

Child Welfare Key Indicators Monthly Report

October 2016

Including Updated Data through September 2016



Office of Child Welfare
Performance and Quality Management

A Results-Oriented Accountability Report

November 7, 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 offered increased slightly to 43,339 in September, much lower than the average of 45,637 September 2013, 2014 and 2015.

Timeliness. The percent of calls abandoned by reporters on the English-language line increased from 10% in August to 15.6% in September. The abandonment rate on the Spanish-language line continued at below 25%.

Screening Decisions. Screen-in rates continue at just below 80% for maltreatment and special conditions.

Child Protective Investigations

Workload. 17,776 new investigations in September were a sharp increase over the 17,192 in August -- 9% higher than the 16,280 average for the last three Septembers. 26,272 active investigations on September 30 increased from 23,111 on August 31. The backlog increased by 14%, from 1,059 on August 31 to 1,207 (646 in Northwest) on September 30.

Timeliness. The statewide percent of alleged victims seen within 24 hours improved from 86.8% in August to 87.4% in September, but has declined since the last half of 2013. The percent of child protective investigations completed within 60 days declined slightly, from 93.1% for investigations begun in June to 91.7% in July, continuing the overall declining trend since the 99.5% level was the norm in 2012 and early 2013.

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

Removals. 1,407 children were removed in September, down from 1,506 children removed in August. The removal rate of 6.5 per 100 children investigated in July continues the upward trend since the 5.3 rate in March. The removal rate continues in the 5.0 to 7.0 range, above the 4.0 to 6.0 range that was normal through 2013.

Community-Based Care Lead Agencies

Caseloads. Monthly discharges slipped to 1,053 in September from the seasonal peak -- due to adoptions -- of 1,403 in June. The continuing gap between removals and discharges resulted in an increase in out-of-home care from 23,229 in August to 23,538 in September, the highest since 23,685 in May 2008. The trend for children receiving in-home services continues at around 12,000, just over half as many as in out-of-home care.

Child Safety. The percent of children with no verified maltreatment during case-managed in-home services improved slightly to 97.0% in April - June 2016. The maltreatment rate in out-of-home care of 13.2 per 100,000 days in April - June 2016 was not meeting the national standard of 8.5 or less.

Timely Permanency. Achievement of permanency within 12 months of entry of 41.5% for entries in July through September 2015 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 from 90.2% to 90.4%, but is below the national standard of 91.7%.

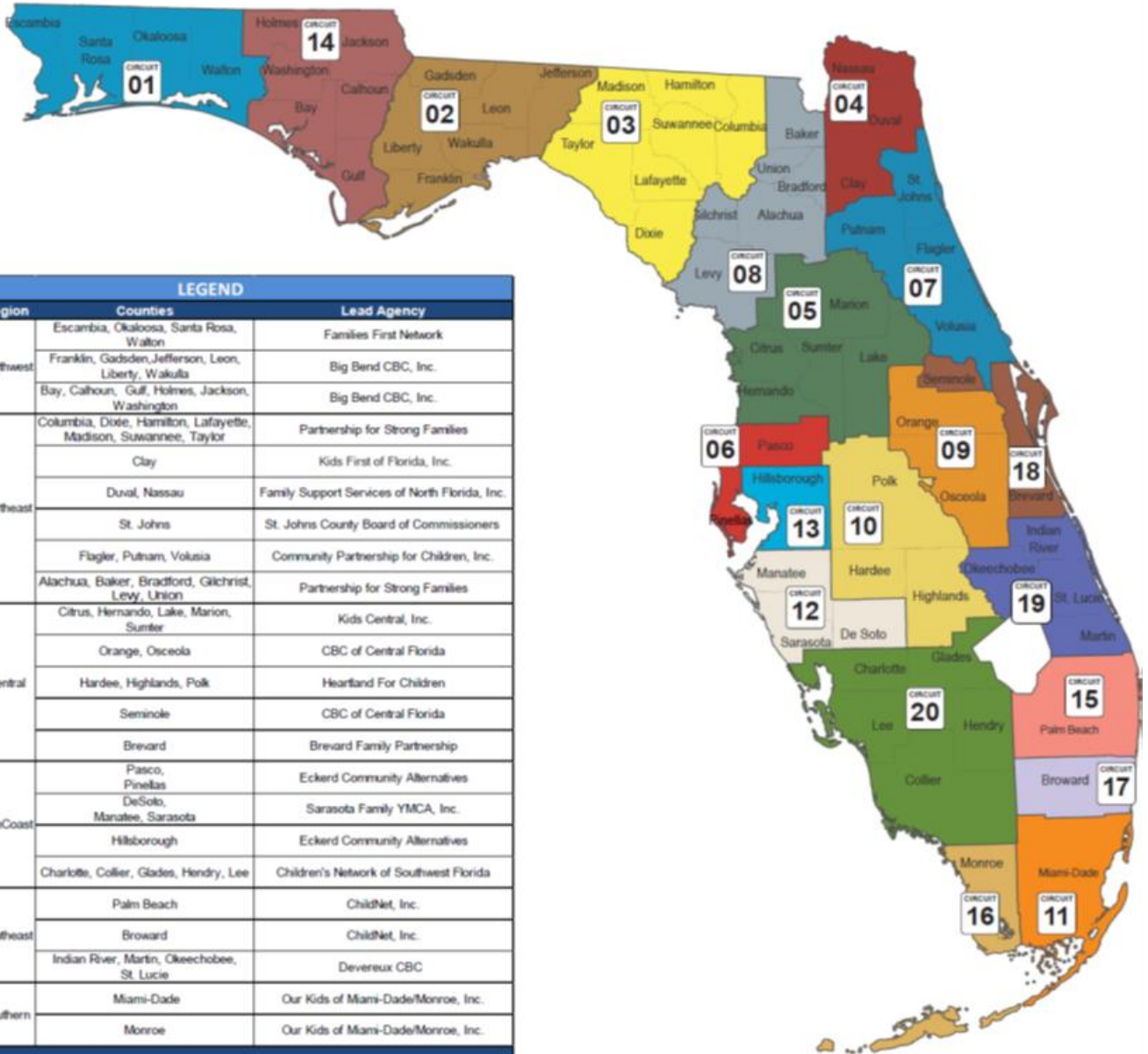
Placement Stability. Children entering care in October 2015 through September 2016 averaged 4.37 moves per 1,000 days in care, not meeting the national standard of 4.12 or fewer moves.

Placement in Removal County and Circuit. 36.2% of children are currently placed outside of their removal county and 19.4% are placed outside their removal circuit.

Group Care. Two areas have over 10% of children aged five and under in licensed care who are placed in group care placements, compared to six areas with none and 3.1% statewide.



DCF Regions, Circuits, Counties, and CBC Lead Agencies

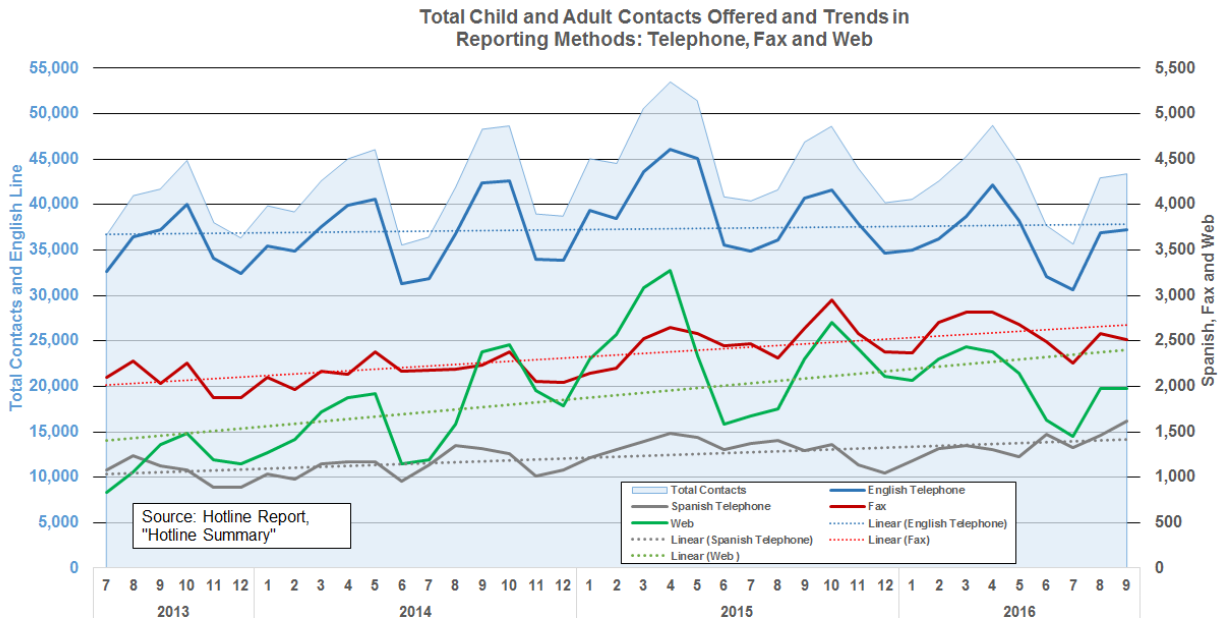


Florida Abuse Hotline

Workload Trends

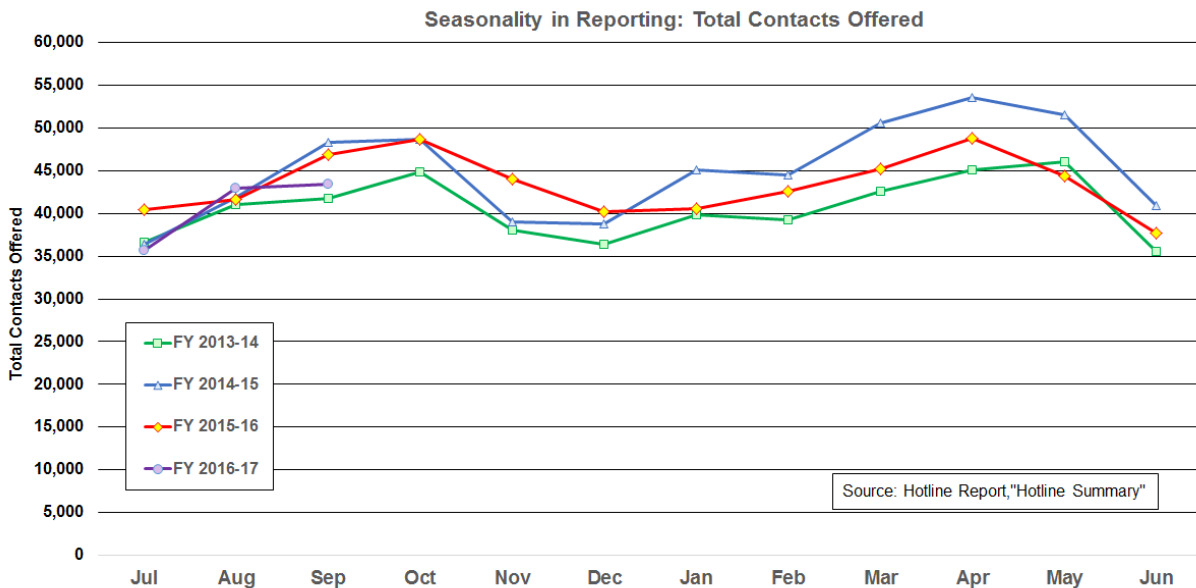
Reporting Method Trends

The Florida Abuse Hotline offers a variety of methods for citizens to report concerns about vulnerable adults and children. Total contacts and calls via the English line had the usual seasonal peak following the summer valley, but at a lower level than the last two years. Calls on the Spanish continued to increase.



Seasonality of Hotline Workload

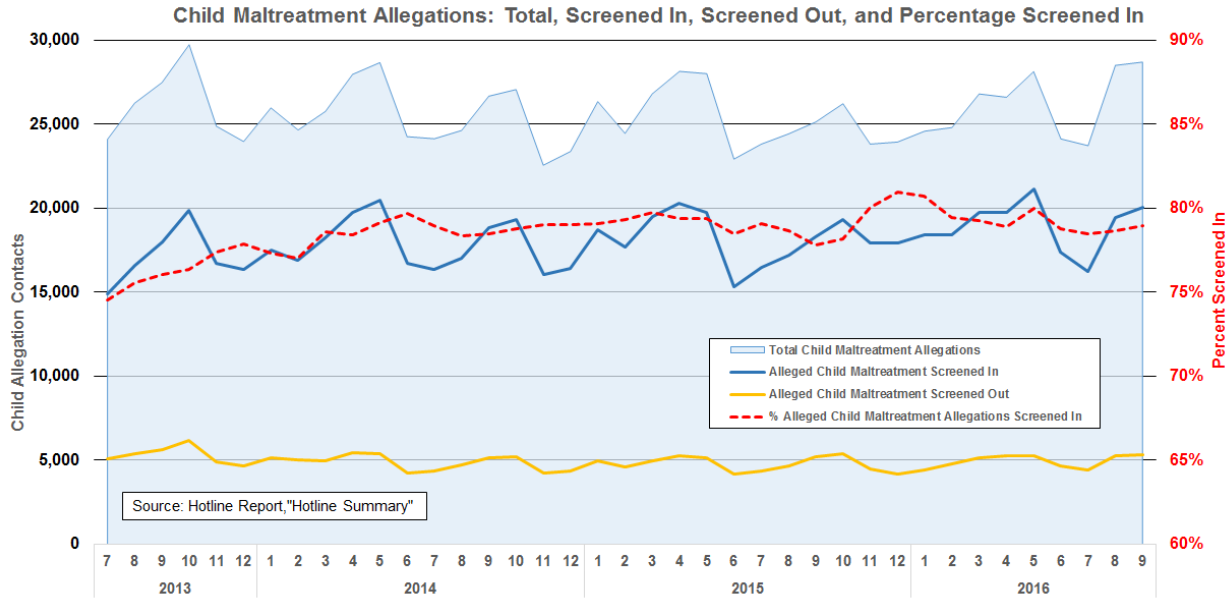
Total contacts offered increased slightly to 43,339 in September, much lower than the average of 45,637 September 2013, 2014 and 2015. "Contacts Offered" include those abandoned by a caller who called back, so both initial attempts and completed calls from the same person are counted.



Screening Trends

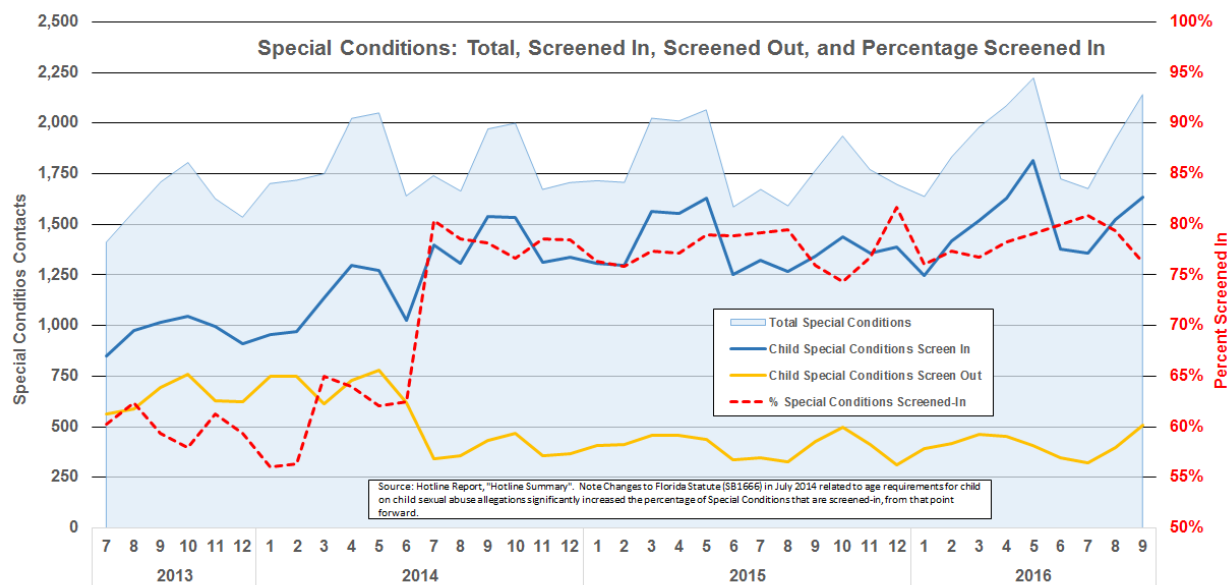
Alleged Maltreatment Screening

The 28,710 total child contacts in September 2016 increased slightly over 28,513 received in August. The gap of 3,292 between the 25,418 screened (20,070 screened in and 5,418 screened out) and the total is due primarily to 3,071 handled as “Information and Referral” calls, which have doubled from 1,396 September 2015. The percent screened-in level continues at the 79% level after the peak of 81% in December 2015.



Special Conditions Screening

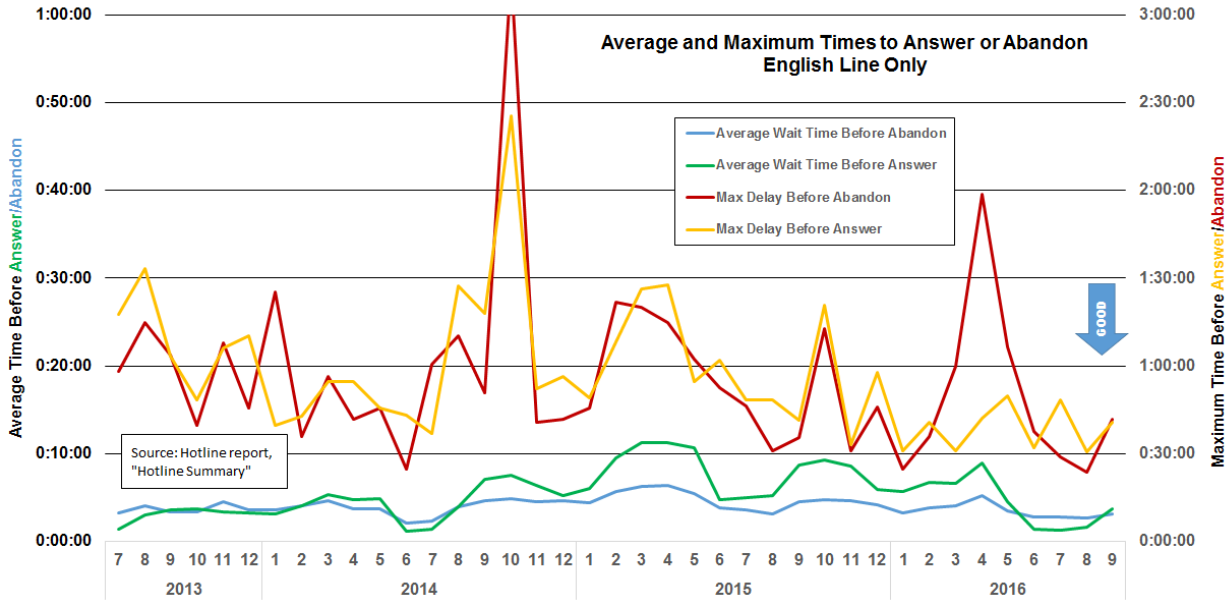
The percent of special conditions screened in continued the recent downward trend, from a peak of 80.9% in July to 76.2% in September. However, the 1,633 screened in and 2,143 total special conditions (screened in and screened out) were the highest September counts in the last four years.



Timeliness Trends

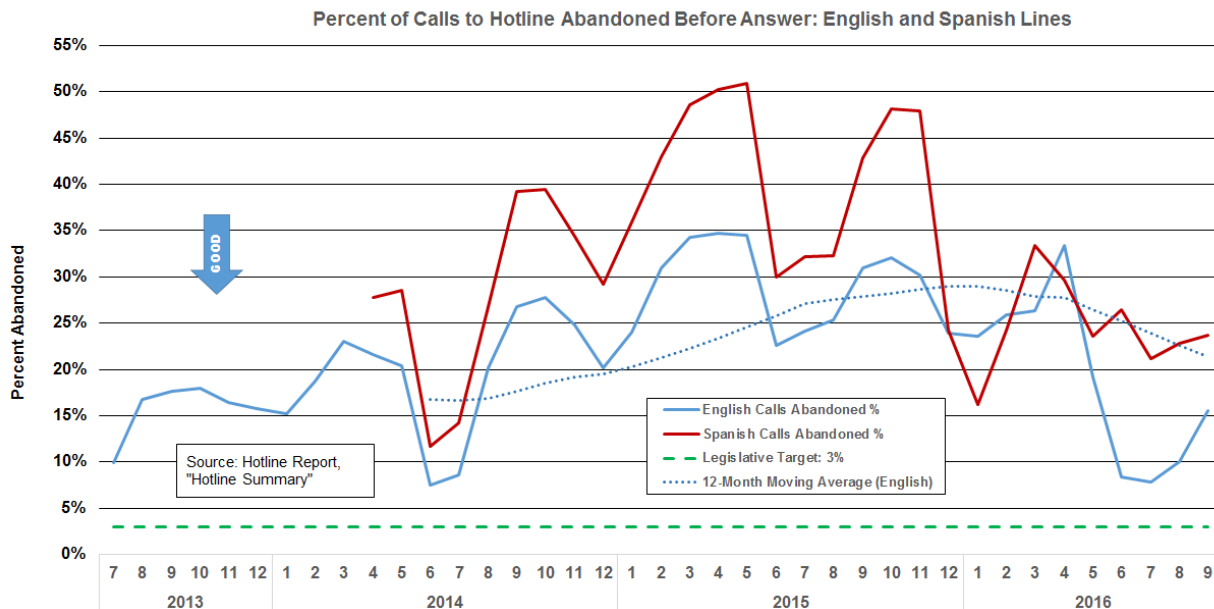
Average and Maximum Times to Answer or Abandon

Average wait times -- *before answer* by a Hotline counselor on the English-language line and *before abandoning* a call – increased slightly in September to 3:43 and 3:12, respectively. Maximum wait times also increased in September to 40:38 before answer and 41:38 before abandonment.



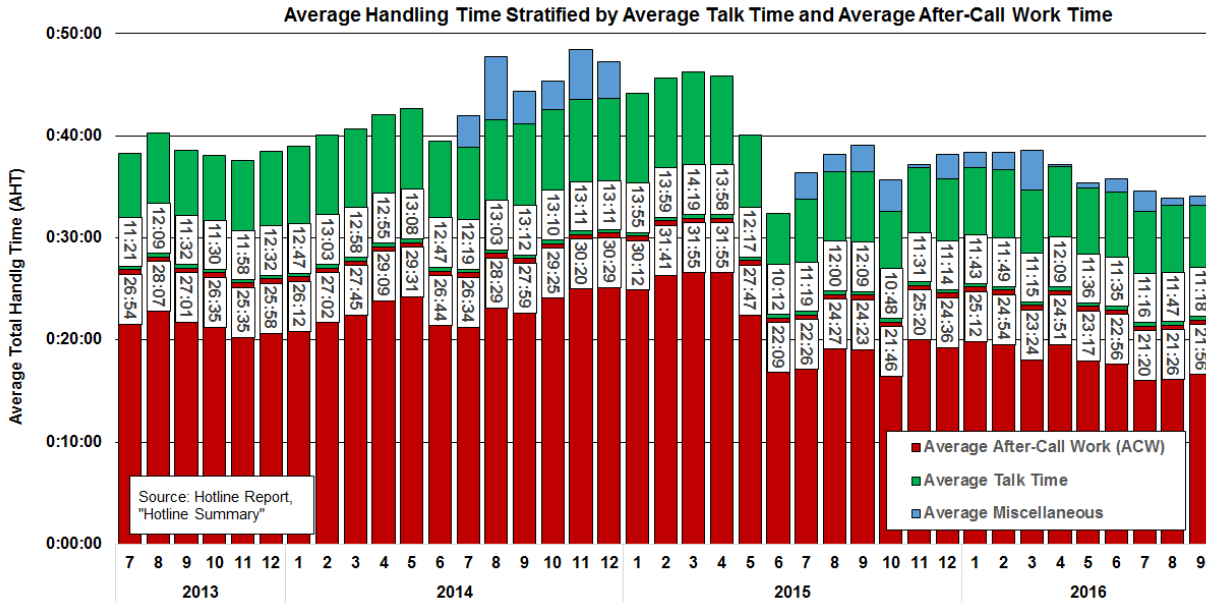
Percent of Calls Abandoned

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 increased from 10% in August to 15.6% in September. The abandonment rate on the Spanish-language line continued at below 25%.



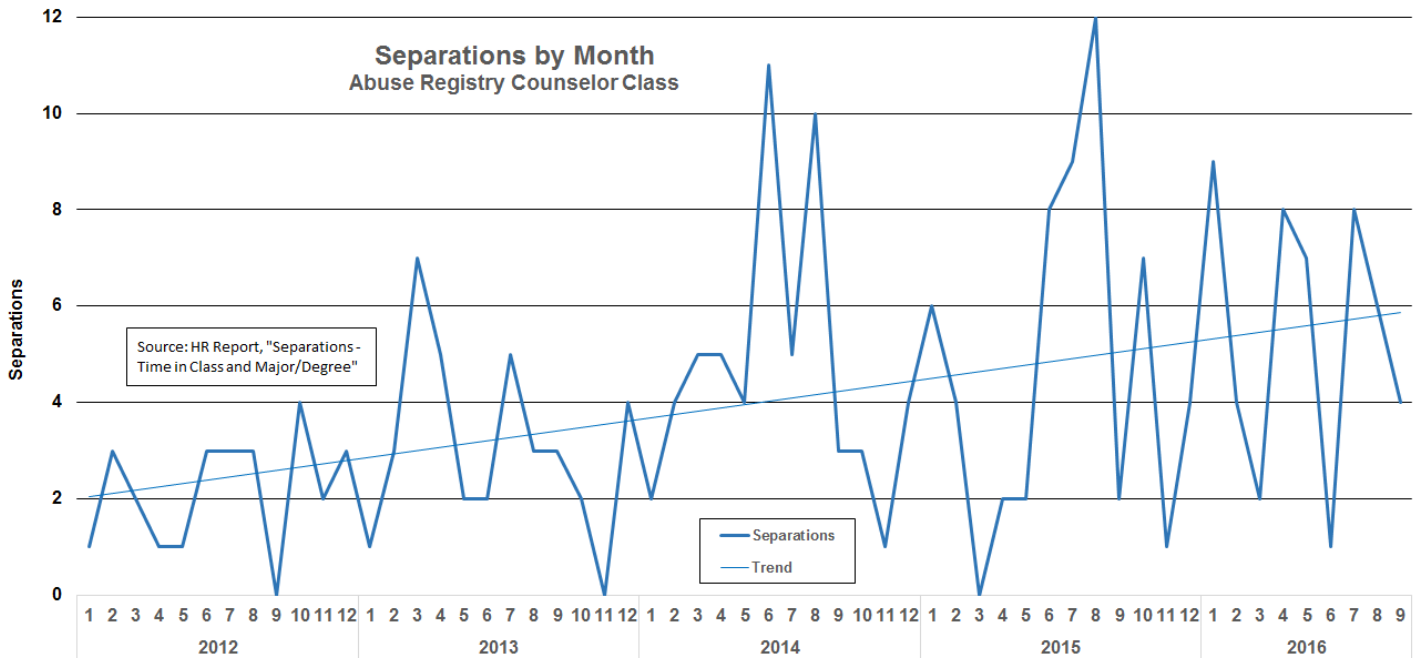
Florida Abuse Hotline Handling Time: Trend and Stratification

The Average Handling Time (AHT) of a counselor includes talk time and after call work time (ACW). Average talk time continued below the 12 minute level and ACW continued below the 22 minute level.



