

# Child Welfare Key Indicators Monthly Report

September 2016

Including Updated Data through August 2016



Office of Child Welfare  
Performance and Quality Management

*A Results-Oriented Accountability Report*

September 26, 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 to 42,940 in August, the highest August level in the last four years.

**Timeliness.** The percent of calls abandoned by reporters on the English-language line improved from a recent peak of 33.3% in April to only 8.4% in June, 7.8% in July, and 10.0% in August. The abandonment rate on the Spanish-language line improved from a recent peak of 33.4% in March to 22.8% in August.

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

## Child Protective Investigations

**Workload.** The 18,475 new investigations in August were a sharp increase over the 15,538 in July. The August count was much higher than the 16,310 in August 2014 and 16,335 in August 2015. The 23,111 active investigations on August 31 was an increase from 21,724 on July 31. The backlog was reduced to 1,059 July 31.

**Timeliness.** The statewide percent of alleged victims seen within 24 hours improved from 84.3% in July to 86.8% in August, but has declined since the last half of 2013. The statewide percent of child protective investigations completed within 60 days improved slightly for investigations begun in May and June to 92.0% and 93.1%, but the overall trend has decreased 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.** 1,506 children were removed in August 2016, a sharp increase over 1,275 children removed in July 2016, and almost as many the 1,551 peak in April 2015. The removal rate of 6.3 per 100 children investigated in June continues at the 5.0 to 7.0 range, rather than the 4.0 to 6.0 range that was normal until late 2013.

## Community-Based Care Lead Agencies

**Caseloads.** Monthly discharges continued on an overall increasing trend, but still not keeping pace with removals. The gap resulted in a small increase in out-of-home care from 23,054 in July to 23,229 in August, 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 continued to decline (41.1% last quarter), but exceeds the national standard of 40.5%. Performance also remains high for children achieving permanency within 12-23 months and 24+ months, with each exceeding the national standards. The percent achieving permanency within 12 months who did not re-enter care within 12 months improved to 90.2%, but is below the national standard of 91.7%.

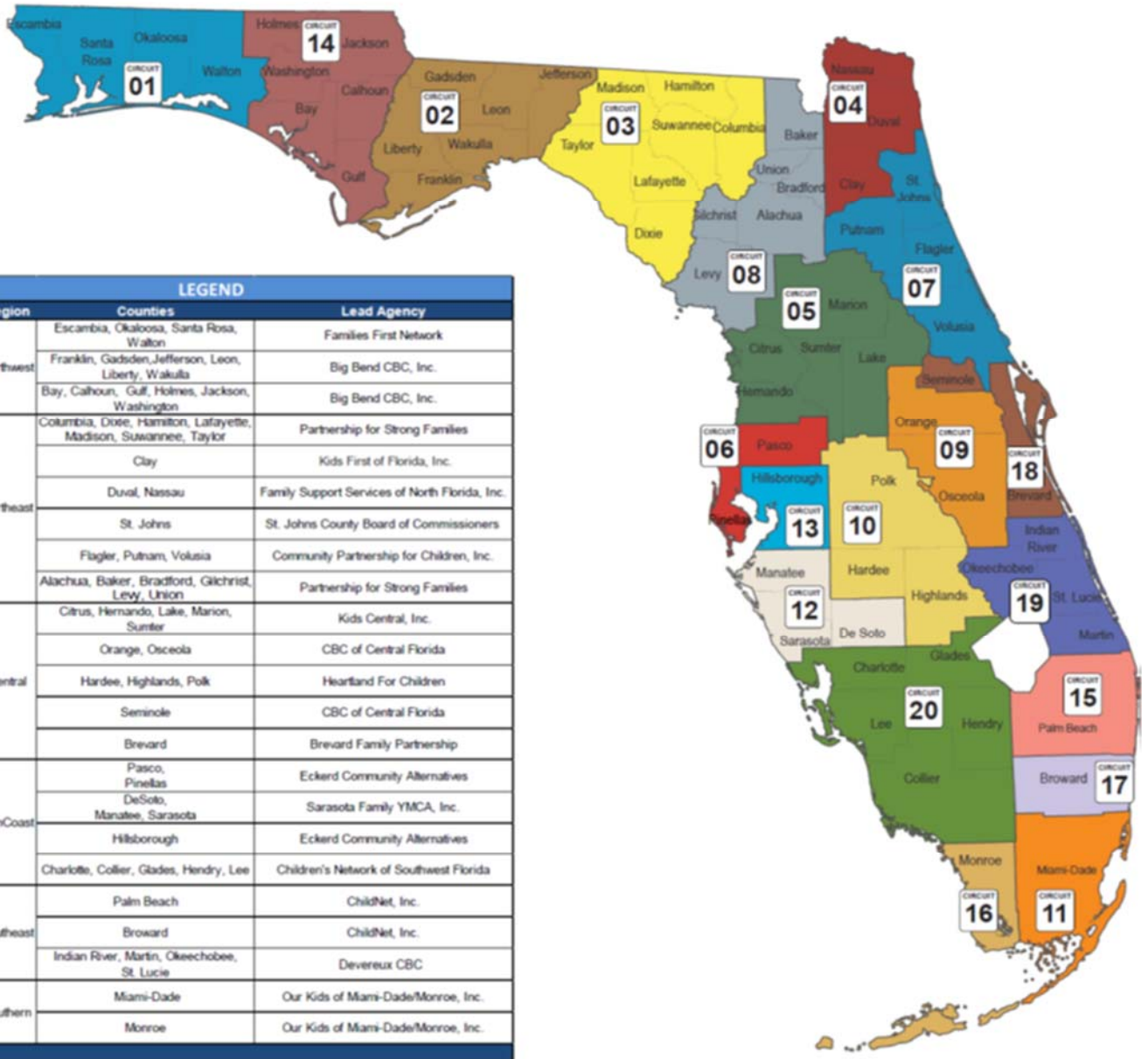
**Placement Stability.** Children entering care in FY 2015-16 averaged 4.03 moves per 1,000 days in care, better than the national standard of 4.12 or fewer moves.

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

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



# DCF Regions, Circuits, Counties, and CBC Lead Agencies

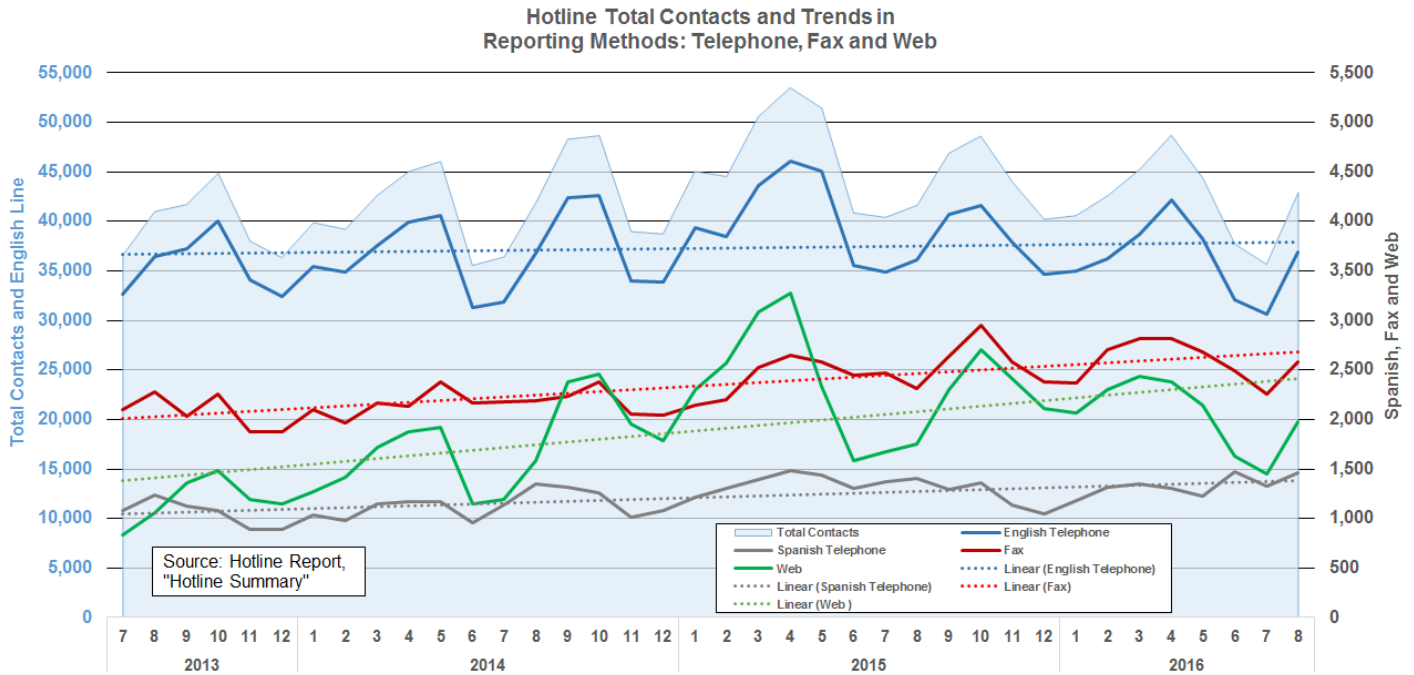


# Florida Abuse Hotline

## Workload Trends

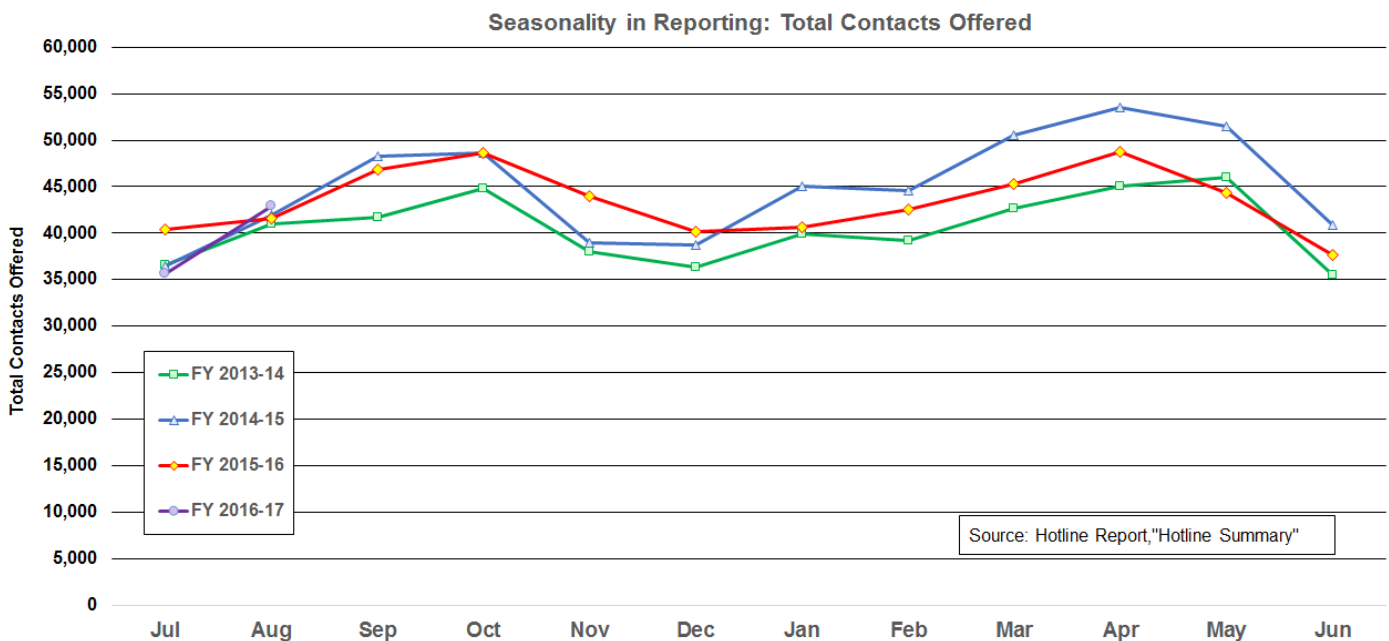
### Reporting Method Trends

The Florida Abuse Hotline offers a variety of reporting methods. Total contacts and calls via the English line followed the usual seasonal trend, but with a sharp increase in August after a low level in July.



### Seasonality of Hotline Workload

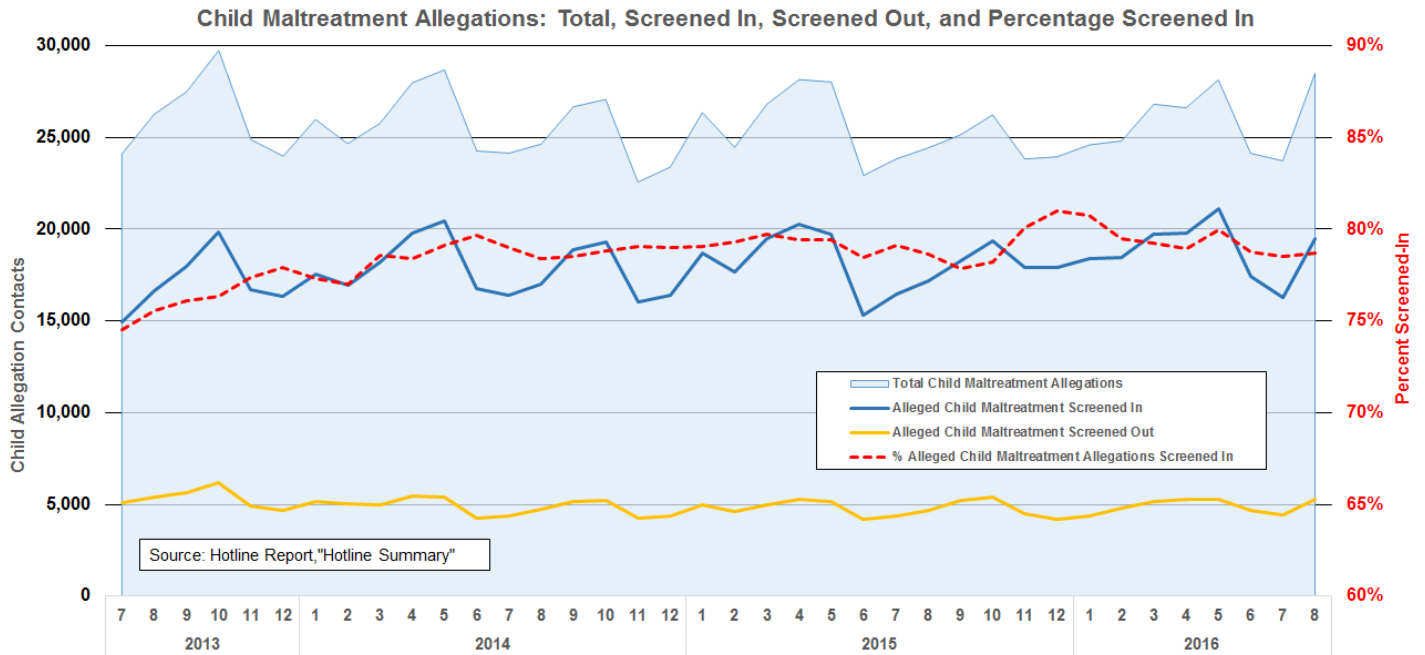
Total contacts increased to 42,940 in August, the highest August level in the last four years.



# Screening Trends

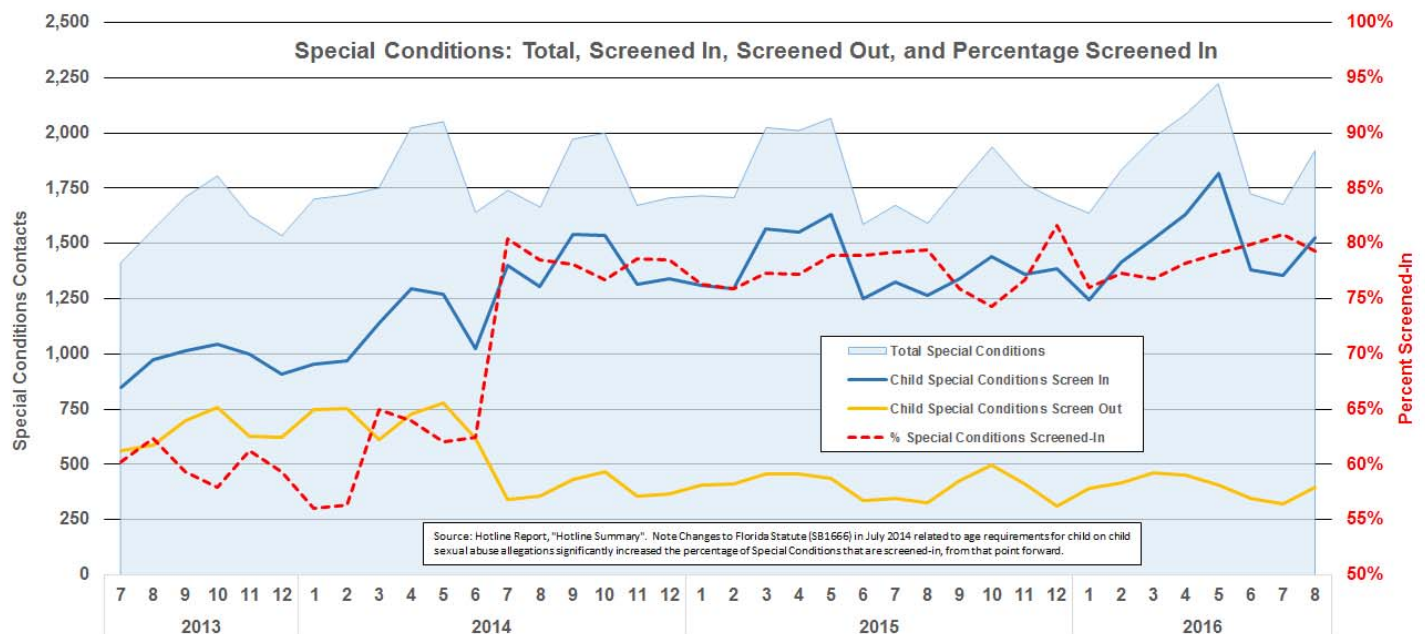
## Alleged Maltreatment Screening

The 28,513 alleged child maltreatment contacts received in August 2016 was a sharp increase from the 23,732 received in July, and much higher than the 24,432 in August 2015. The 78.7% screen-in rate continues the gradual decline from the peak of 81.0% in December 2015.



