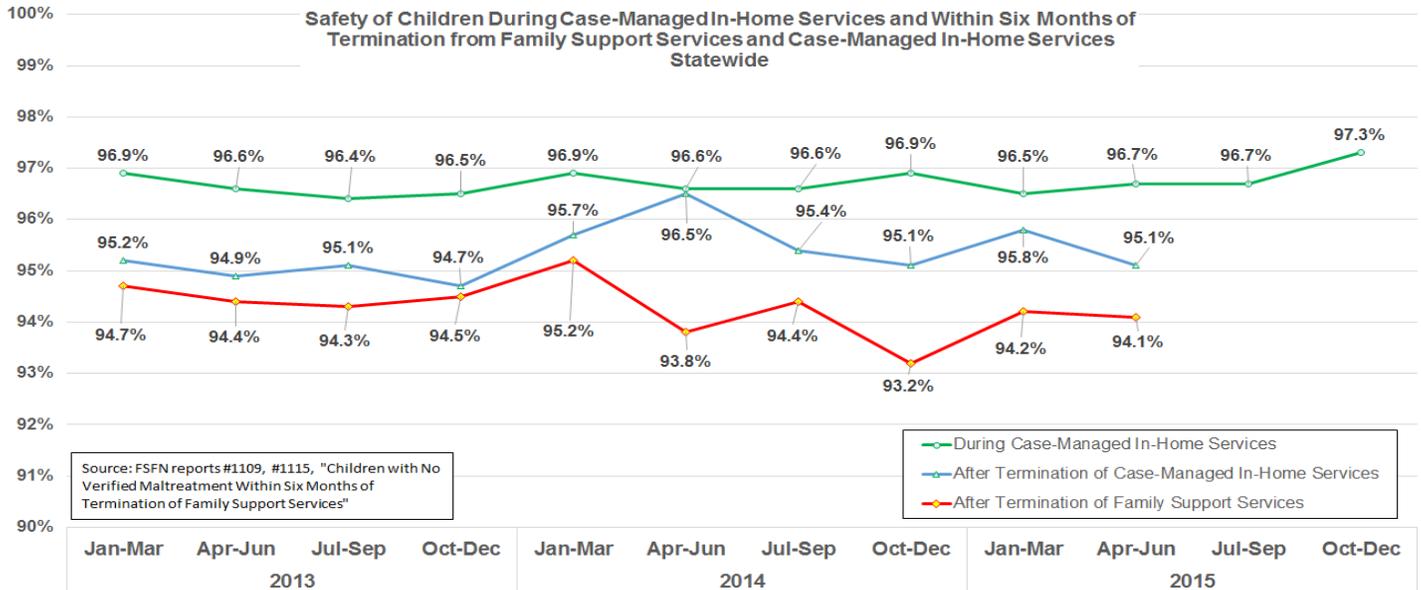


CBC Safety Indicators

Child Safety Trends: Comparison of Three Indicators

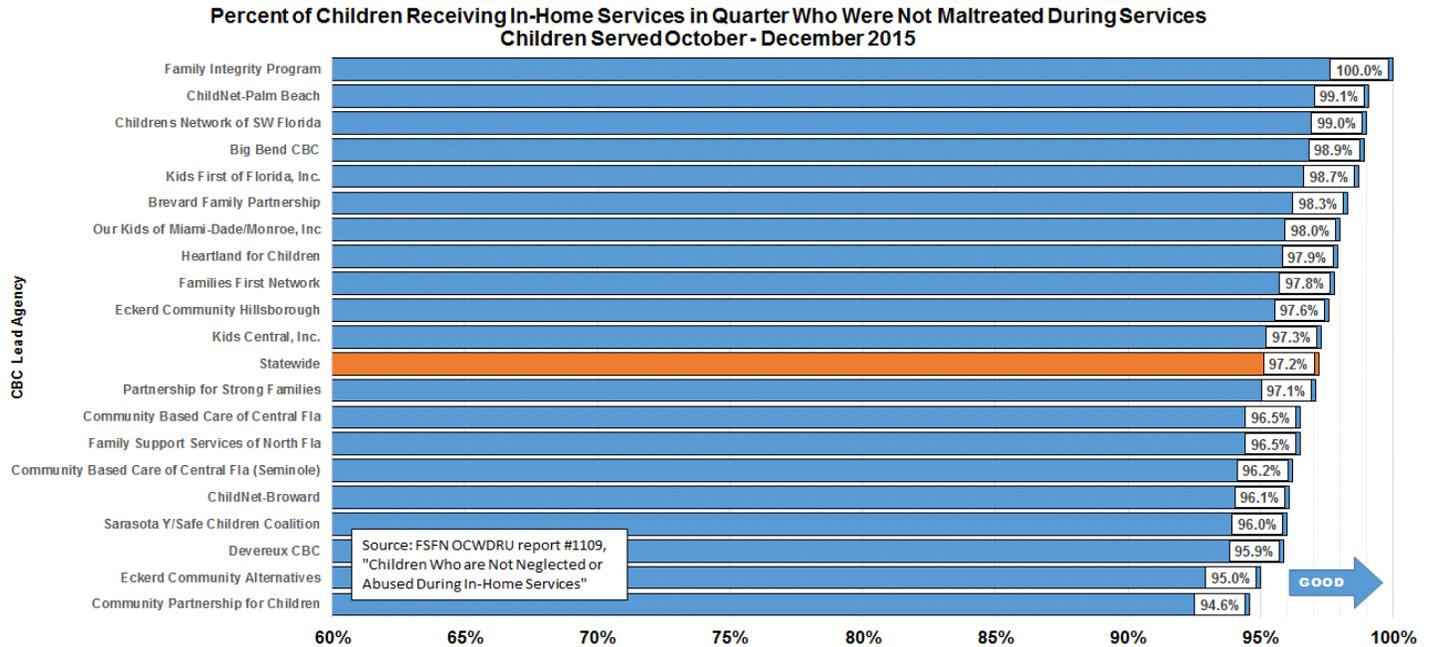
Children continue to be safer while receiving services than after termination of services:

- The percent of children with no verified maltreatment during case-managed in-home services has been steady at nearly 97% for years and improved to 97.3% in October – December 2015.
- The percent of children with no verified maltreatment within six months after termination of case-managed services decreased slightly for closures in April-June 2015 to 95.1%.
- 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 April-June 2015 at 94.1%.



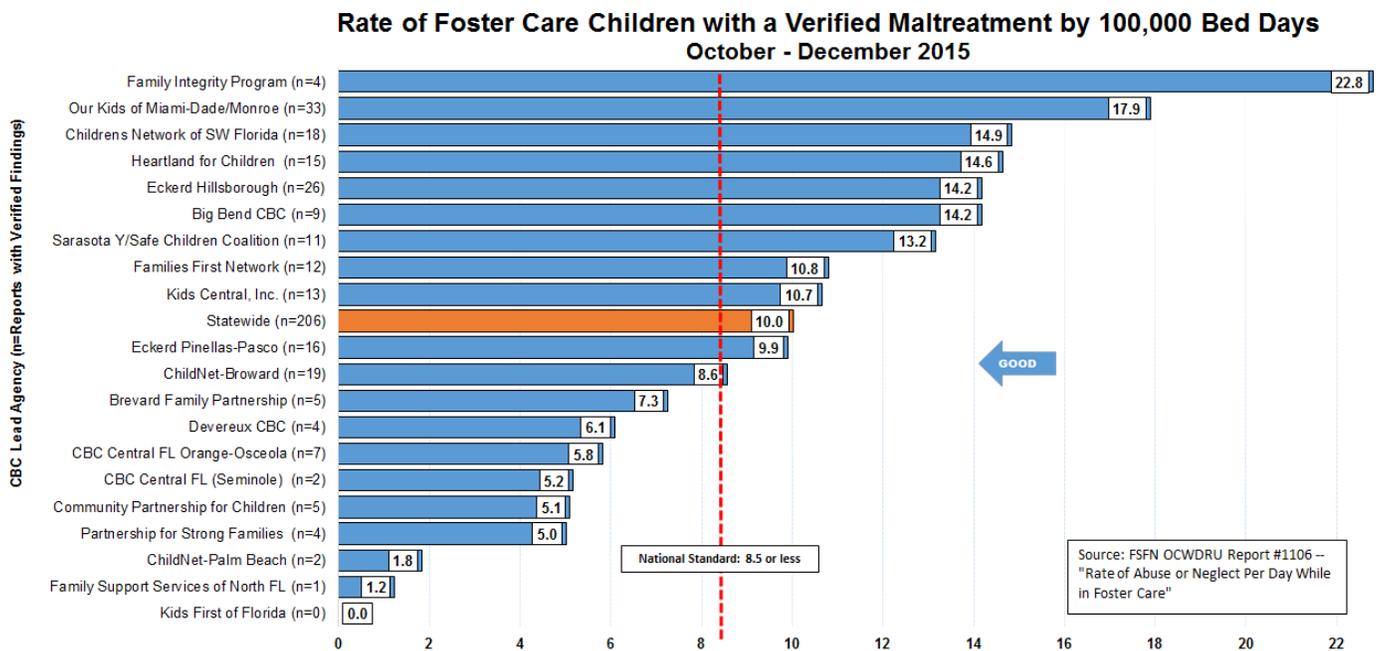
Child Safety during Case-Managed In-Home Services

Statewide performance for October - December 2015 was 97.2%.



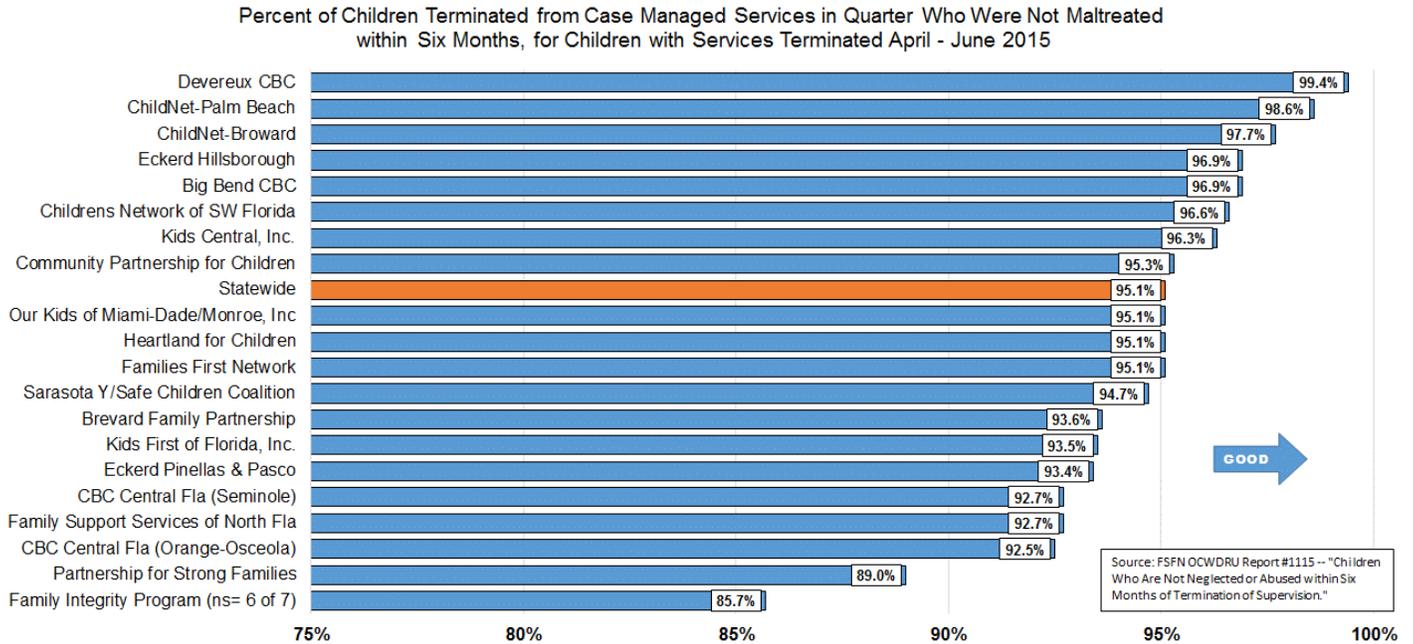
Child Safety in Out-of-Home Care

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 between the CBCs, with statewide performance not meeting the national standard of 8.50 or less.