Hotline Workforce: Monthly Separations

The Florida Abuse Hotline had four counselor separations in September 2016.



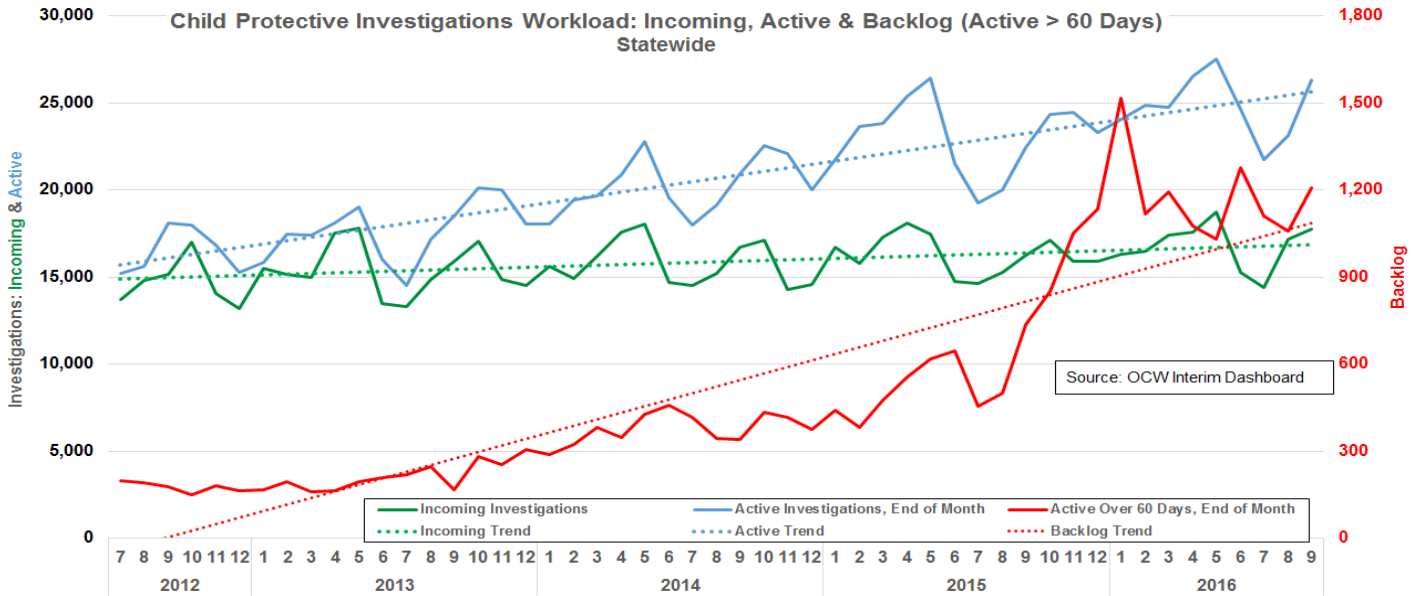
Child Protective Investigations

Workload Indicators

Investigative Workload Trend

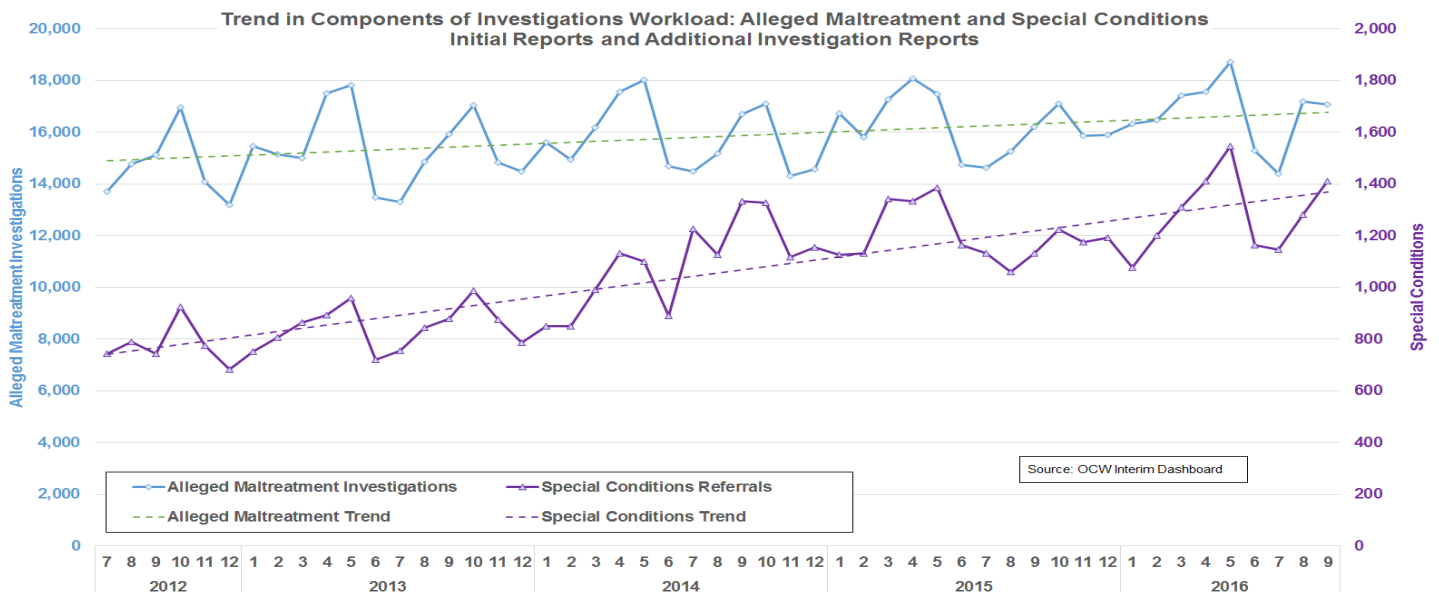
Incoming, Active, and Backlog Investigations

The 17,776 new investigations in September were a sharp increase over the 17,192 in August and was 9% higher than the 16,280 average for the last three Septembers. 26,272 active investigations on September 30 increased from 23,111 on August 31, with Circuits 9, 15, and 19 having the increases of around 30%. The backlog increased by 14%, from 1,059 on August 31 to 1,207 (646 in Northwest) on September 30.



Maltreatment Investigations and Special Conditions Assessments

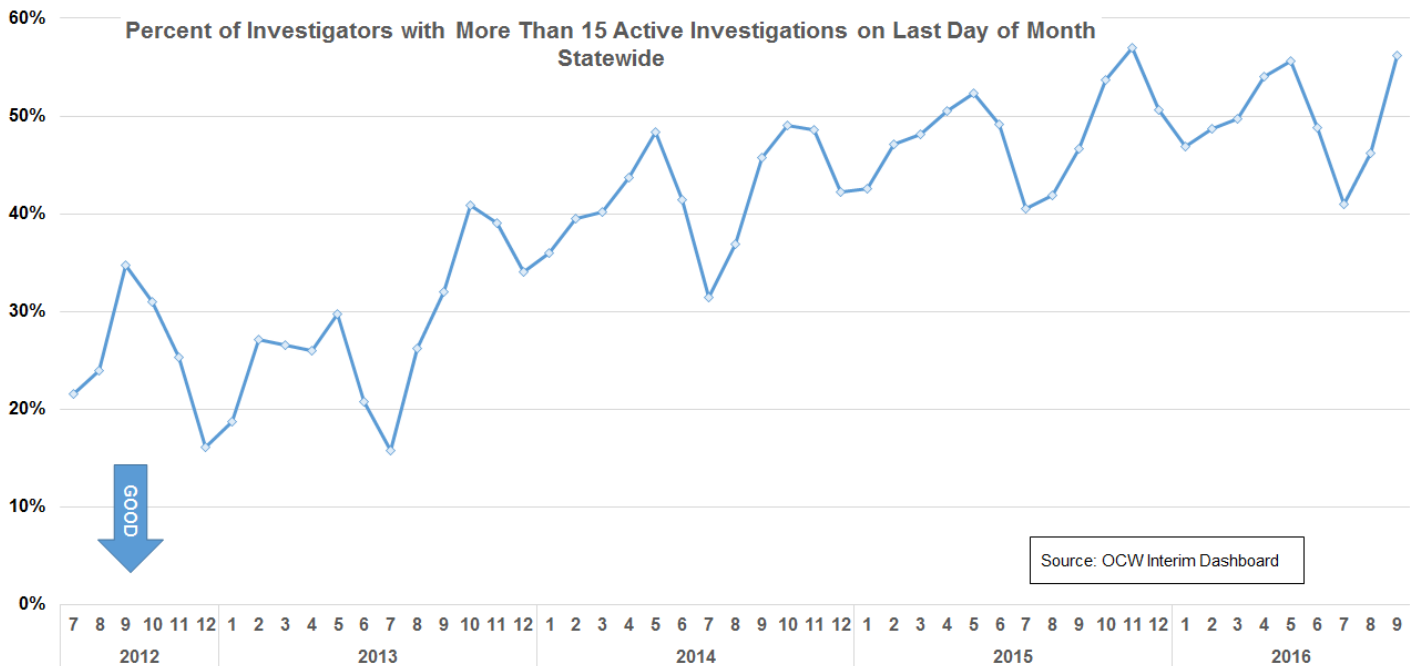
Although there are over ten times as many alleged maltreatment reports as special conditions referrals, the increase in special conditions referrals is much greater than the increase in alleged maltreatment.



Percent of Investigators with More Than 15 Active Investigations

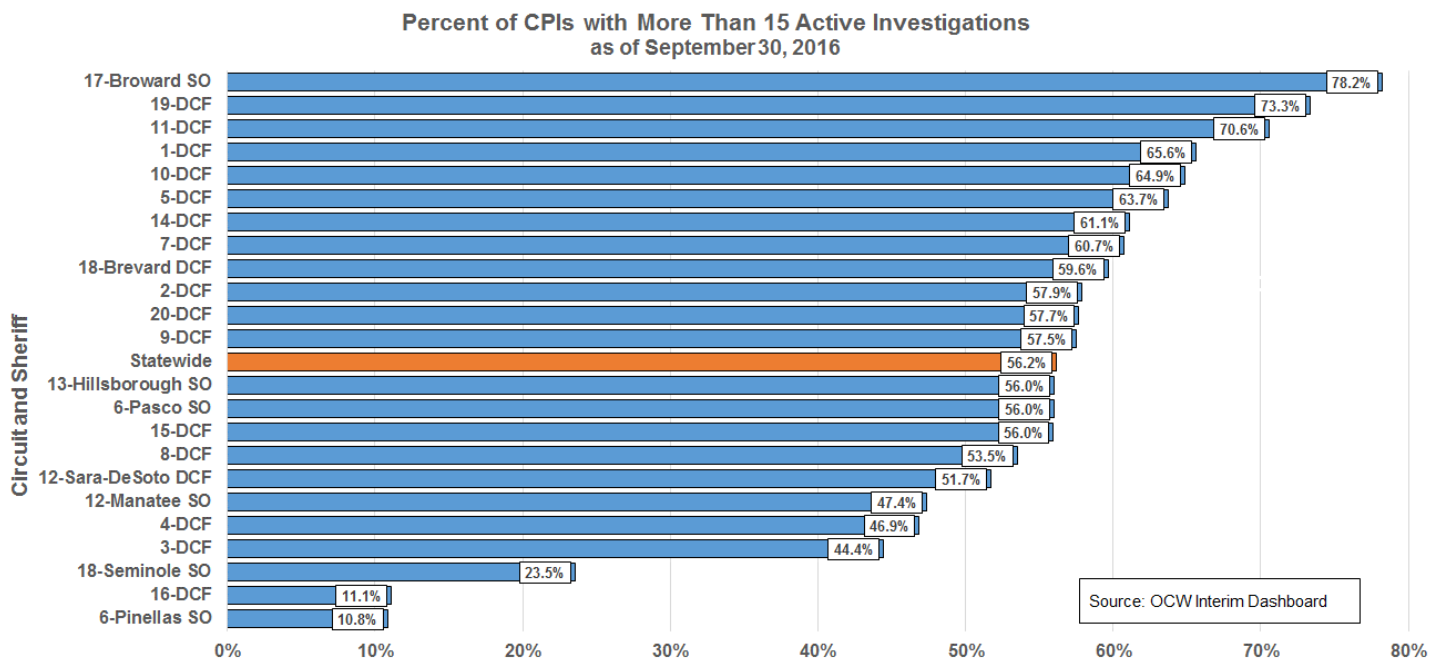
Statewide Trend

The statewide percent of CPIs with more than 15 active investigations increased from 46.2% on August 31 to 56.2% in September 30, continuing the steady increase over the last four years, with seasonal variation, including drops in December and July.



Stratification by DCF Circuit and Sheriff's Office

In 17 of 23 areas, 50% or more CPIs had more than 15 active investigations on September 30, 2016.

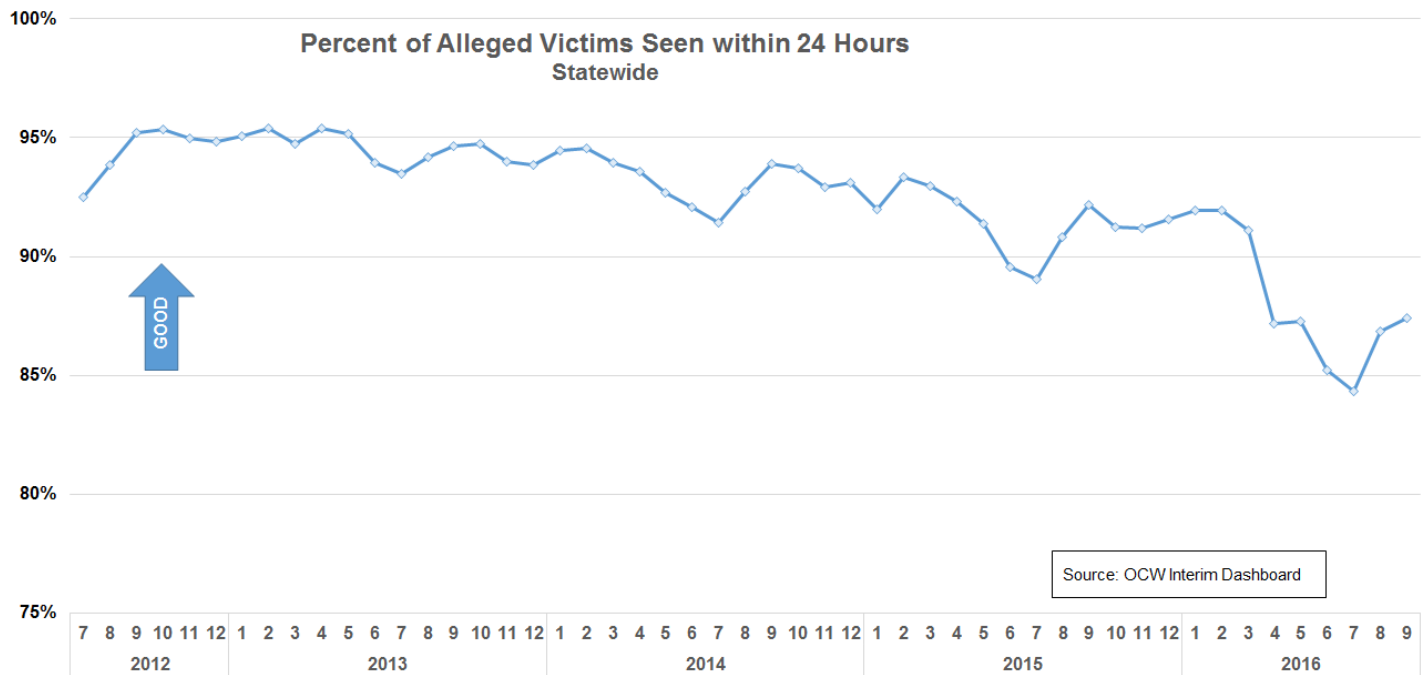


Timeliness Indicators

Percent of Alleged Child Victims Seen within 24 Hours

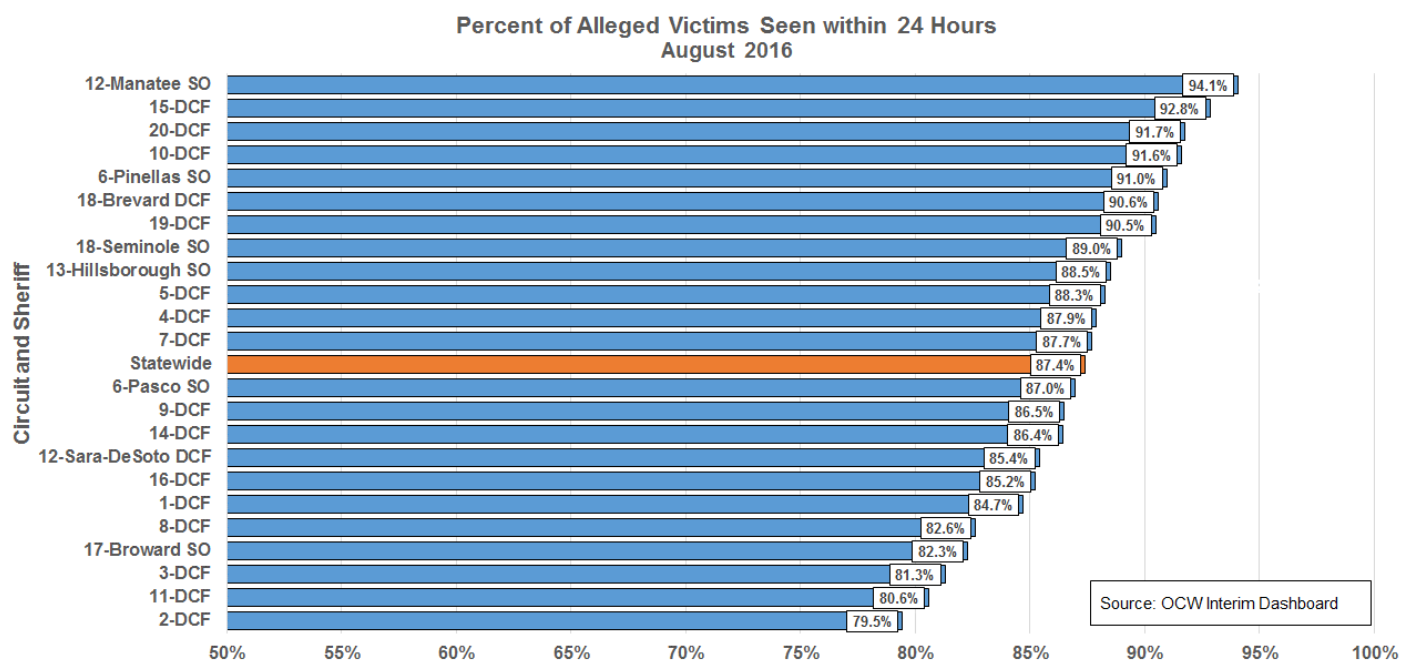
Statewide Trend

The statewide percent of alleged victims seen within 24 hours improved from 86.8% in August to 87.4% in September, but has declined since the last half of 2013, with a sharp decline in April – July of this year. It is interesting that performance tended to decline each summer when the workload is lower.



Stratification by DCF Circuit and Sheriff's Office

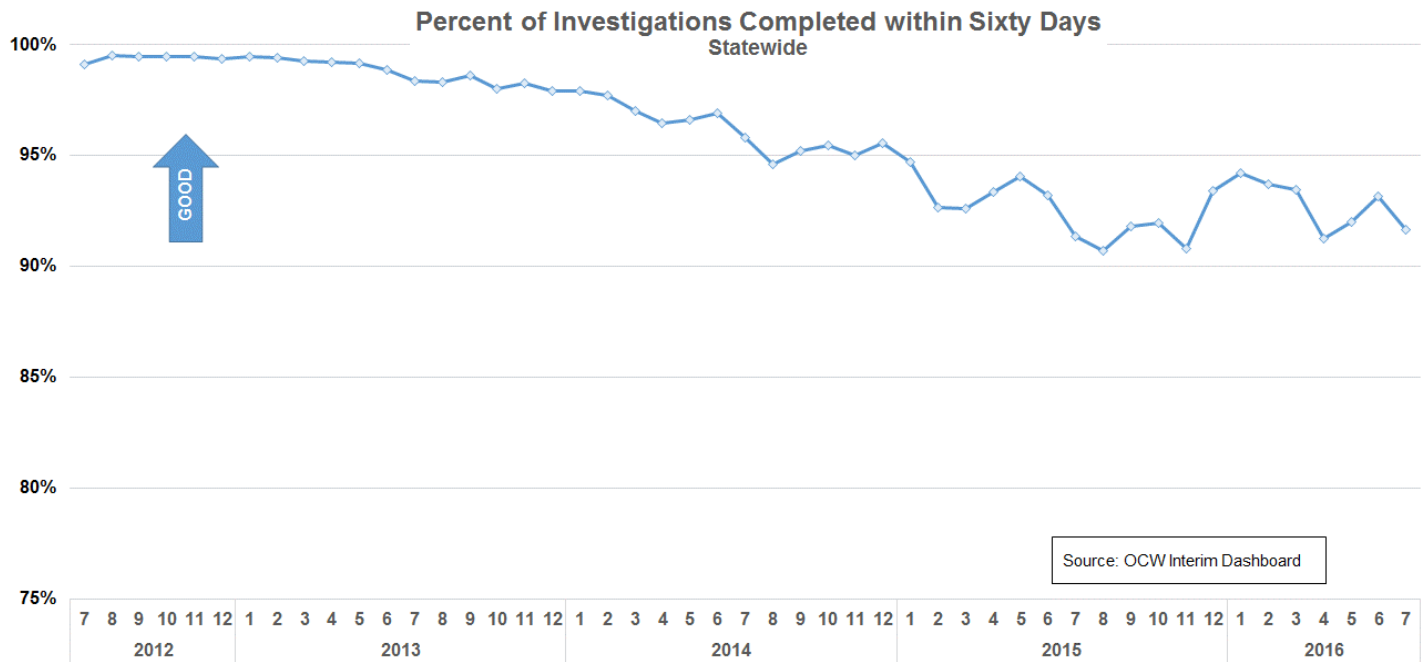
Seven DCF circuits and sheriffs were at the 90% level or higher in August 2016.



Percent of Child Investigations Completed within 60 Days

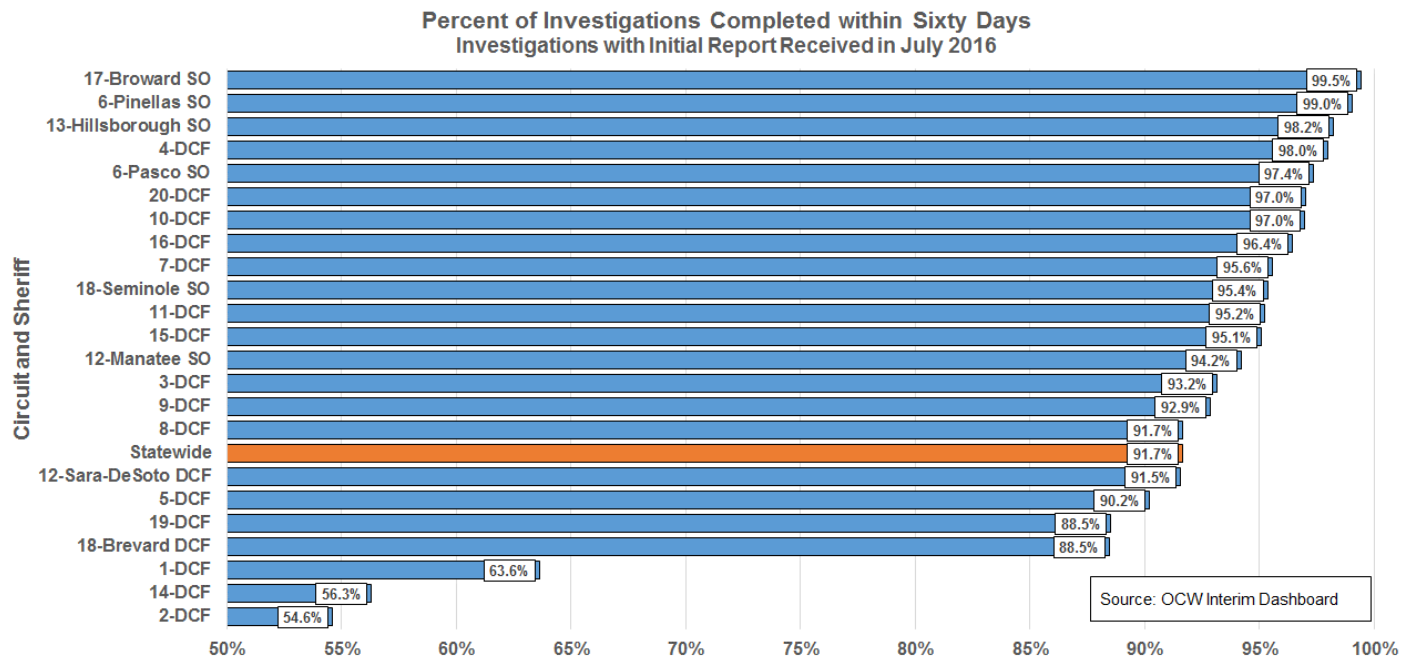
Statewide Trend

The statewide percent of child protective investigations completed within 60 days declined slightly, from 93.1% for investigations begun in June to 91.7% in July, but the overall trend has decreased since the 99.5% level was the norm in 2012 and early 2013.