## Special Conditions Screening

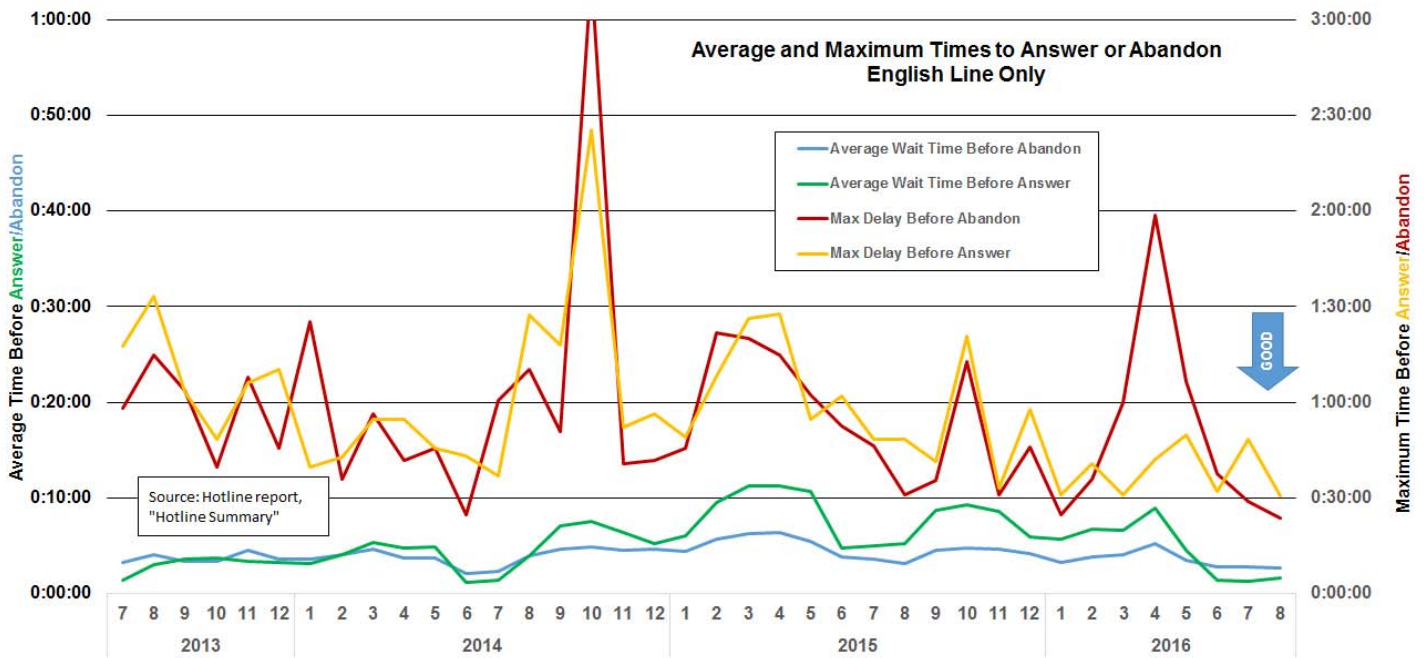
The percent of special conditions screened in reversed the recent trend, with a decrease from 80.9% in July to 79.3% in August. However, the number of special conditions screened in and screened out increased, and the total increased from 1,677 in July to 1,921 in August, higher than August the last three years, but well under the 2,224 peak in May.



# Timeliness Trends

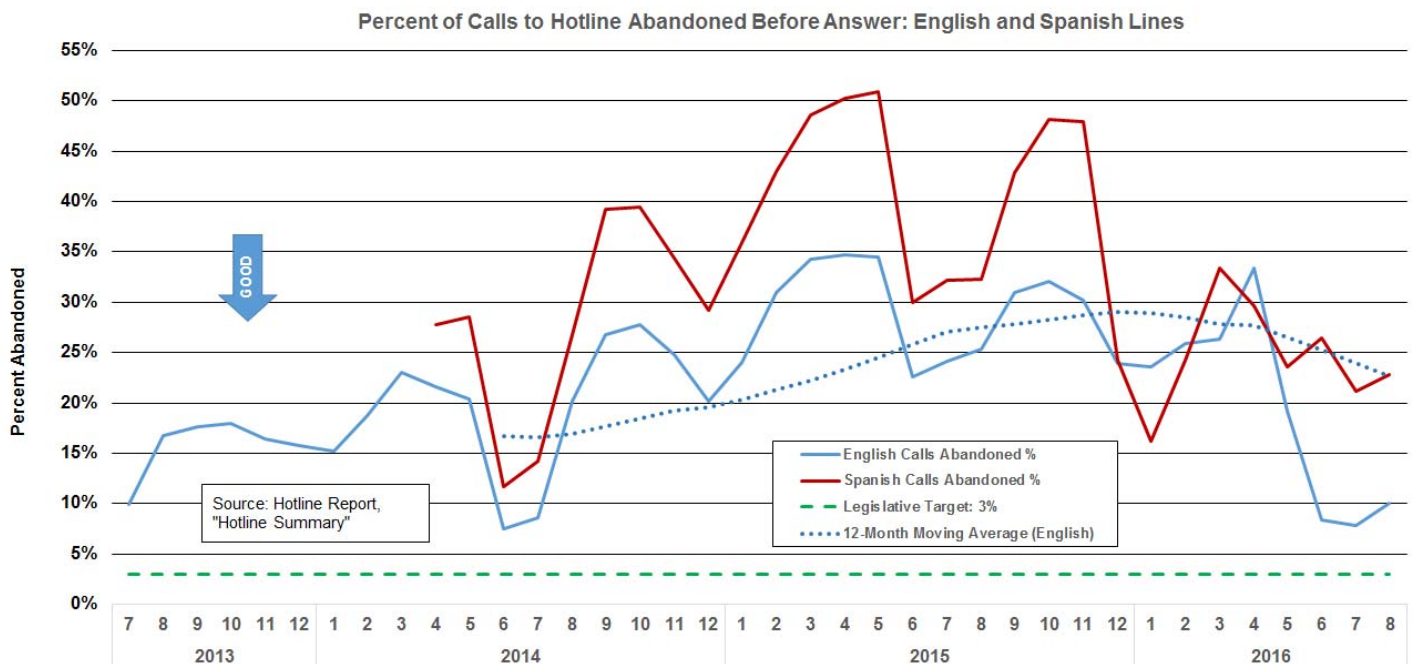
## Average and Maximum Times to Answer or Abandon

Average wait time *before answer* by a Hotline counselor on the English-language line continued at low summer levels of 1:23 in June, 1:17 in July, and 1:40 in August. Average wait time *before abandoning* a call also continued at low levels of 2:48 in June, 2:47 in July, 2:40 in August. Maximum wait times also dropped in August to 30:46 before answer and 23:46 before abandon.



## Percent of Calls Abandoned

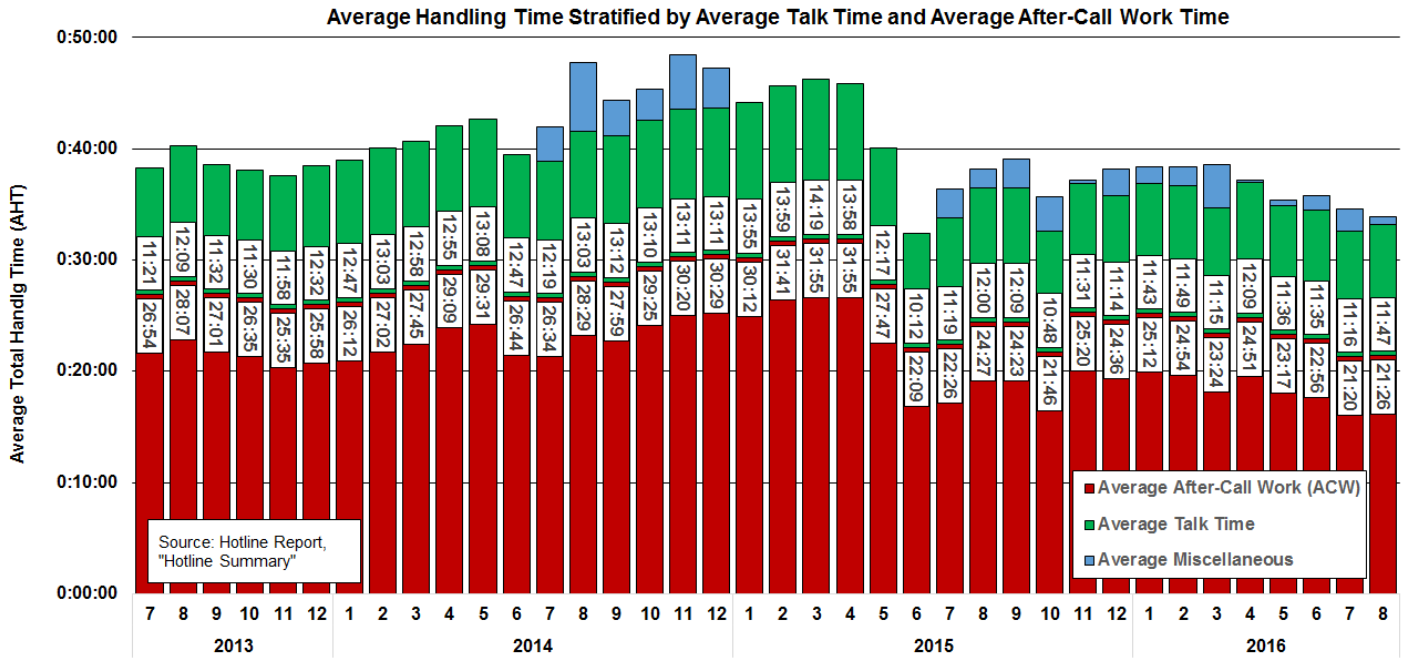
The number of calls on the English-language line is over 20 times the number on the Spanish-language line. The percent of calls abandoned by reporters on the English-language line continued at 10% or less for the summer. The abandonment rate on the Spanish-language line continued at below 25%.





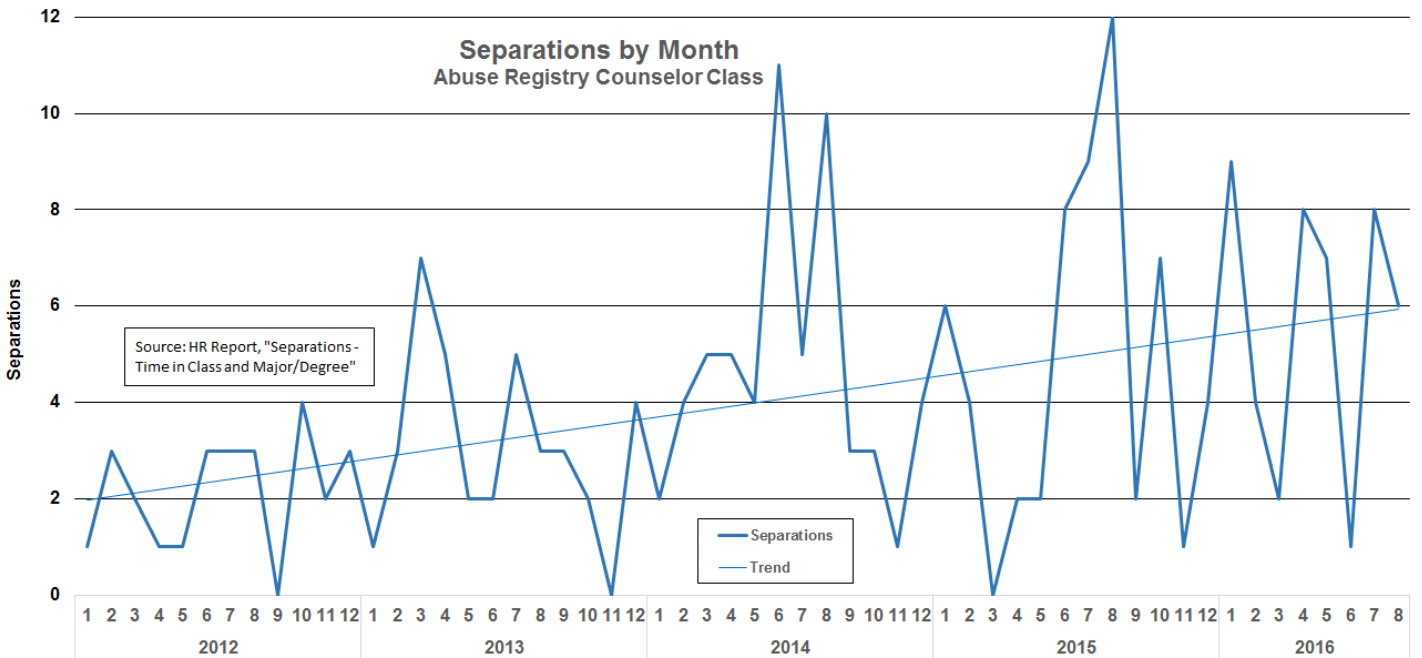
# Florida Abuse Hotline Handling Time: Trend and Stratification

The Average Handling Time (AHT) of a counselor includes talk time and after call work time (ACW). Average talk time increased from 11:16 in July to 11:47 in August and ACW increased from 21:20 in July to 21:26 in August. However, even with less “Miscellaneous” time, AHT decreased from 34:33 in July to 33:56 in August.



# Hotline Workforce: Monthly Separations

The Florida Abuse Hotline had six counselor separations in August 2016.



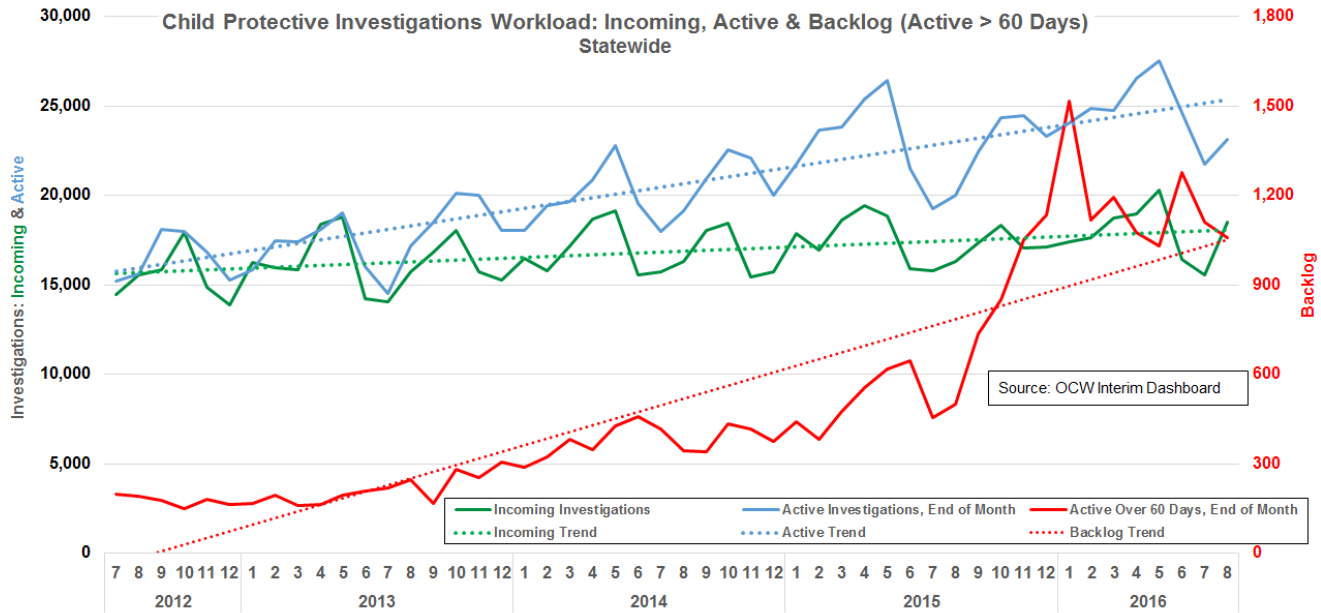
# Child Protective Investigations

## Workload Indicators

### Investigative Workload Trend

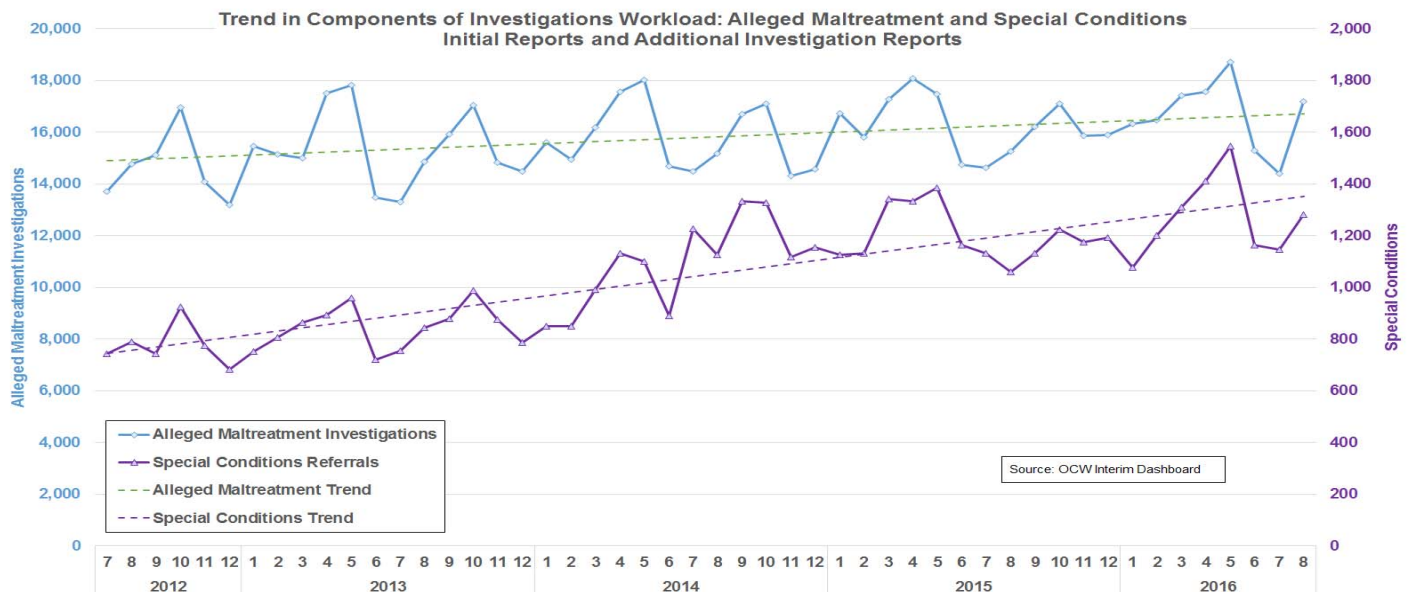
#### *Incoming, Active, and Backlog Investigations*

The 18,475 new investigations in August were a sharp increase over the 15,538 in July. The August count was much higher than the 16,310 in August 2014 and 16,335 in August 2015. The 23,111 active investigations on August 31 was an increase from 21,724 on July 31. The backlog of investigations active over 60 days was reduced from 1,111 on July 31 to 1,059 on July 31.