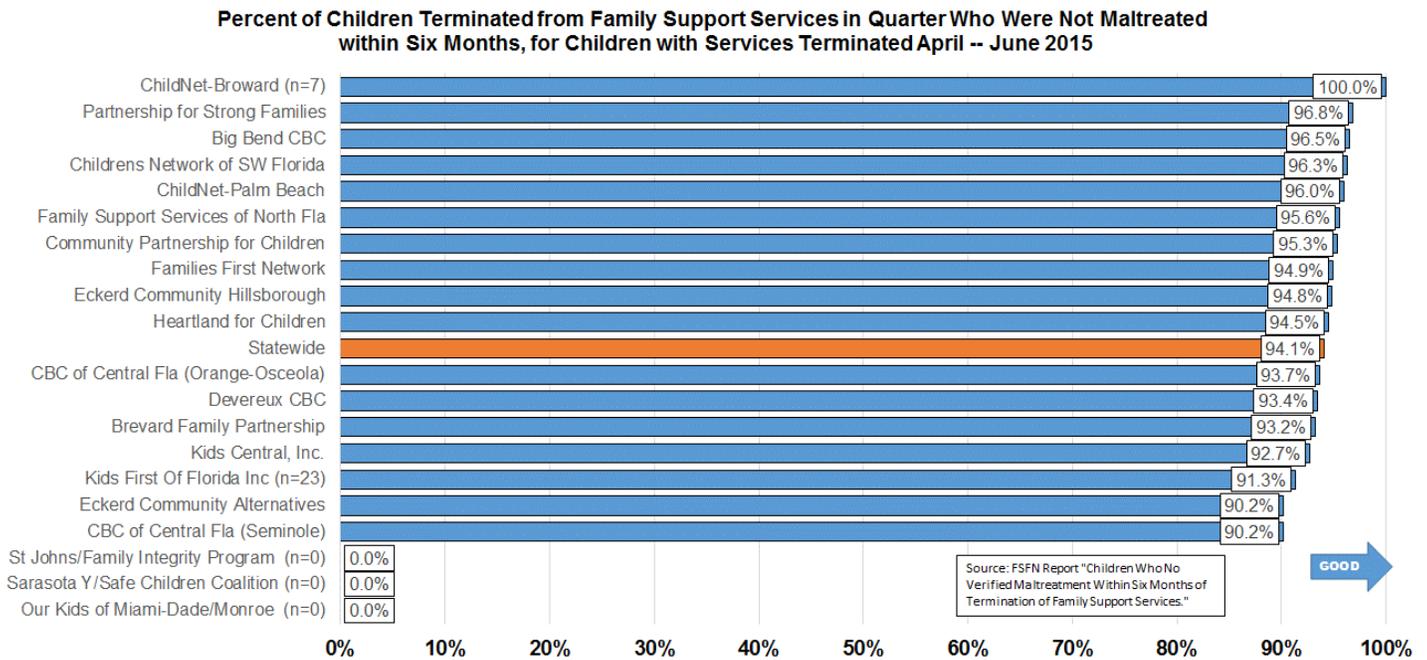
Child Safety after Termination of Case-Managed Services

Statewide performance for services terminated in April – June 2015 was 95.1%.



Child Safety after Termination of Family Support Services

Statewide performance for services terminated in April – June 2015 was 94.1%.

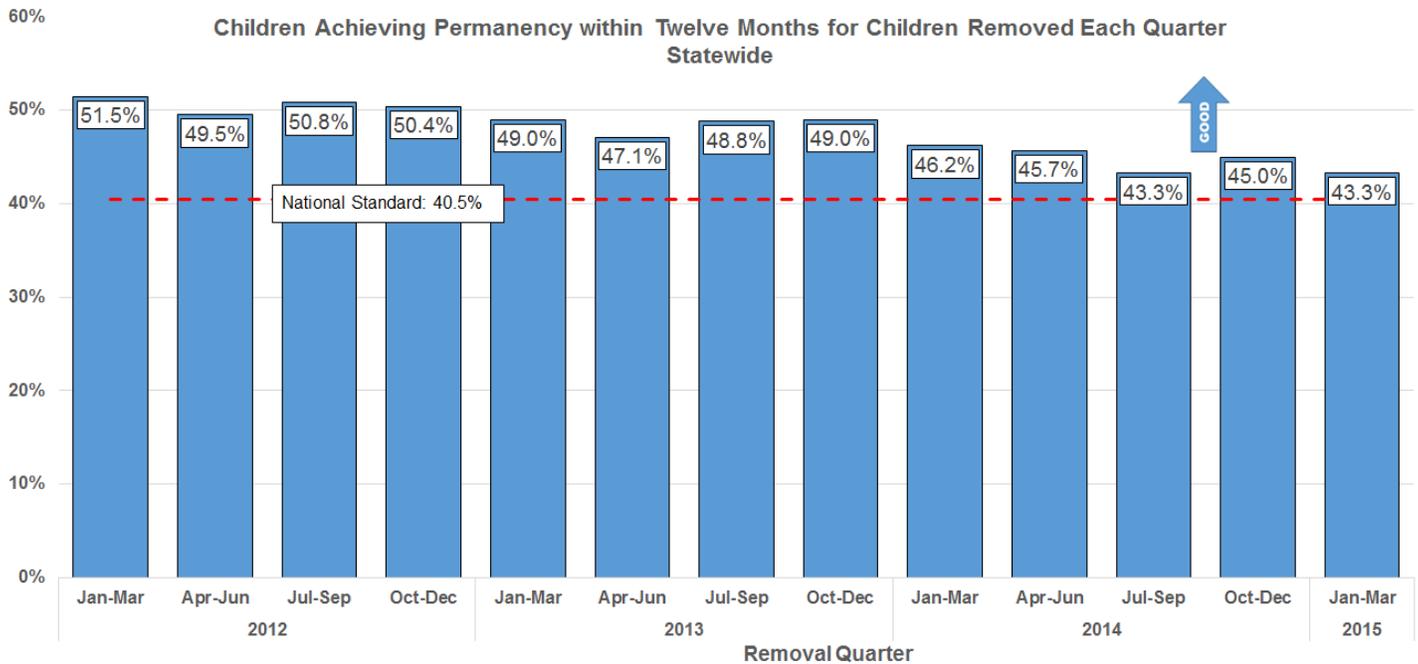


Permanency Indicators

Permanency within 12 Months of Removal

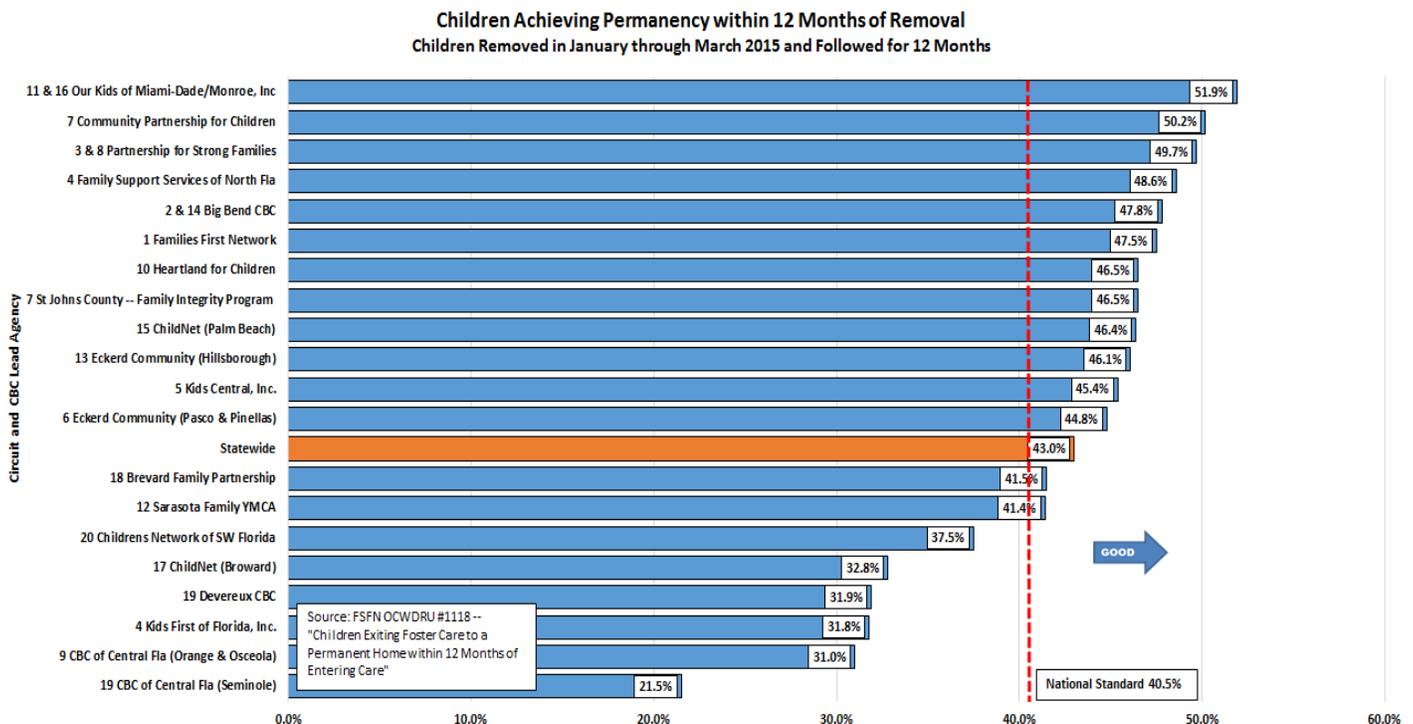
Statewide Trend

Statewide performance has been slowly declining over the last few years, but the current level of 43.3% exceeds the national standard of 40.5%.