Stratification by Circuit and Sheriff's Office

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



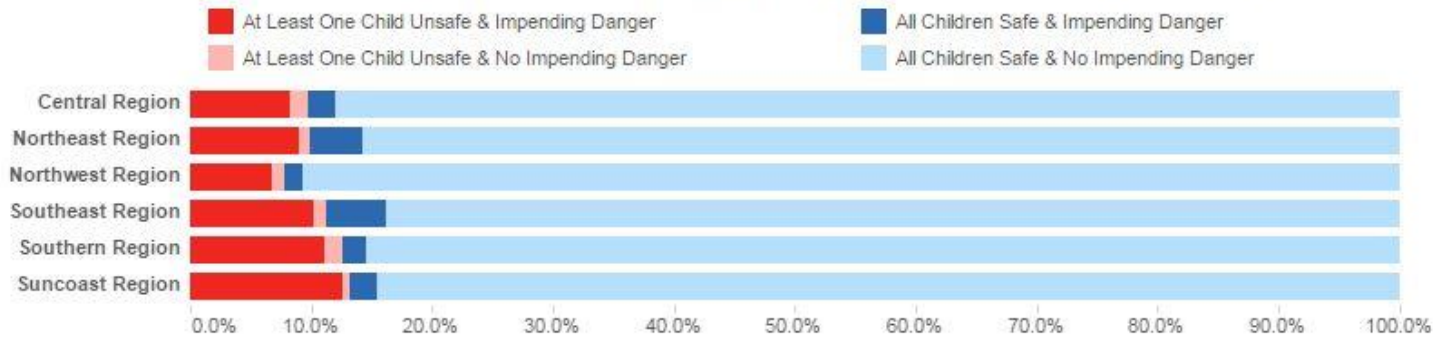
Safety Determinations and Services Provided

These Tableau visualizations are for investigations closed between August 25 and October 24, 2016.

Impending Danger Threats and Safety Determination

This 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.

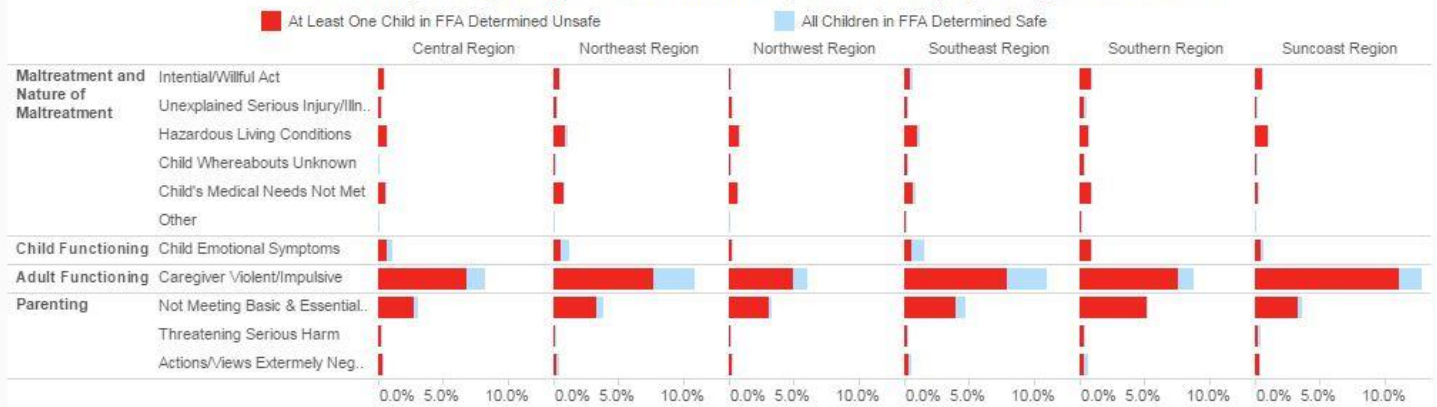
Percent of FFAs - Investigation by Impending Danger Threat and Safety Determination



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.

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

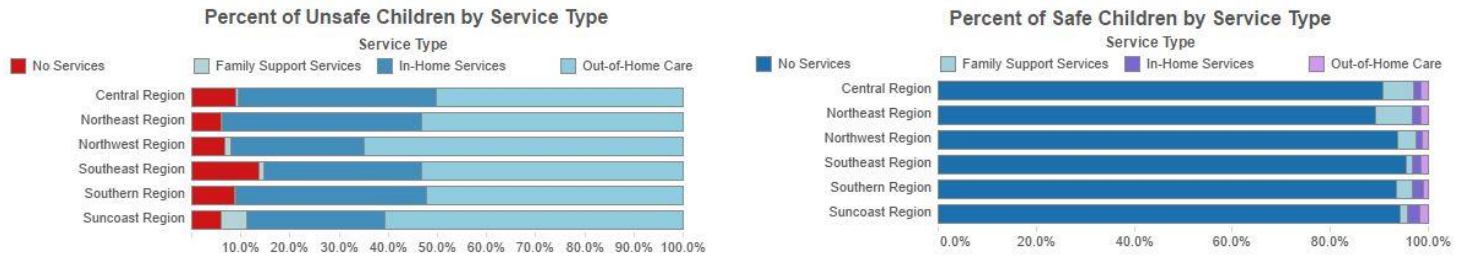


Unsafe Children and Safe Children by Service Type

These Tableau visualizations reflect investigations closed between August 25 and October 24, 2016.

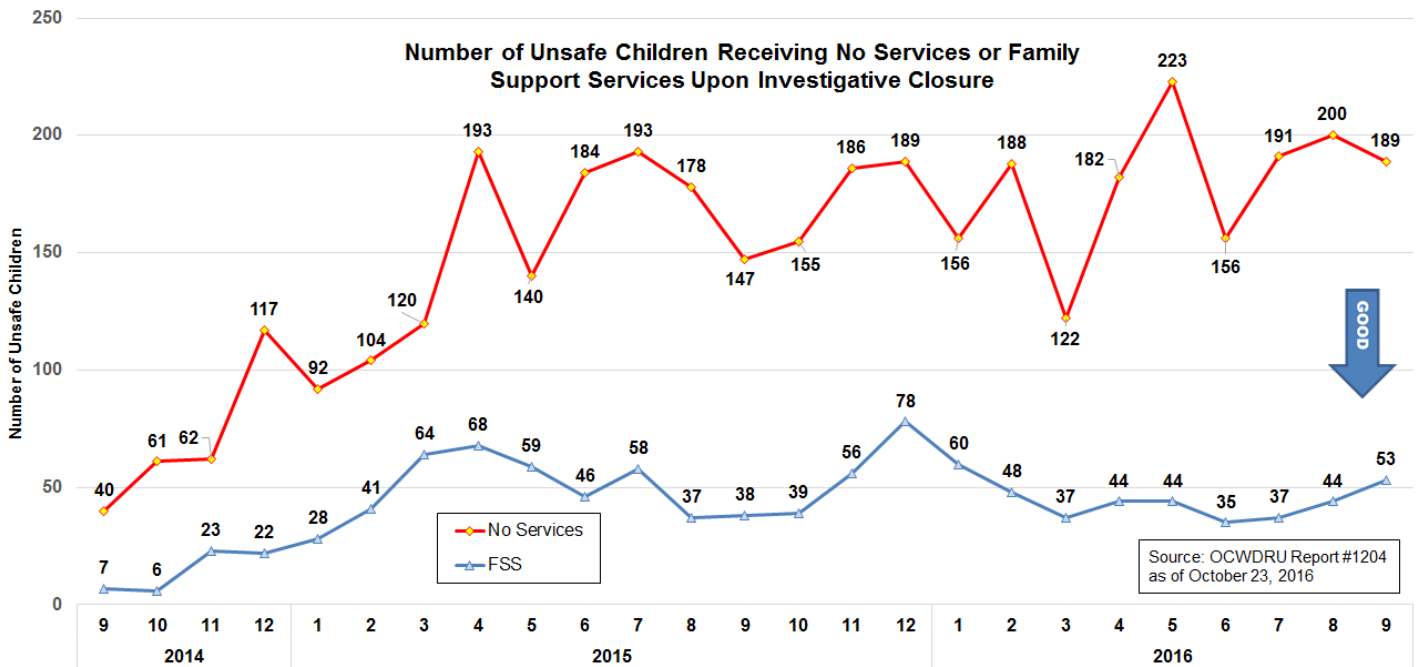
- The visualization on the left indicates that some children have been determined “unsafe,” yet have no services (red).
- The visualization on the right indicates that some children have been determined “safe,” yet were placed in out-of-home care (violet) or received case-managed in-home services (dark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

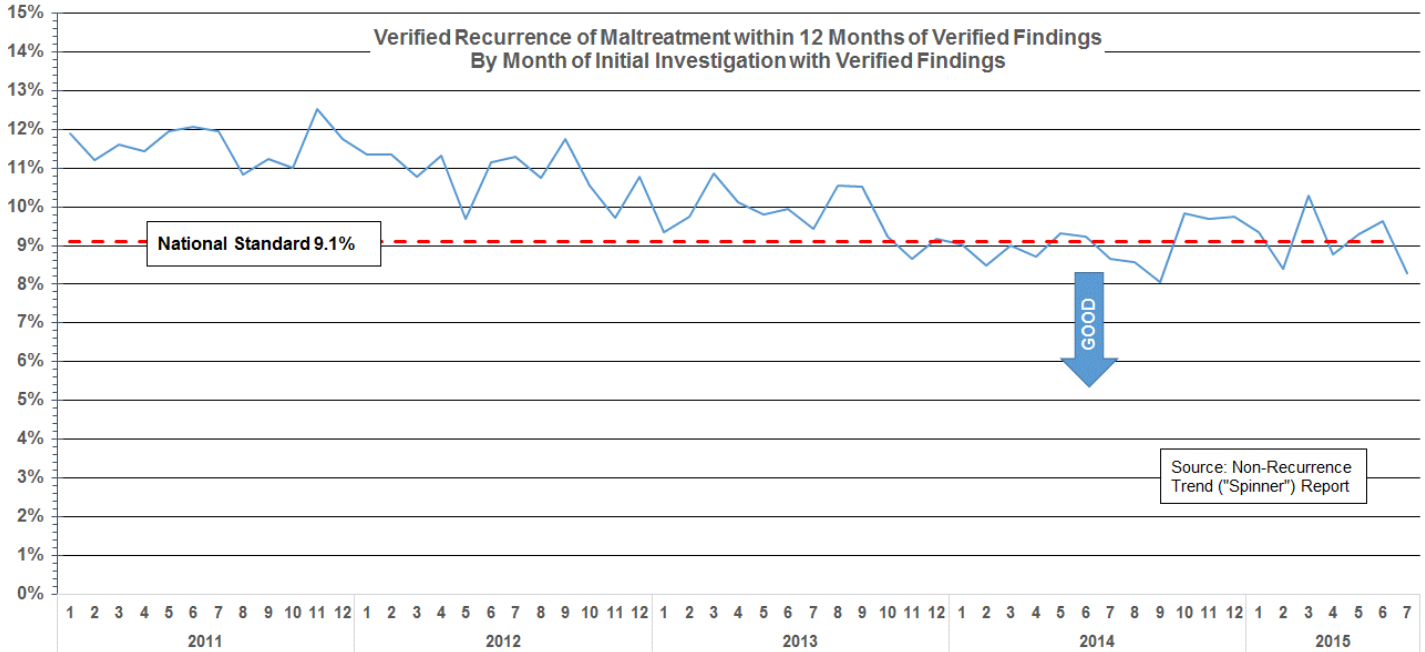
The following chart provides a trend view of the number of children who have been deemed unsafe, by month of investigative closure, who are receiving Family Support Services or No Services as opposed to ongoing, case-managed services.



Recurrence of Maltreatment after Verified Findings

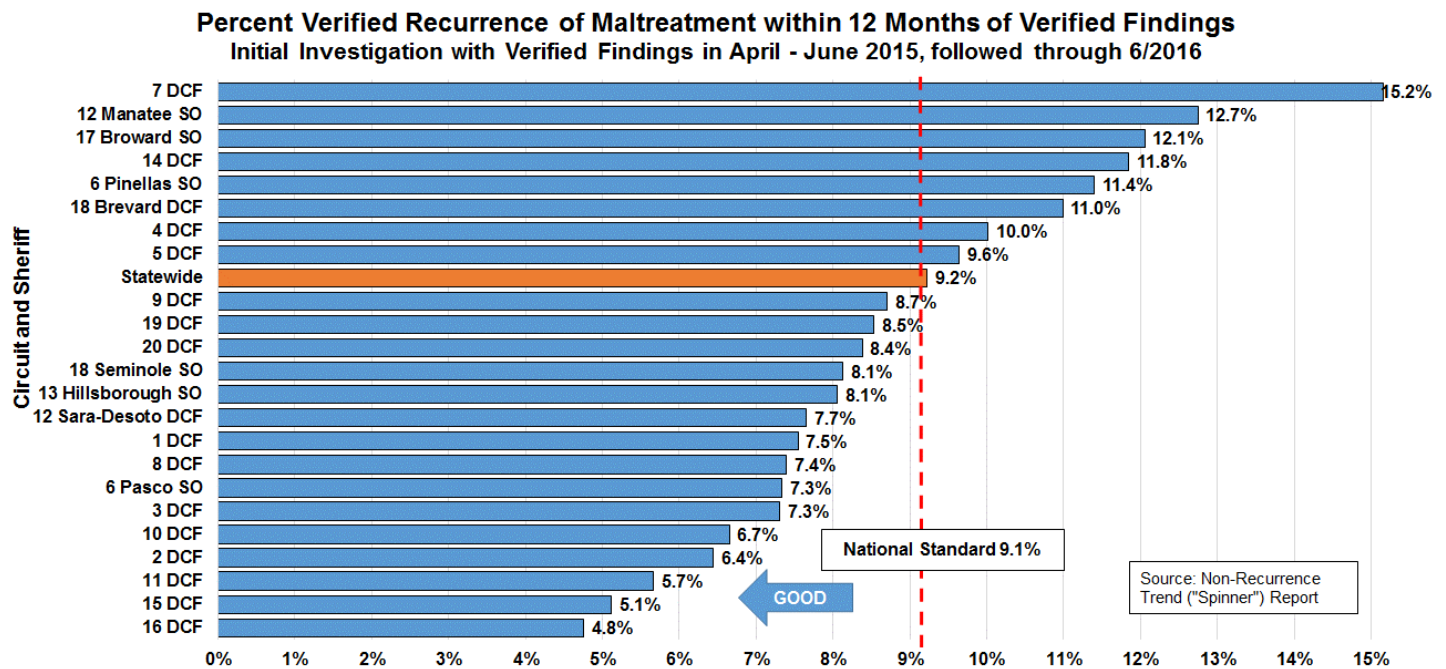
Statewide Trend

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

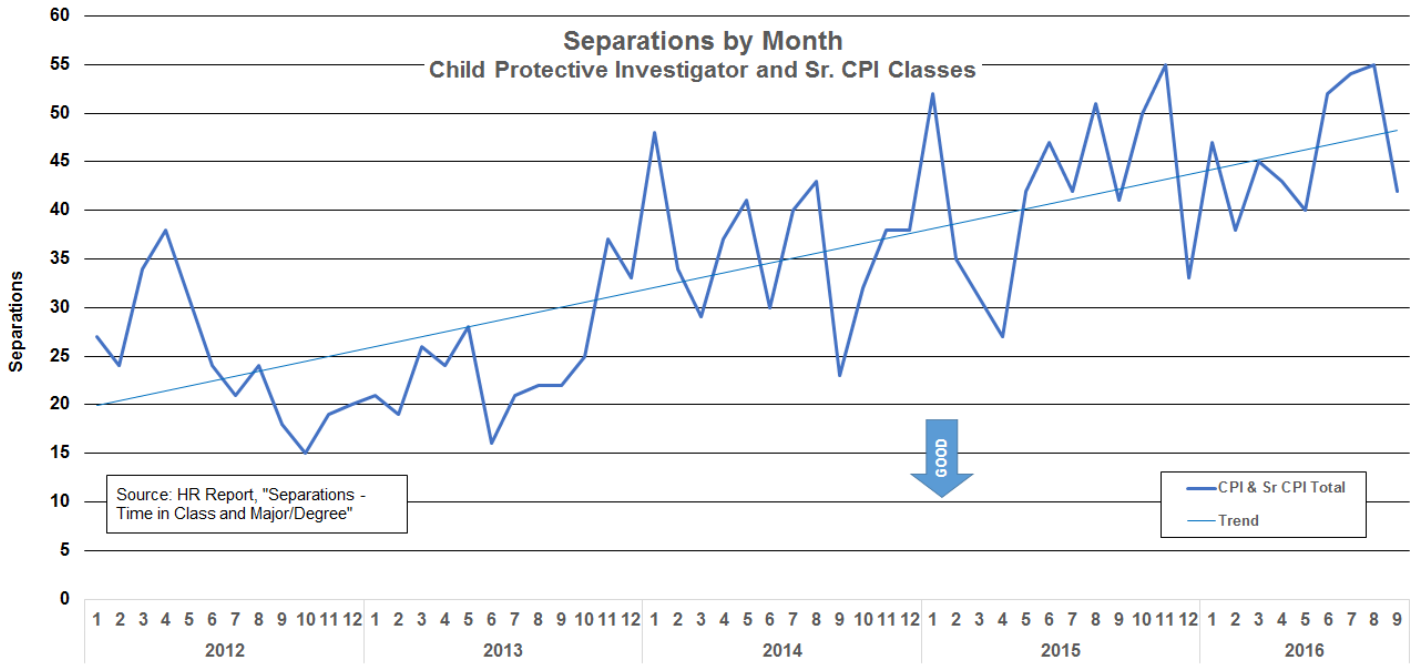
There is wide variation among the circuits and sheriff's offices on this indicator. However, caution should be used in making comparisons, as the variation in rates is influenced by both reporting and verification rates.



CPI Workforce

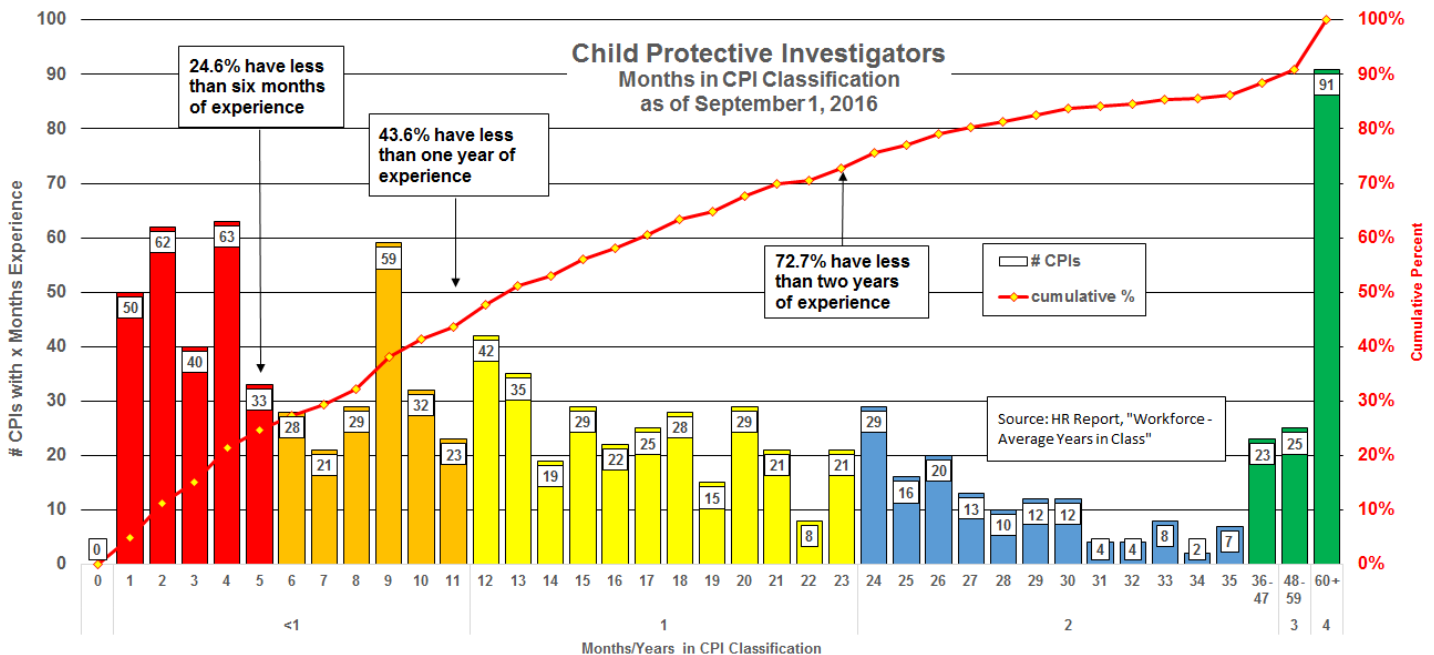
Monthly Separations

There were 42 CPI and Senior CPI separations in September 2016, still high but a welcome drop from the peaks of 55 in November 2015 and August 2016.



Time in Classification

The percent of less experienced CPIs continues at a high level. From September 1 to October 3, the percent of the active workforce with less than six months of experience increased from 24.6% to 26.5%; the percent with less than one year of experience increased from 43.6% to 44.3%, and the percent with less than two years of experience decreased from 72.7% to 72.4%. 86.3% had less than three years of experience.

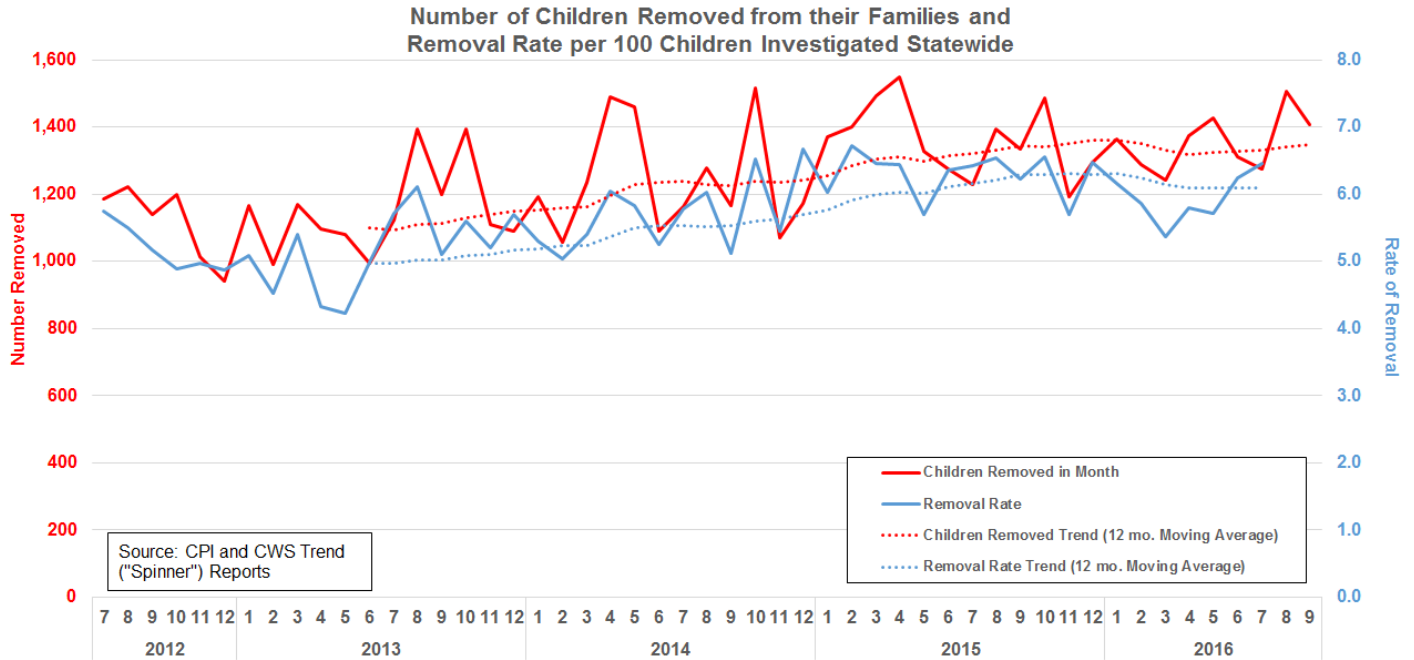


Flow from CPI to Community-Based Care Lead Agencies

Removals and Removal Rates

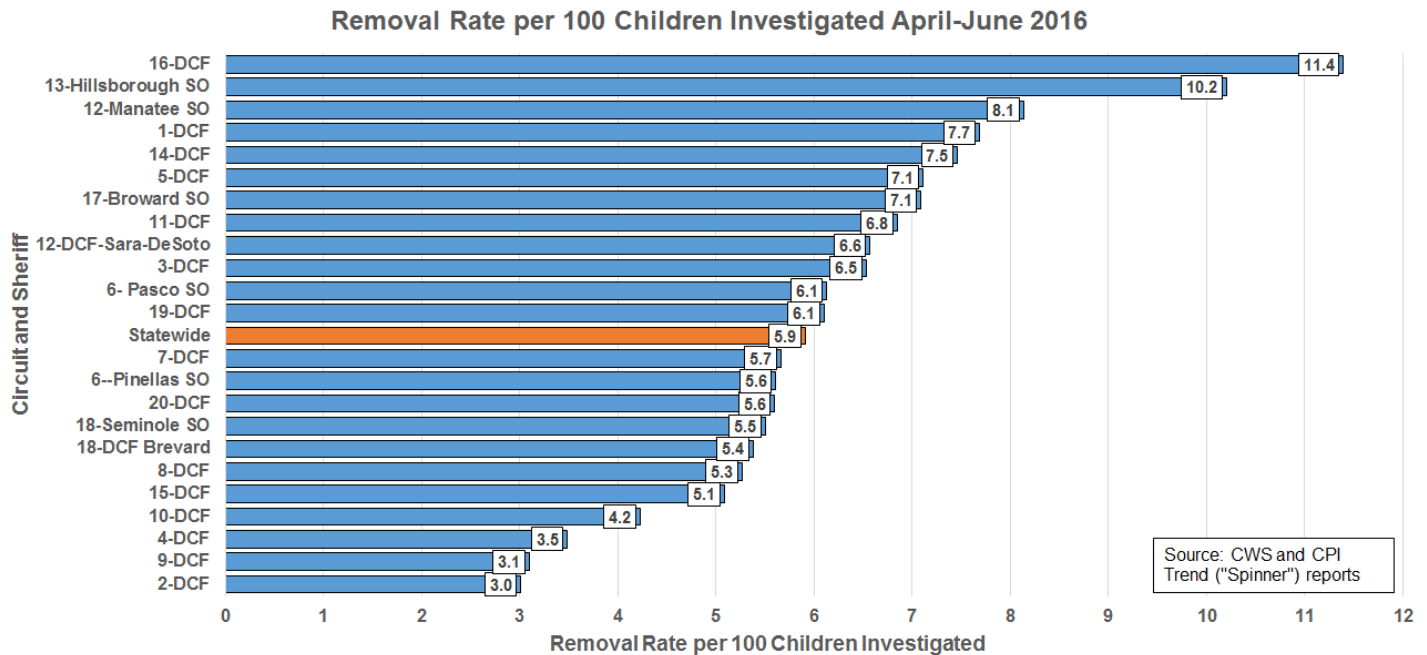
Statewide Trend

1,407 children were removed in September, a dip from the 1,506 children removed in August. The removal rate of 6.5 per 100 children investigated in July continued the increasing trend since the 5.3 rate in March. The rate continues in the 5.0 to 7.0 range, rather than the 4.0 to 6.0 range that was normal until late 2013.