#### *Maltreatment Investigations and Special Conditions Assessments*

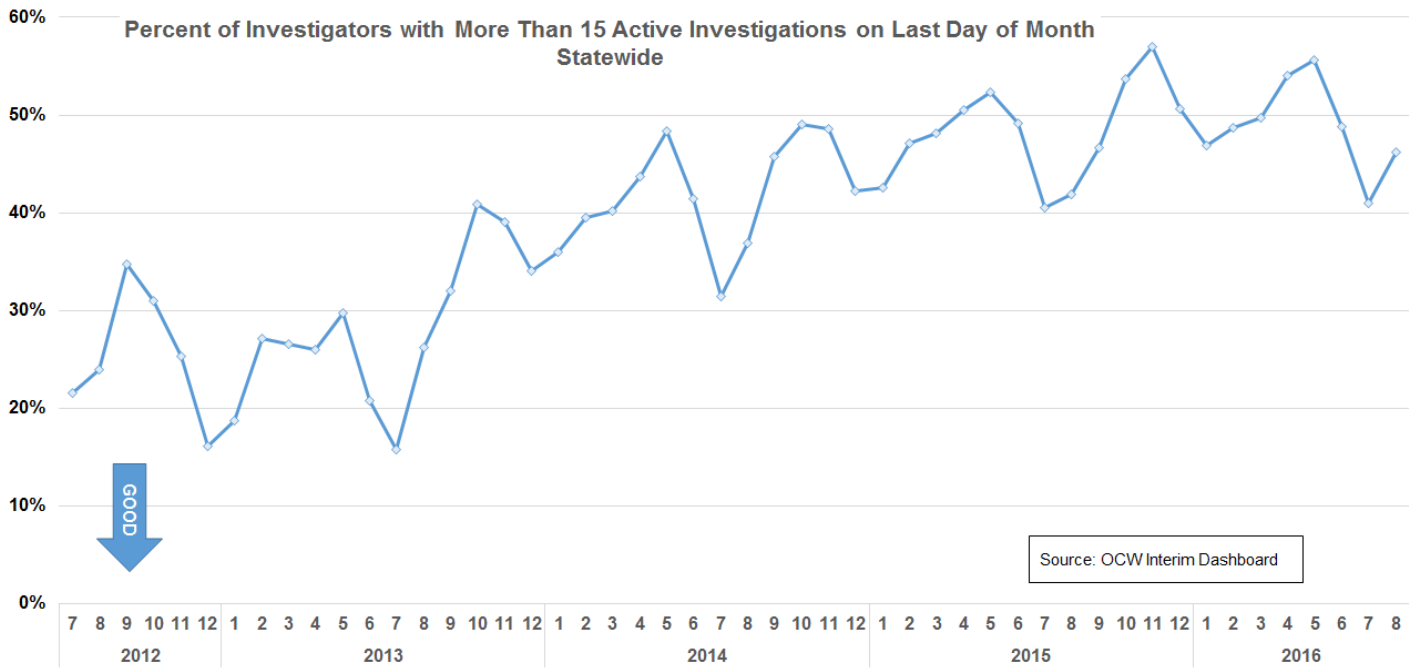
Although there are over ten times as many alleged maltreatment reports as special conditions referrals, the increase in special conditions referrals is much greater than the increase in alleged maltreatment.



# Percent of Investigators with More Than 15 Active Investigations

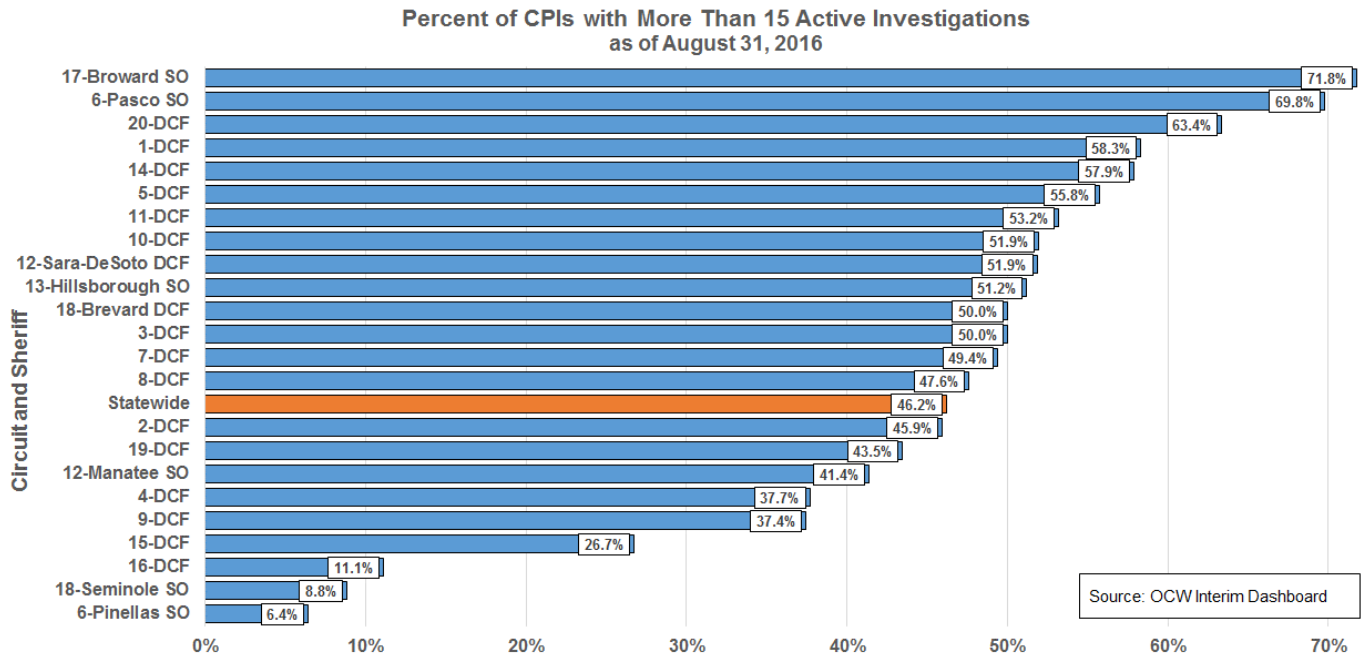
## Statewide Trend

The statewide percent of CPIs with more than 15 active investigations was 46.2% in August and has steadily increased over the last four years, with seasonal variation, including drops in December and July.



## Stratification by DCF Circuit and Sheriff's Office

In 12 areas, 50% or more CPIs had more than 15 active investigations on August 31, 2016.

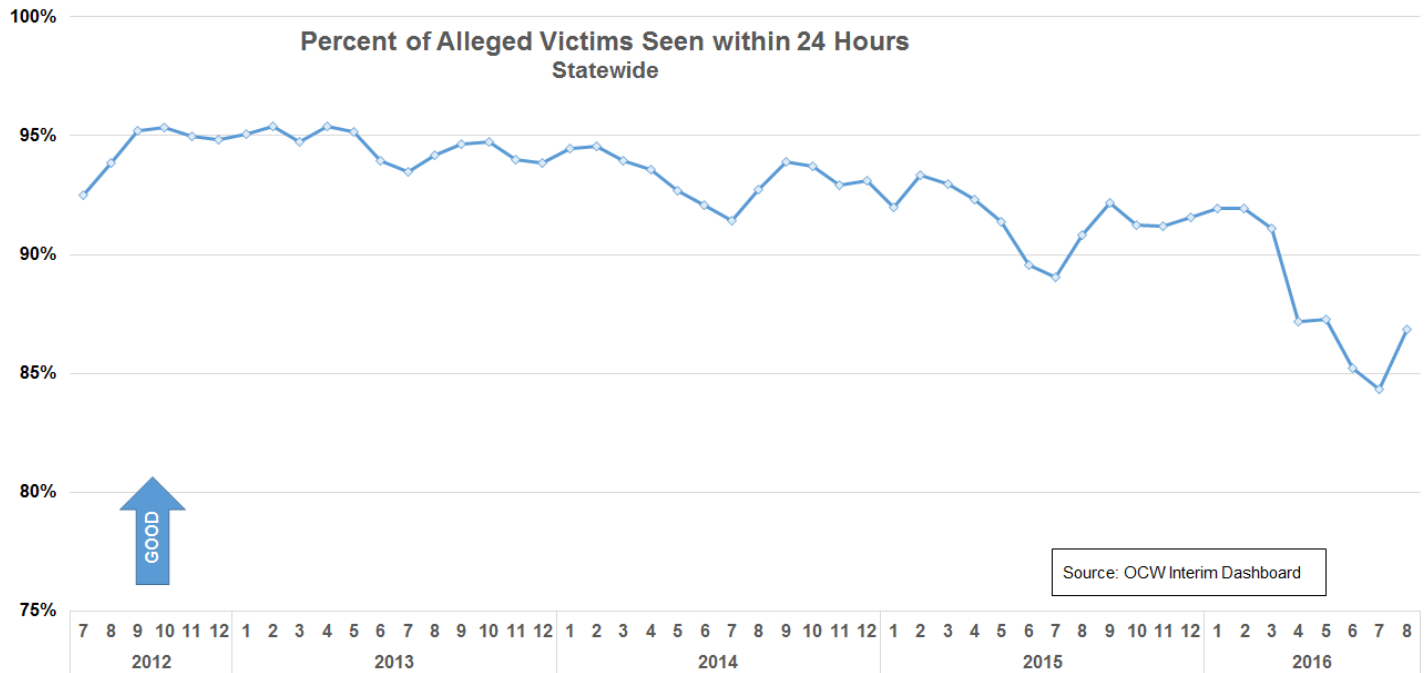


# Timeliness Indicators

## Percent of Alleged Child Victims Seen within 24 Hours

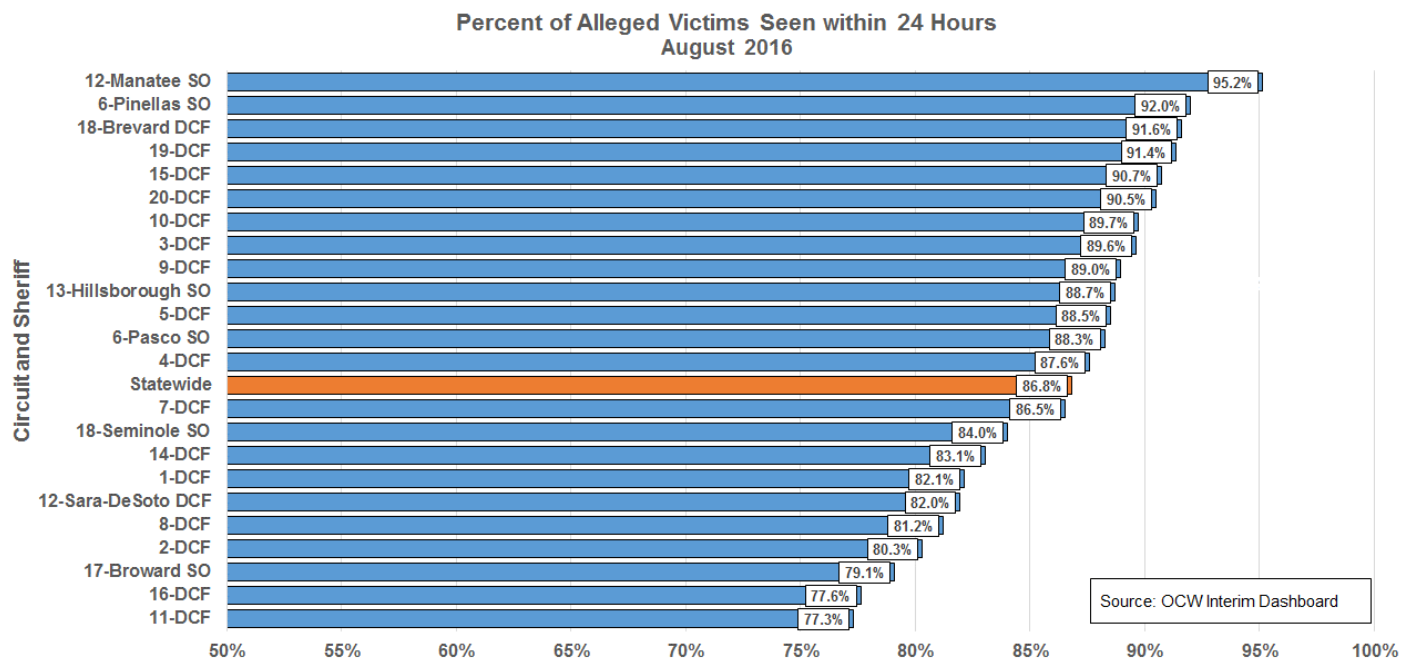
### Statewide Trend

The statewide percent of alleged victims seen within 24 hours improved from 84.3% in July to 86.8% in August, but has declined since the last half of 2013, with a sharp decline in April -- July. It is interesting that performance tended to decline each summer when the workload is lower.



### Stratification by DCF Circuit and Sheriff's Office

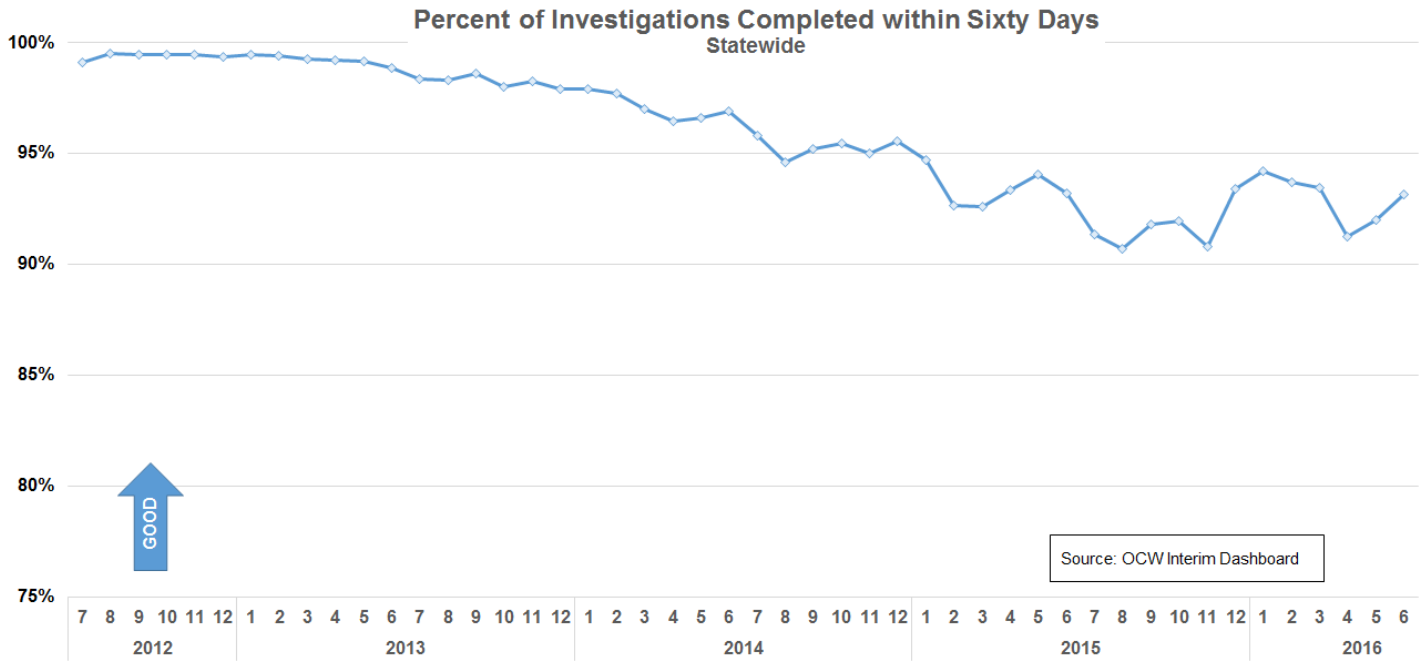
Six DCF circuits and sheriffs were at the 90% level or higher in August 2016.