Stratification by CBC Lead Agency

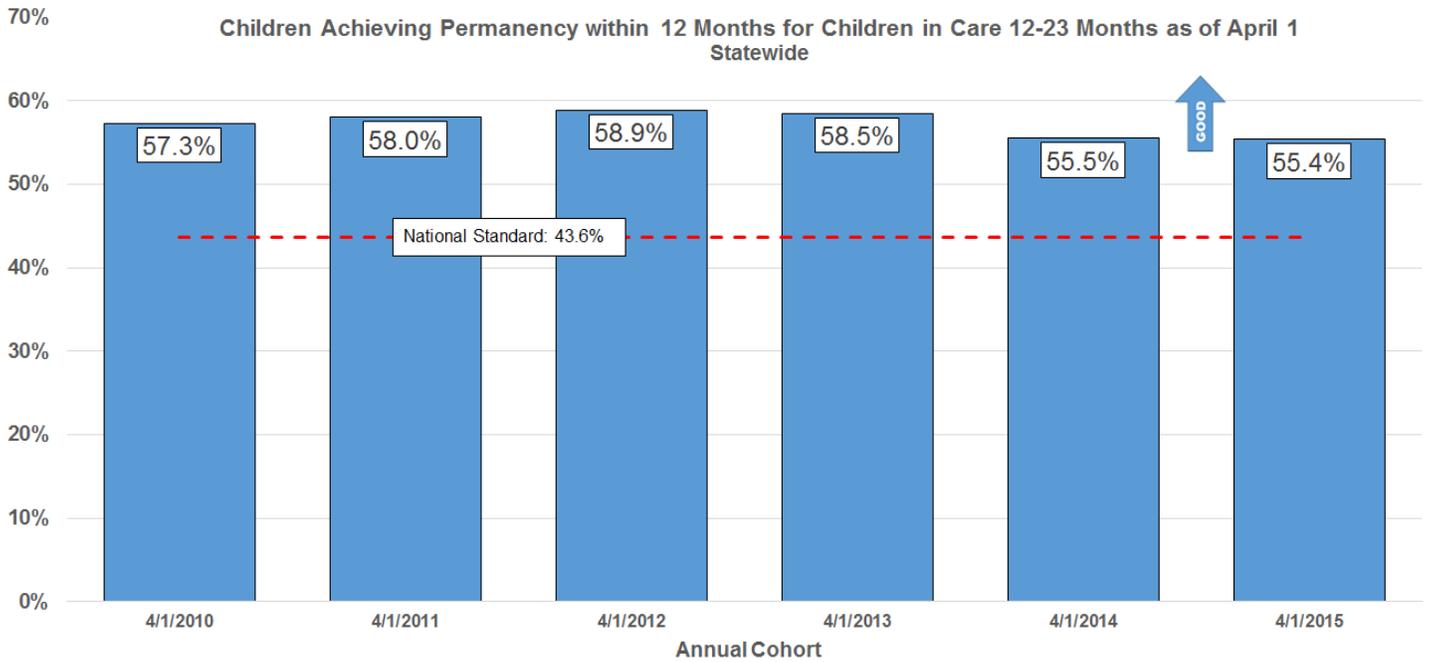
Most areas exceed the national standard of 40.5%.



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

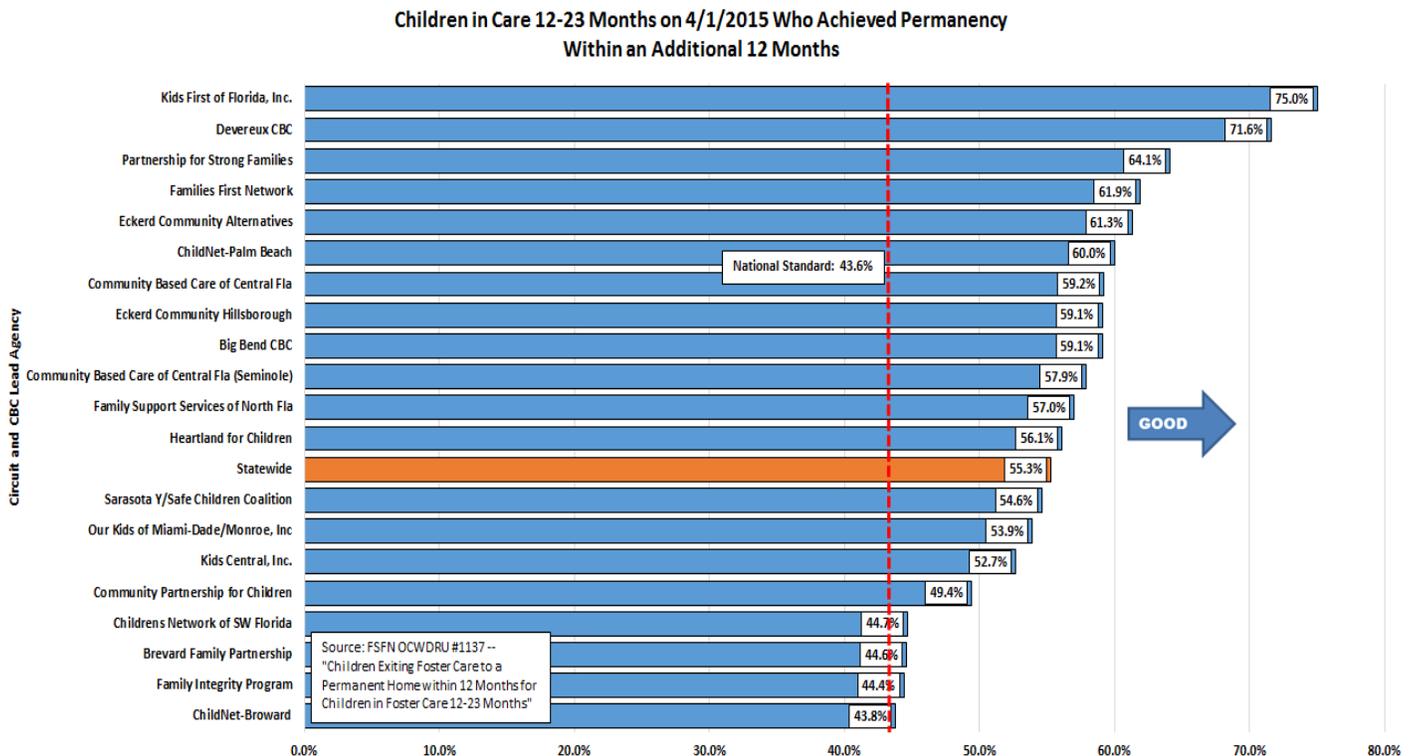
Statewide Trend

Statewide performance of 55.4% declined slightly the last two years, but is significantly above the 43.6% national standard.



Stratification by CBC Lead Agency

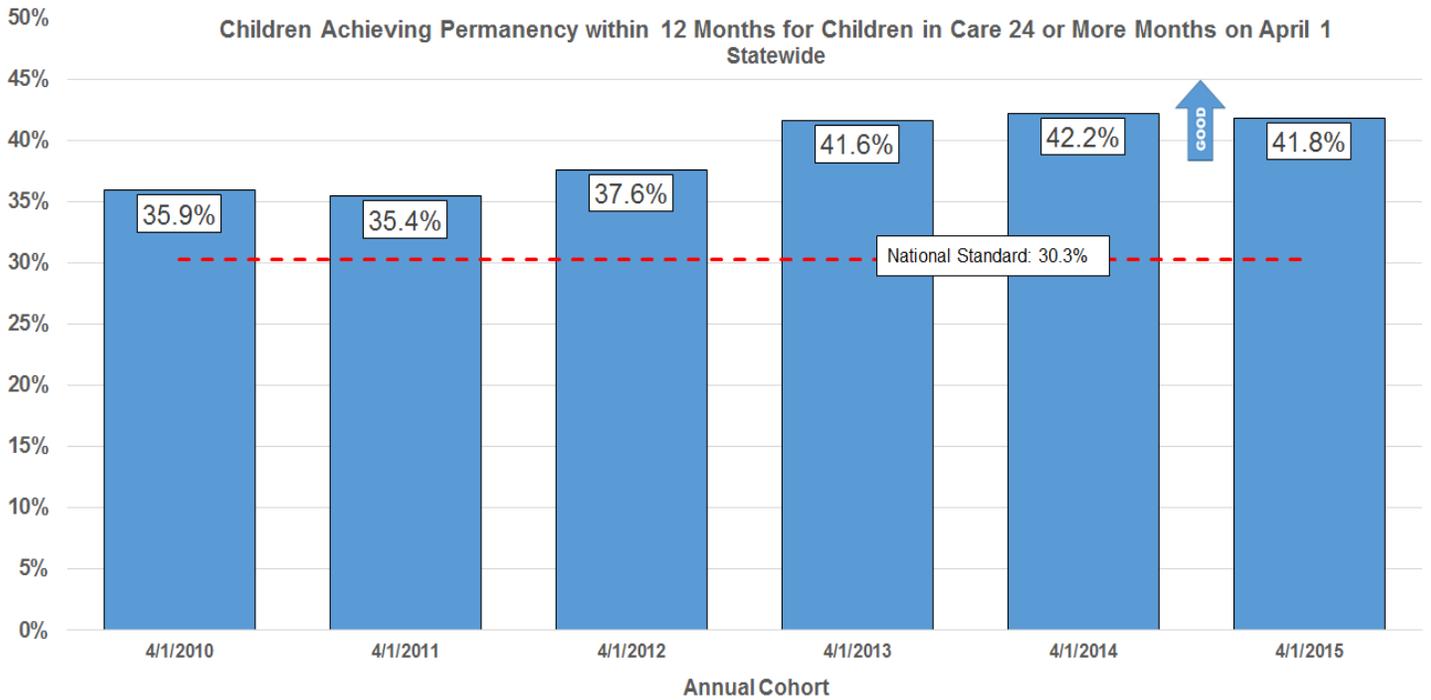
All areas exceed the national standard of 43.6%.



Permanency within 12 Months for Children in Care 24+ Months

Statewide Trend

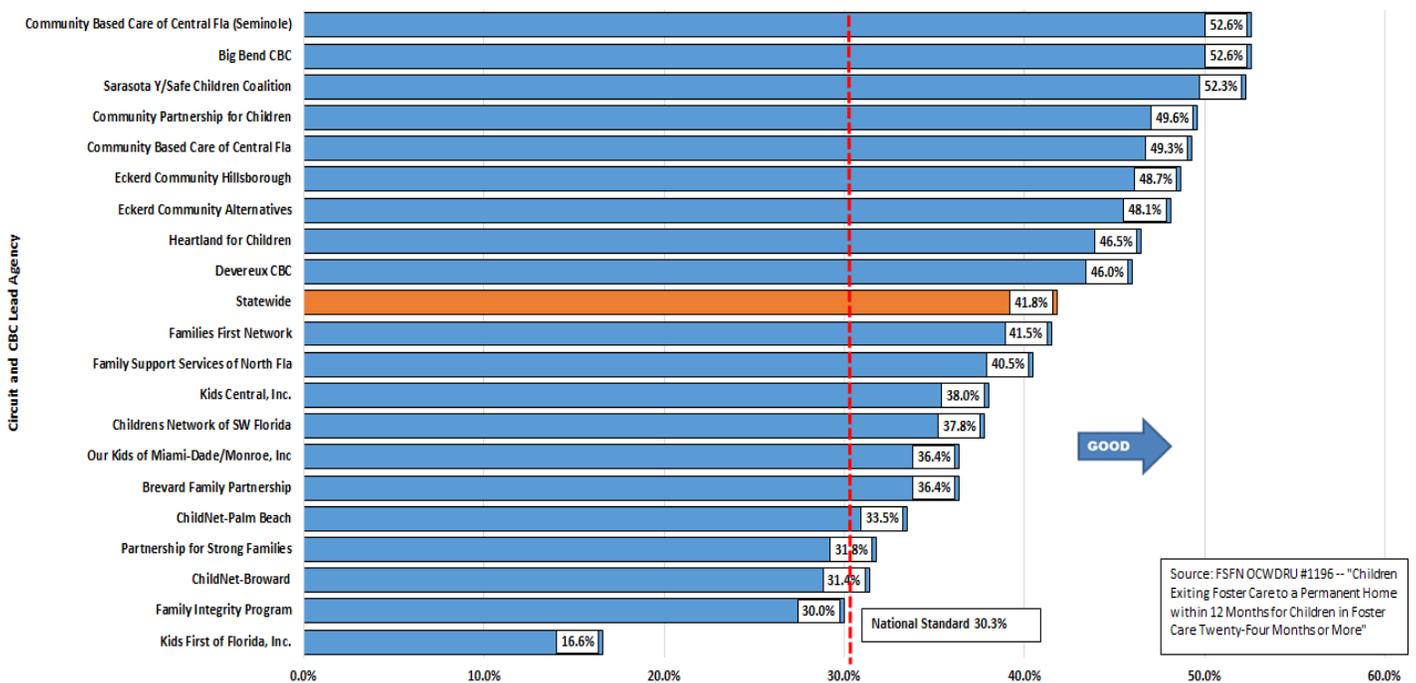
Statewide performance of 41.8% has steadily improved and is far above the national standard of 30.3%.