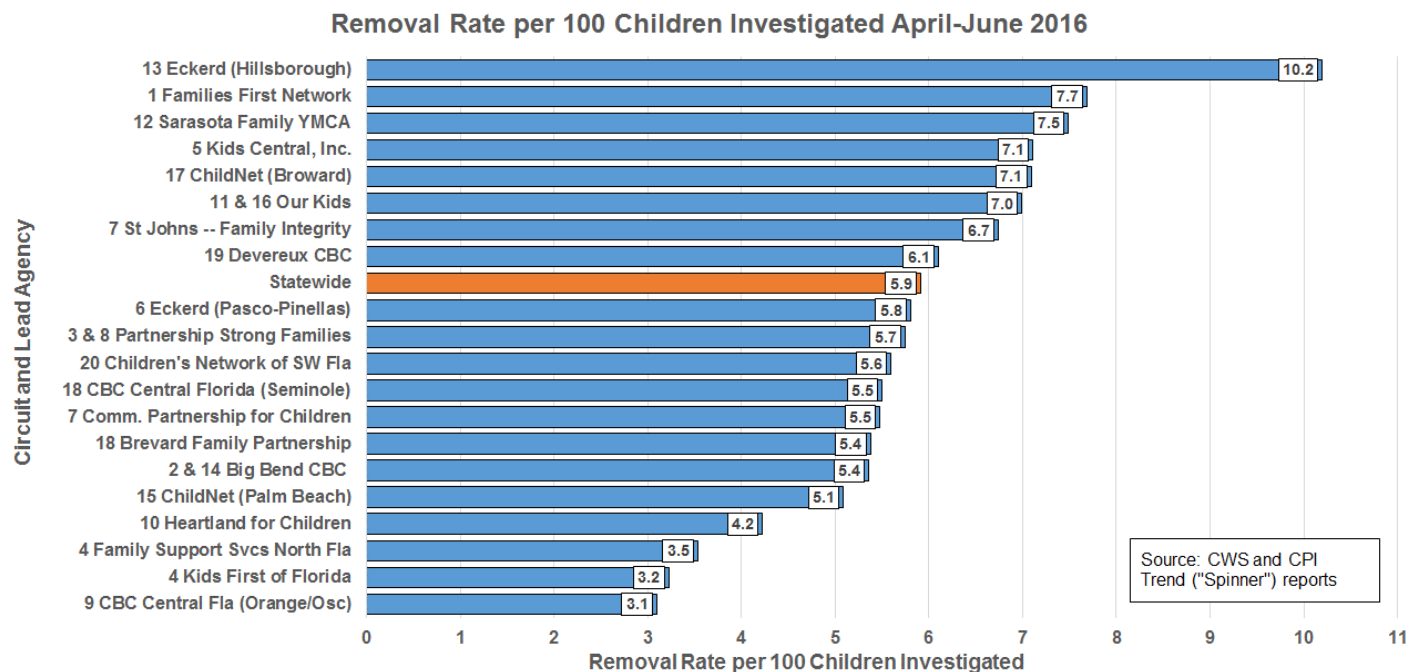
Quarterly Stratification by Circuit and Sheriff's Office

There is wide variation among the circuits and sheriff's offices on this indicator.



Quarterly Stratification by Circuit/CBC Lead Agency

There is wide variation among the circuits and lead agencies on this indicator.

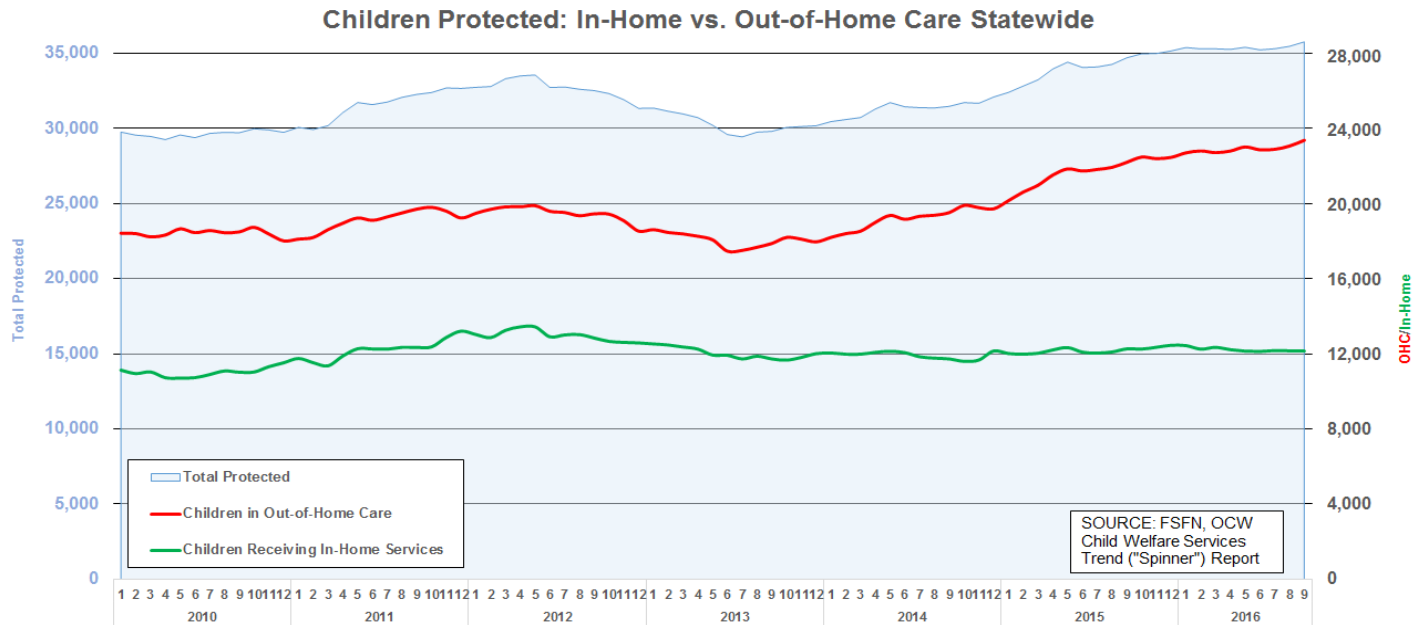


Community-Based Care Lead Agencies

Caseload Indicators

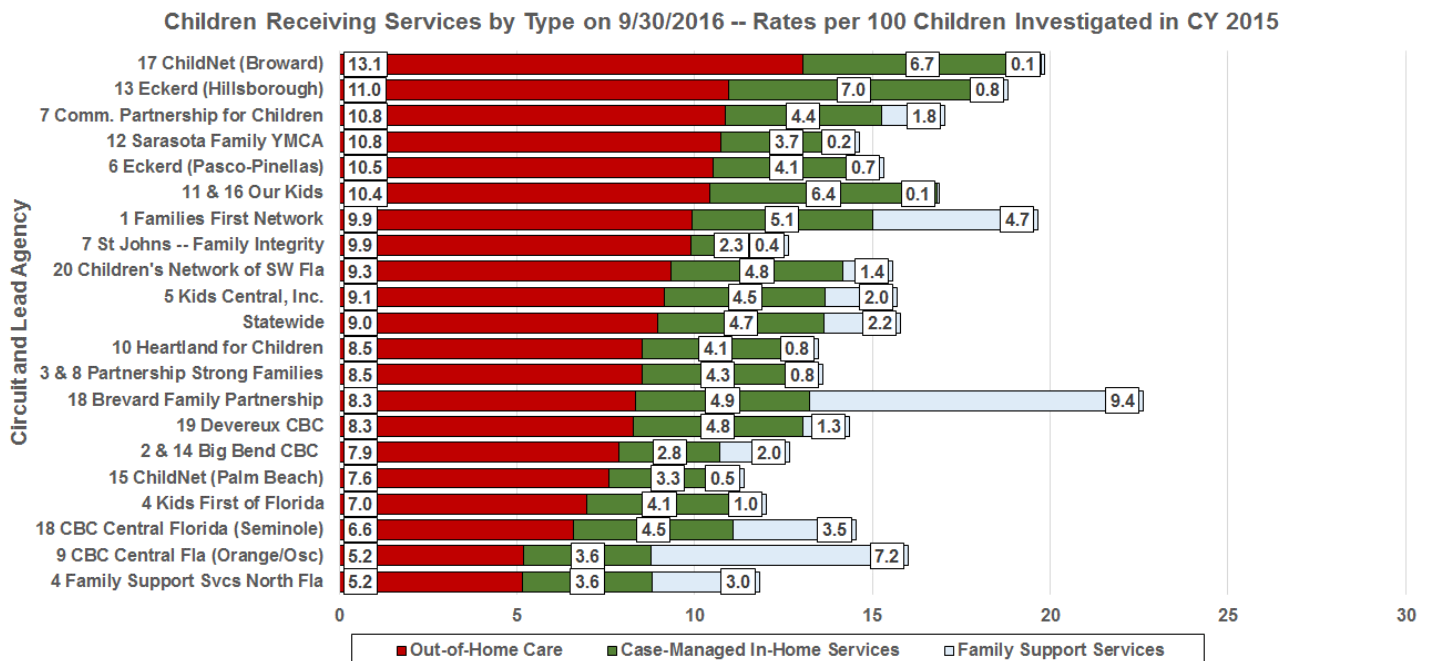
Statewide Trends in Case-Managed Services

There were 23,538 children in out-of-home care on September 30, a 5.0% increase over the 22,358 children in care on September 30, 2015 and a 23.5% increase over the 18,003 in care on September 30, 2013. The trend for children receiving in-home services has remained relatively flat for three years.



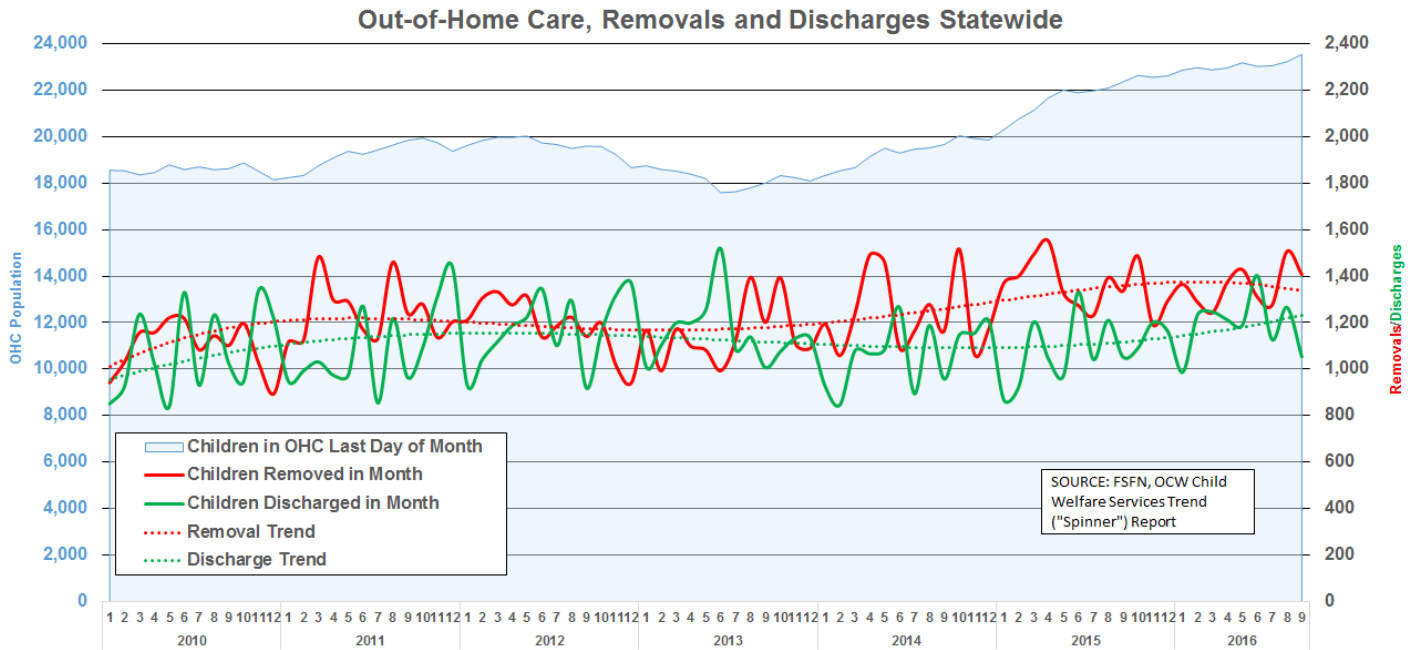
Services Mix by CBC Lead Agency

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.



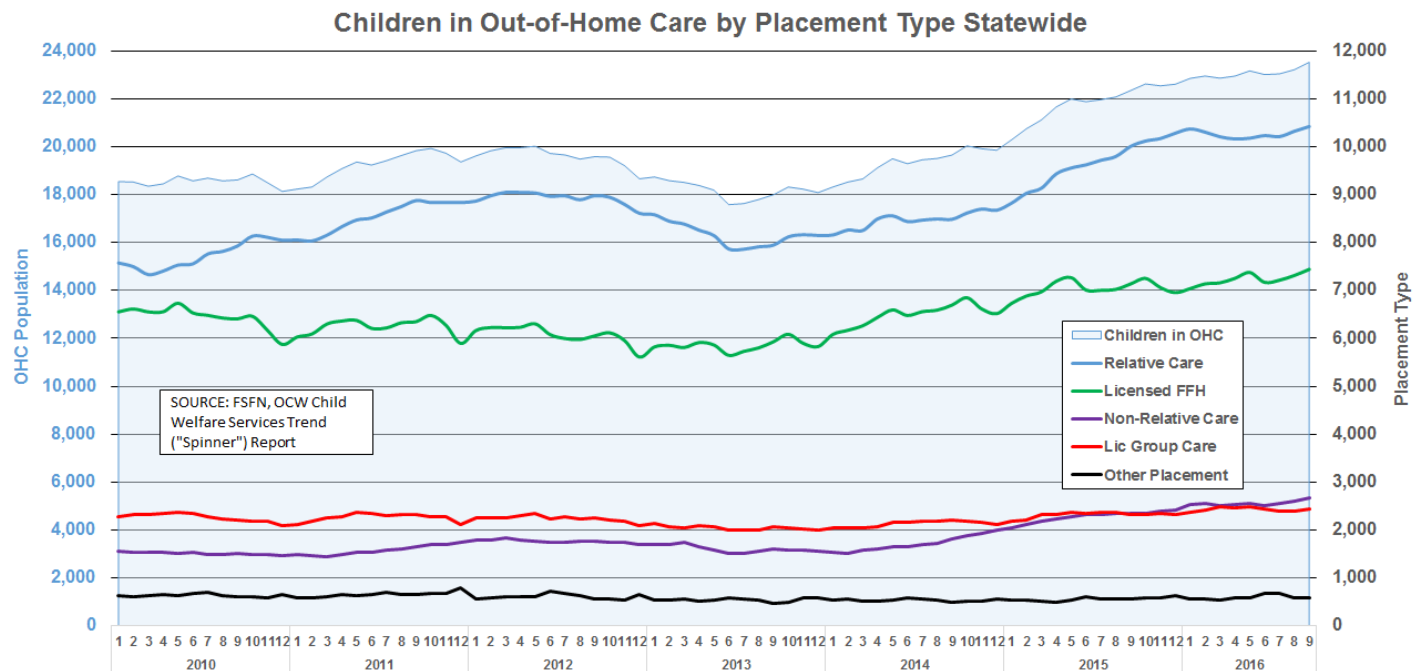
Removals and Discharges Compared to Children in Out-of-Home Care Trend

The number of removals decreased from 1,506 in August to 1,407 in September, but the overall trend has been upward since the seasonal low of 1,192 in November. Monthly discharges slipped to 1,053 in September from the seasonal peak -- due to adoptions -- of 1,403 in June. The continuing gap resulted in an increase in out-of-home care from 23,229 in August to 23,538 in September, the highest since 23,685 in May 2008.



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

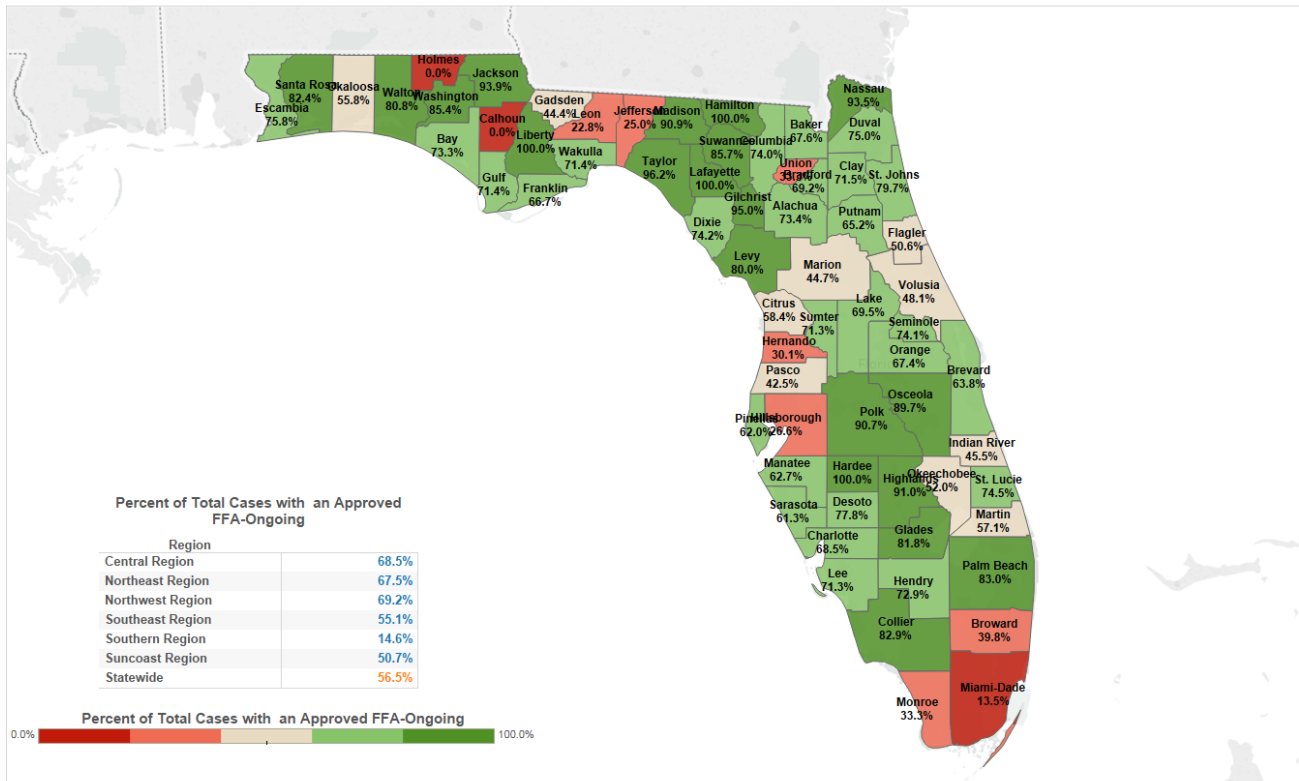
The rise in children in out-of-home care over the last three years has been met primarily by increases in unlicensed kinship placements – relatives beginning in 2013; non-relatives in 2014. Over the last 12 months, the number of children in non-relative placements increased by 12.7%, while the number in relative placements increased by 4.0%, those in licensed family homes increased by 4.1%, those in group care increased by 4.9%, and those in “other” placements increased by 6.3%.



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 10/23/2016

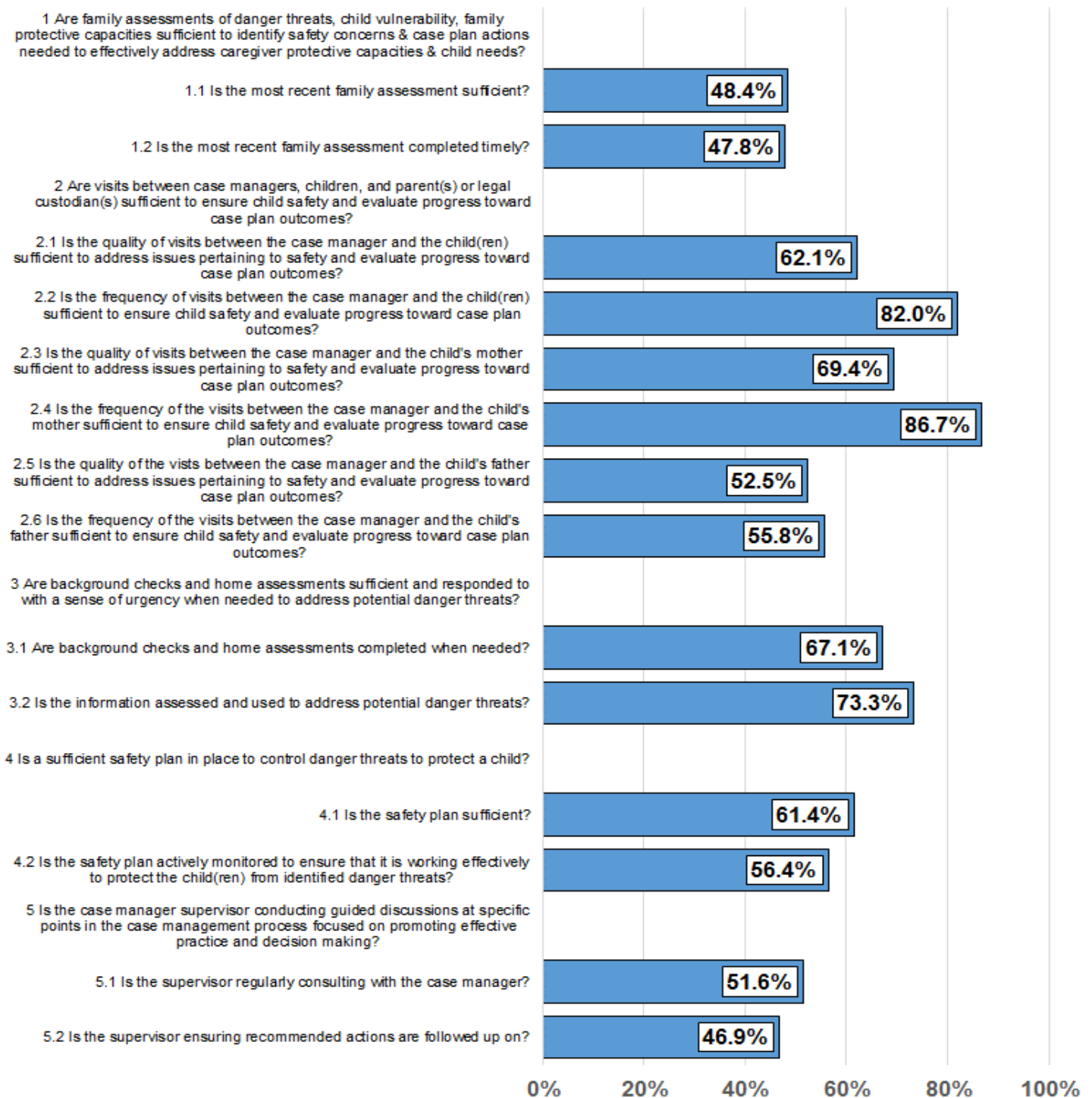


Source: FSFN report Active Cases with an Approved FFA-Ongoing – OCWRU #1084
 Notes: Small number of cases will affect county percentages. Based on location of primary worker.