# Percent of Child Investigations Completed within 60 Days

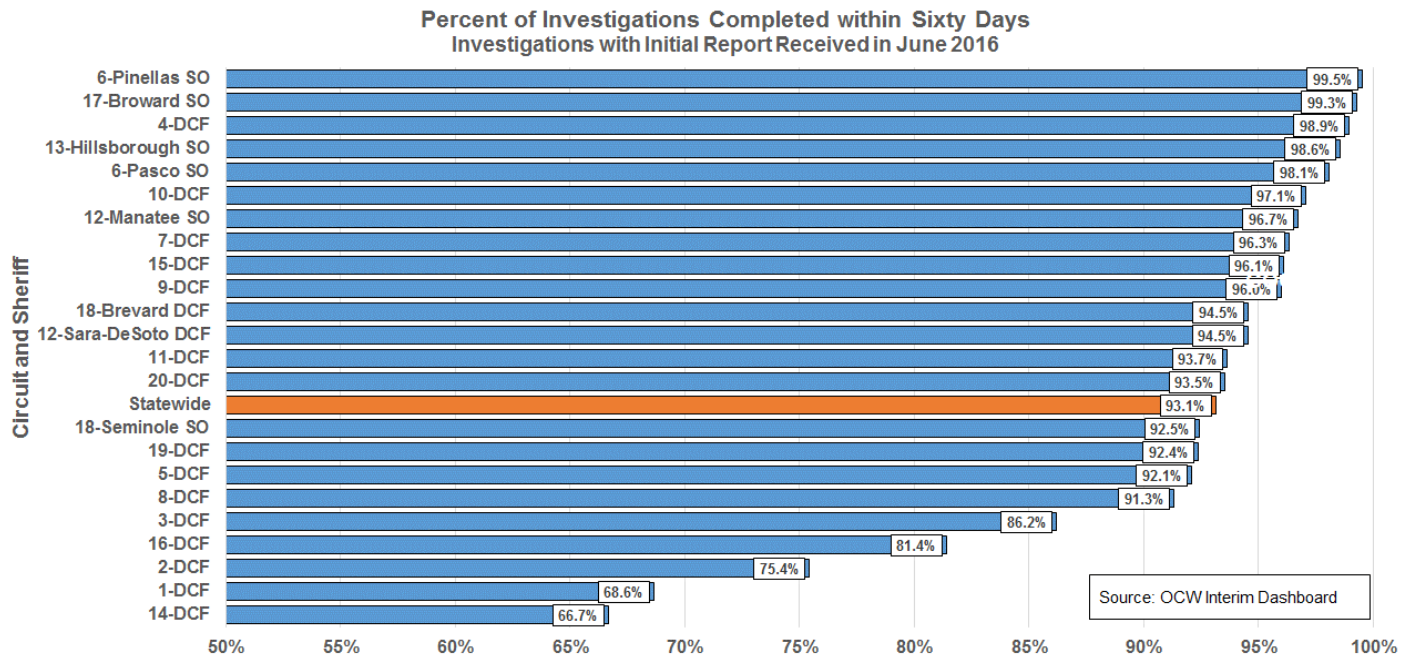
## Statewide Trend

The statewide percent of child protective investigations completed within 60 days improved slightly for investigations begun in May and June to 92.0% and 93.1%, 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 May 2016.



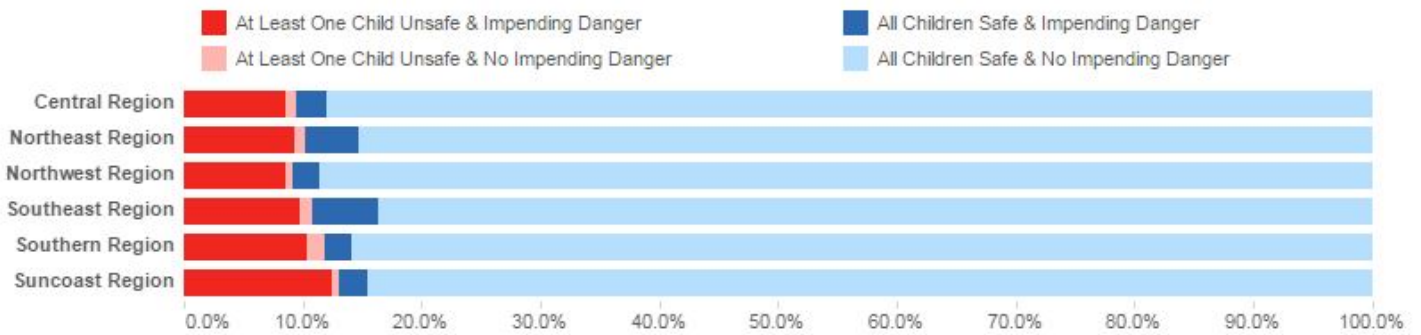
# Safety Determinations and Services Provided

## Impending Danger Threats and Safety Determination

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

### Impending Danger Threats and Safety Determination for Investigations Closed between July 24, 2016 and September 22, 2016

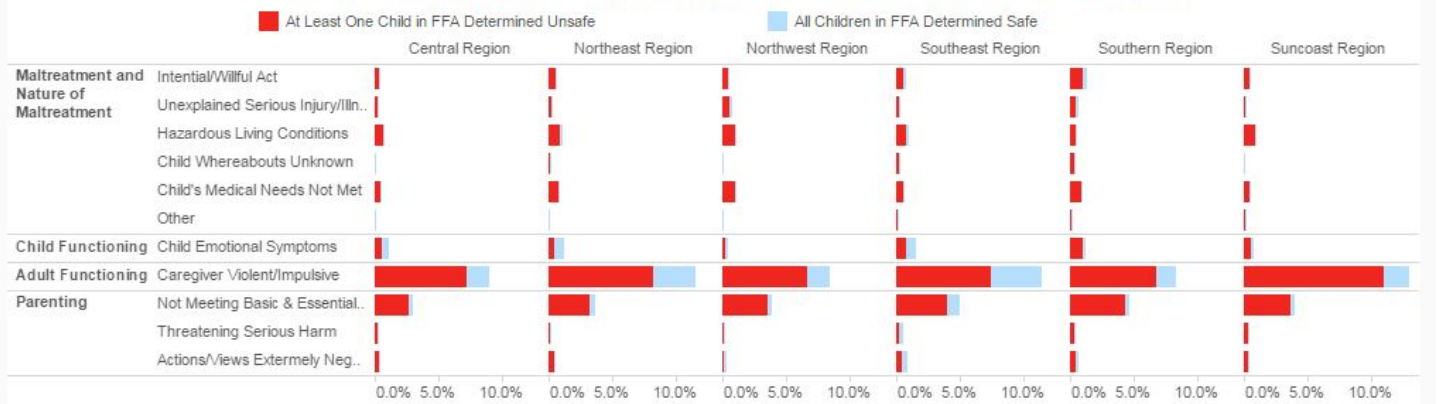
Percent of FFAs - Investigation by Impending Danger Threat and Safety Determination



## 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 July 24 and September 22, 2016.

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

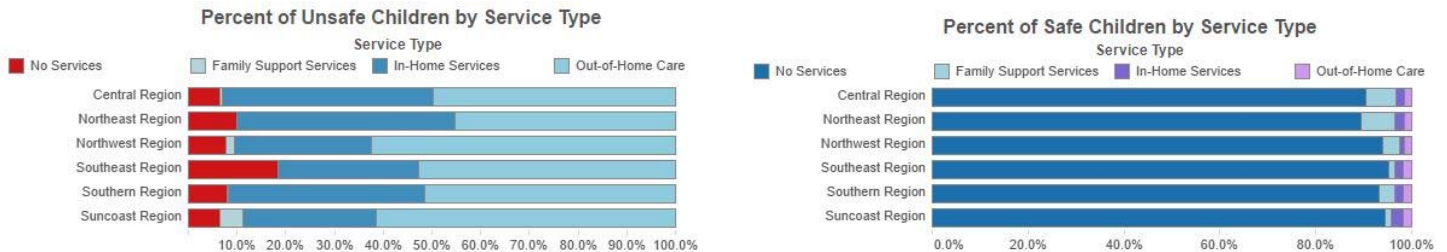


# Unsafe Children and Safe Children by Service Type

These Tableau visualizations reflect investigations closed between July 24 and September 22, 2016.

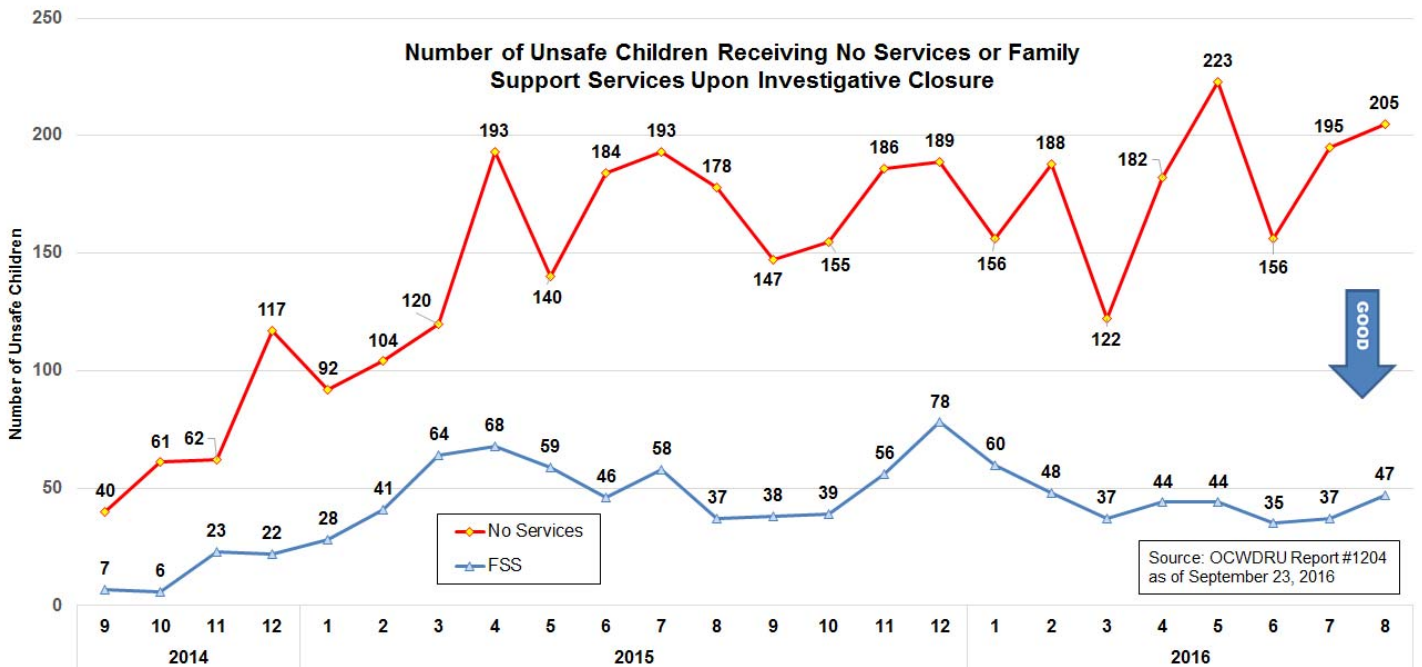
- The visualization on the left indicates that some children have been determined “unsafe,” yet have no services (red).
- The visualization on the right indicates that some children have been determined “safe,” yet were placed in out-of-home care (violet) or received case-managed in-home services (dark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

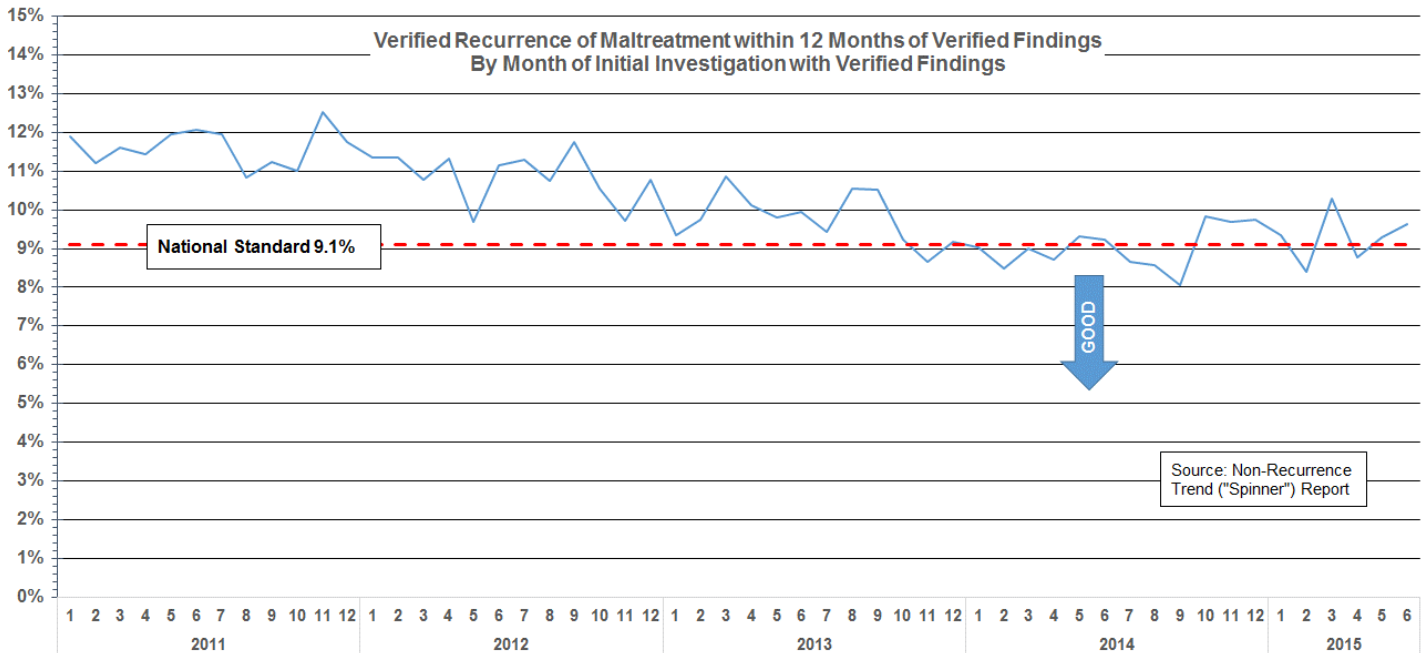
The following chart provides a trend view of the number of children who have been deemed unsafe, by month of investigative closure, who are receiving Family Support Services or No Services as opposed to ongoing, case-managed services.



# Recurrence of Maltreatment after Verified Findings

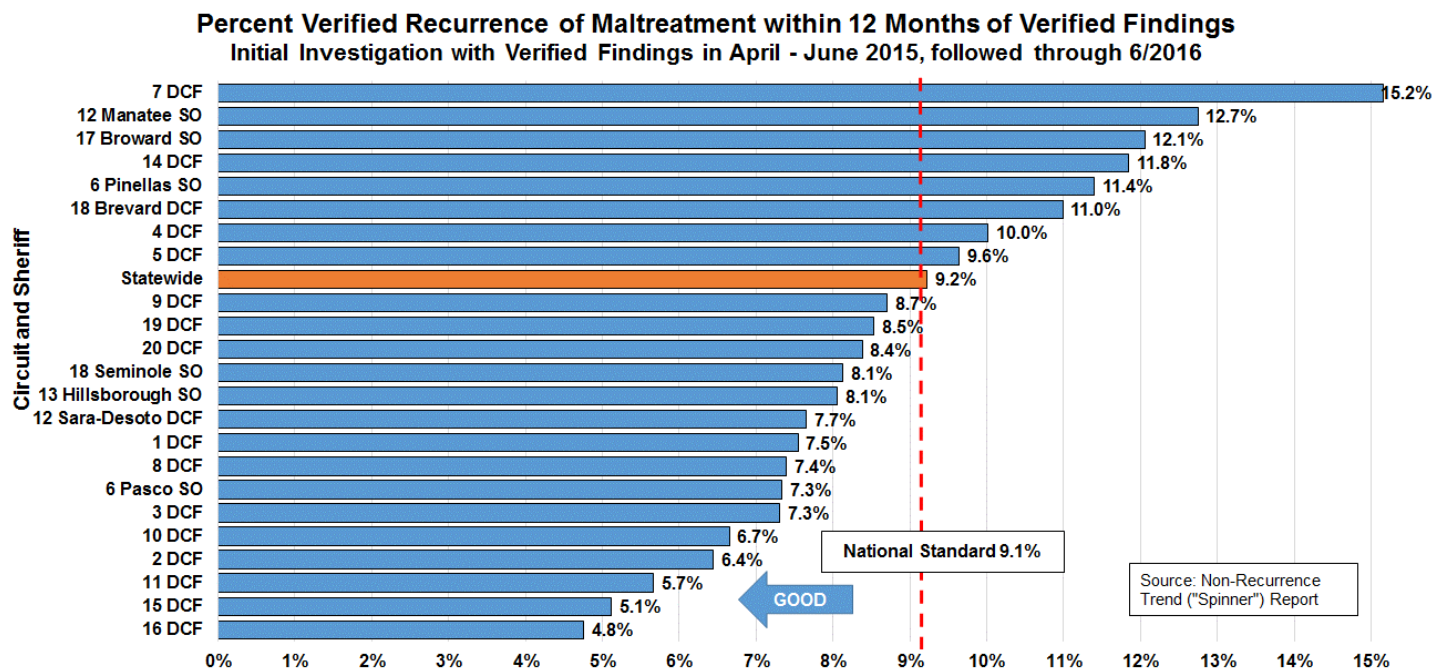
## Statewide Trend

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.