Stratification by CBC Lead Agency

Most areas are meeting the national standard on this indicator.

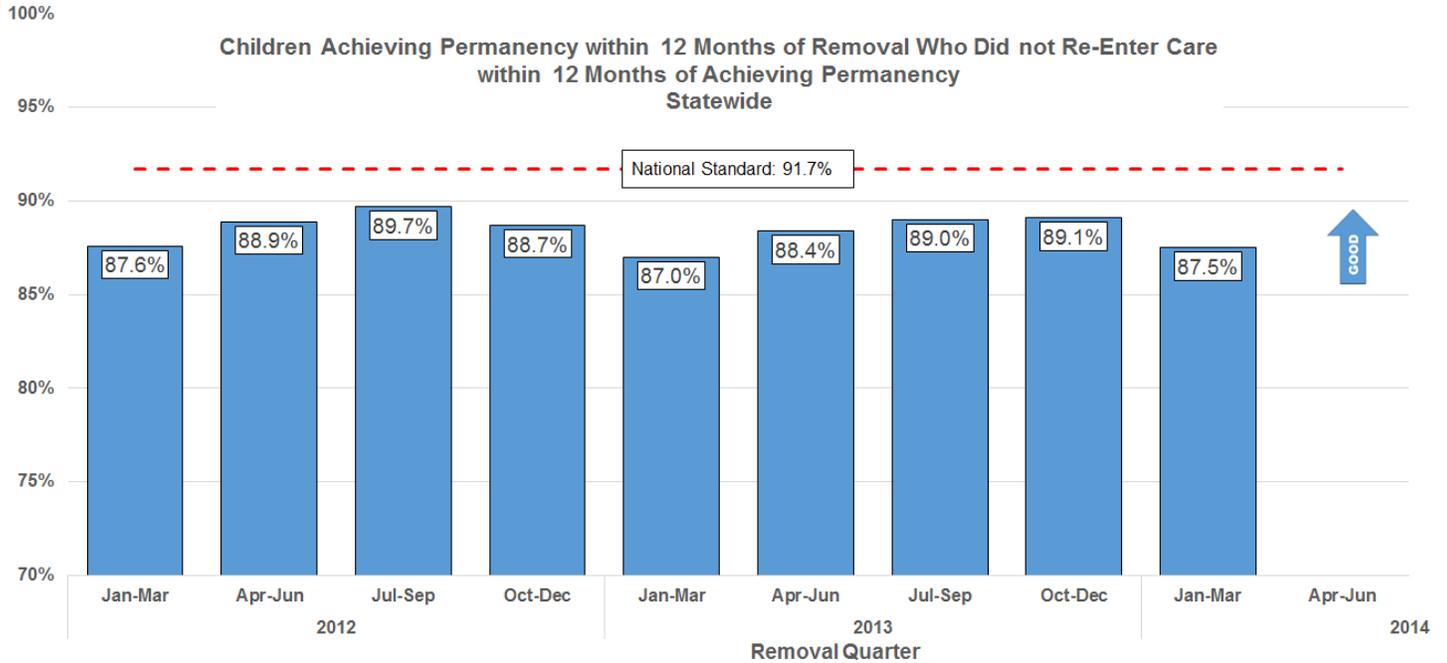
Children in Care 24+ Months on 4/1/2015 Who Achieved Permanency Within an Additional 12 Months



Re-Entry into OHC within 12 Months of Achieving Permanency

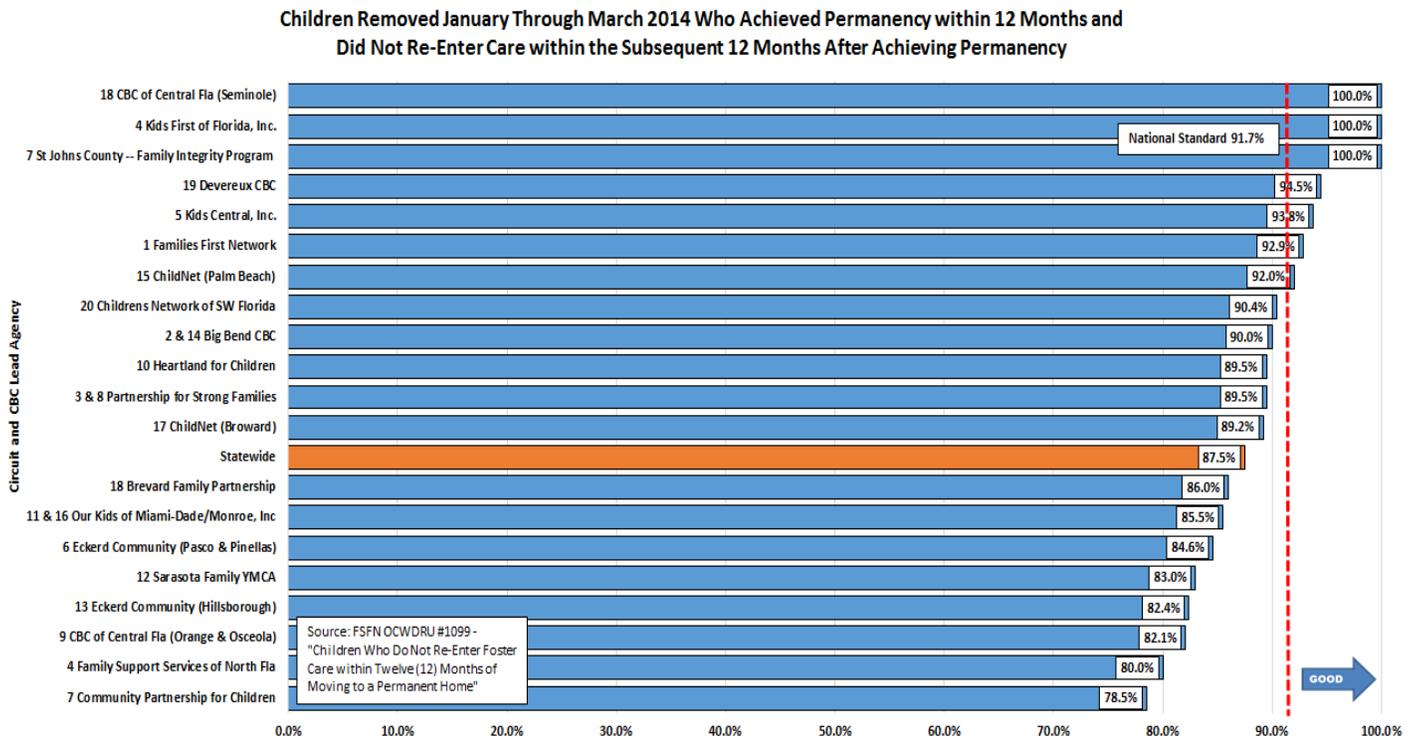
Statewide Trend

Statewide performance for the most recent available quarter (entries two years ago) was 87.5%. 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%.

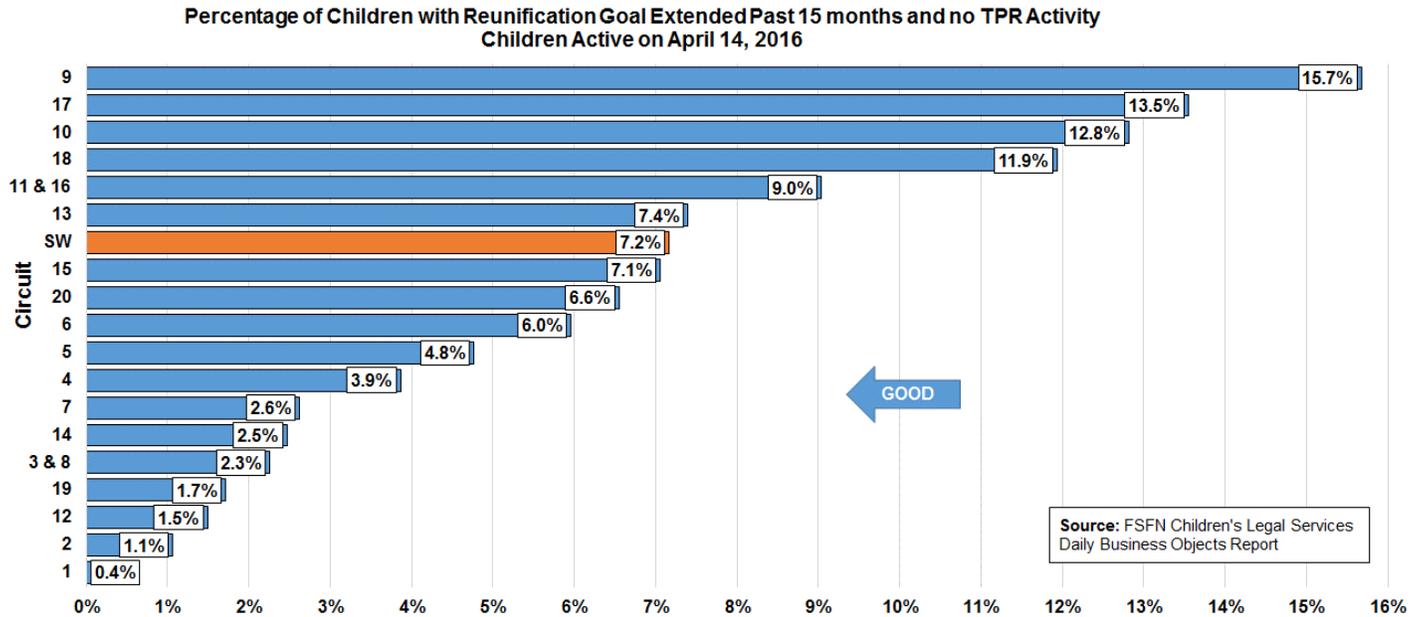


Timeliness of Judicial Handling

These new indicators provided by Children’s Legal Services are directly related to the preceding indicators of timely permanency.