CBC Rapid Safety Feedback

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

CBC Statewide Rapid Safety Feedback: Percent Considered "Strength"
July - September 2016

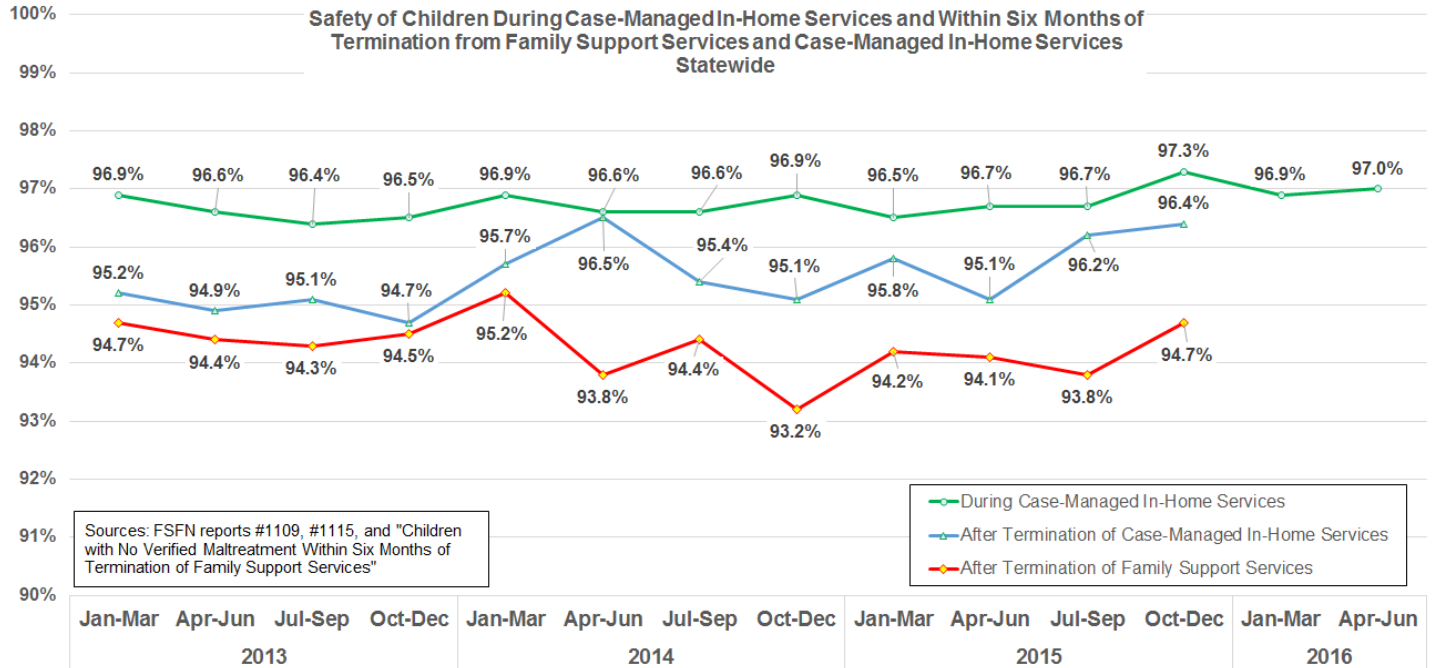


CBC Safety Indicators

Child Safety Trends: Comparison of Three Indicators

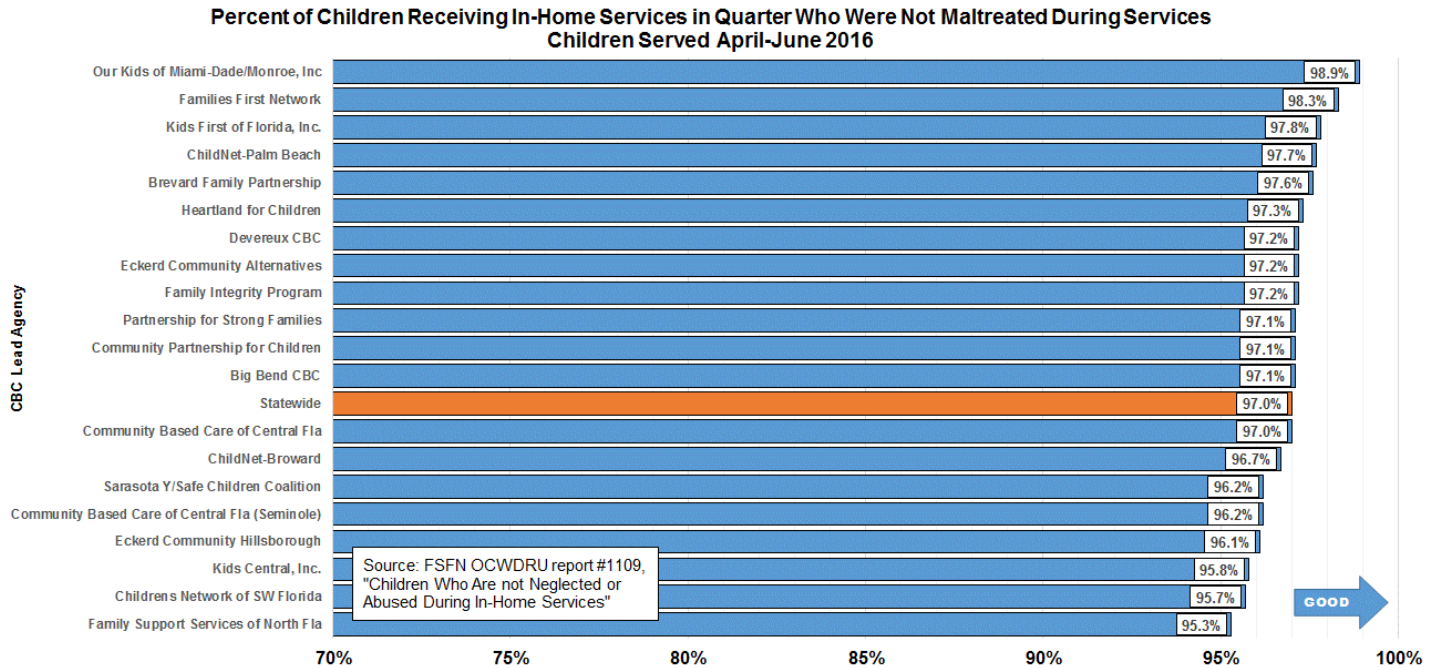
Children continue to be safer while receiving services than after termination of services:

- The percent of children with no verified maltreatment during case-managed in-home services has been steady at around 97% for years and was 97.0% in April-June 2016.
- The percent of children with no verified maltreatment within six months after termination of case-managed services improved for closures in October -December 2015 to 96.4%.
- 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 October - December 2015 at 94.7%.



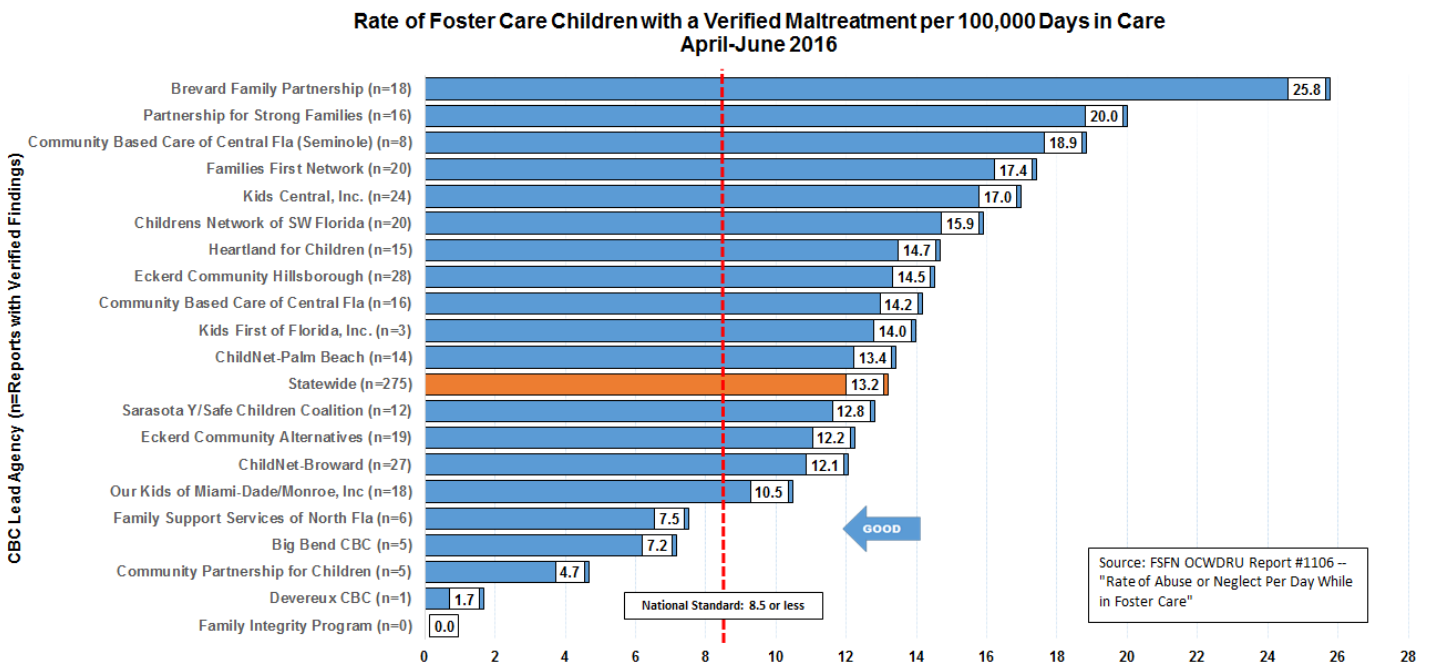
Child Safety during Case-Managed In-Home Services

Statewide performance for April-June 2016 was 97.0%.



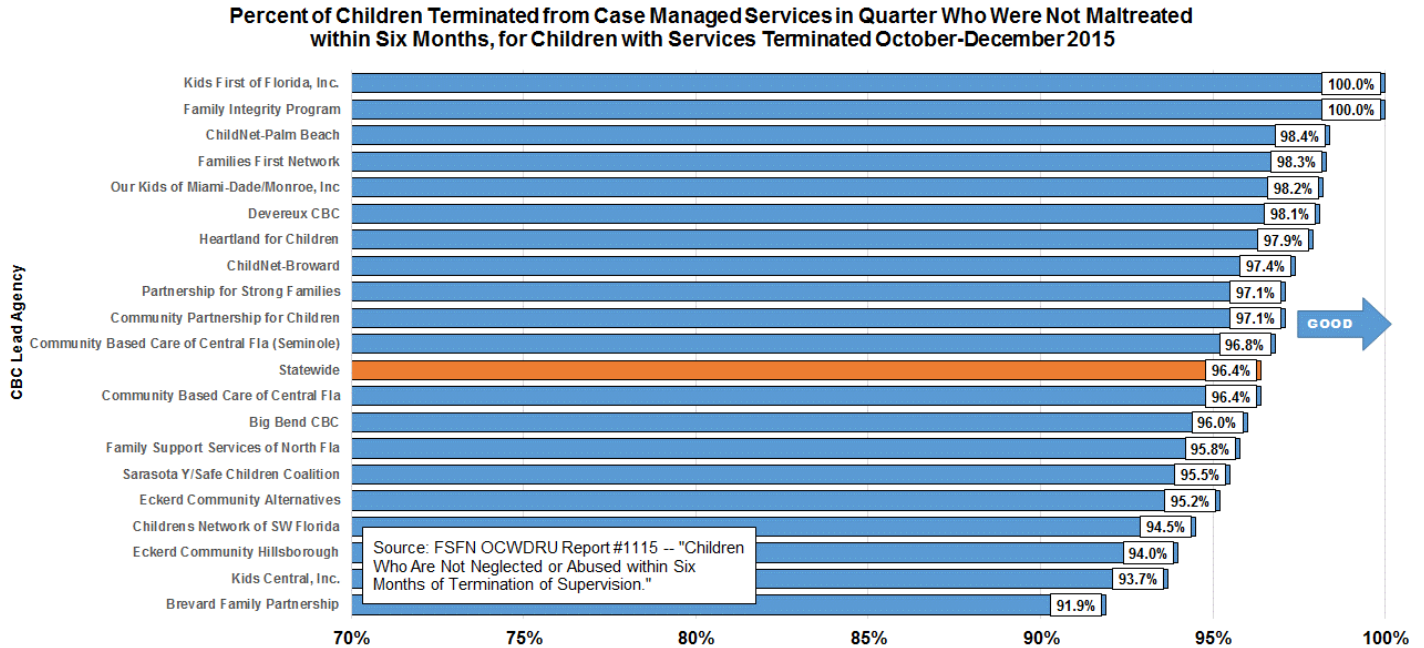
Child Safety in Out-of-Home Care

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.



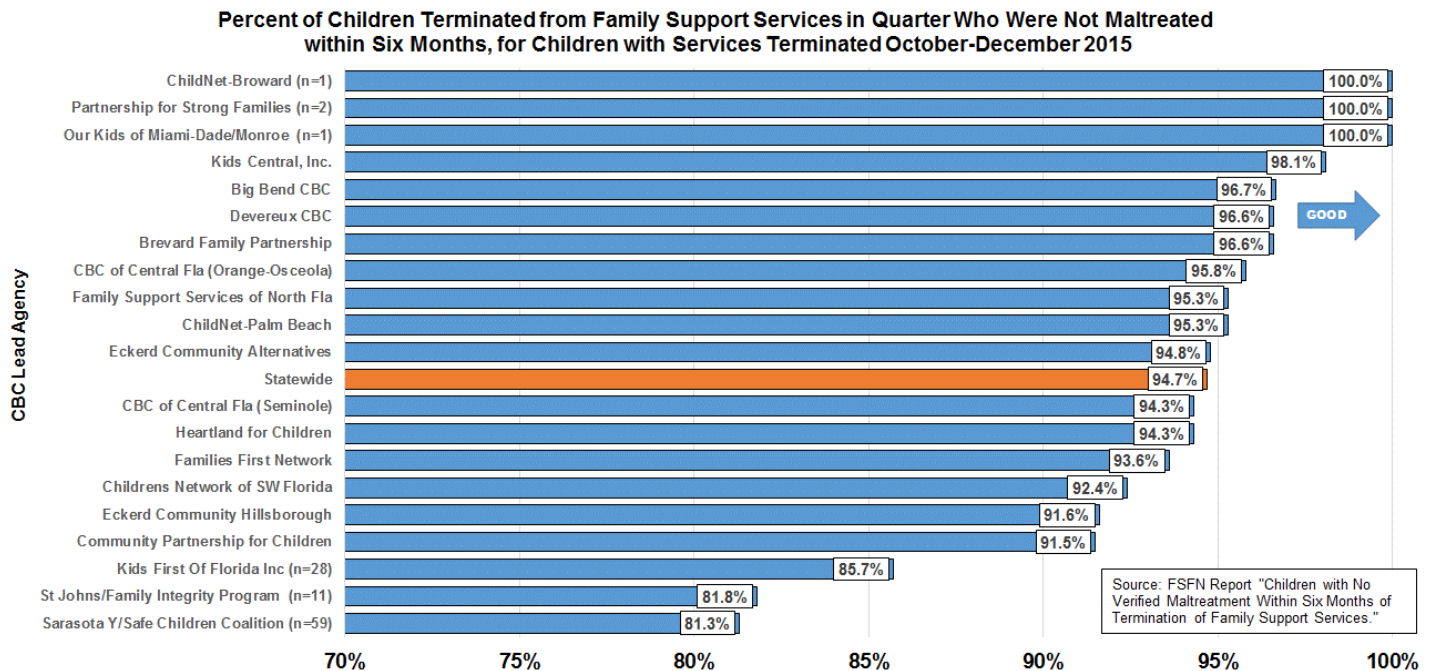
Child Safety after Termination of Case-Managed Services

Statewide performance for services terminated in October - December 2015 was 96.4%.



Child Safety after Termination of Family Support Services

Statewide performance for services terminated in October - December 2015 was 94.7%.

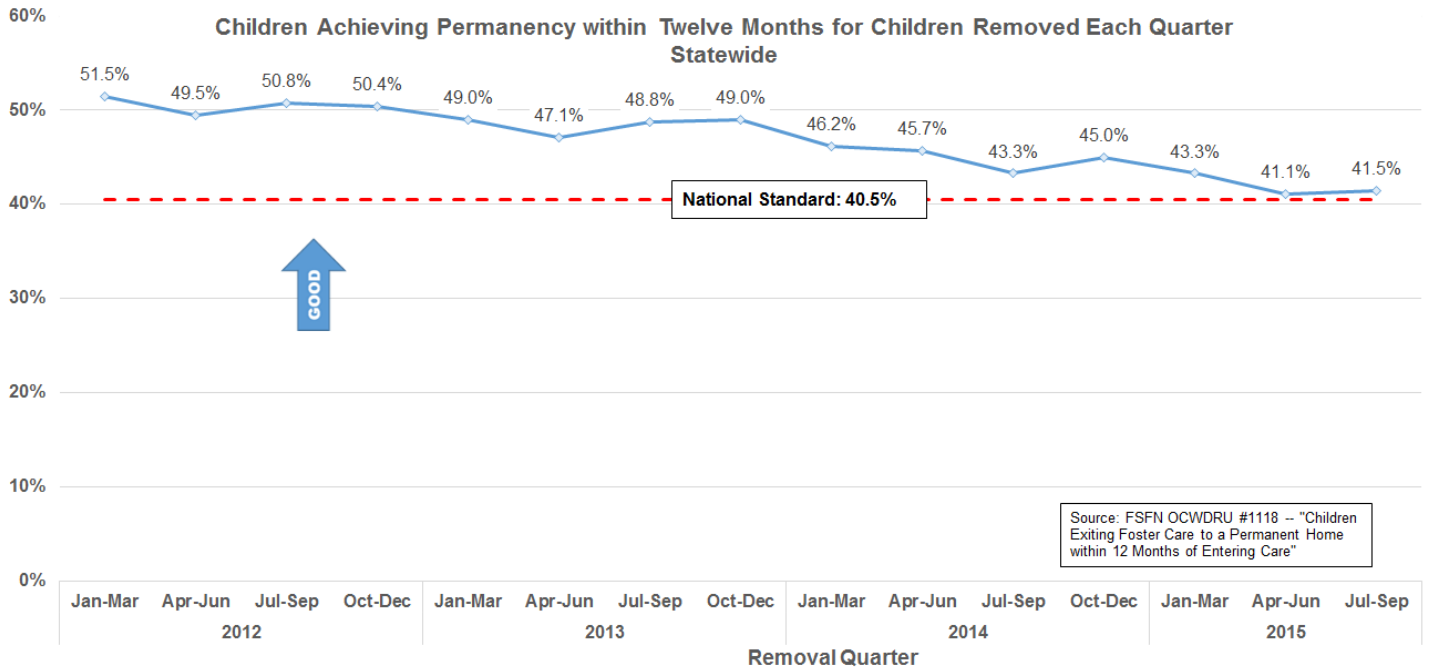


Permanency Indicators

Permanency within 12 Months of Removal, by Quarter

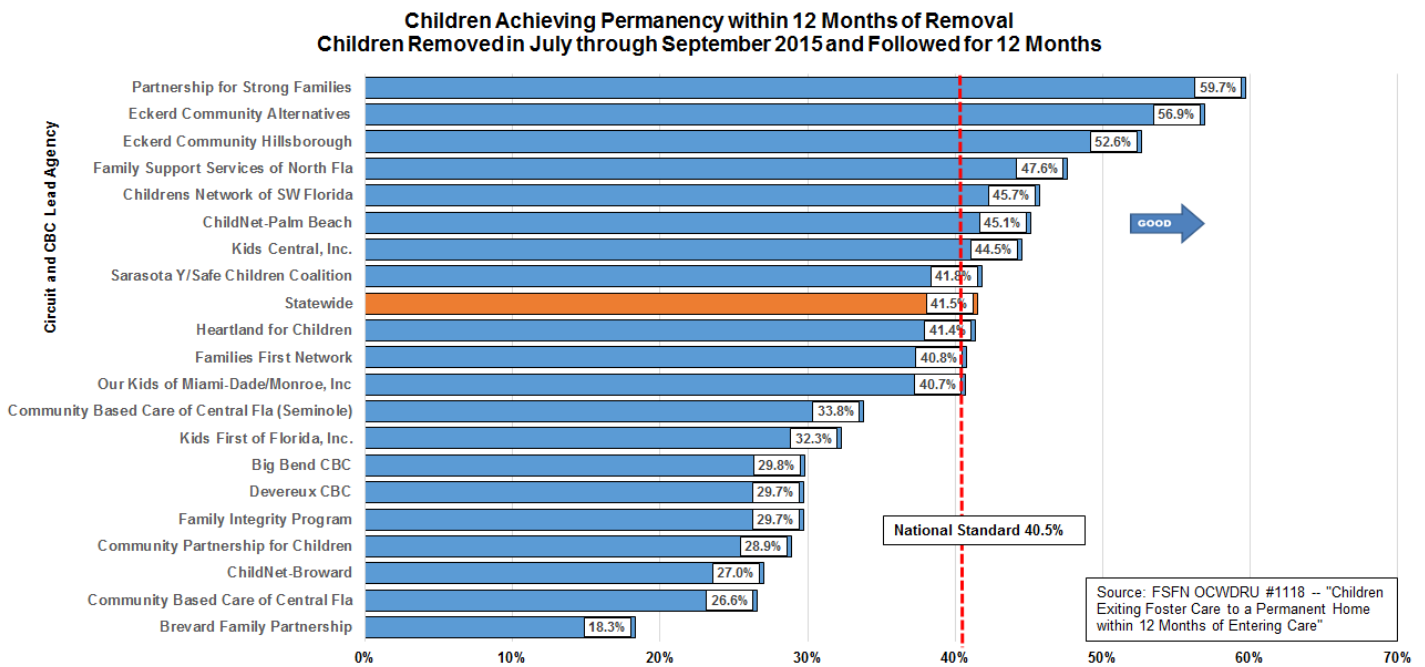
Statewide Trend

Permanency within 12 Months of Removal is our primary indicator of timely permanency. Statewide performance has been slowly declining over the last few years to the point that the current level of 41.5% barely meets the national standard of 40.5%.



Stratification by CBC Lead Agency

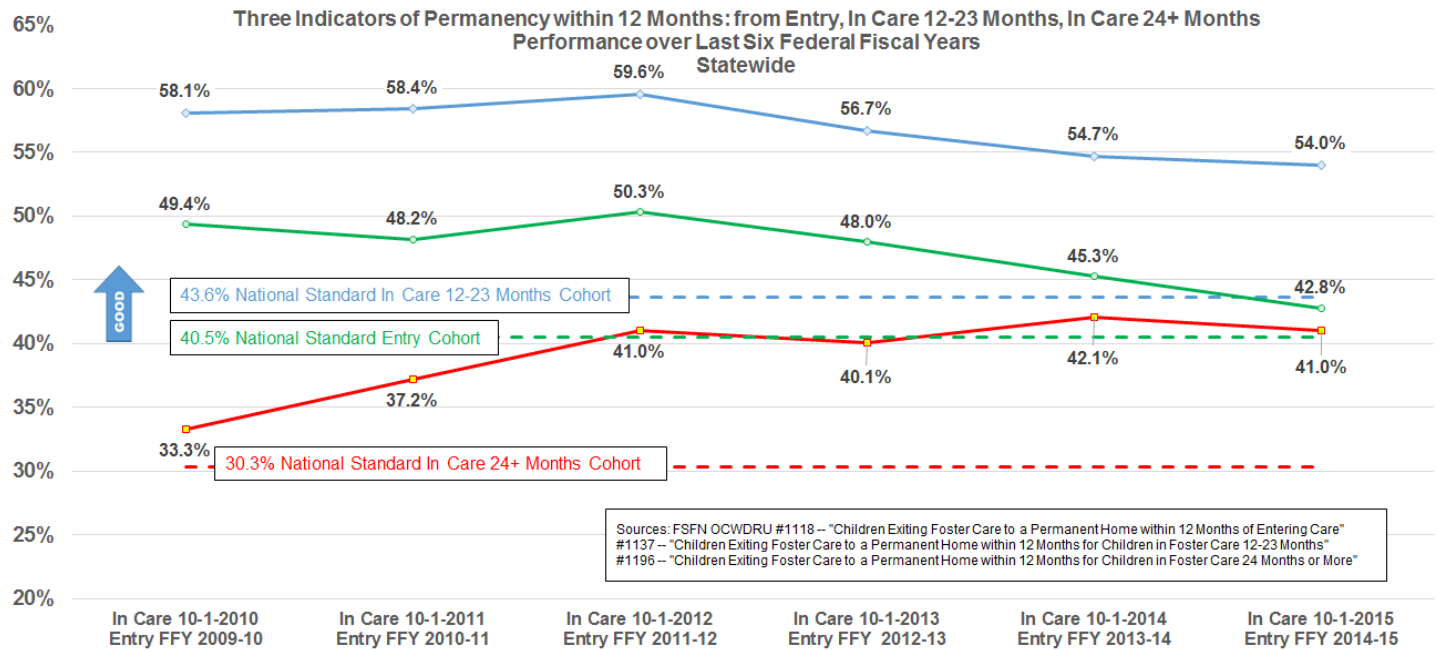
Eleven of the lead agencies exceed the national standard of 40.5%.



Long-Term Trends on Three Permanency Indicators

Statewide Trends

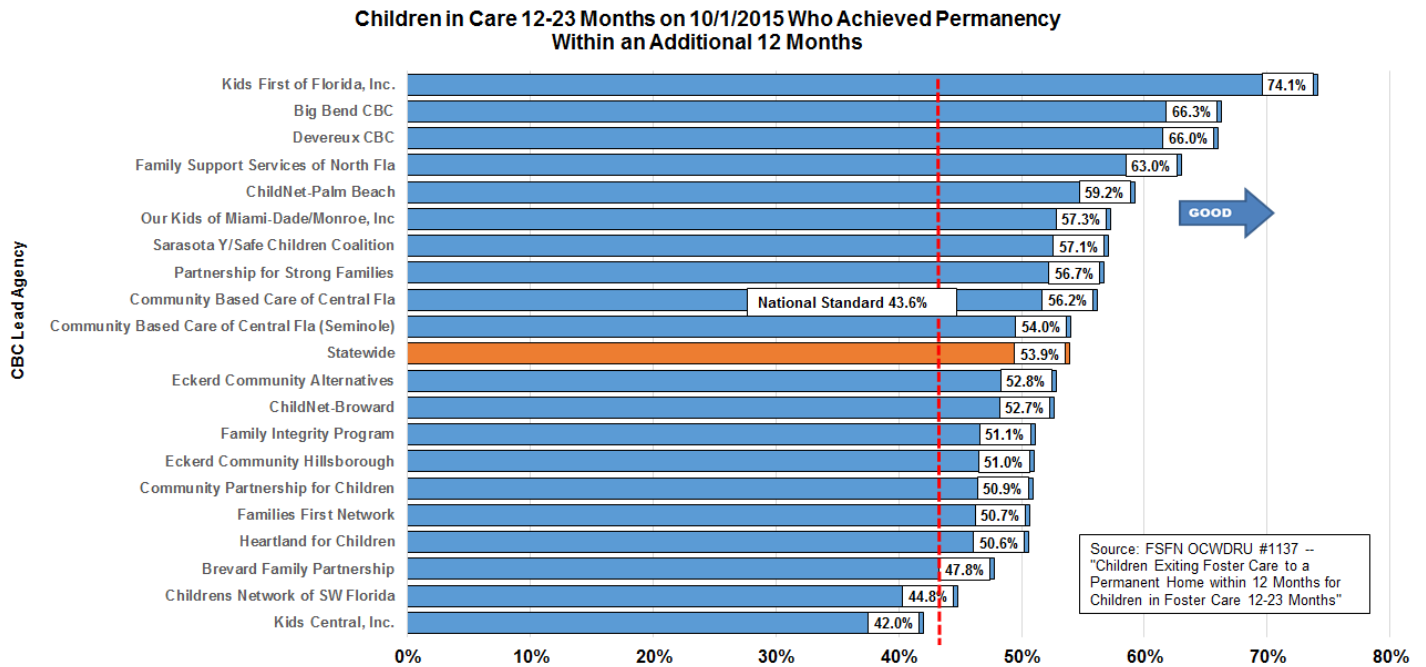
The following chart shows the long-term changes in the relationship between three indicators of timely permanency performance. Florida continues to exceed national standards on all three indicators. However, permanency within 12 months for both entry cohorts and in-care 12-23 month cohorts declined in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

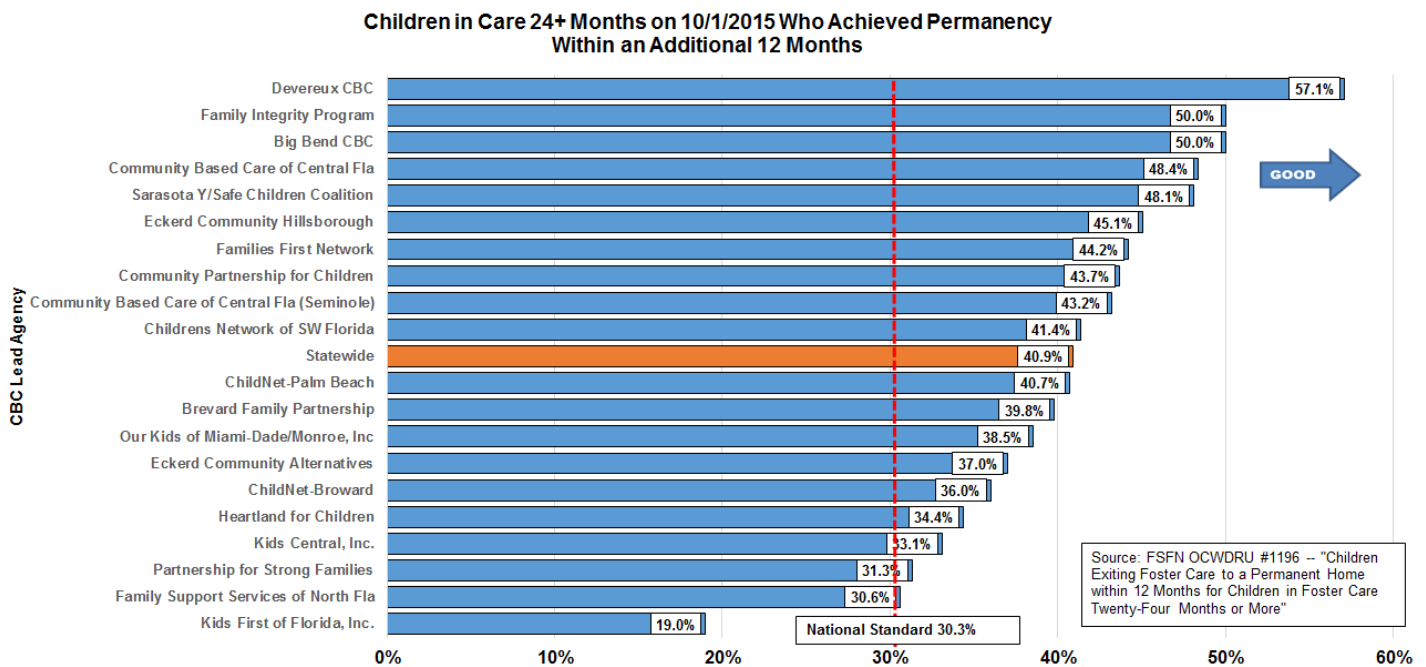
Statewide performance of 53.9% is high, with all but one area are meeting the 43.6% national standard.