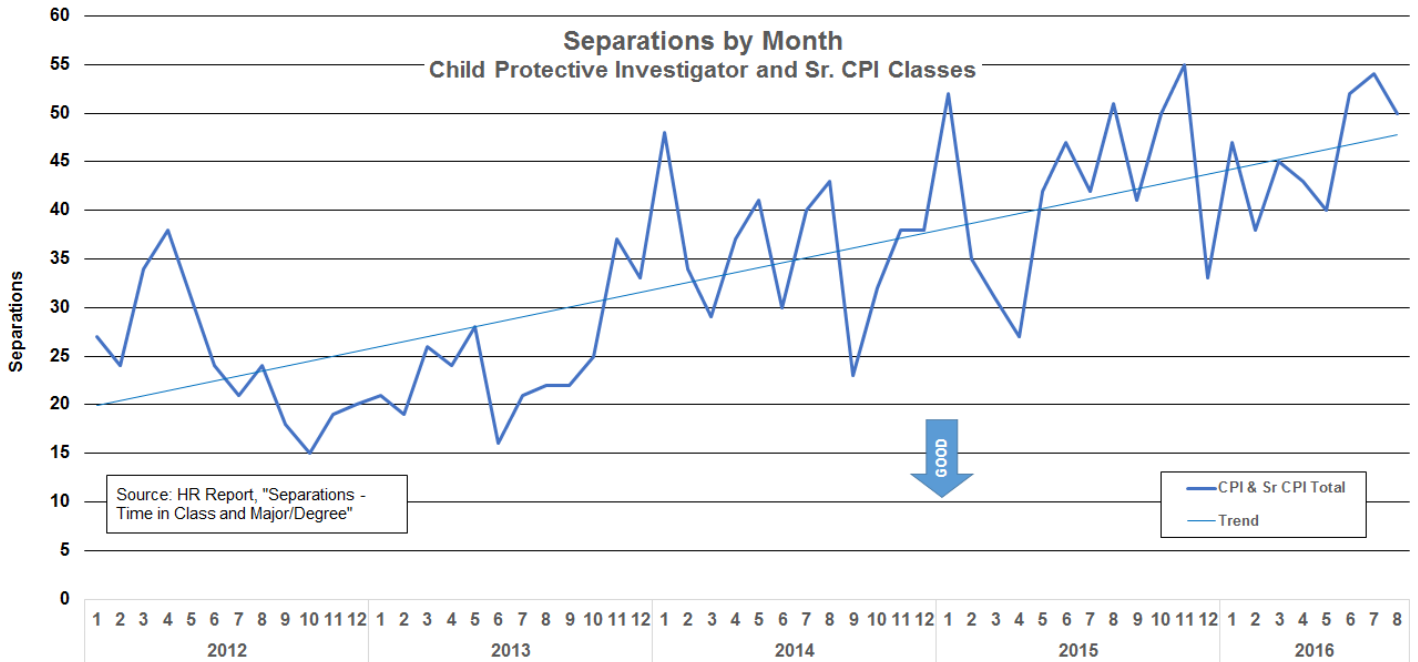




# CPI Workforce

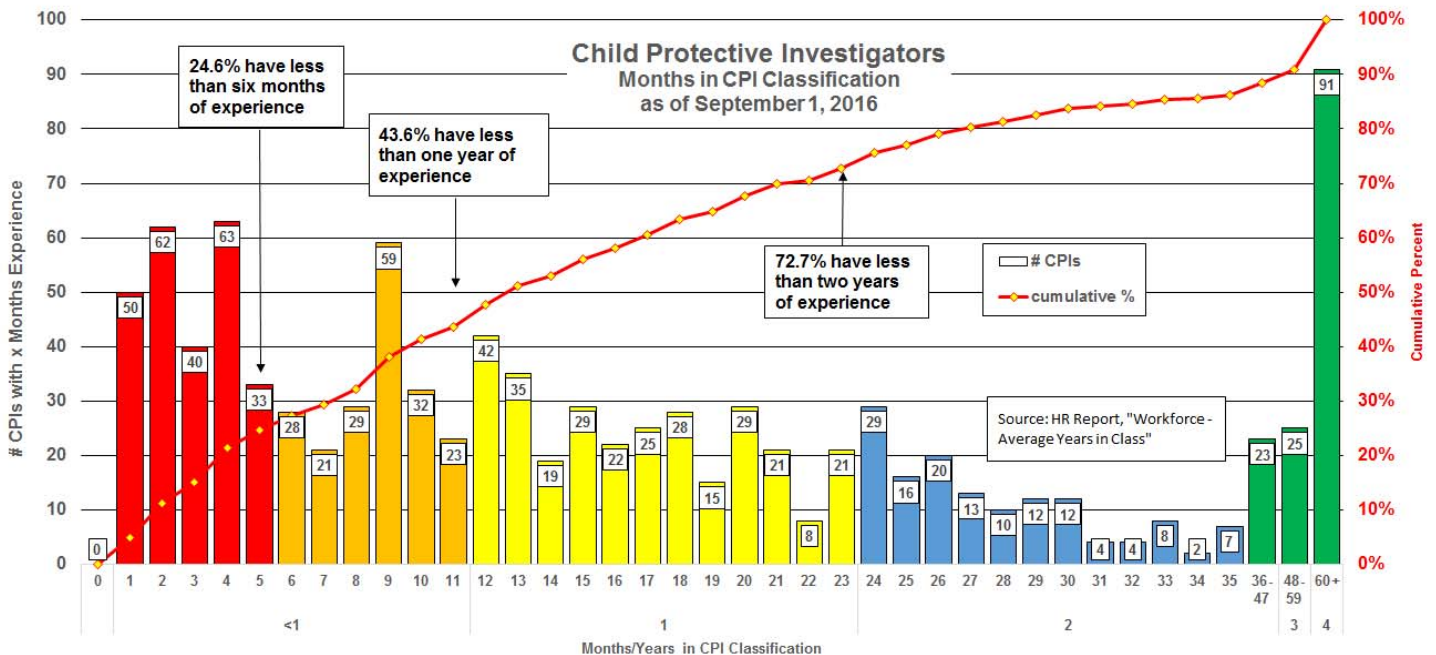
## Monthly Separations

There were 50 CPI and Senior CPI separations in August 2016, continuing the upward trend from 23 in August 2012, 19 in August 2013, 39 in August 2014, and 45 in August 2015.



## Time in Classification

The percent of less experienced CPIs continues to remain high, little change from one month ago. On September 1, the percent of the active workforce with less than six months of experience increased from 22.8% to 24.6%; the percent with less than one year of experience decreased from 44.1% to 43.6%, and the percent with less than two years of experience decreased from 74.2 to 72.7%.

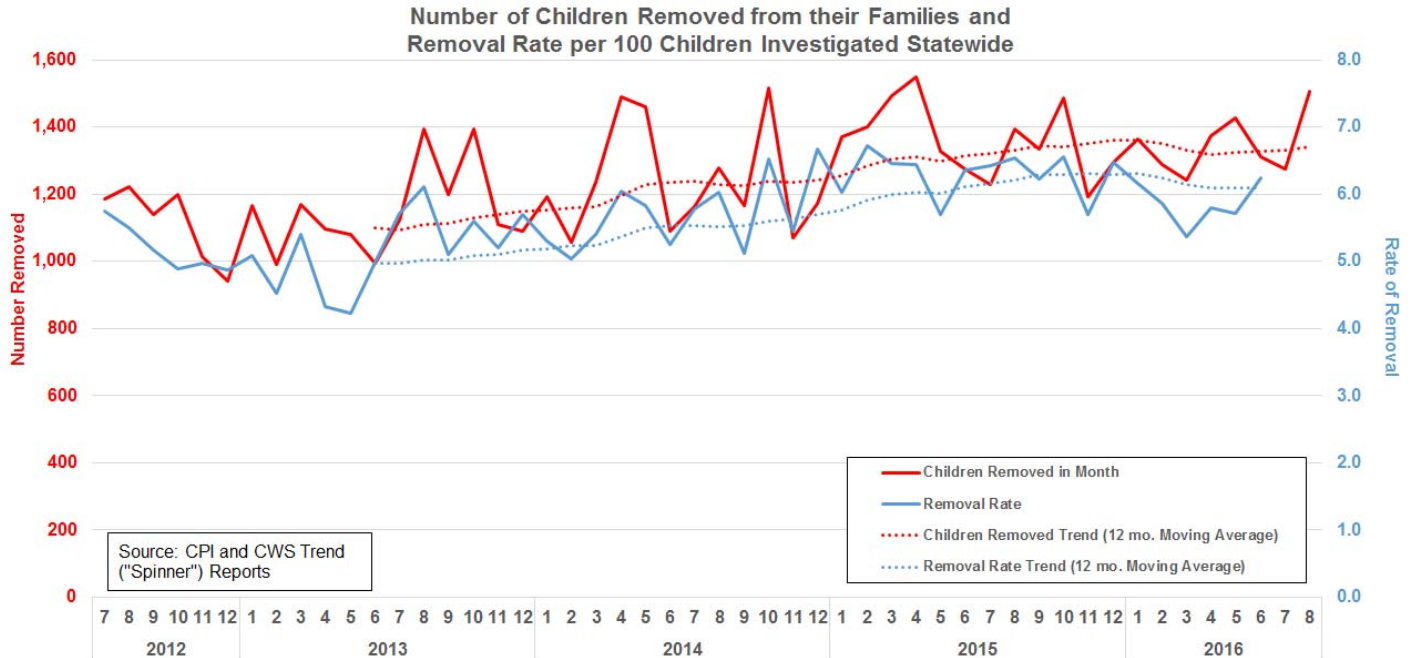


# Flow from CPI to Community-Based Care Lead Agencies

## Removals and Removal Rates

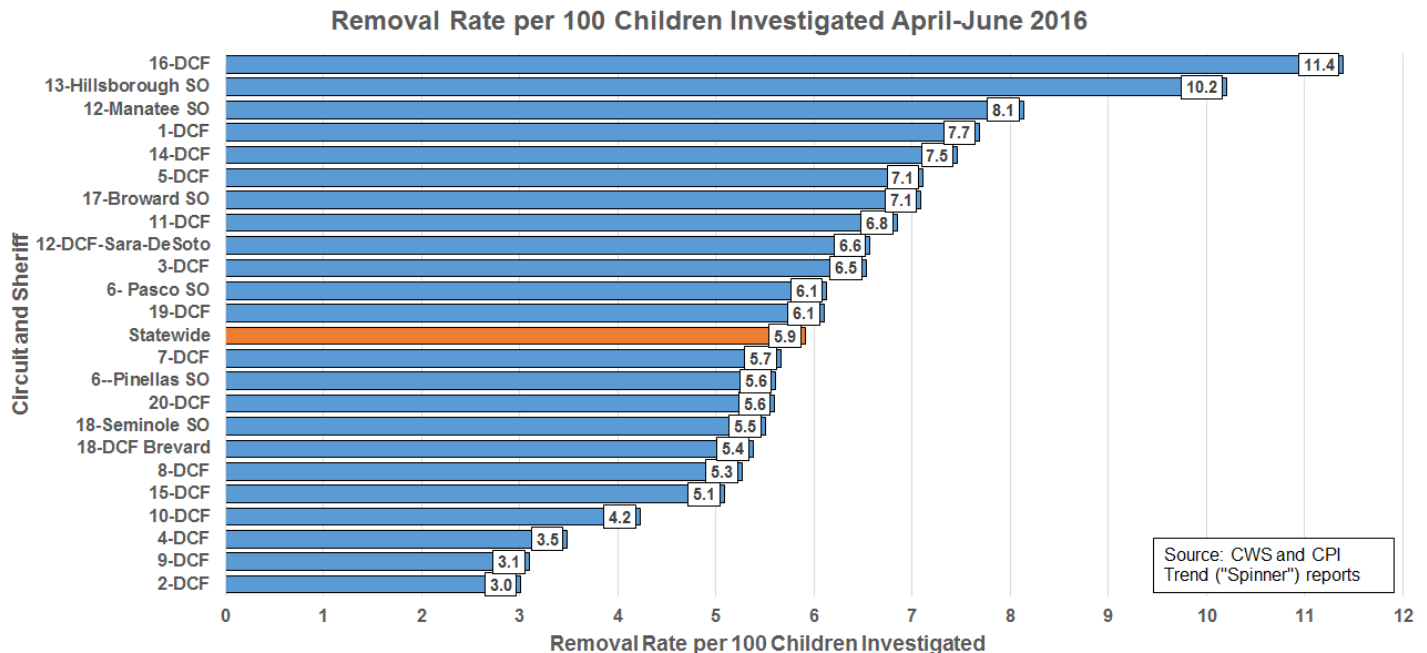
### Statewide Trend

1,506 children were removed in August 2016, a sharp increase over 1,275 children removed in July 2016, and a almost as many the 1,551 peak in April 2015. The removal rate of 6.3 per 100 children investigated in June continues at the 5.0 to 7.0 range, rather than the 4.0 to 6.0 range that was normal until late 2013.



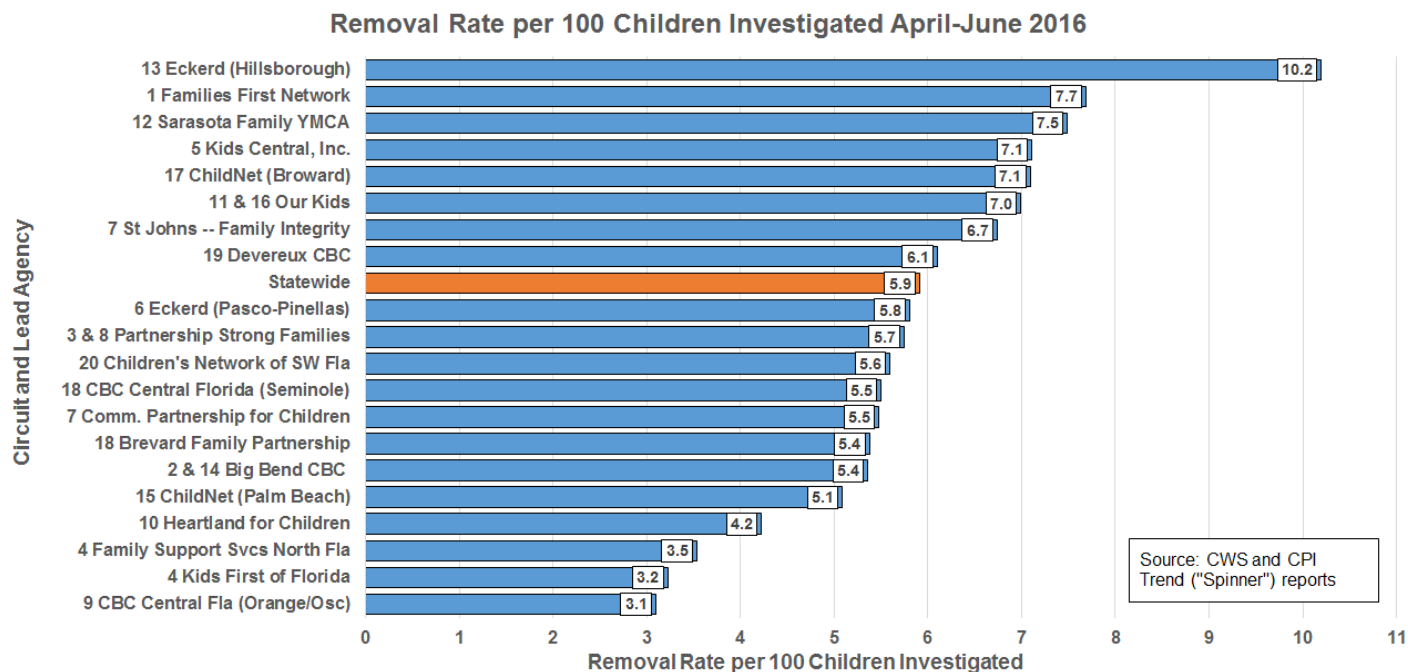
### Quarterly Stratification by Circuit and Sheriff's Office