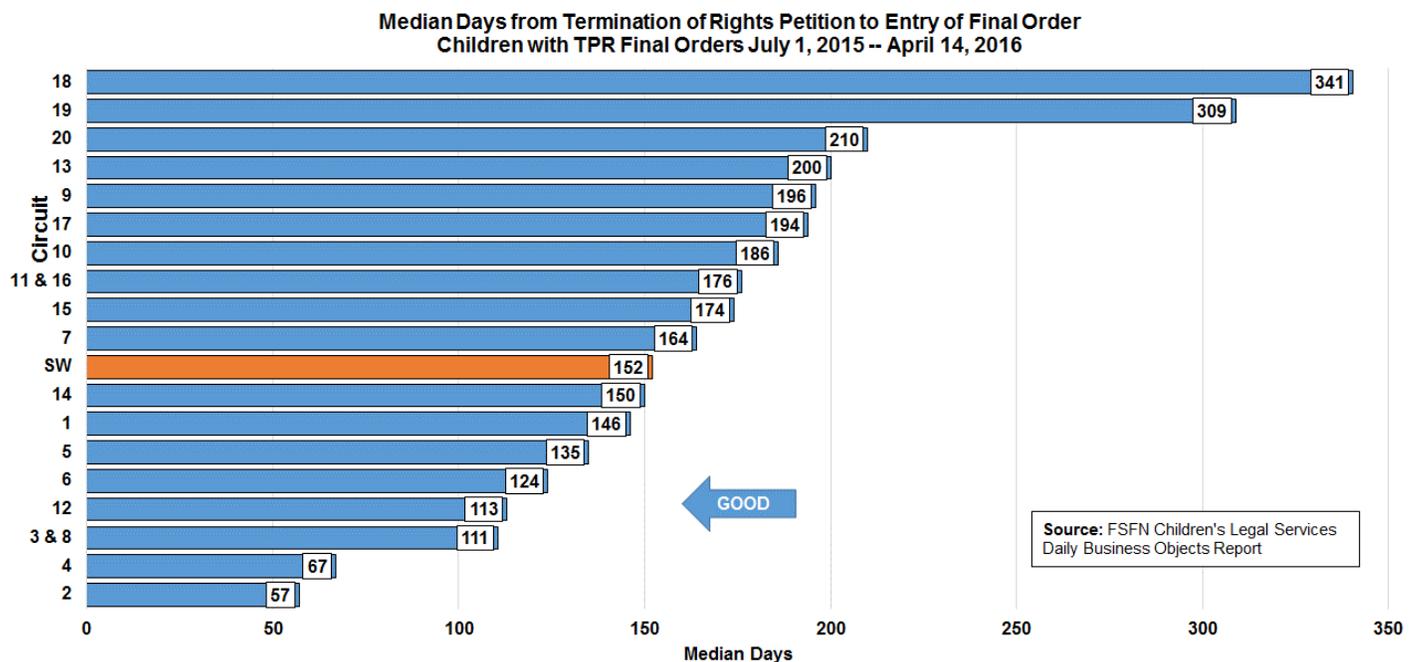
Reunification Goal after 15 Months & No Termination of Parental Rights Activity

The statewide average was 7.2%. Circuit goals are set for each period after review of baseline information.



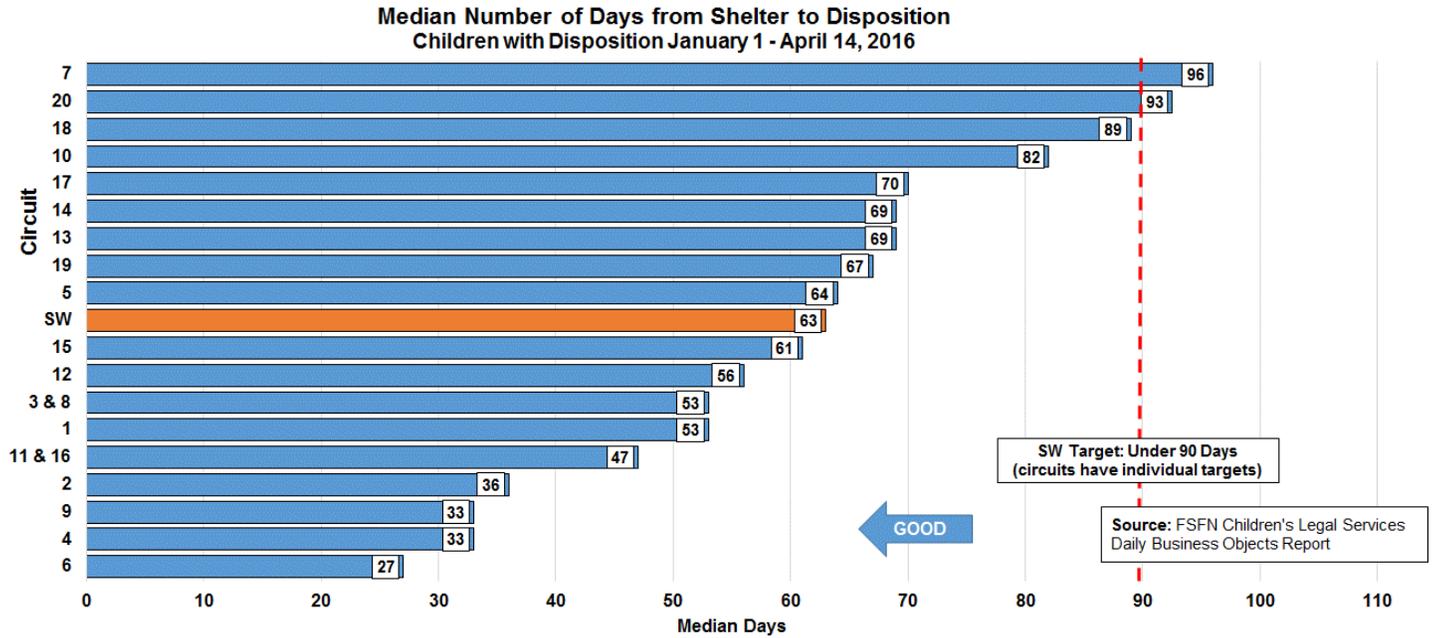
Timeliness of Termination of Parental Rights, from Petition to Order

The statewide median is 152 days. Circuit goals are set for each period after review of baseline information.



Time from Removal Date to Disposition Order

The statewide median is 63 days, compared to a statewide target of 90 days. Circuit goals are set for each six-month period after review of baseline information.

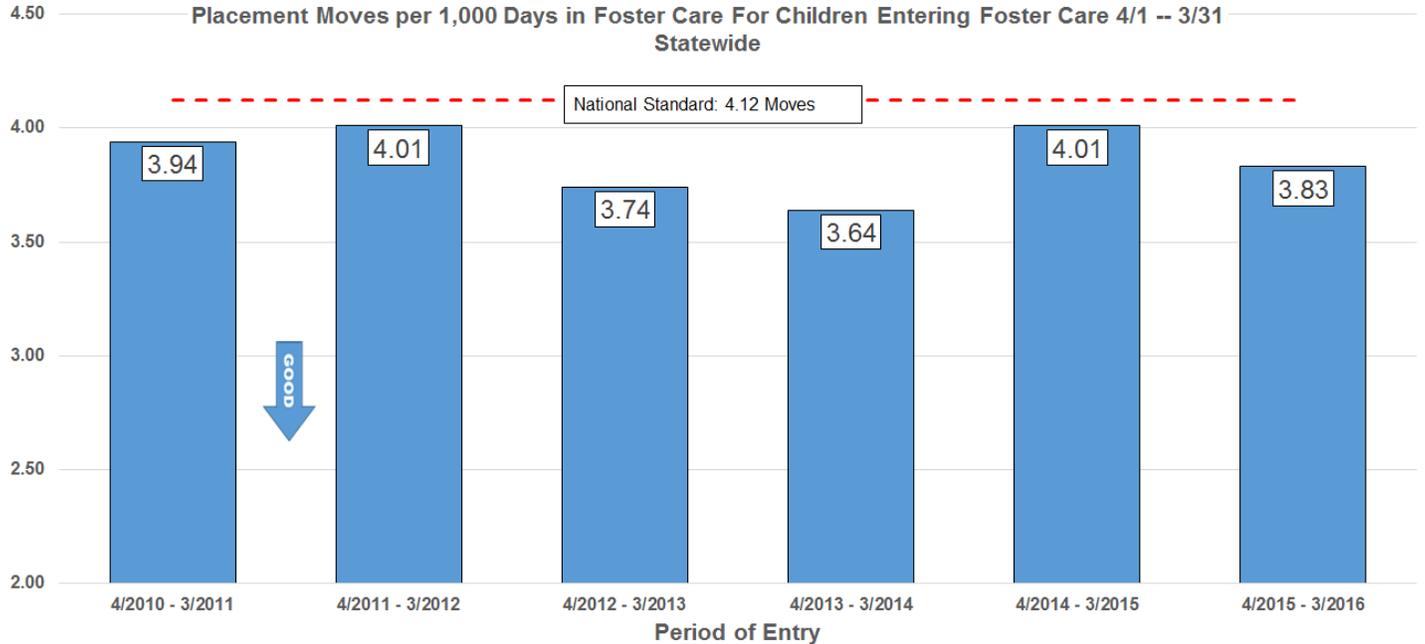


Maintaining Connections in Placement

Placement Stability

Statewide Trend

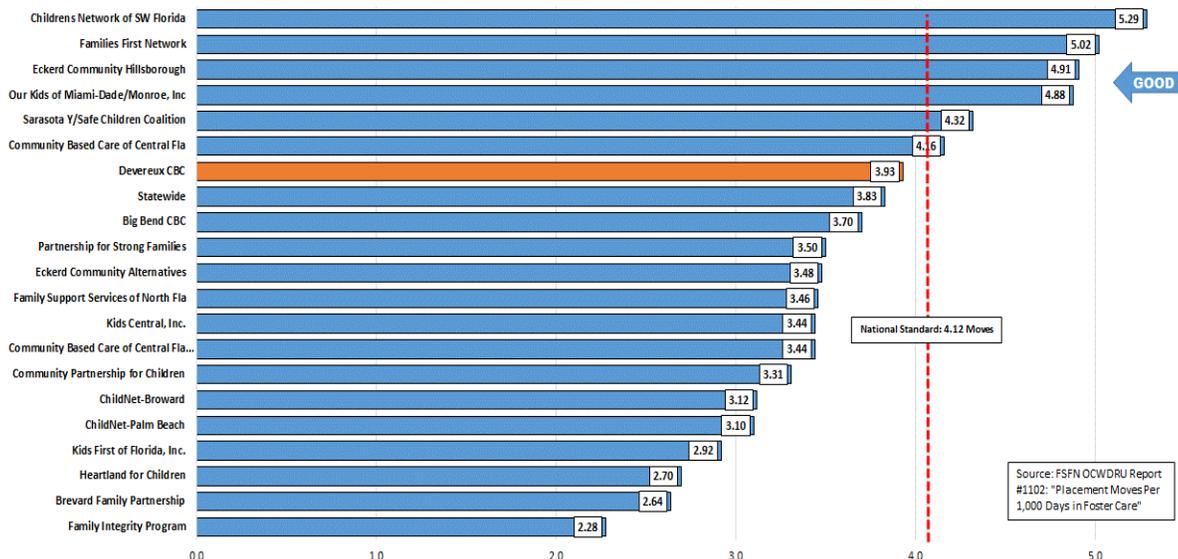
Statewide performance, currently at 3.83 moves per 1,000 days, has been better than the national standard of 4.12 moves per 1,000 days in foster care over the last six years.