Permanency within 12 Months for Children in Care 24+ Months

Stratification by CBC Lead Agency

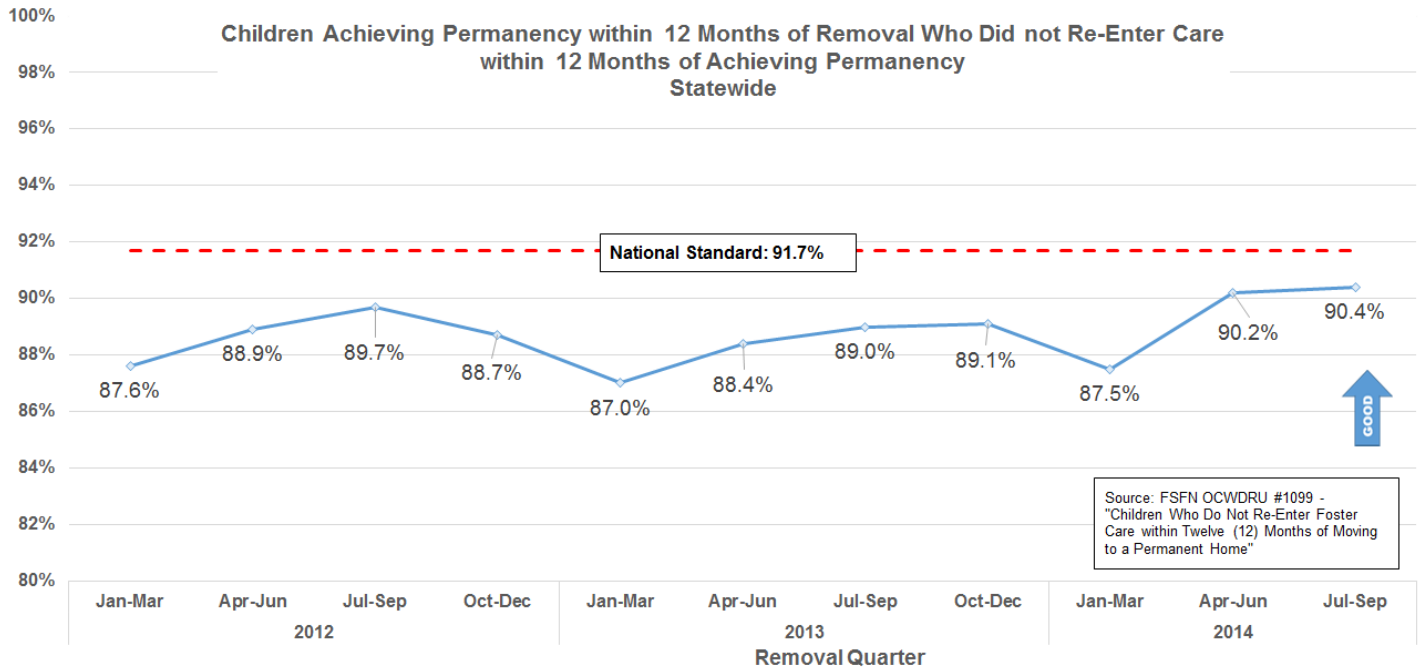
Statewide performance of 40.9% is high with all but one area meeting 30.3% national standard.



Re-Entry into OHC within 12 Months of Achieving Permanency

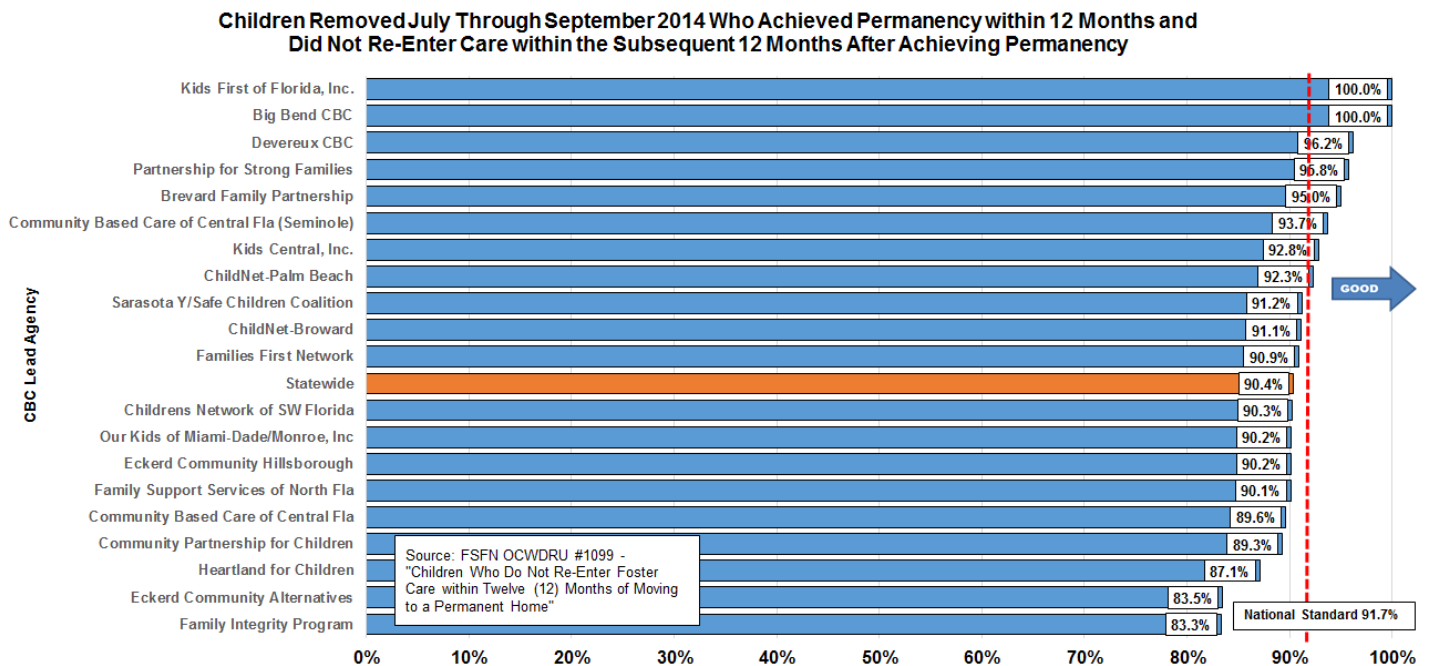
Statewide Trend

Statewide performance for the most recent available quarter (entries two years ago) improved in the last two quarters. However, performance has remained below the national standard of 91.7% for entries since 2012. This new federal measure presents an incomplete picture of re-entry, selecting 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 in order to meet the national standard of 91.7%.

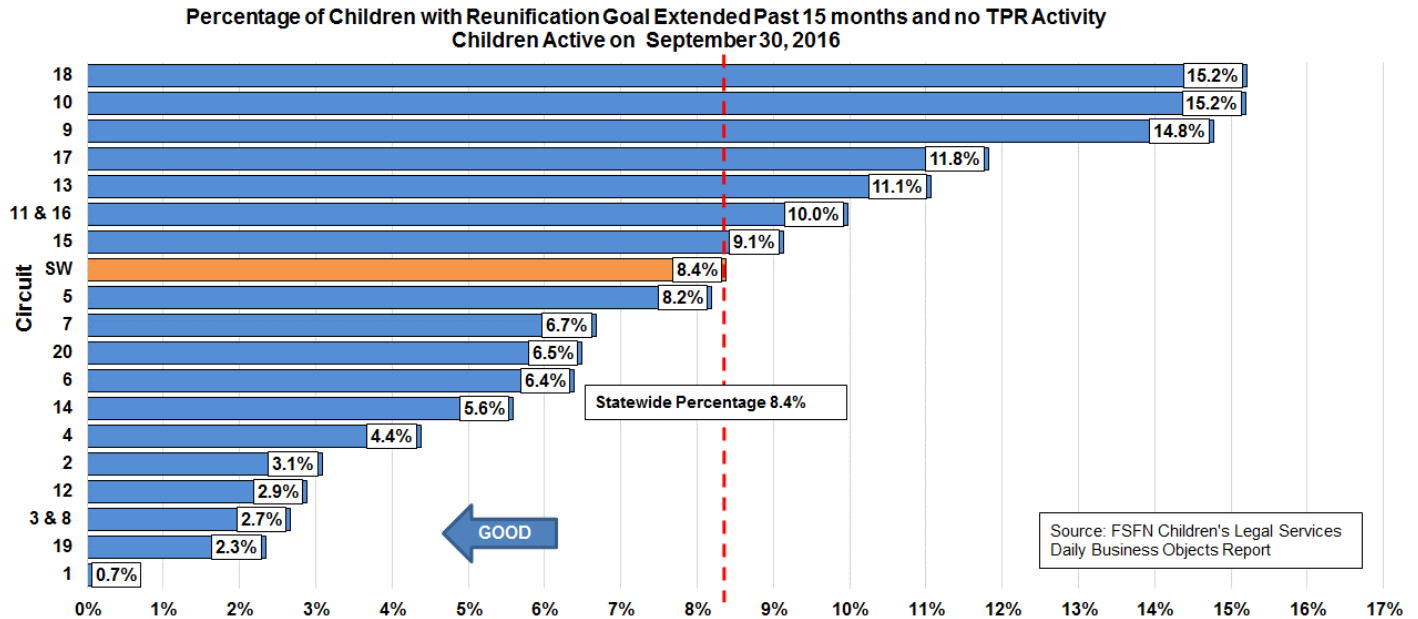


Timeliness of Judicial Handling

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

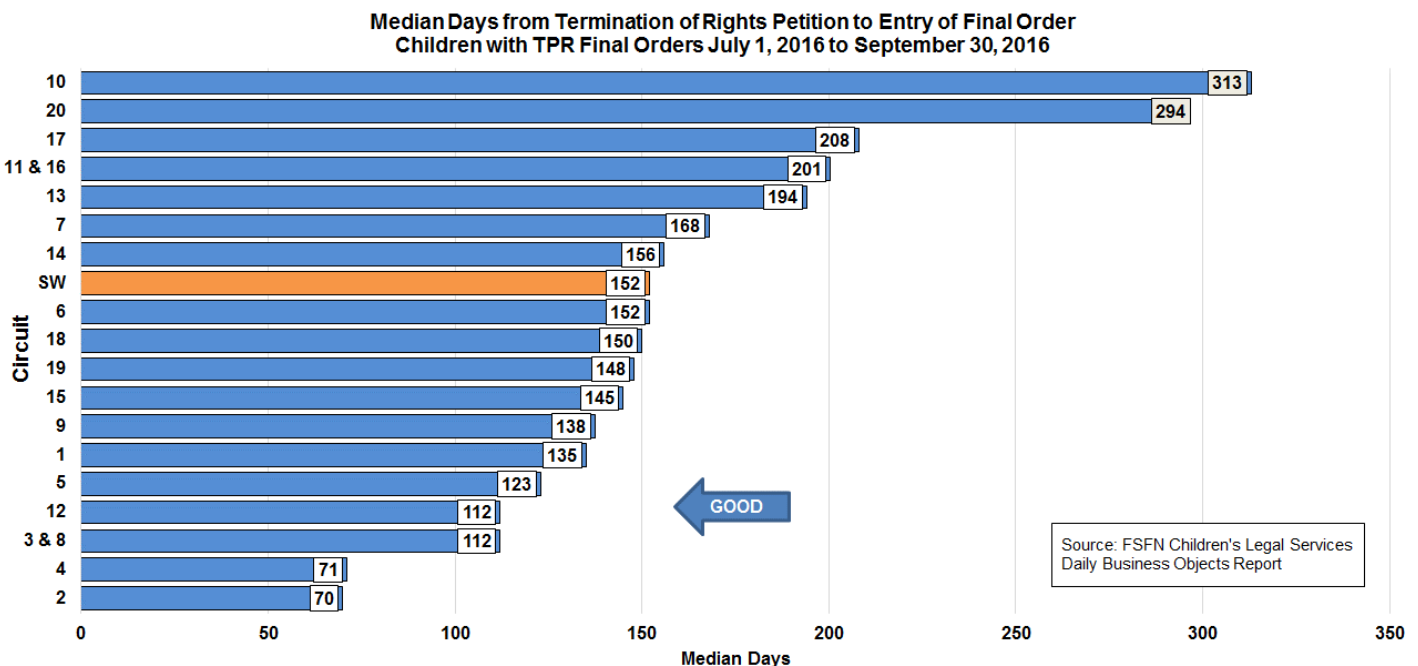
Reunification Goal after 15 Months & No Termination of Parental Rights Activity

The statewide average was 8.4% on September 30. Circuit goals are set for each period after review of baseline information.



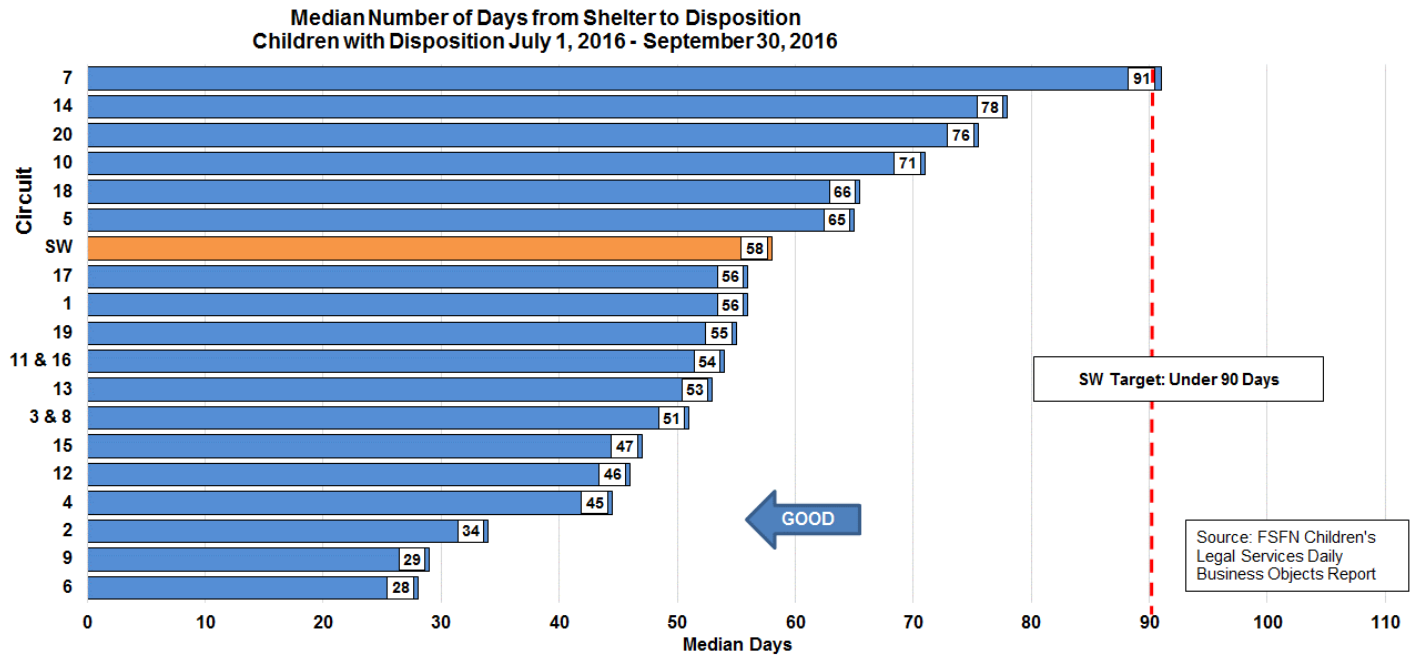
Timeliness of Termination of Parental Rights, from Petition to Order

The statewide median was 152 days in July through September. Circuit goals are set for each period after review of baseline information.



Time from Removal Date to Disposition Order

The statewide median is 58 days, much better than the statewide target of less than 90 days. Circuit goals are set for each six-month period after review of baseline information.

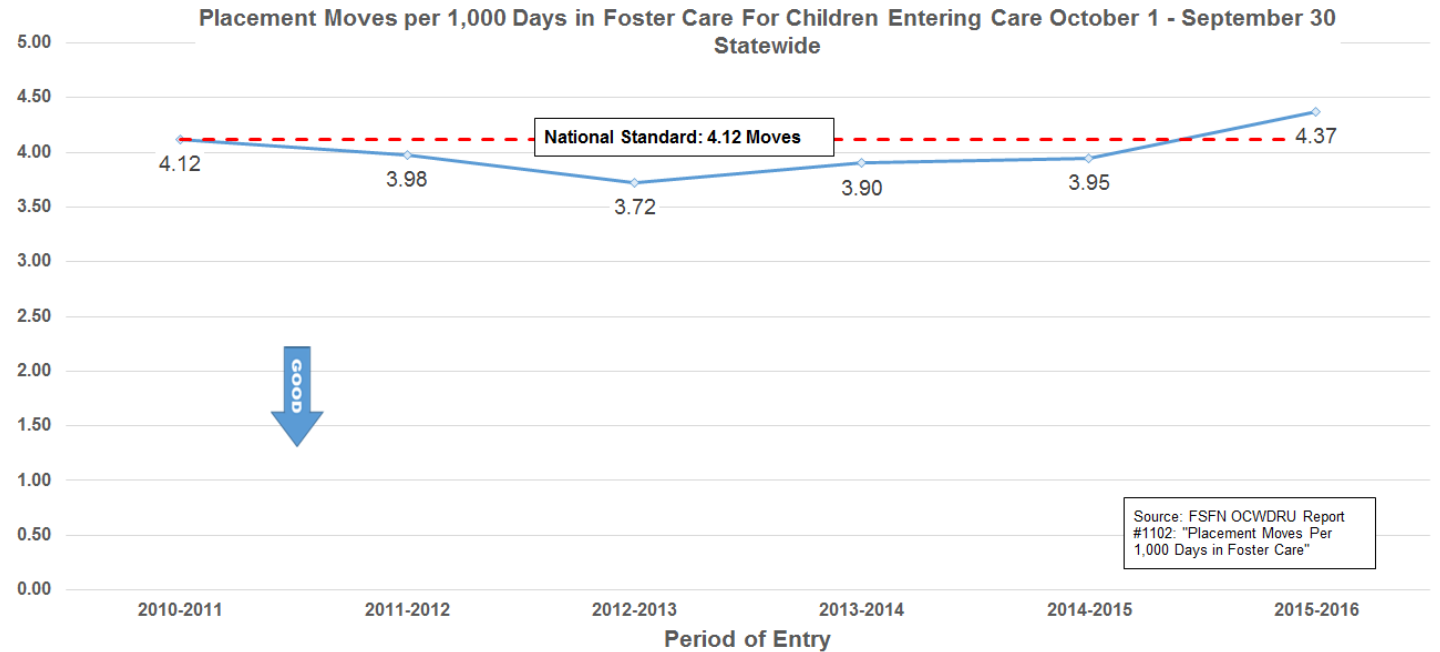


Maintaining Connections in Placement

Placement Stability

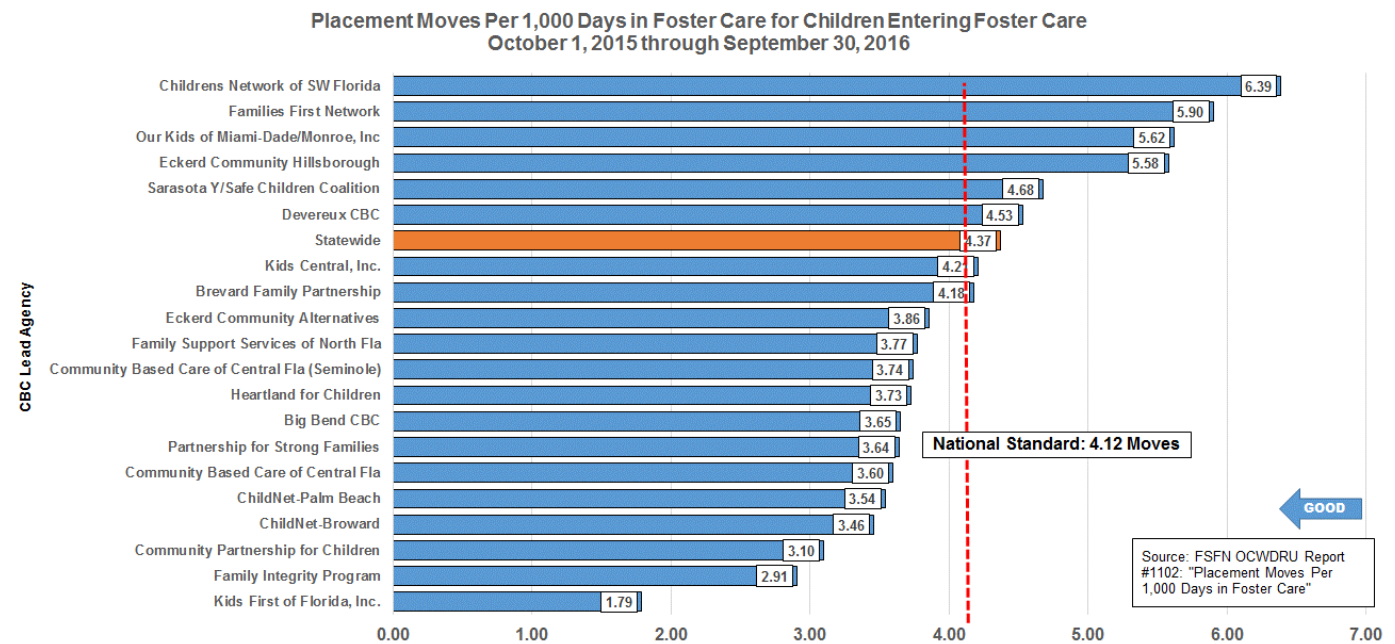
Statewide Trend

Statewide performance has been slightly better than the national standard of 4.12 moves per 1,000 days in foster care over the last few years, until increasing to 4.37 moves per 1,000 days in the last four quarters.



Stratification by CBC Lead Agency

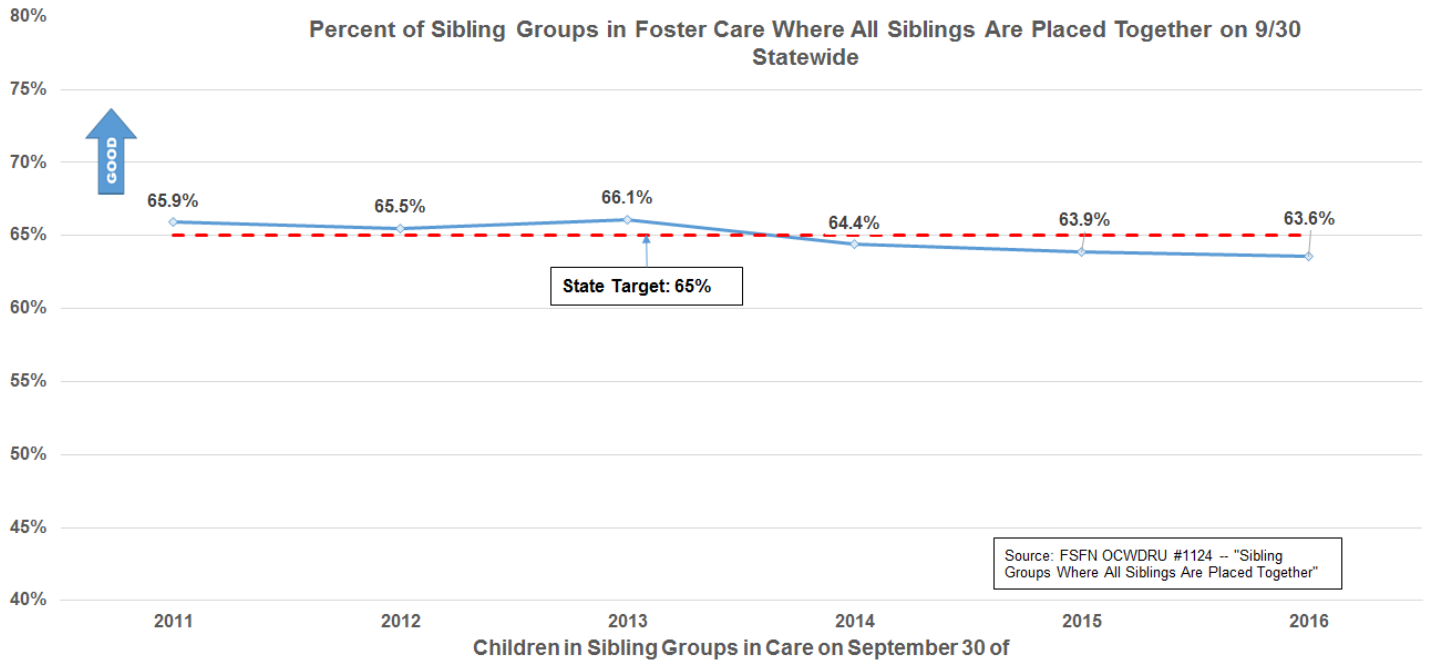
Statewide performance, currently at 4.37 moves per 1,000 days in foster care, does not meet the national standard of 4.12 moves. There is wide variation among the lead agencies, with most meeting the standard.