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



## Quarterly Stratification by Circuit/CBC Lead Agency

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

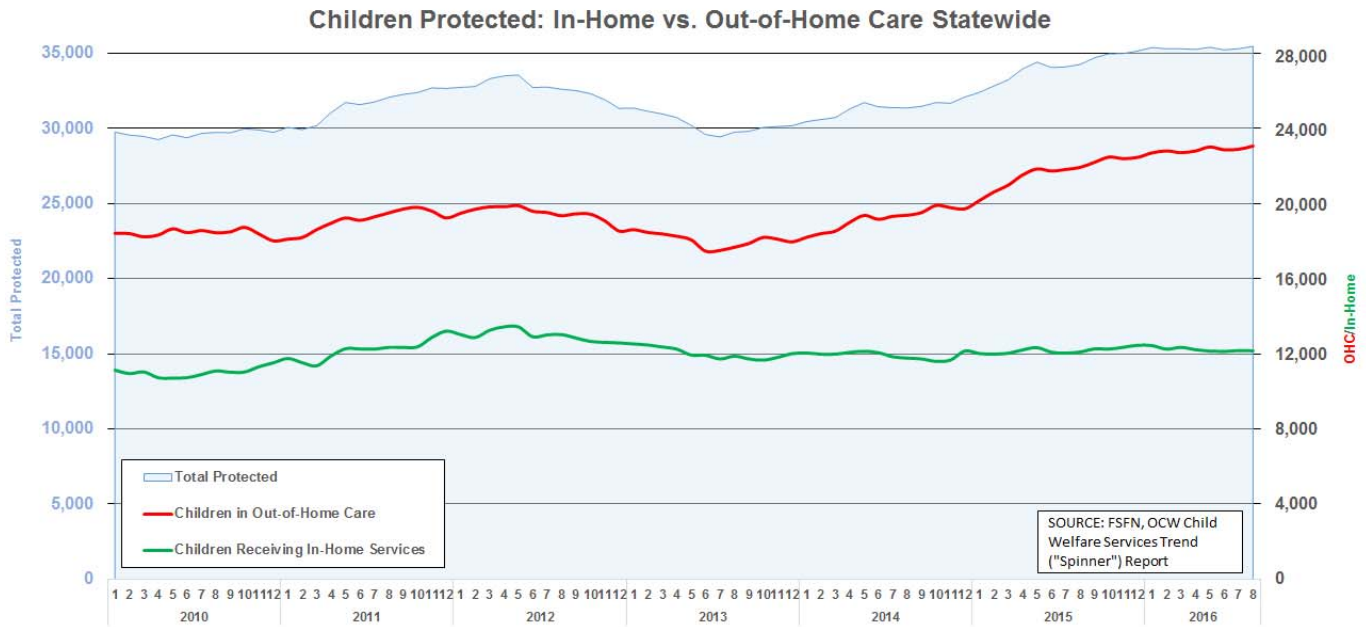


# Community-Based Care Lead Agencies

## Caseload Indicators

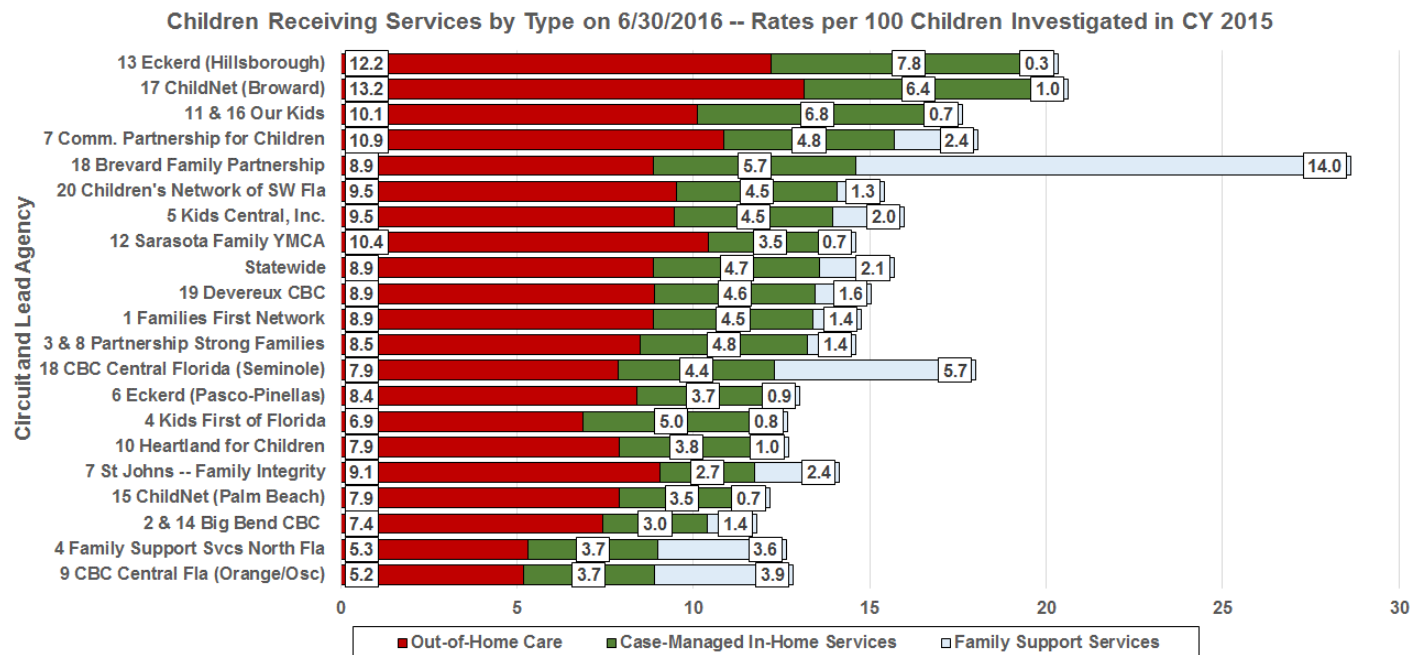
### Statewide Trends in Case-Managed Services

There were 23,229 children in out-of-home care on August 31, 2016 -- a 4.9% increase over the 22,087 children in care on August 31, 2015 and a 23.4% increase over the 17,803 in care on August 31, 2013. The trend for children receiving in-home services has remained relatively flat for three years.



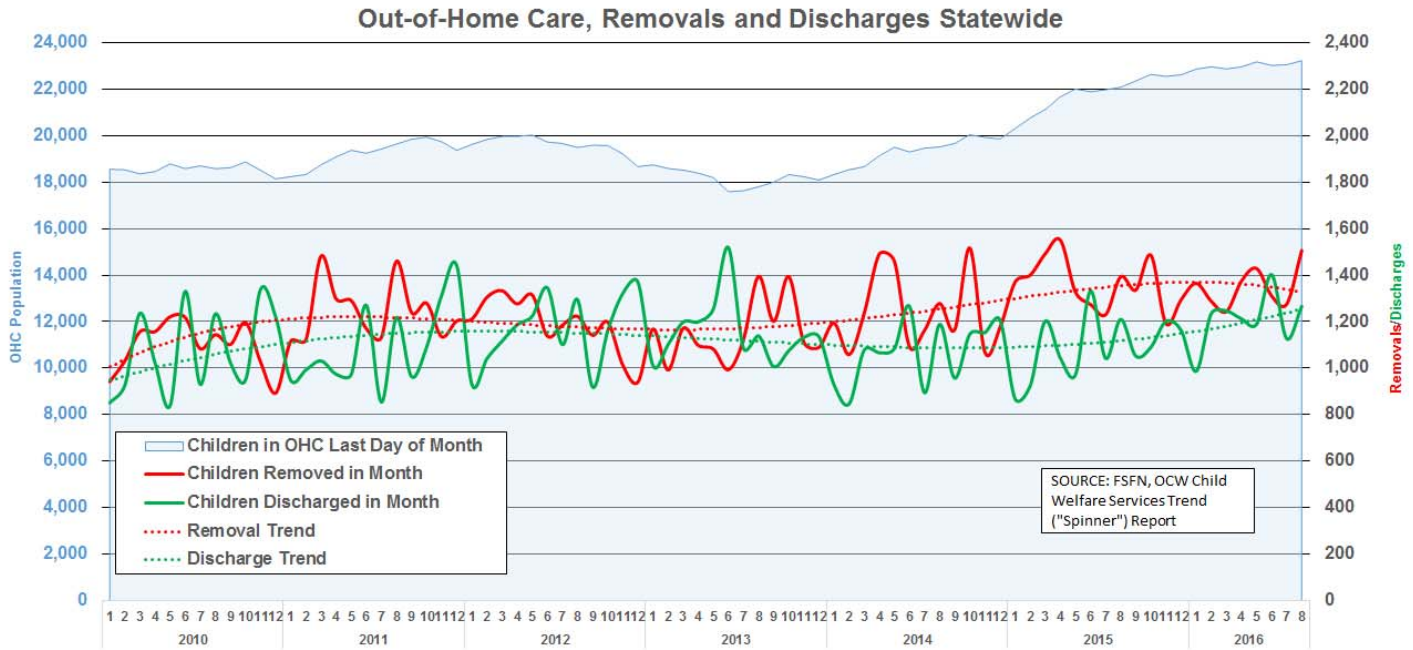
### Services Mix by CBC Lead Agency

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.



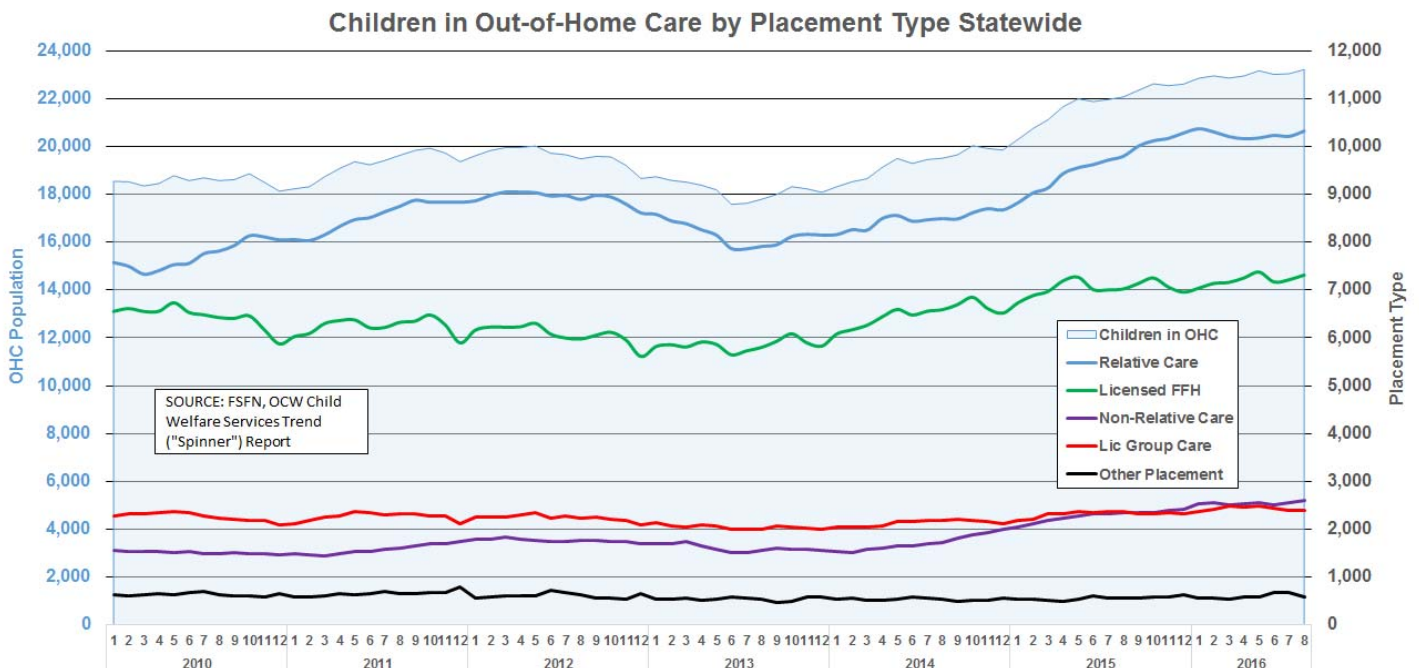
## Removals and Discharges Compared to Children in Out-of-Home Care Trend

The number of removals increased from 1,275 in July 2016 to 1,506 in August 2016. Monthly discharges continued on an overall increasing trend, but still not keeping pace with removals. The gap resulted in a small increase in out-of-home care from 23,054 in July to 23,229 in August, the highest since 23,685 in May 2008.



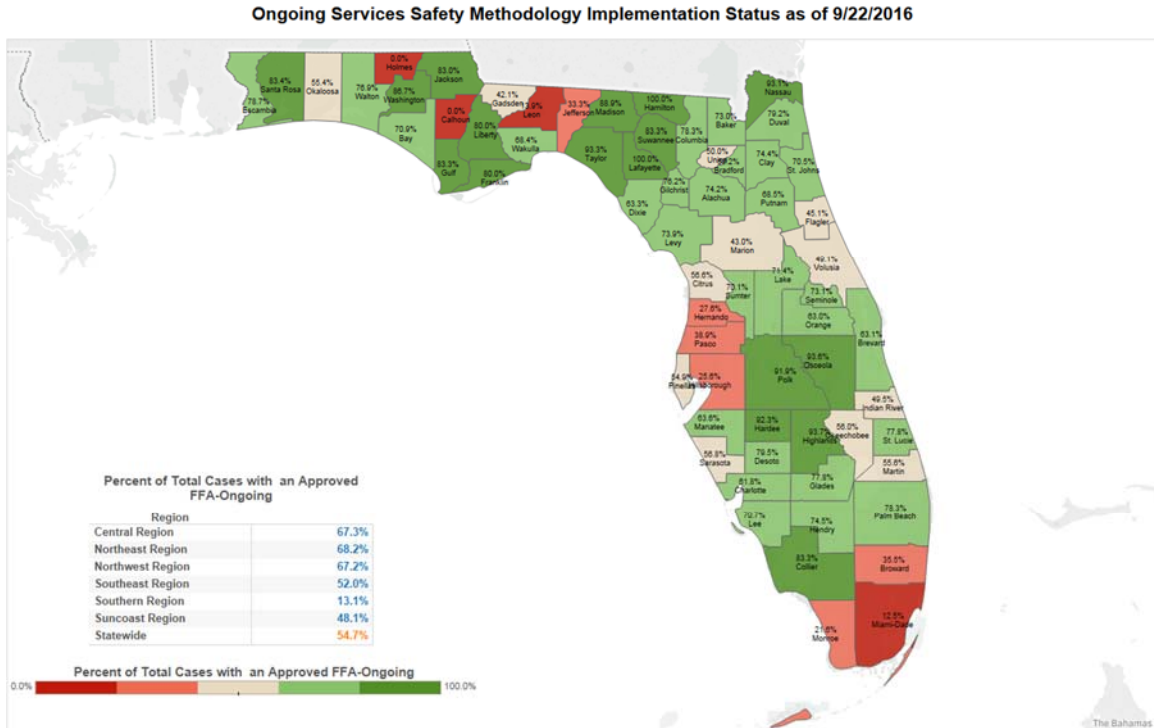
## Placement Types Compared to Children in Out-of-Home Care Trend

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 10.5%, while the number in relative placements increased by 5.1%, those in licensed family homes increased by 4.0%, those in group care increased by 0.8%, and those in “other” placements increased by 11.1%.



# Family Functioning Assessment-Ongoing Implementation Map

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

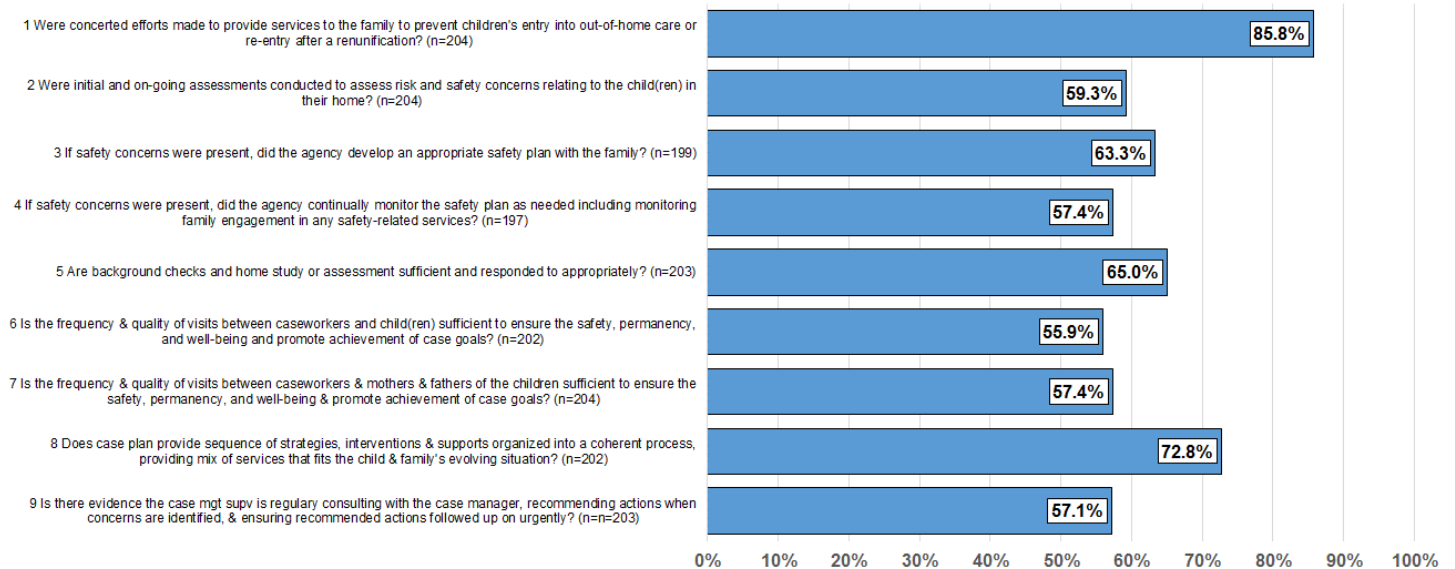


Source: FSN report Active Cases with an Approved FFA-Ongoing – OCWRU #1084  
Notes: Small number of cases will affect county percentages