Stratification by CBC Lead Agency

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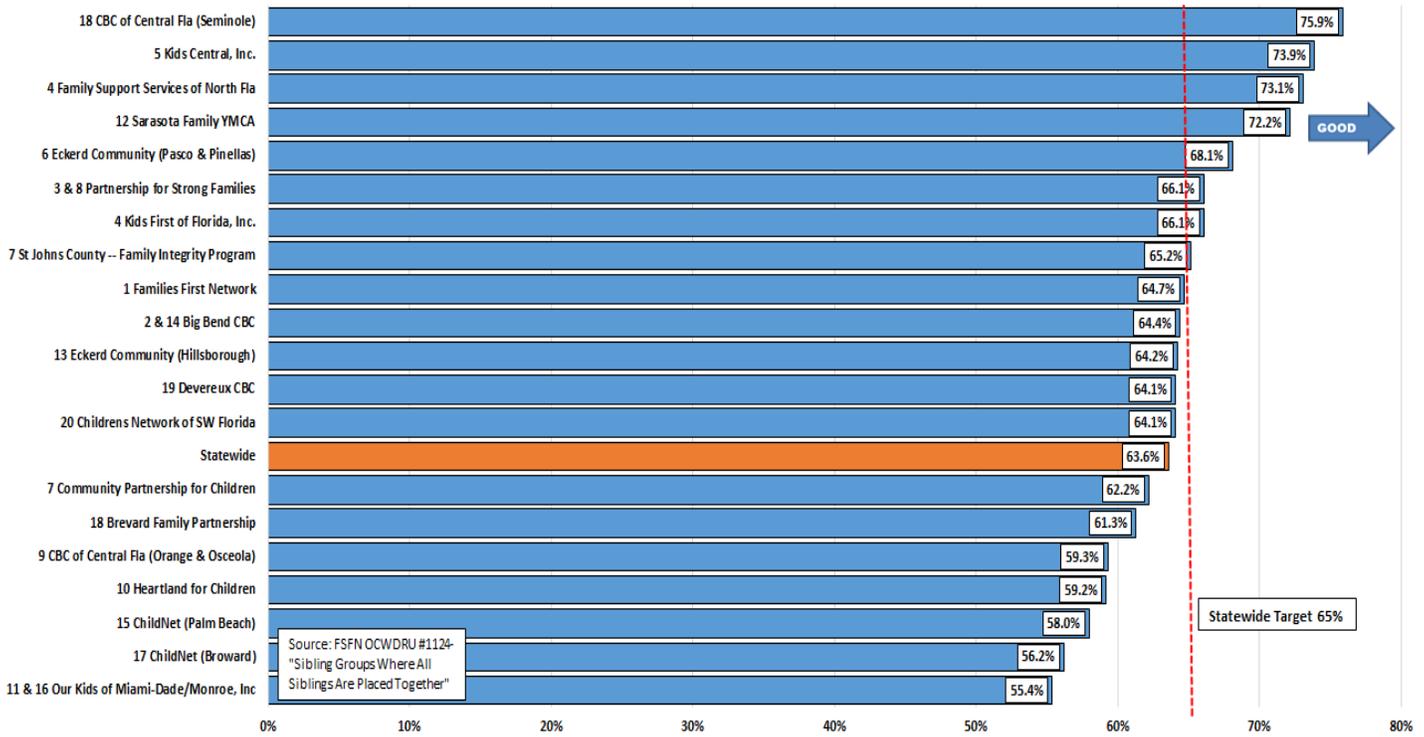
Placement Moves Per 1,000 Days in Foster Care for Children Entering Foster Care April 1, 2015 through March 31, 2016



Placement of Sibling Groups Together

On March 31, 2016, 63.6% of children in care who were had siblings in care were placed together.

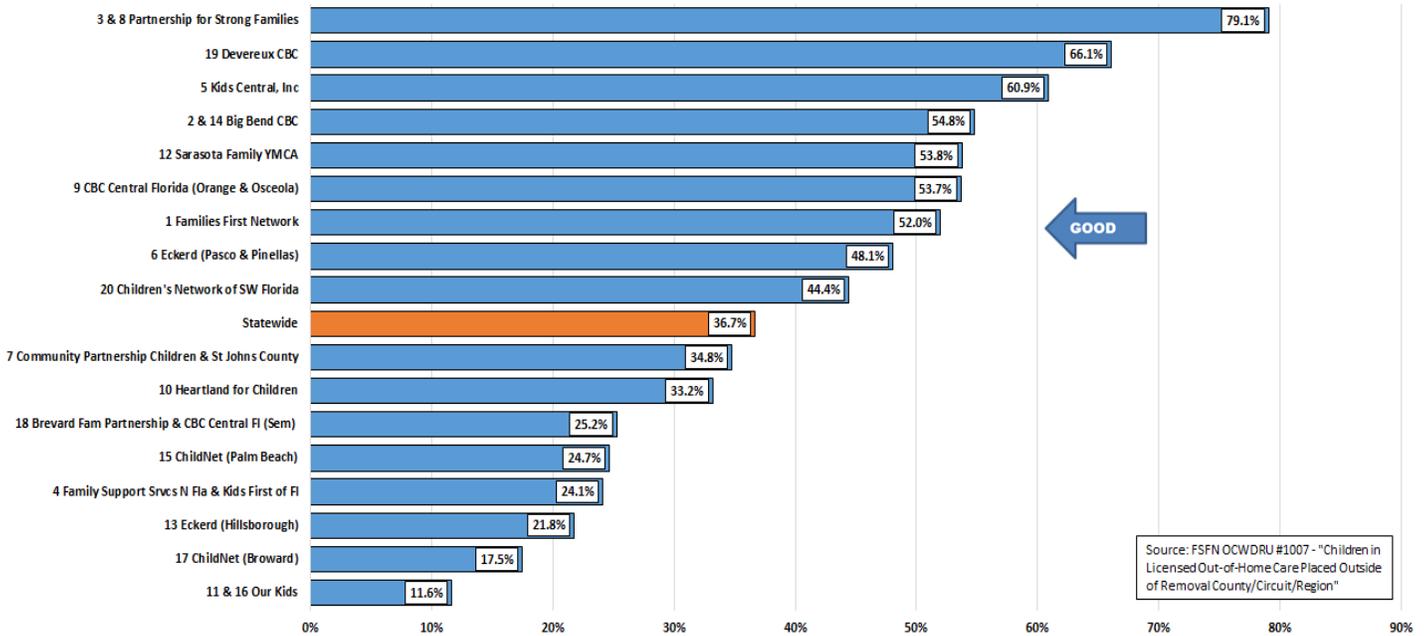
Percent of Sibling Groups in Foster Care Where All Siblings Are Placed Together as of March 31, 2016



Children Placed Outside Removal County

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

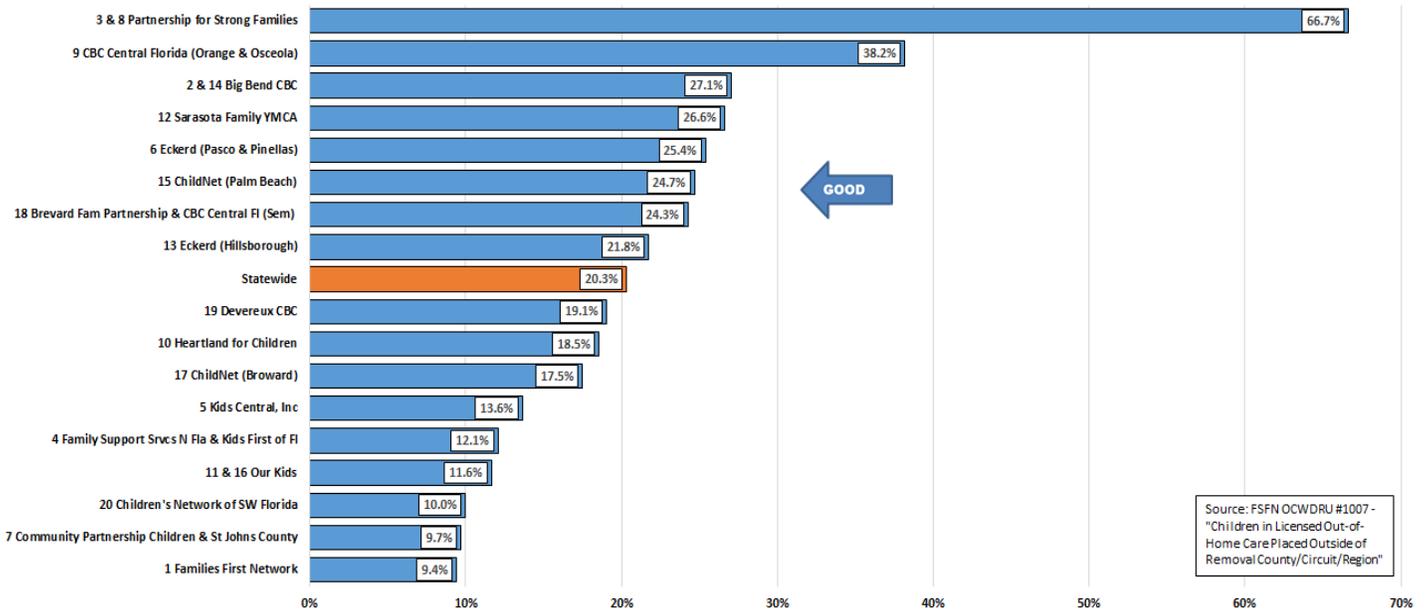
Percent of Children in Licensed Out-of-Home Care Placed Outside of Removal County as of March 31, 2016



Children Placed Outside Removal Circuit

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

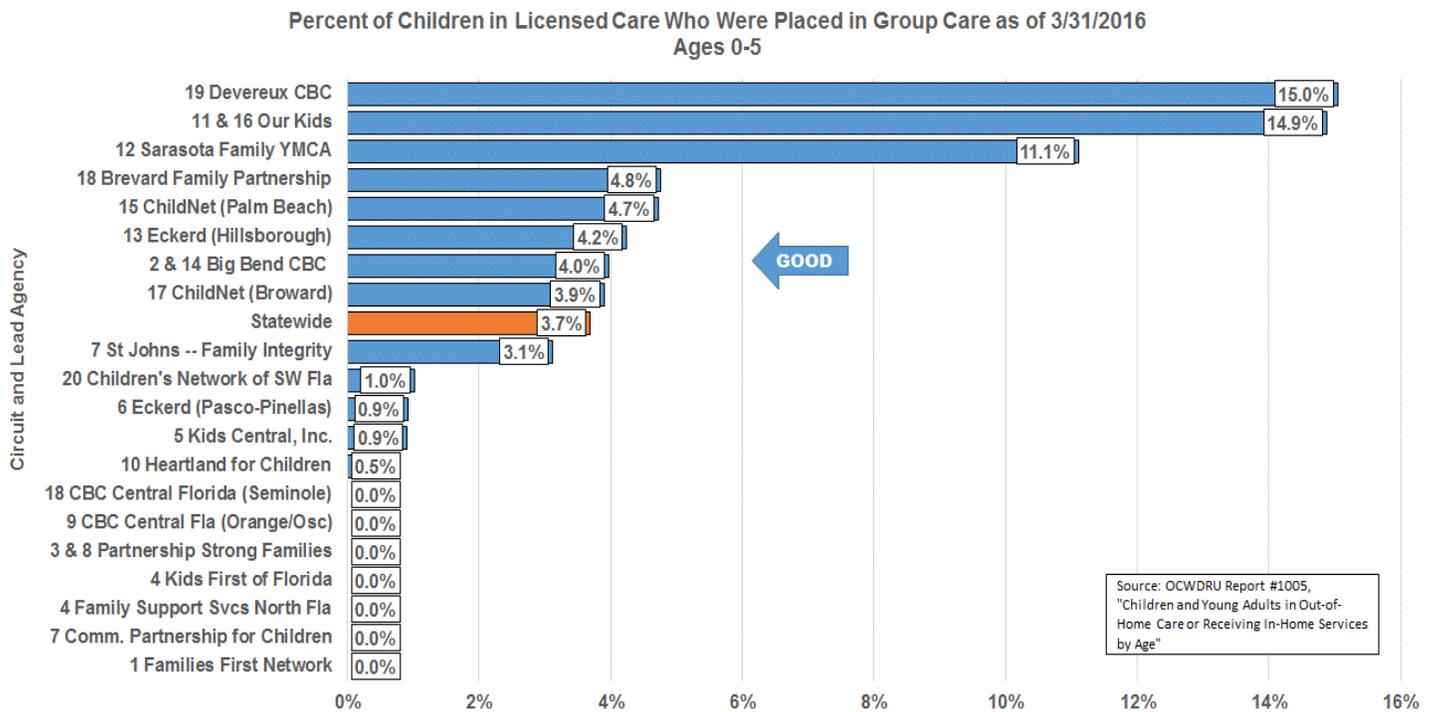
Percent of Children in Licensed Out-of-Home Care Placed Outside of Removal Circuit as of March 31, 2016