Placement of Sibling Groups Together

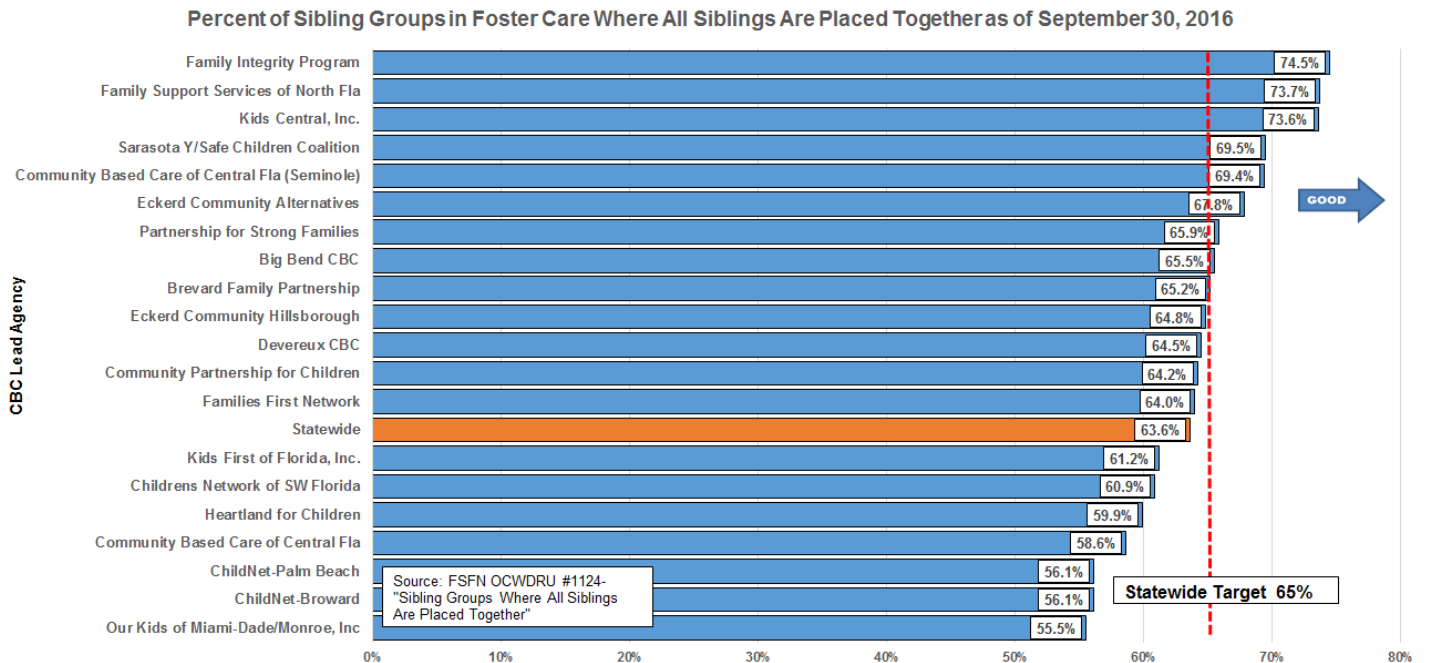
Statewide Trend

Statewide performance has declined slightly over the last few years from around 66% to around 64%.



Stratification by CBC Lead Agency

Although statewide performance was at 63.6% on September 30, there is variation among the lead agencies.

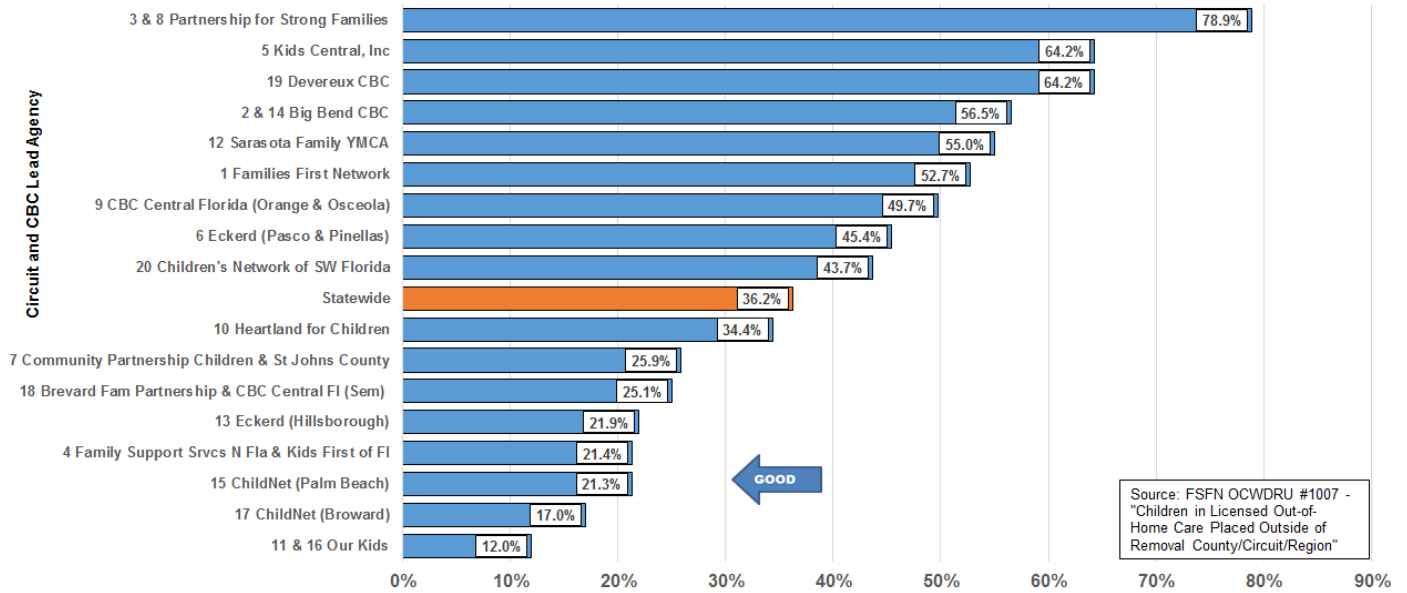


Proximity of Placement to Maintain Connections

Children Placed Outside Removal County

36.2% of children are currently placed outside of their removal county, but there is wide variation across CBCs.

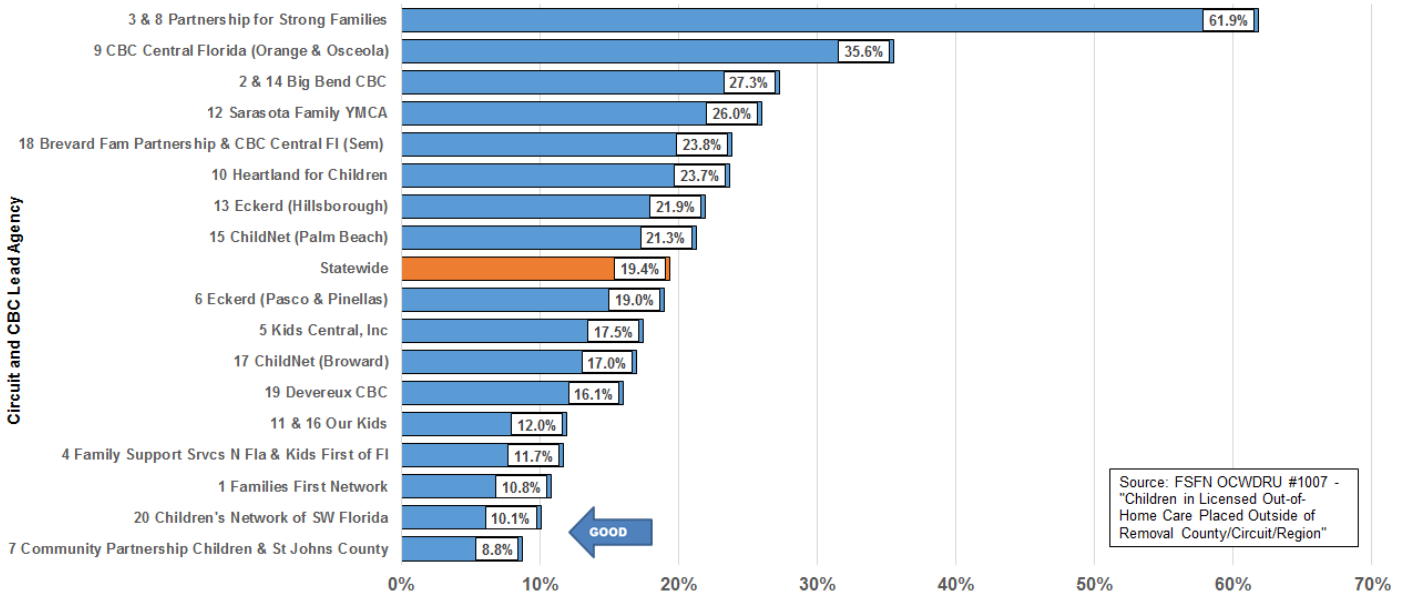
Percent of Children in Licensed Out-of-Home Care Placed Outside of Removal County as of September 30, 2016



Children Placed Outside Removal Circuit

The 19.4% 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.

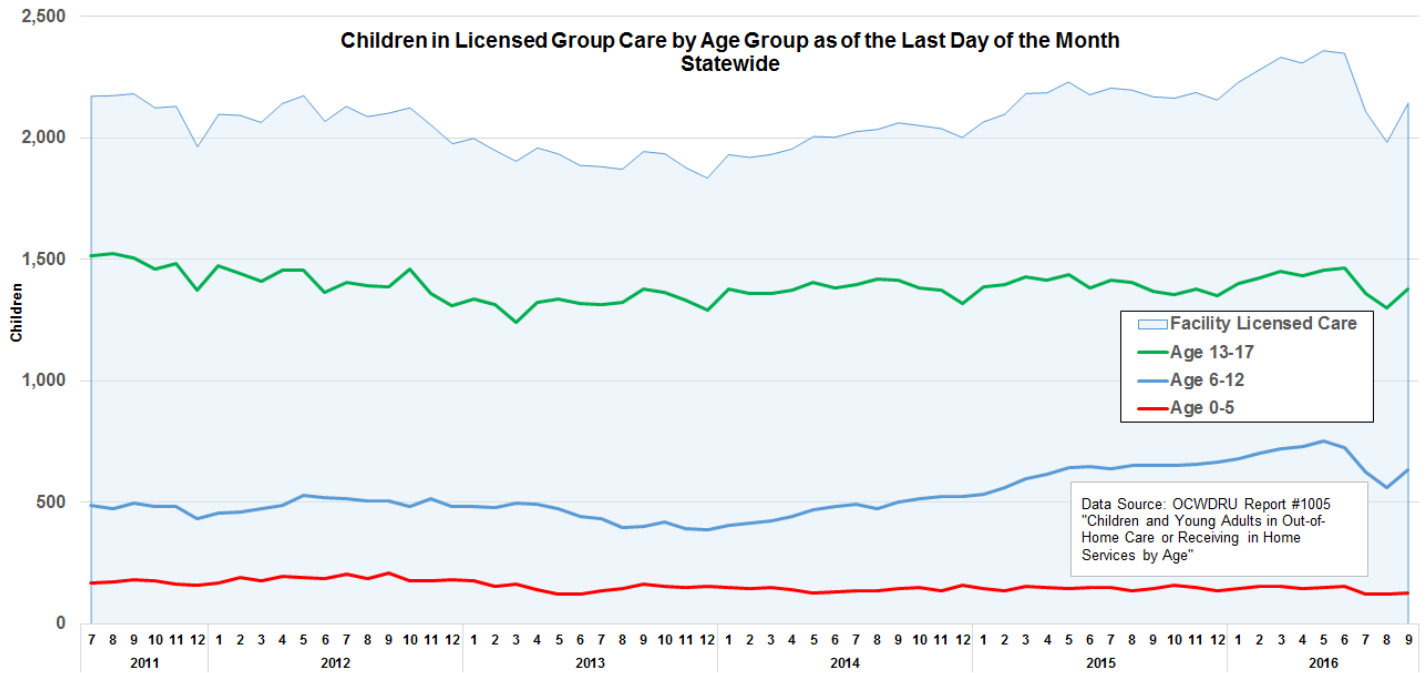
Percent of Children in Licensed Out-of-Home Care Placed Outside of Removal Circuit as of September 30, 2016



Placement in Family Settings

Trends in Group Care by Age Group

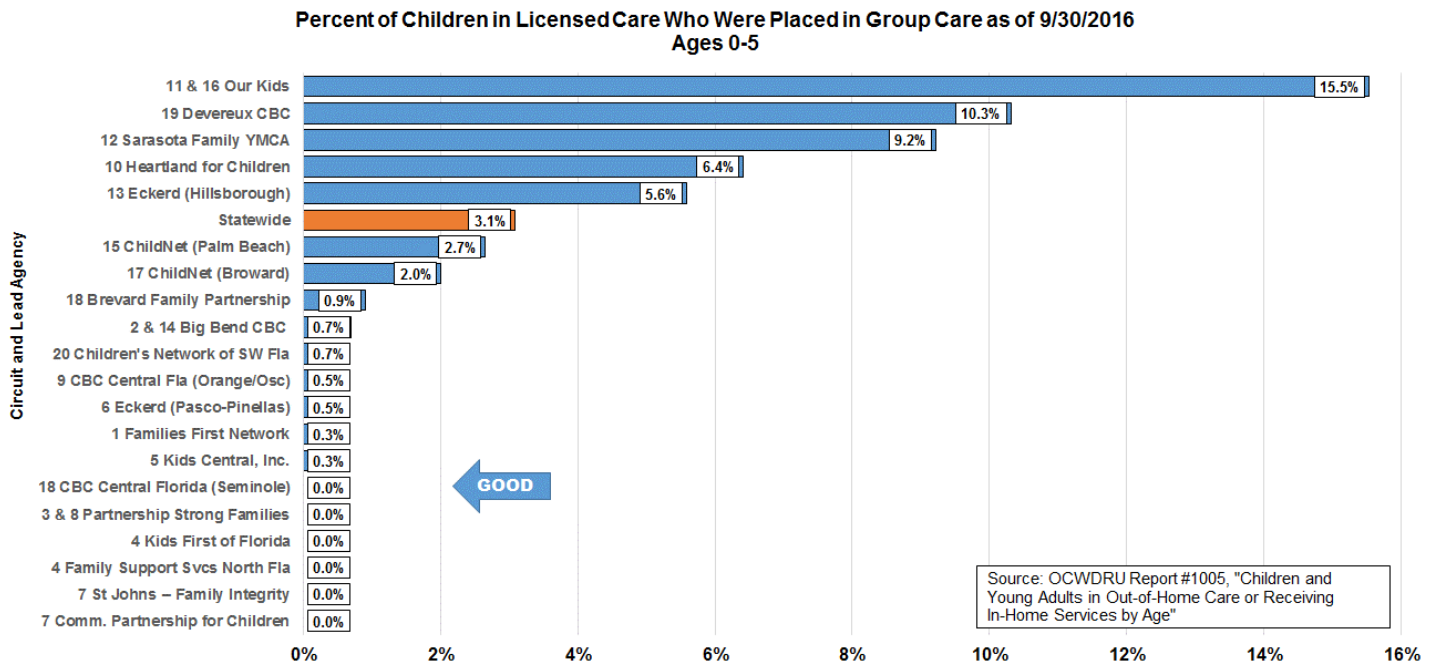
The number of children aged 6-12 in group care has increased sharply since 2014. However, there was a sharp reduction in both the 6-12 and 13-17 age groups in July and August.



Children in Group Care by Age Group

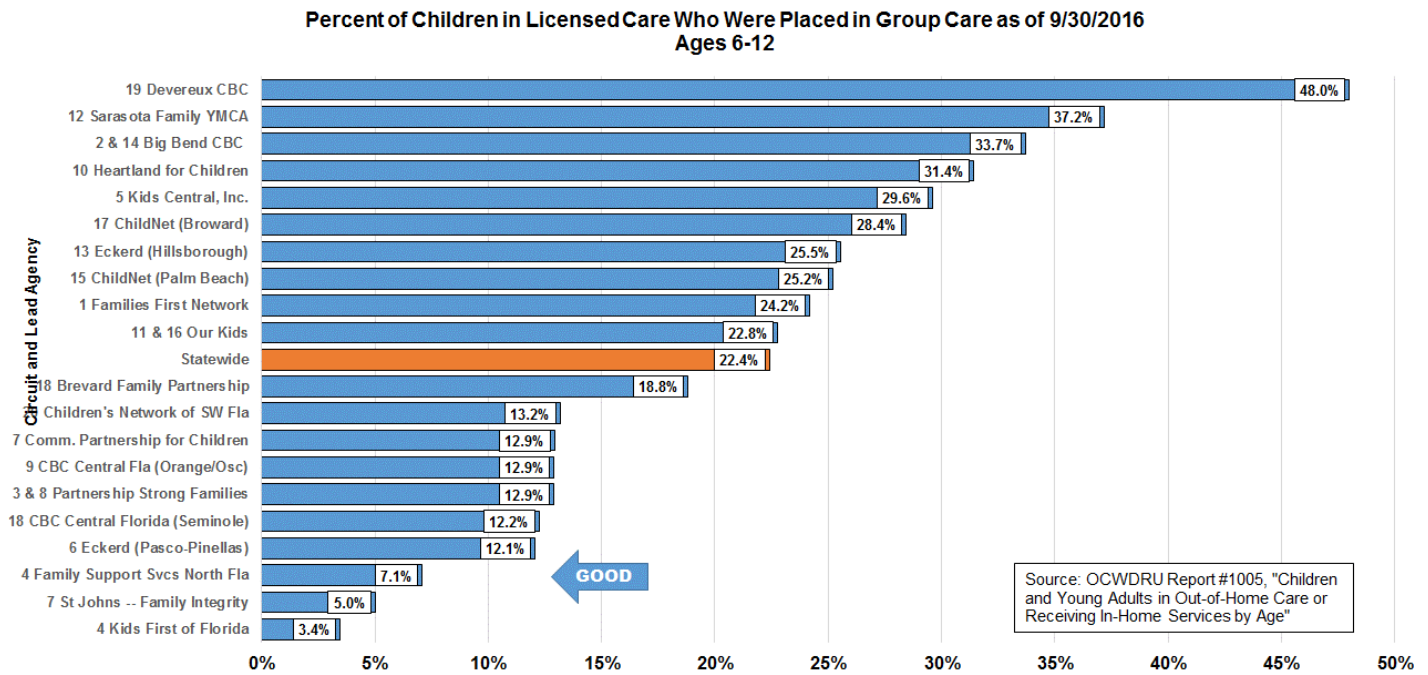
Children Aged 0-5 Placed in Group Care

Thirteen lead agencies had less than one percent of these very young children placed in group care on September 30.



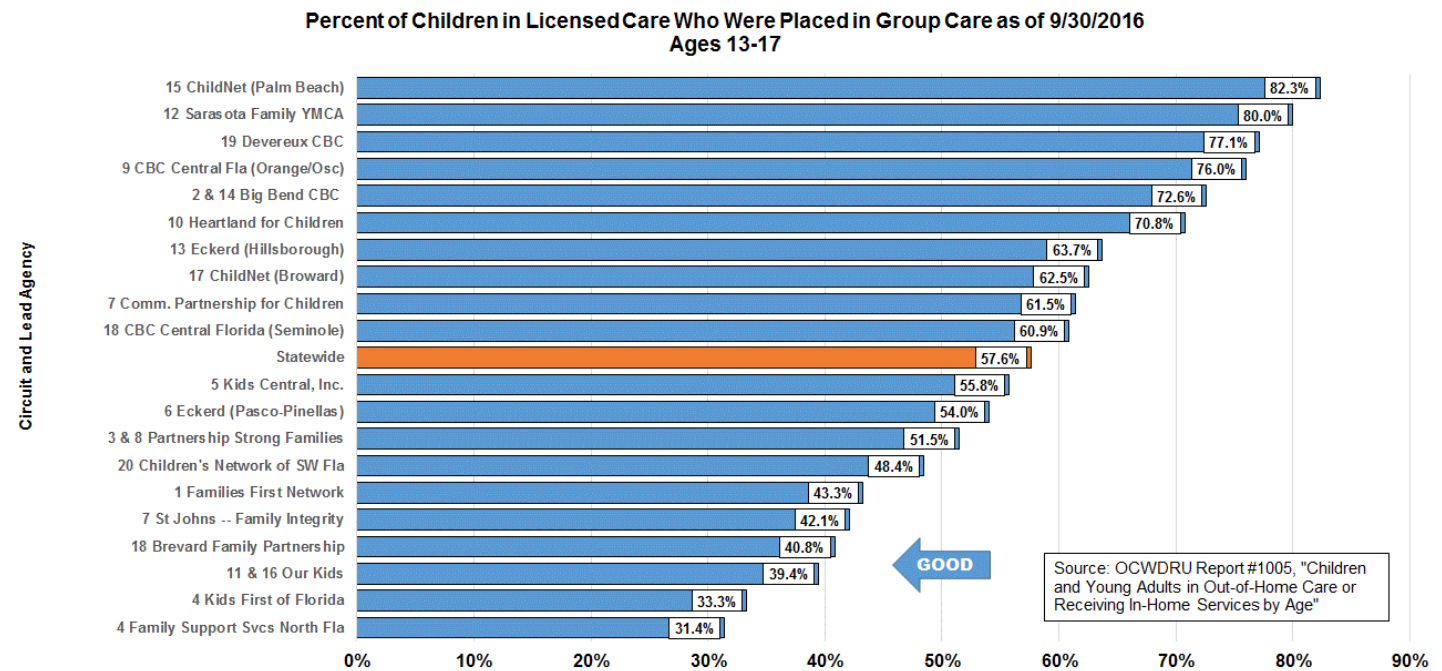
Children Aged 6-12 Placed in Group Care

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



Children Aged 13-17 Placed in Group Care

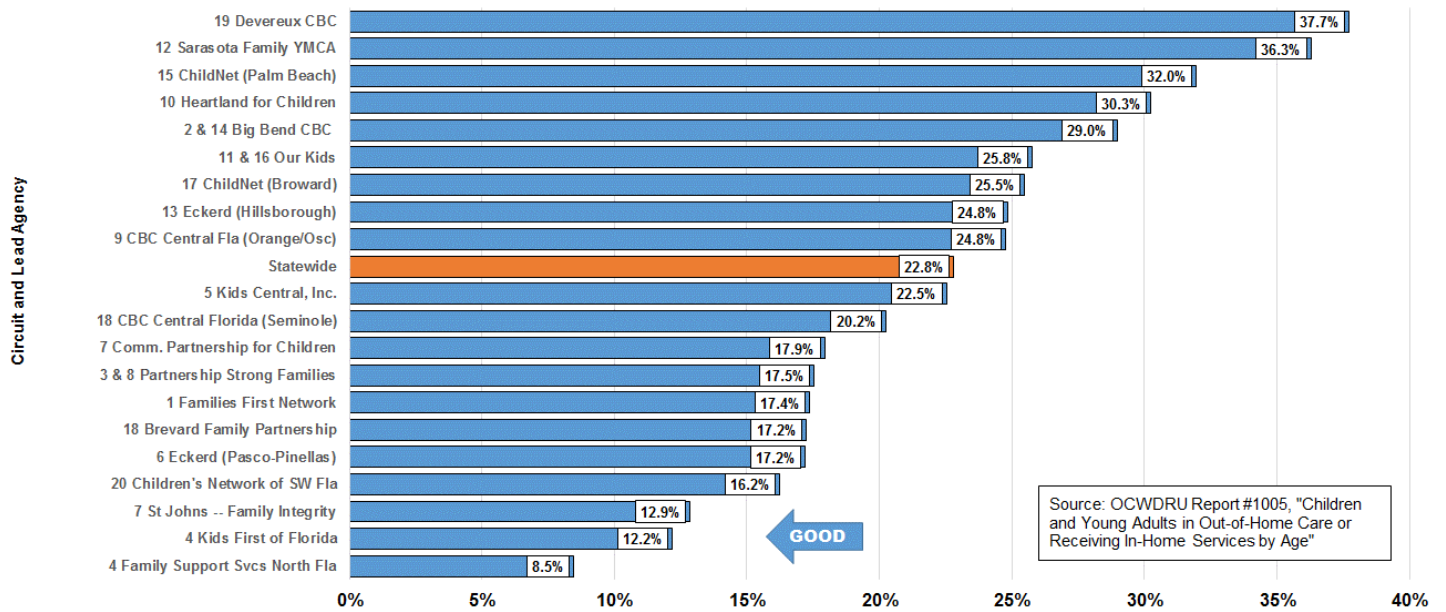
Most CBC lead agencies have 50% or more children in this age range placed in a group home environment, with six CBCs having over 80%.



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 September 30.