## CBC Rapid Safety Feedback

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

**CBC Statewide Rapid Safety Feedback: Percent Considered "Strength"**  
April - June 2016

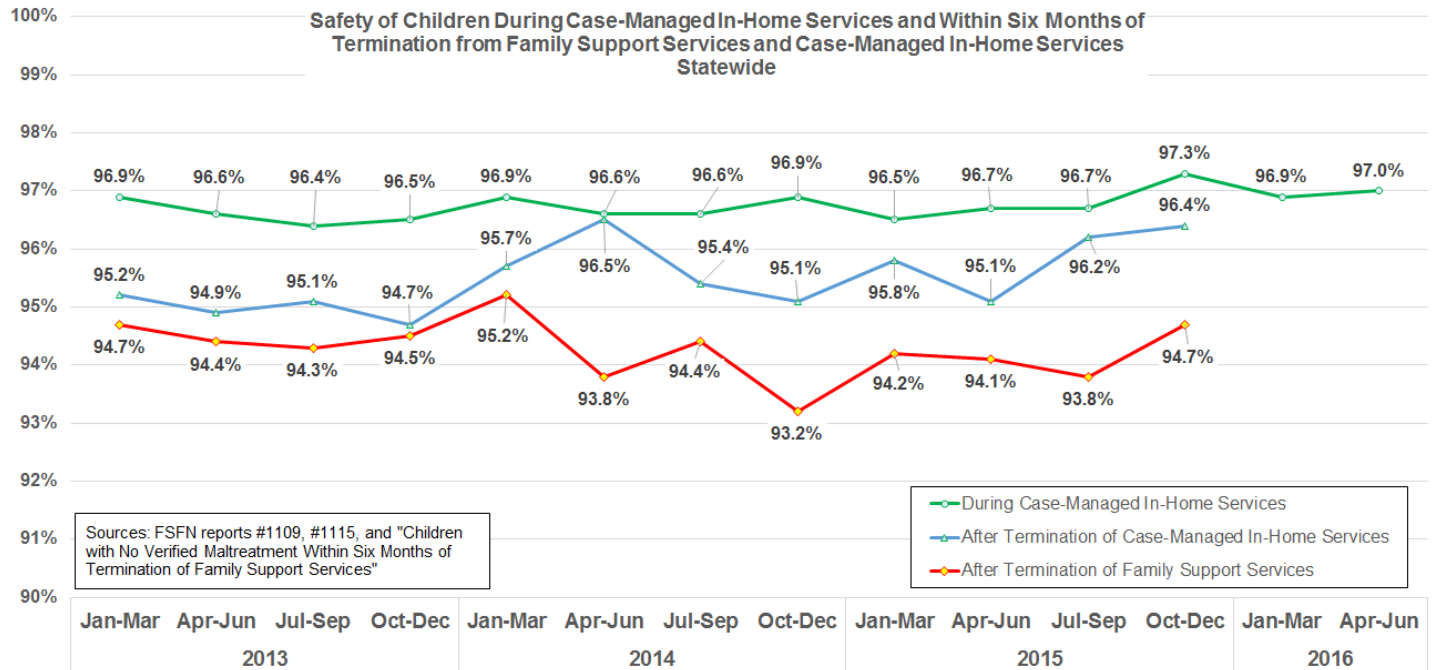


# CBC Safety Indicators

## Child Safety Trends: Comparison of Three Indicators

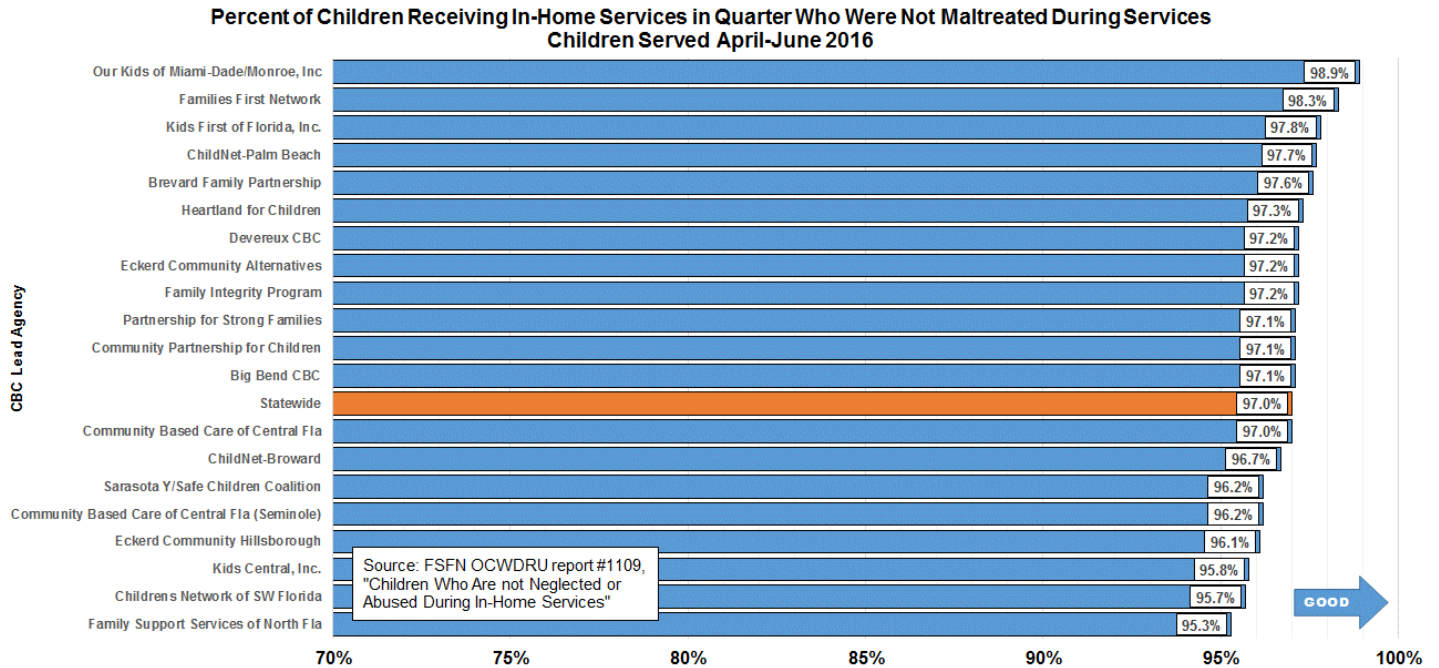
Children continue to be safer while receiving services than after termination of services:

- 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%.



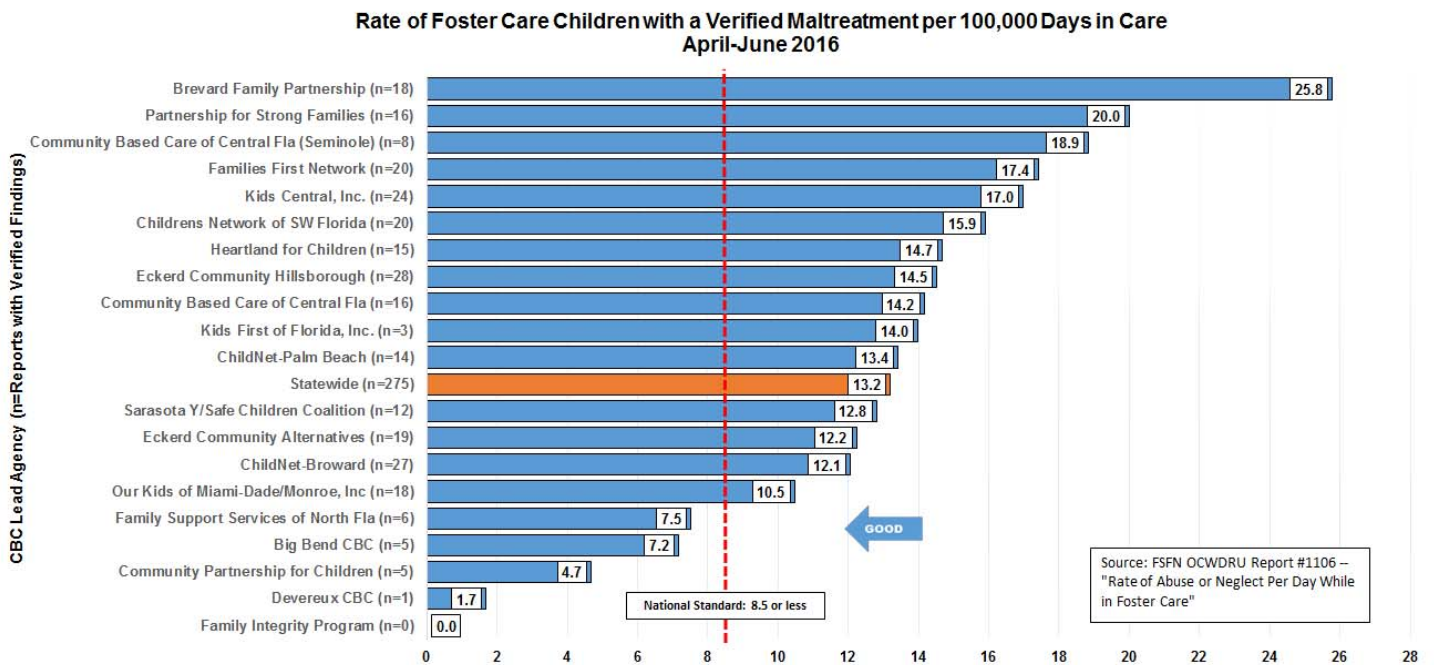
# Child Safety during Case-Managed In-Home Services

Statewide performance for April-June 2016 was 97.0%.



# Child Safety in Out-of-Home Care

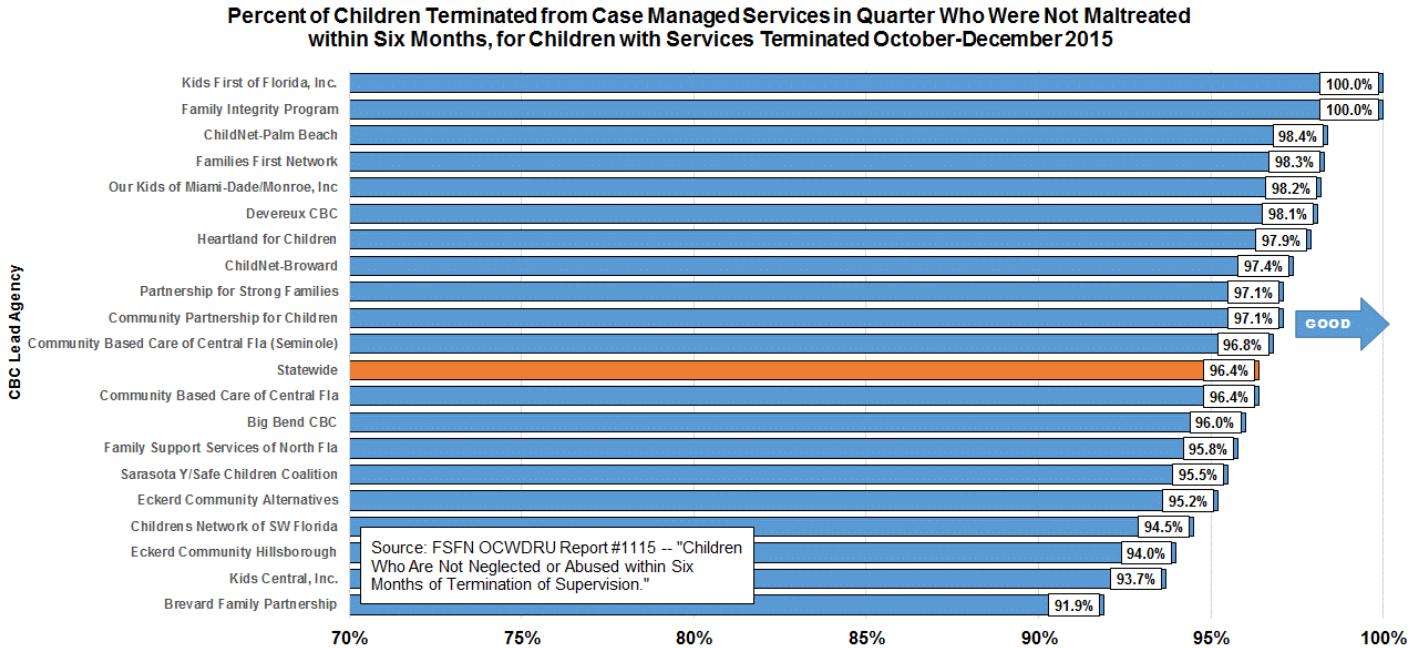
This measure is generated by taking the total number of reports with at least one verified maltreatment and dividing it by the total number of days in foster care for all children, with the result multiplied by 100,000 to calculate the rate of victimization per 100,000 days in foster care. The data for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





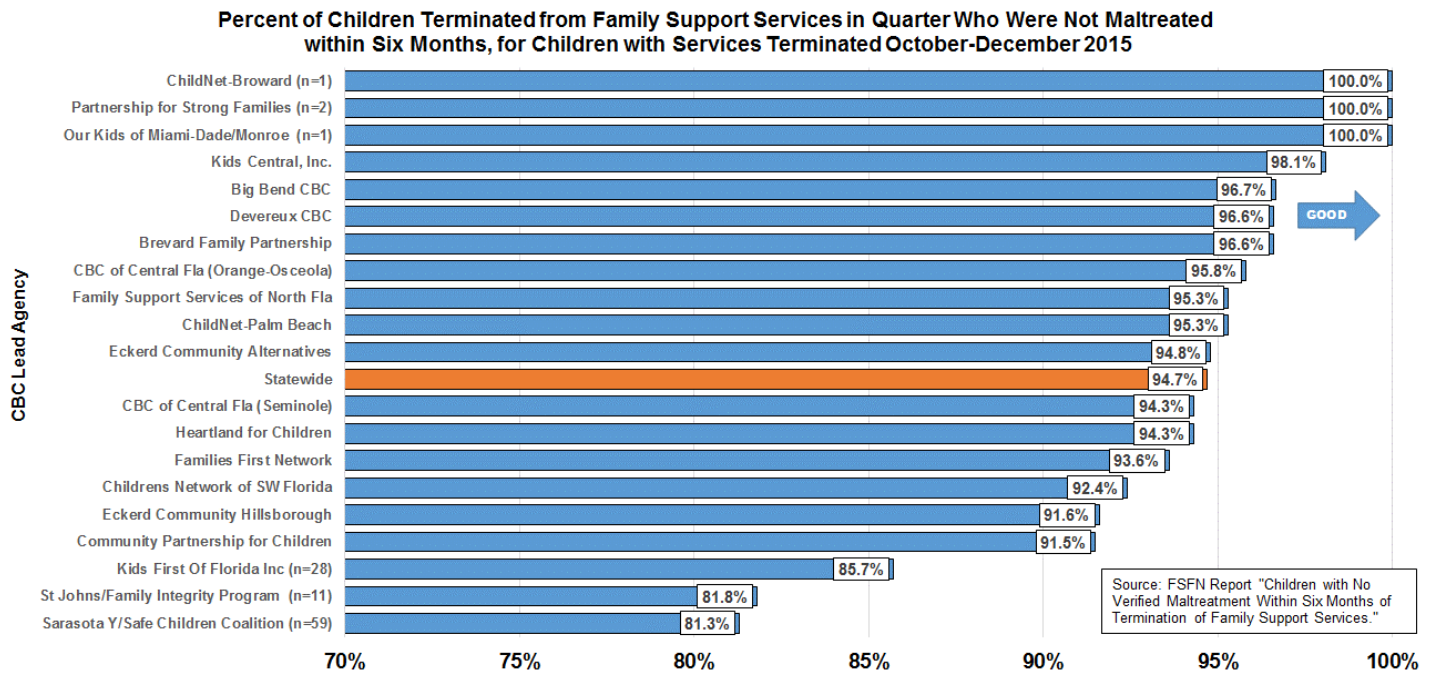
# Child Safety after Termination of Case-Managed Services

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%.