Placement in Family Settings

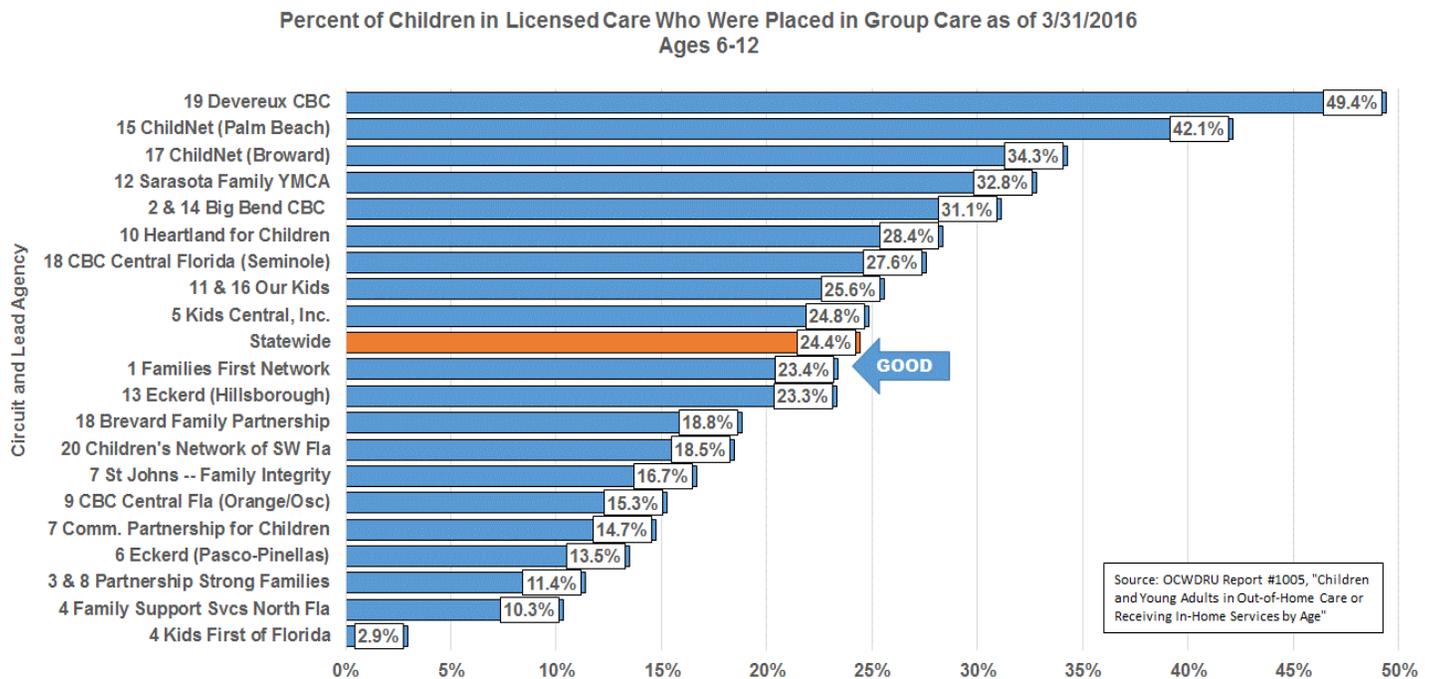
Children Aged 0-5 Placed in Group Care

While the percentage of very young children placed in group care is generally quite low, there are three CBCs which have more than 10% of children aged 0-5 placed in group care, as of March 31, 2016.



Children Aged 6-12 Placed in Group Care

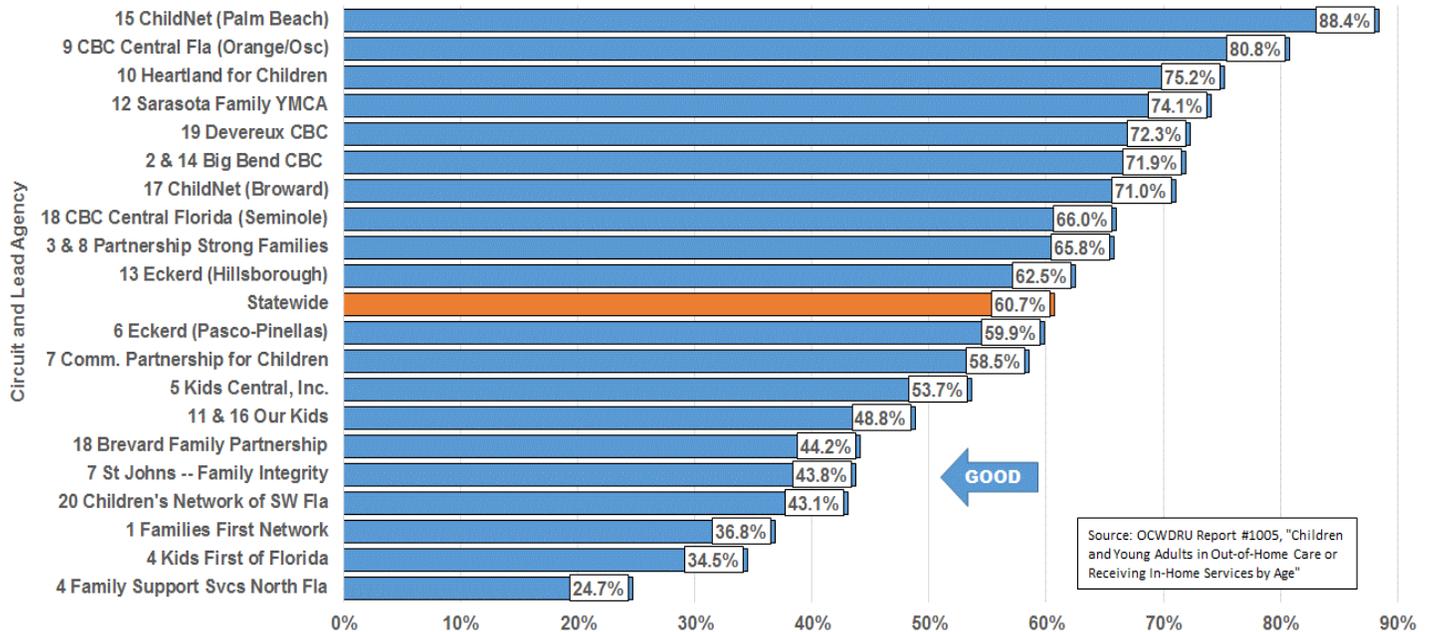
The percentage of children in group care increases with age, with one CBC having more than twice the percentage of this age range of children in group care as compared to the statewide level.



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 five CBCs having between 70% and 80% and two having 80% or more.

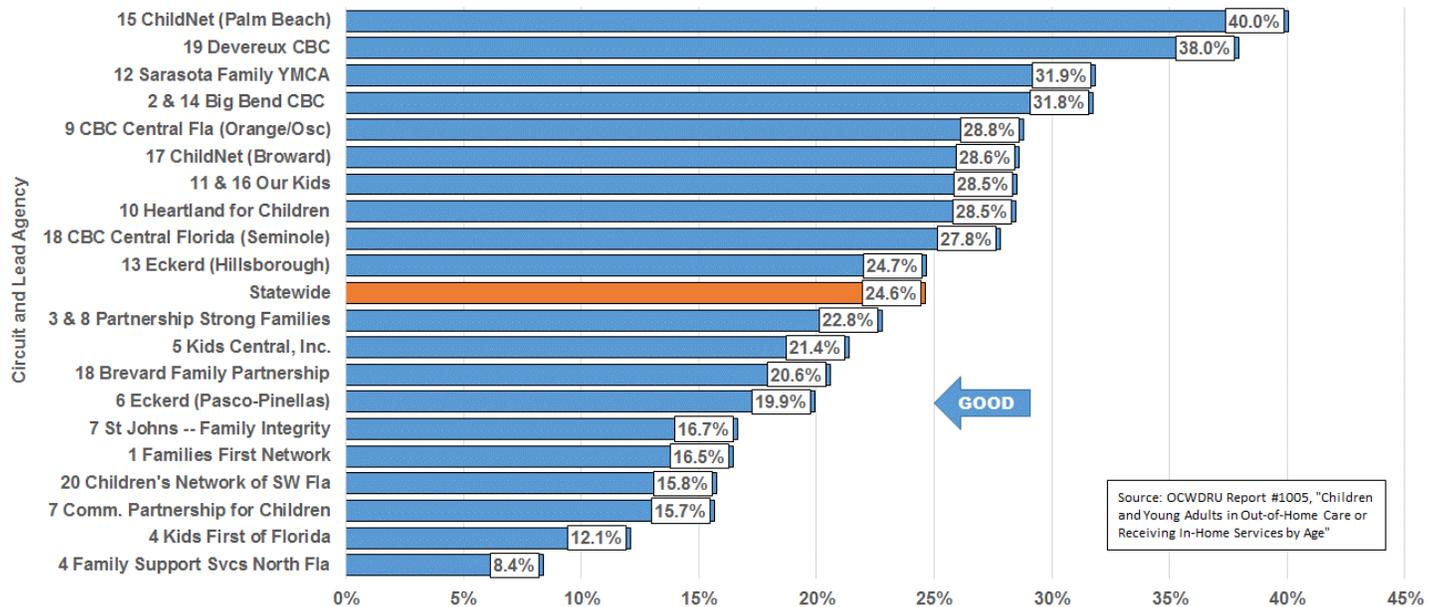
Percent of Children in Licensed Care Who Were Placed in Group Care as of 3/31/2016
Ages 13-17



Children Aged 0-17 Placed in Group Care

Statewide, a quarter of all children in licensed care aged 0-17 were placed in group care as of March 31, 2016.