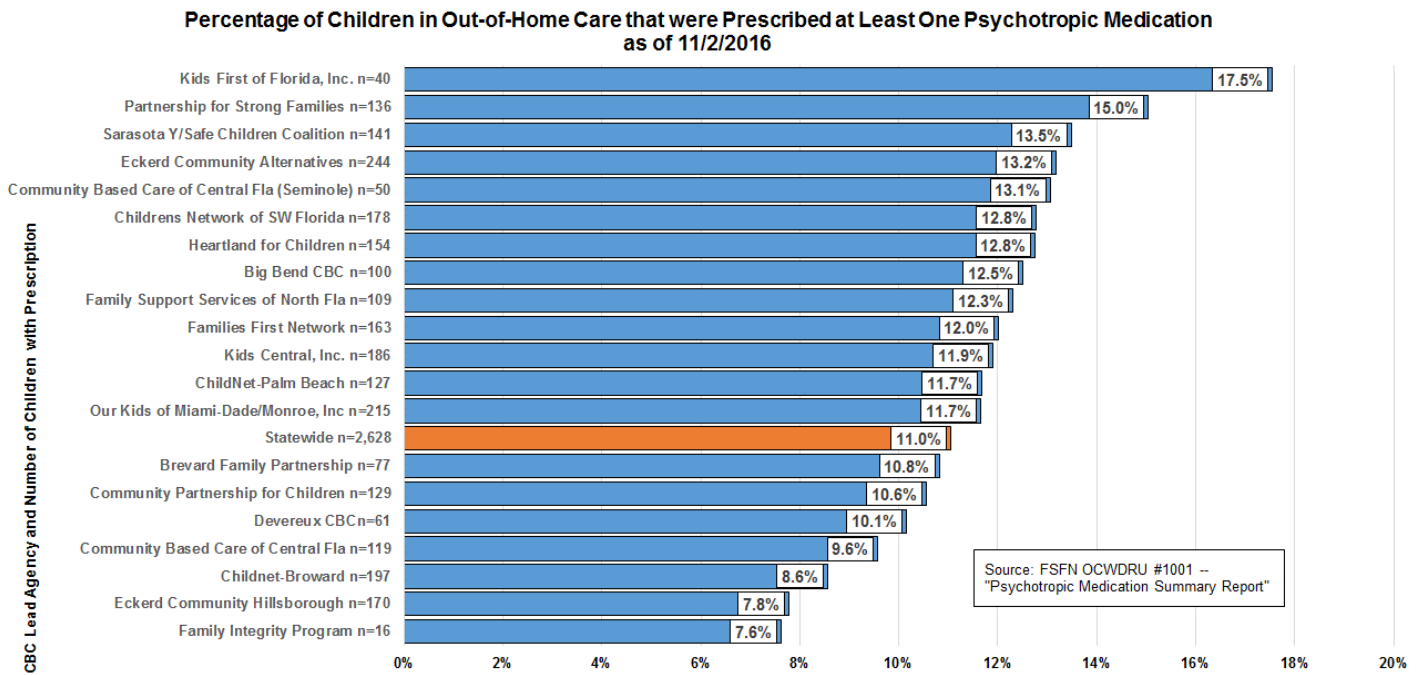
**Percent of Children in Licensed Care Who Were Placed in Group Care as of 9/30/2016
Ages 0-17**



Children in Care with Prescribed Psychotropic Medications

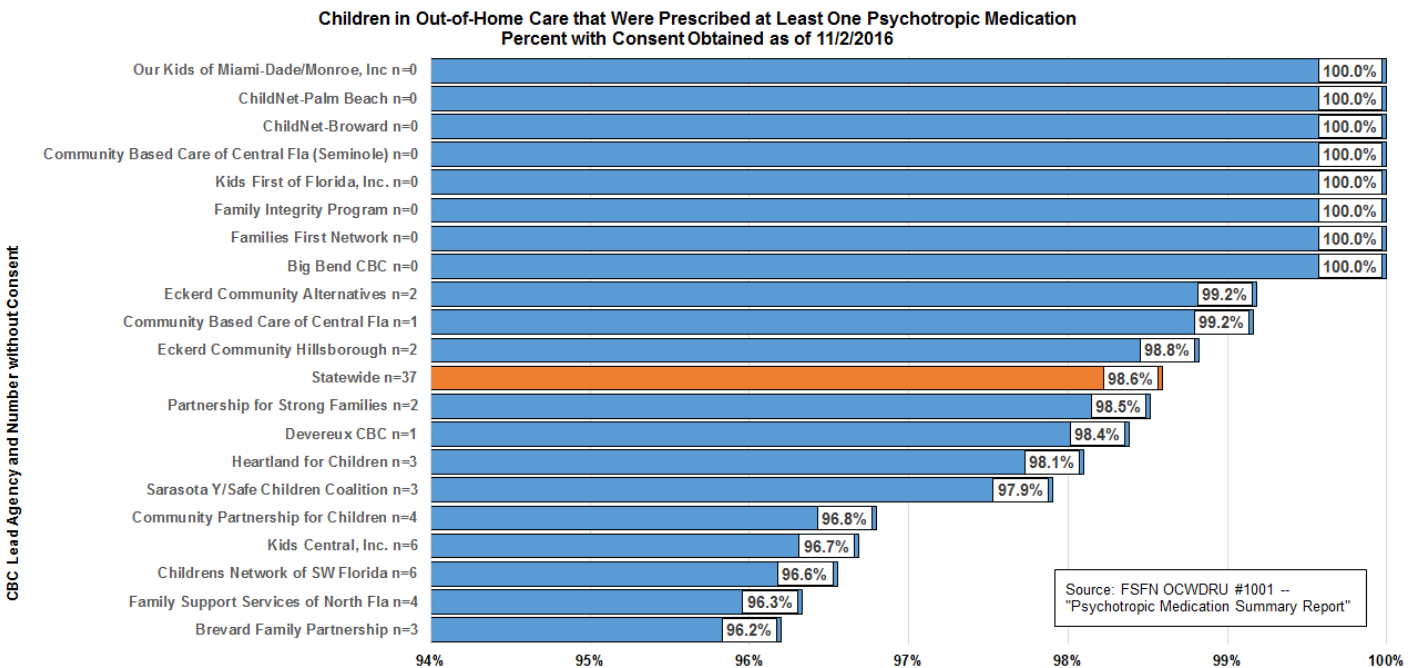
Children in Out-of-Home Care with Prescribed Psychotropic Medications

The statewide percentage of children in out-of-home care with at least one prescribed psychotropic medication on November 2 was 11.0%. This chart provides the number and percentage with psychotropic medications.



Children with Consent for Prescribed Psychotropic Medications

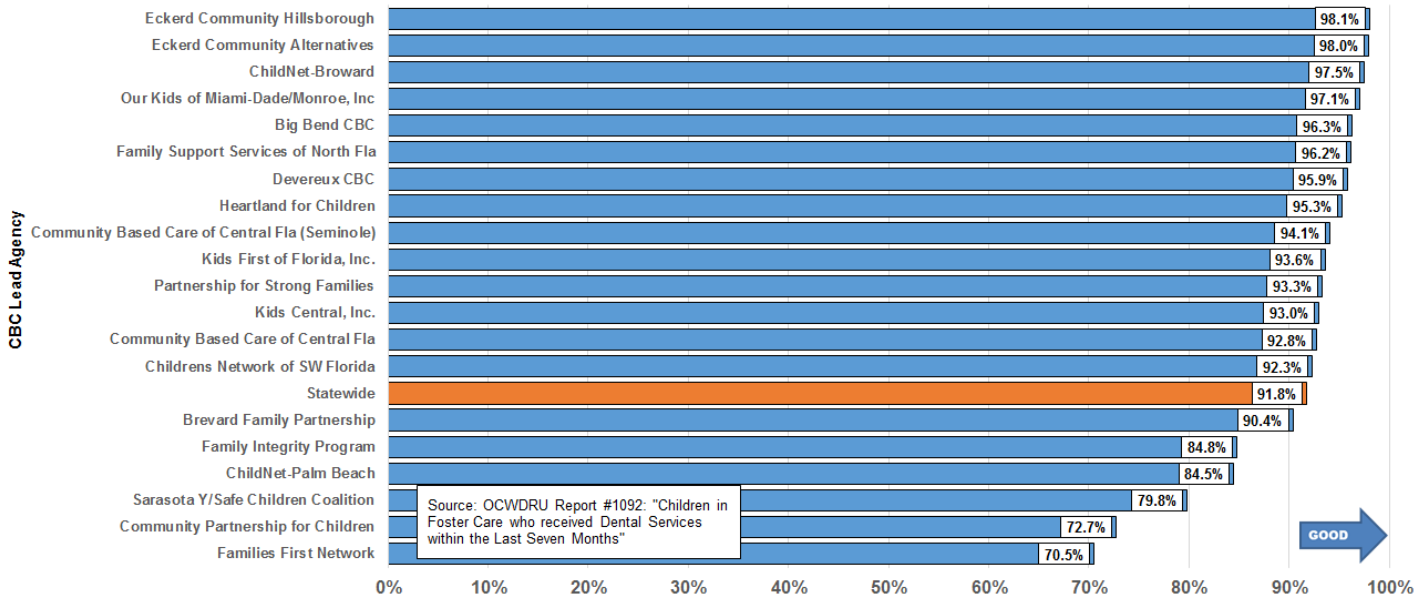
In order to administer psychotropic medication to a foster child, parental consent or a court order must be obtained, unless the child is receiving inpatient services or a physician certifies that delay would be likely to harm the child. The statewide percentage of children with at least one prescribed psychotropic medication on November 2 was 98.6%. This chart provides the number with no consent and percentage with consent.



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 91.8% as of September 30.

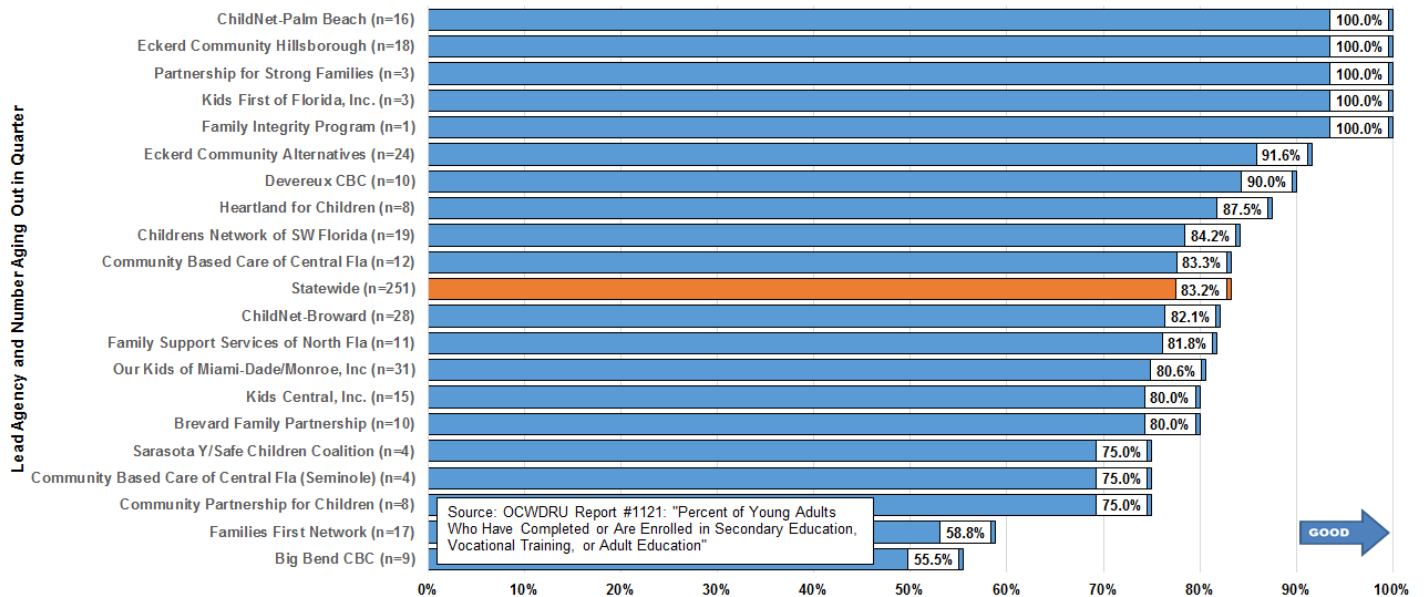
Percent of Children in Out-of-Home Care Who Received Dental Services within the Last Seven Months (All Placement Types, including Licensed and Kinship Care) -- as of September 30, 2016



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.

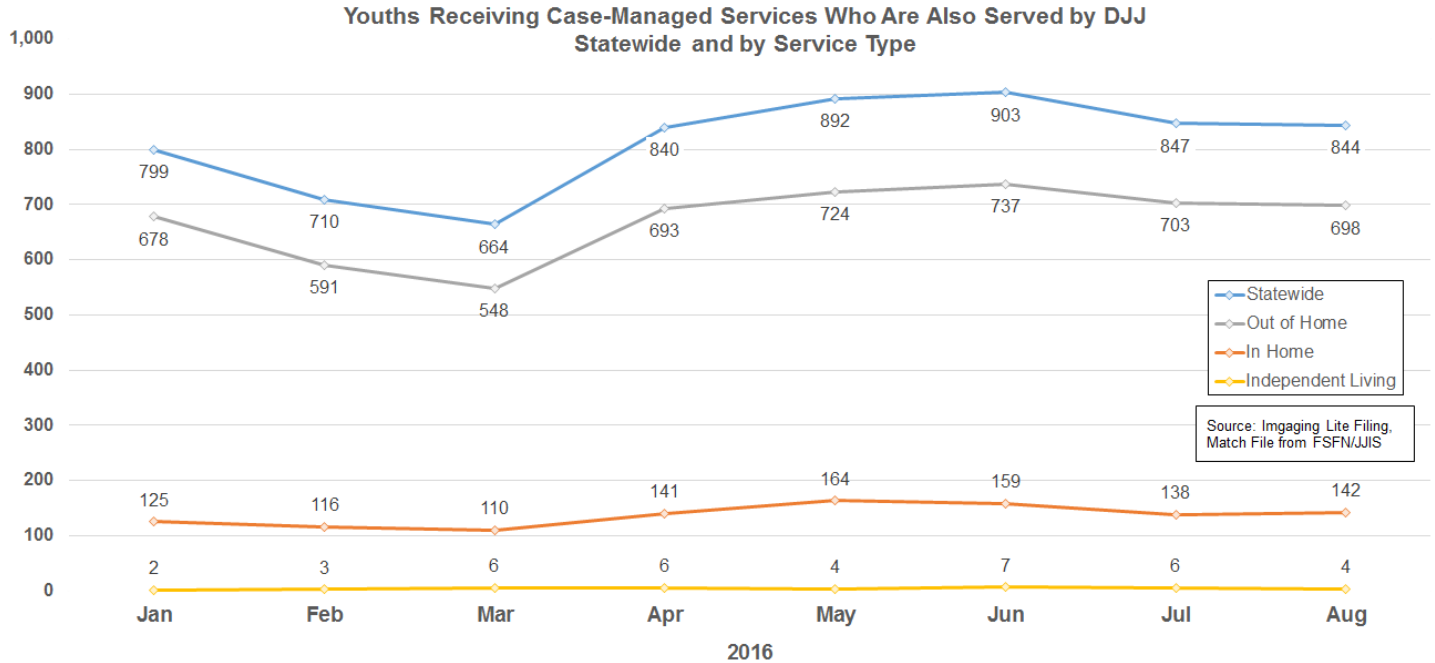
Percent of Young Adults Aging Out of Foster Care Who Have Completed or are Enrolled in Secondary Education, Vocational Training, or Adult Education -- for Young Adults Aging Out between July 1 and September 30, 2016



Youths Served by CBC Lead Agencies and Juvenile Justice

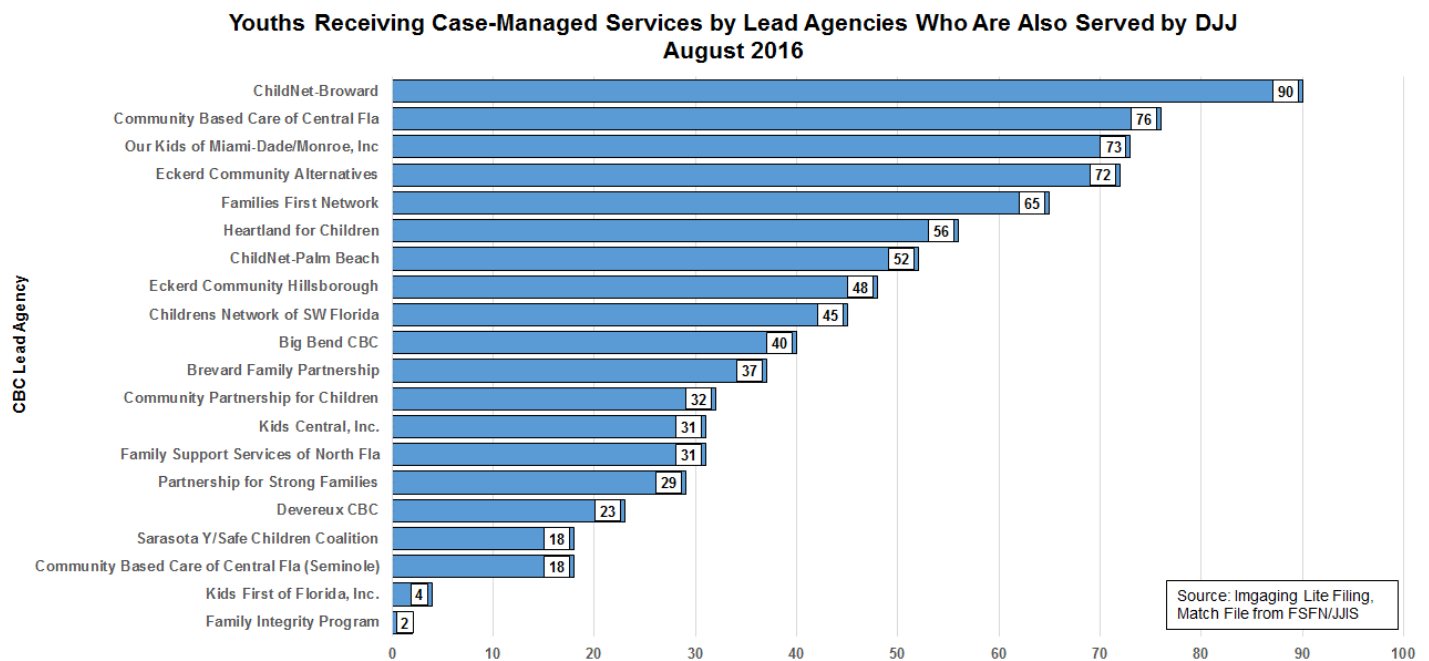
Statewide Trend

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 in April and has remained at a higher level since that time. As this is a new indicator, we do not know whether this is a seasonal pattern.



Stratification by CBC Lead Agency

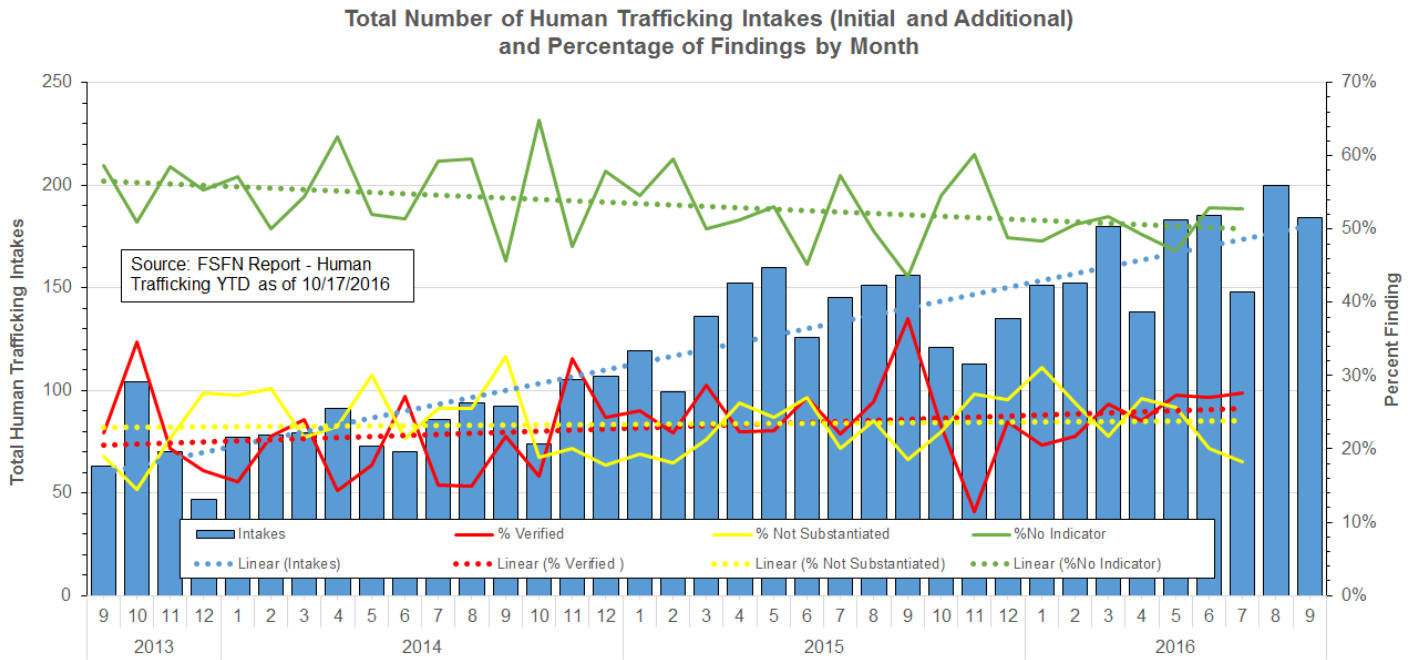
The number of youths served by both systems is variable among the lead agencies, but is related to the total number of youths served by each lead agency.



Human Trafficking

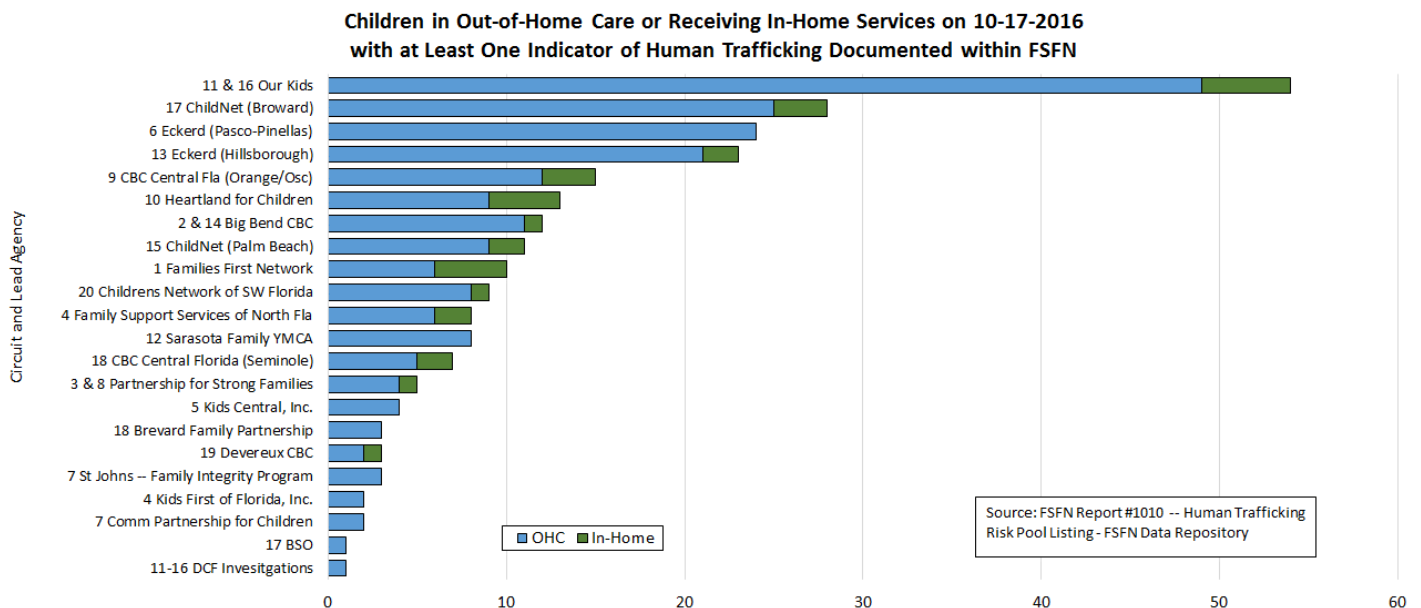
Human Trafficking Intakes Trend

The trend in monthly number of Human Trafficking Reports (Initial and Additional) accepted by the Hotline continued to increase, while the trend in percent with no indicators continued the long-term gradual decline.



Children with Indication of Human Trafficking by CBC Lead Agency

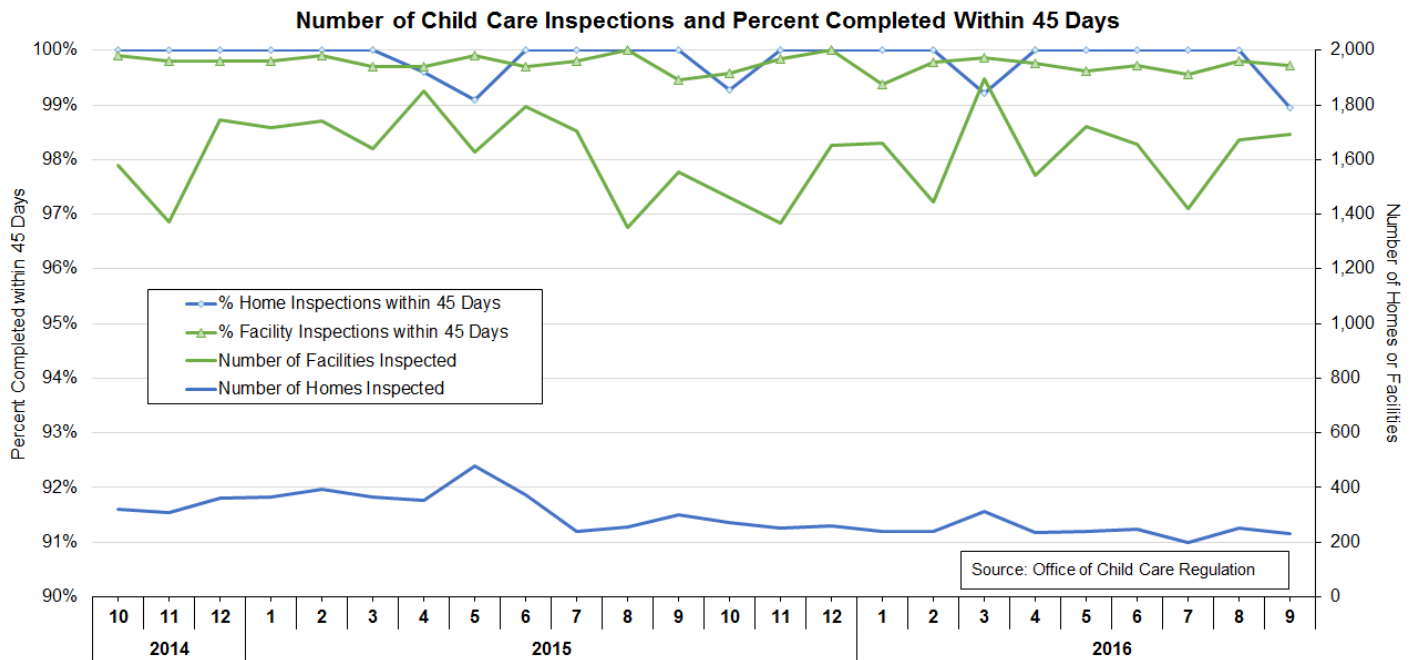
The number of children in out-of-home care or receiving in-home services with at least one FSFN indicator of being a victim of Human Trafficking remains concentrated within Florida’s most urban centers, primarily in the Gold Coast and Tampa Bay areas.



Child Care Regulation

Child Care Inspections per Month

The percentages for both home and facility inspections continued at near-perfection, with timely home inspections at 98.9% and timely facility inspections at 99.7%.



Domestic Violence

Percent Victims Leaving Shelter with a Family Safety and Security Plan

Performance in three recent months has slipped below the 99% level, but exceeds the target of 97%.