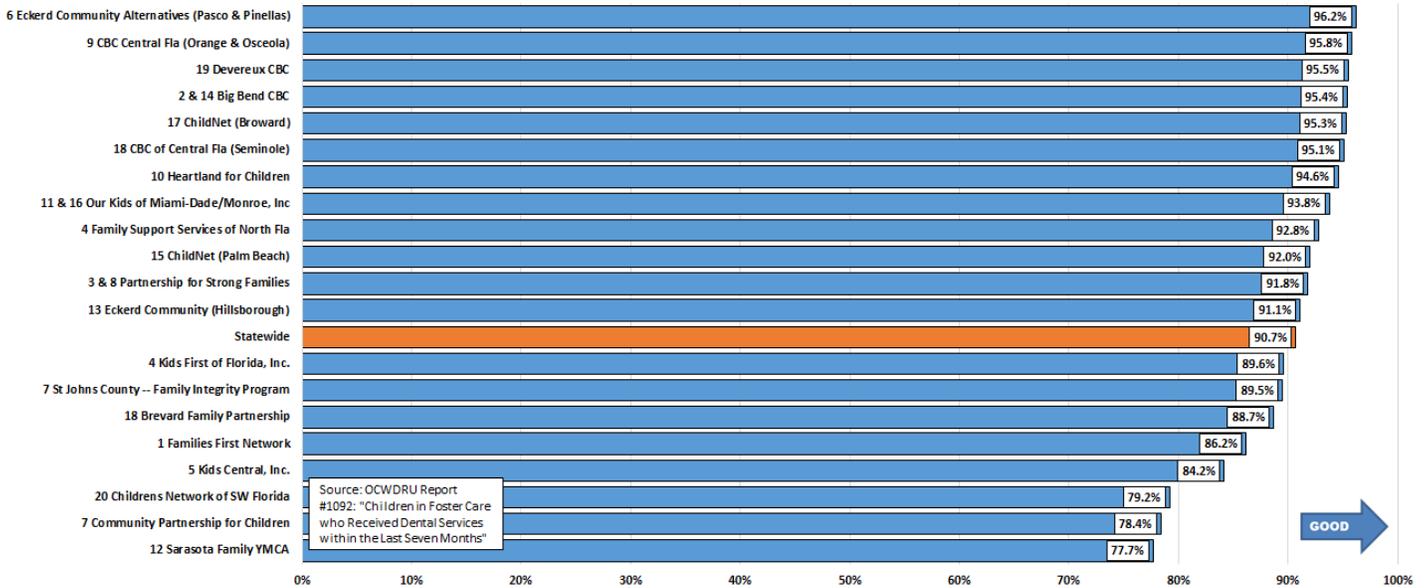
Percent of Children in Licensed Care Who Were Placed in Group Care as of 3/31/2016
Ages 0-17



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 90.7% as of March 31, 2016.

**Percent of Children in Out-of-Home Care Who Received Dental Services within the Last Seven Months
(All Placement Types, including Licensed and Kinship Care) -- as of March 31, 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.

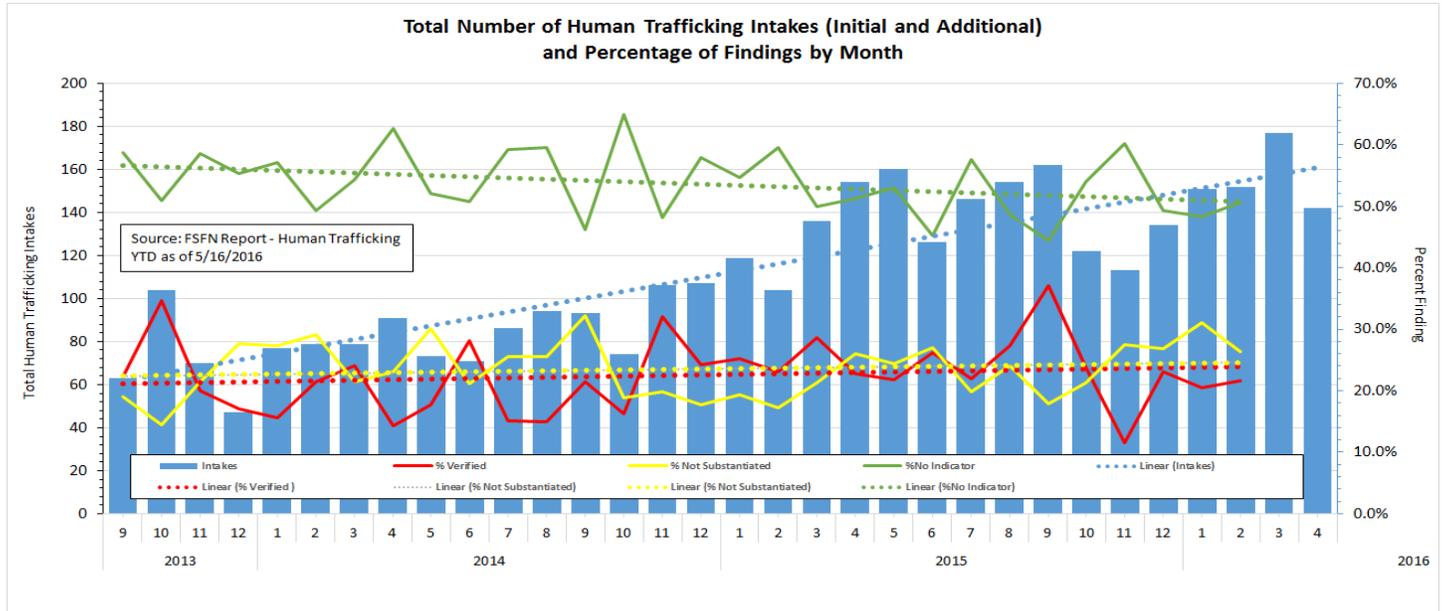
Percent of Young Adults Aging Out of Foster Care Who Have Completed or are Enrolled in Secondary Education, Vocational Training, or Adult Education -- for Young Adults Aging Out between January 1 and March 31, 2016



Human Trafficking

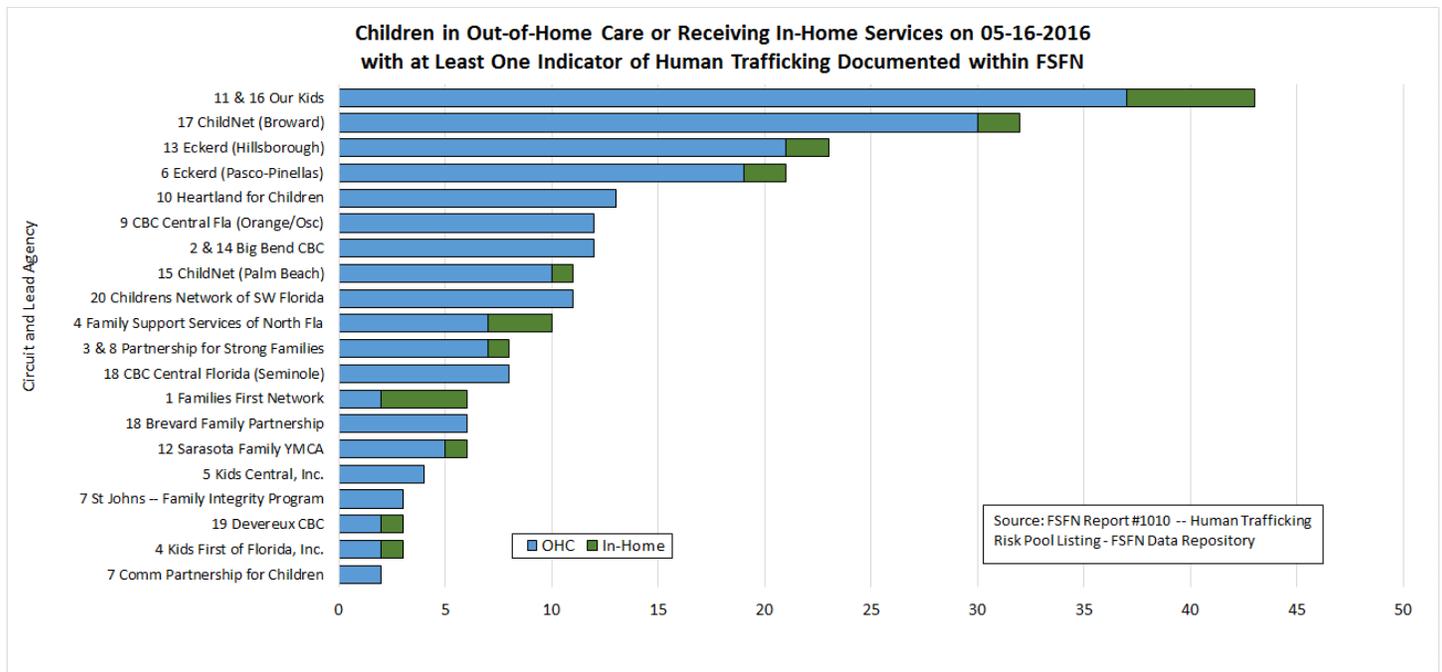
Human Trafficking Intakes Trend

The number of Human Trafficking Reports (Initial and Additional) received by the Hotline decreased from 177 reports during March 2016 to 142 reports during April 2016. The percentage of investigations that had a verified allegation of Human Trafficking increased from 20.5% for reports received in January 2015 to 21.7% for reports received in February 2016.



Children with Indication of Human Trafficking by CBC Lead Agency

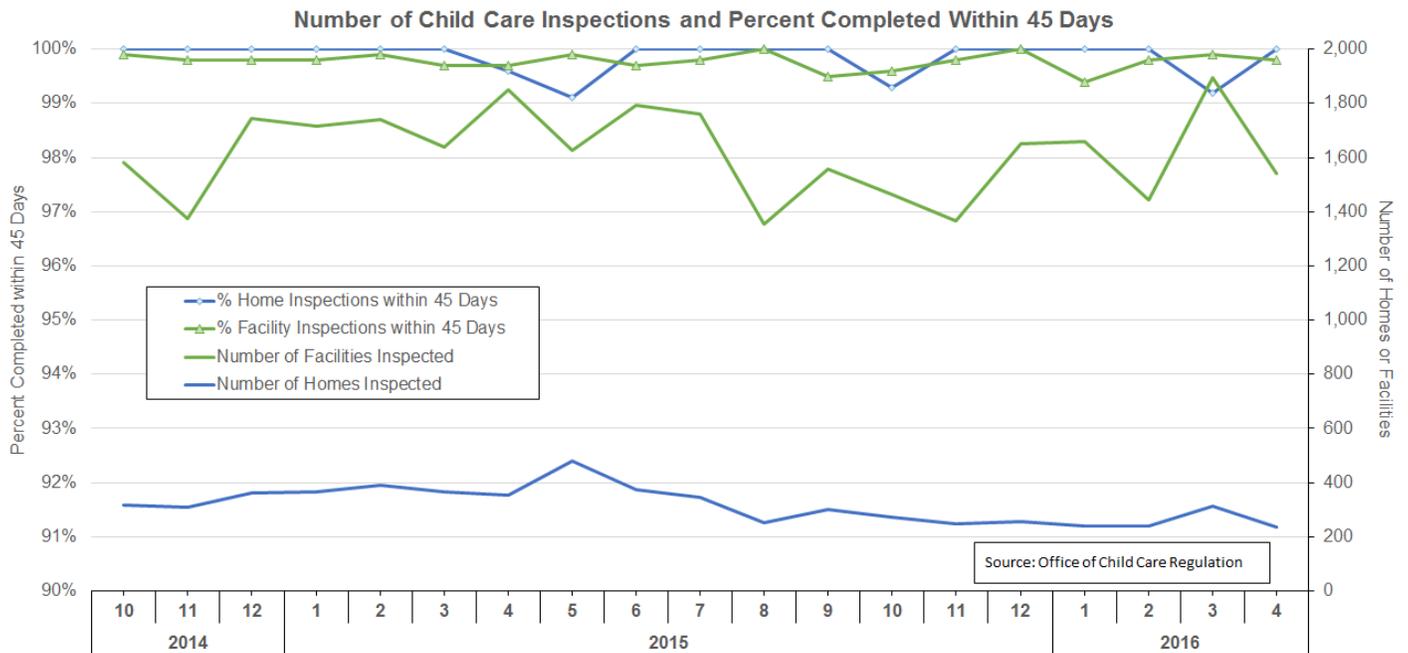
The number of children in out-of-home care or receiving in-home services with at least one FSFN indicator of being a victim of Human Trafficking remains concentrated within Florida’s most urban centers, with a continued bias towards the Southern and Southeast areas of the state.



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 March 2016 was 99.2%, which exceeds the Target of 97%.