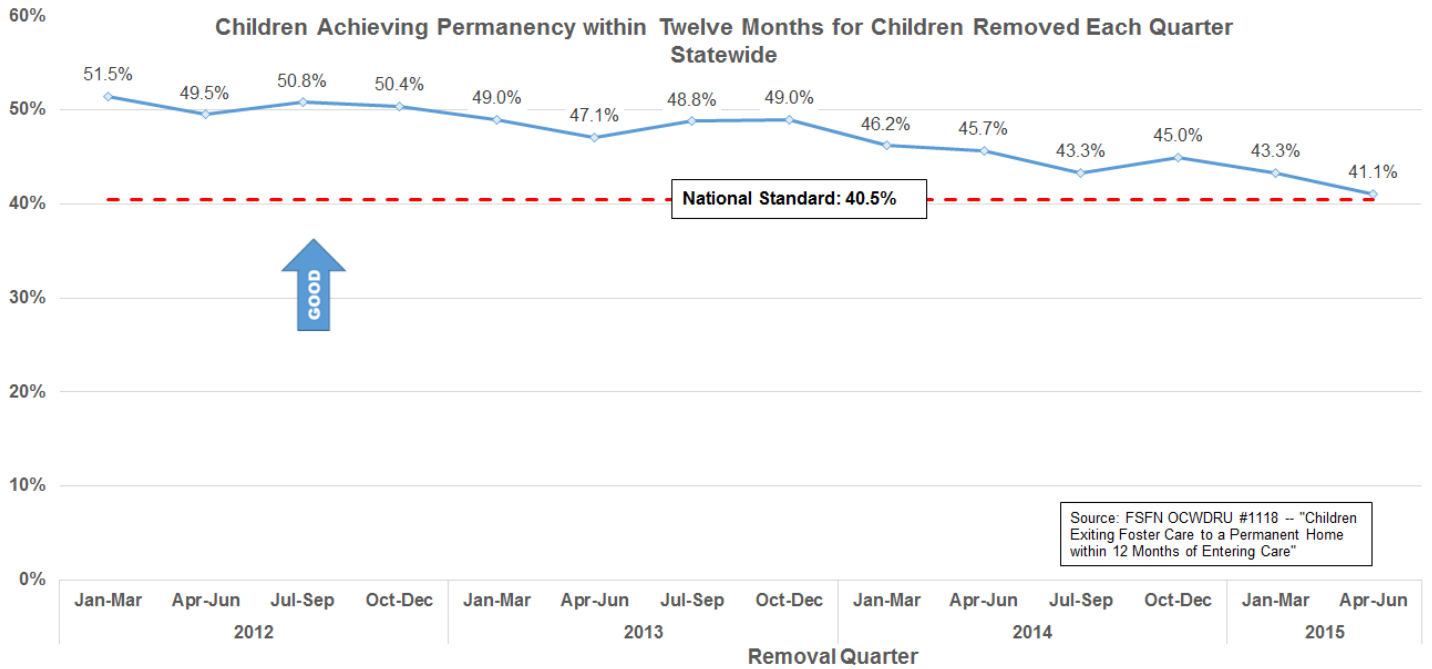


# Permanency Indicators

## Permanency within 12 Months of Removal, by Quarter

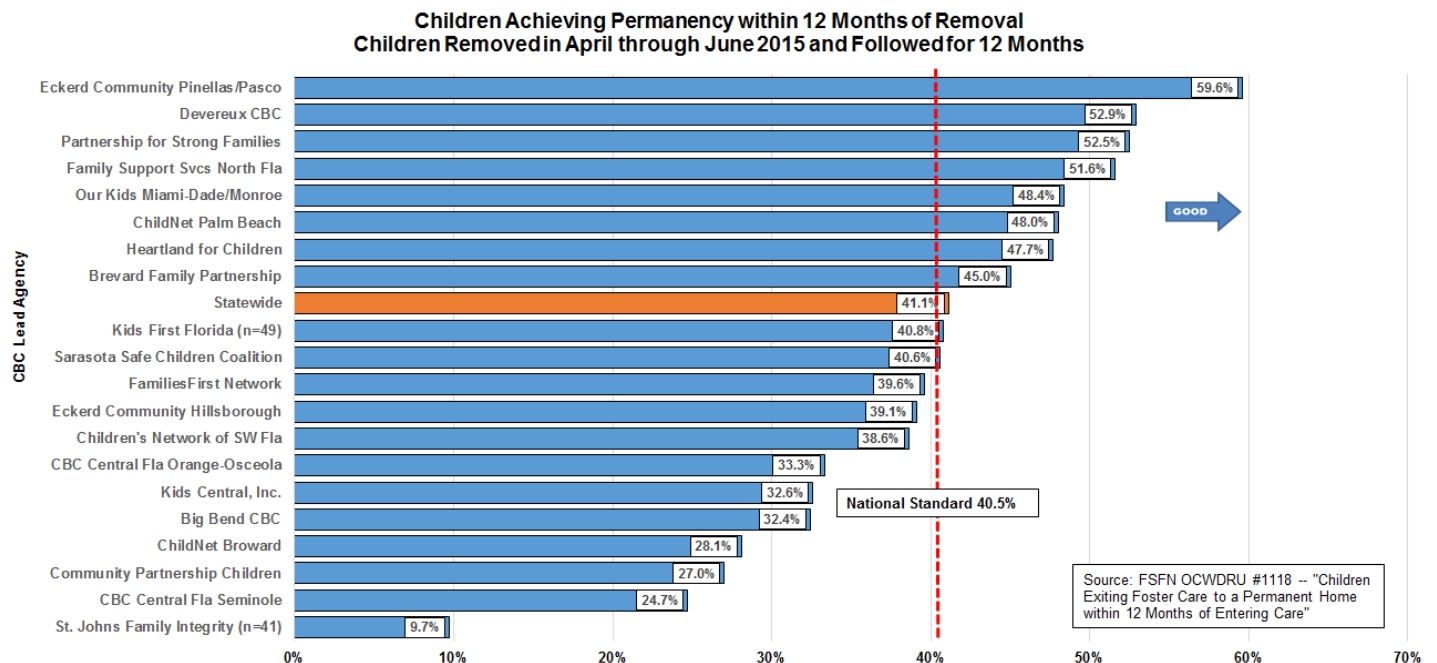
### Statewide Trend

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 41.1% barely meets the national standard of 40.5%.



### Stratification by CBC Lead Agency

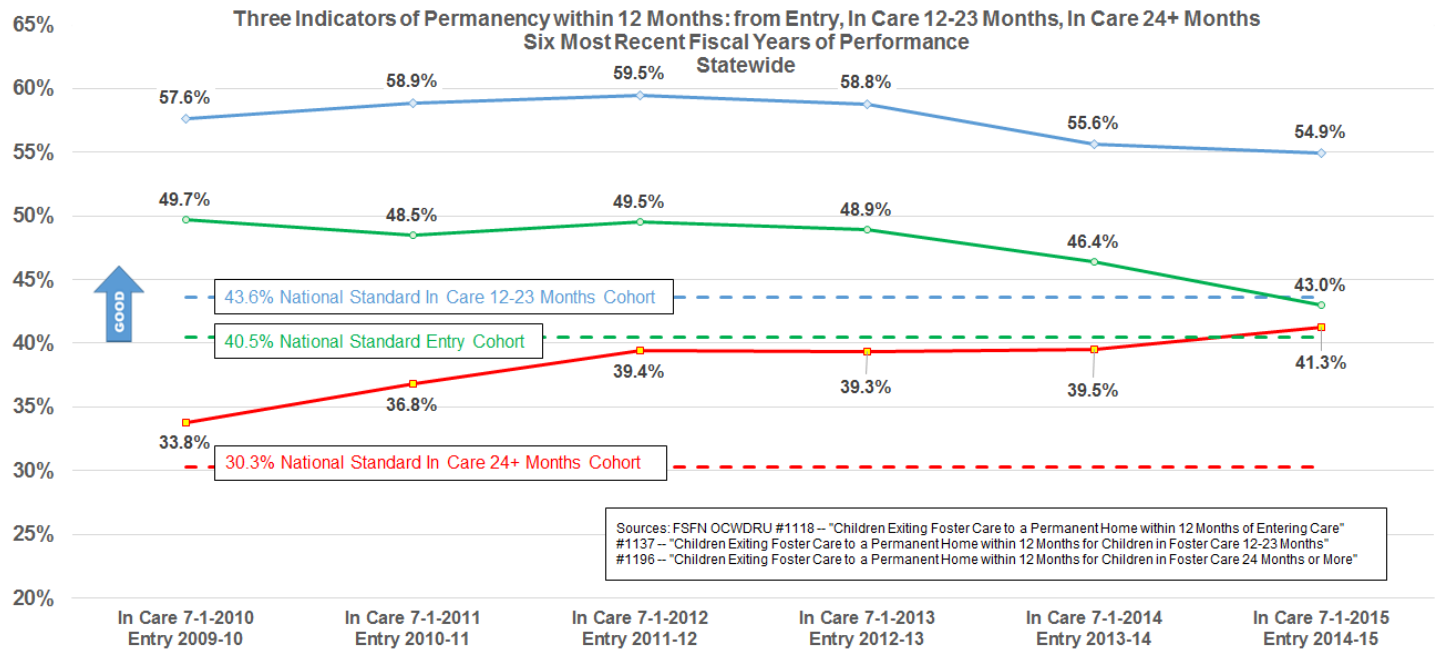
Half the lead agencies exceed the national standard of 40.5%.



# Long-Term Trends on Three Permanency Indicators

## Statewide Trends

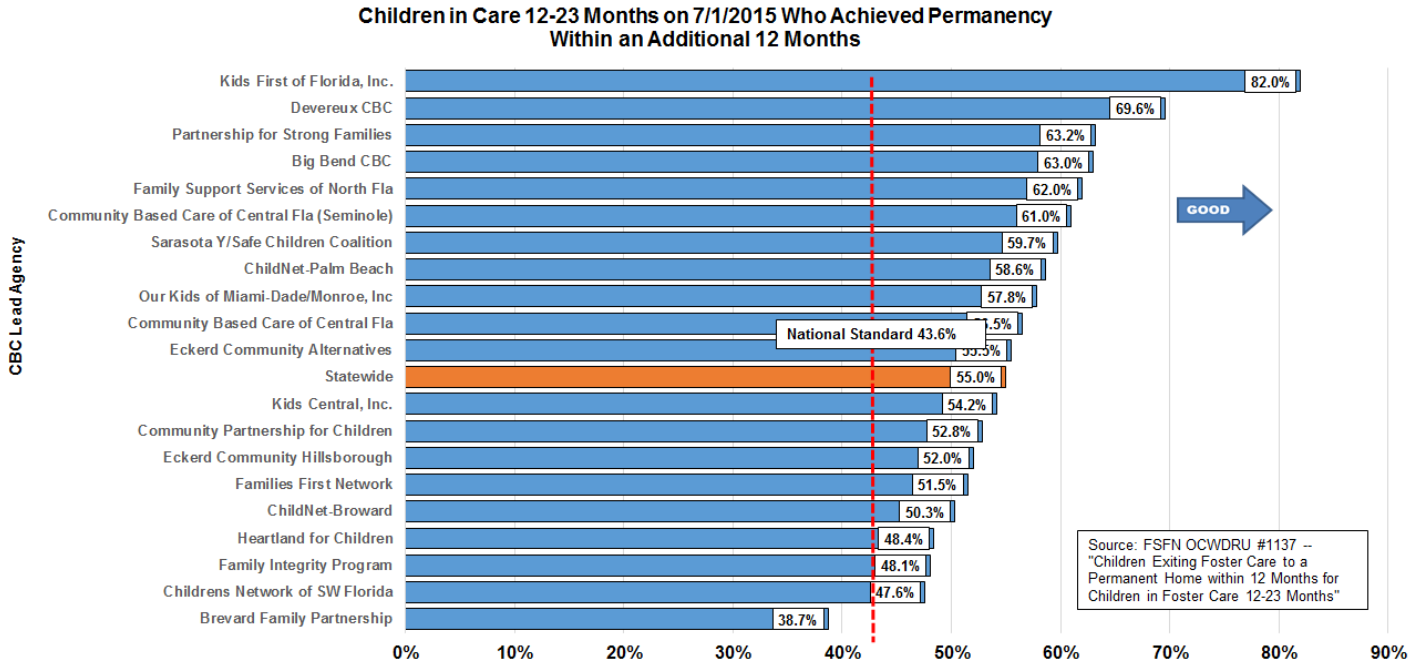
The following chart shows the long-term changes in the relationship between three indicators of timely permanency performance. Florida continues to exceed national standards on all three indicators. However, permanency within 12 months for both entry cohorts and in-care 12-23 month cohorts declined in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



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

## Stratification by CBC Lead Agency

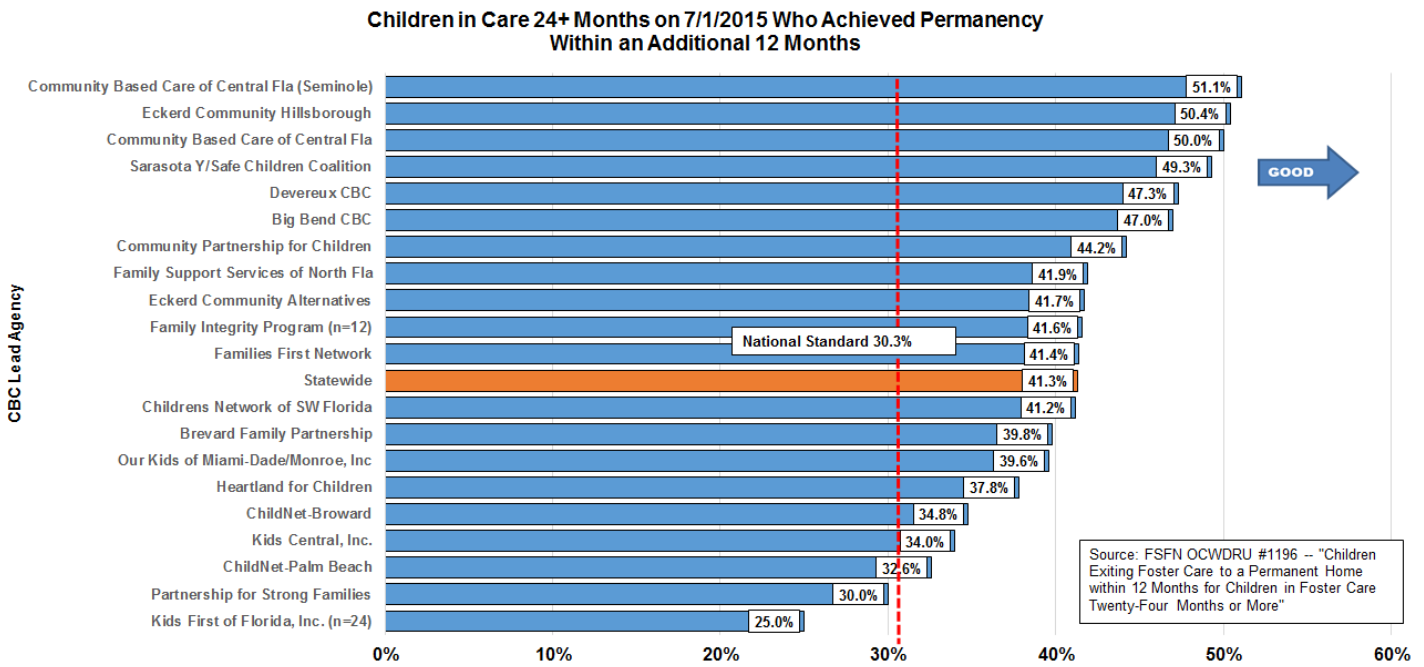
Statewide performance of 55.0% is high, with all but one area are meeting the 43.6% national standard.



# Permanency within 12 Months for Children in Care 24+ Months

## Stratification by CBC Lead Agency

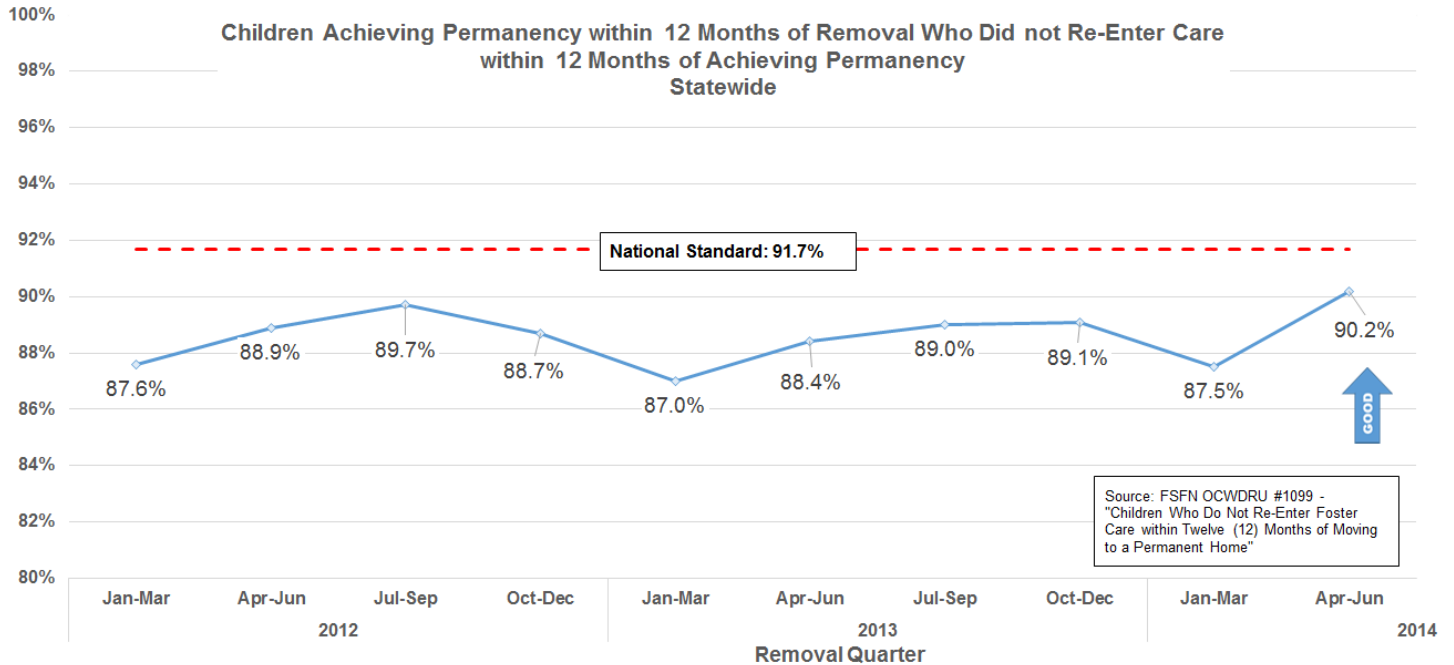
Statewide performance of 41.3% is high with all but two areas meeting 30.3% national standard.



# Re-Entry into OHC within 12 Months of Achieving Permanency

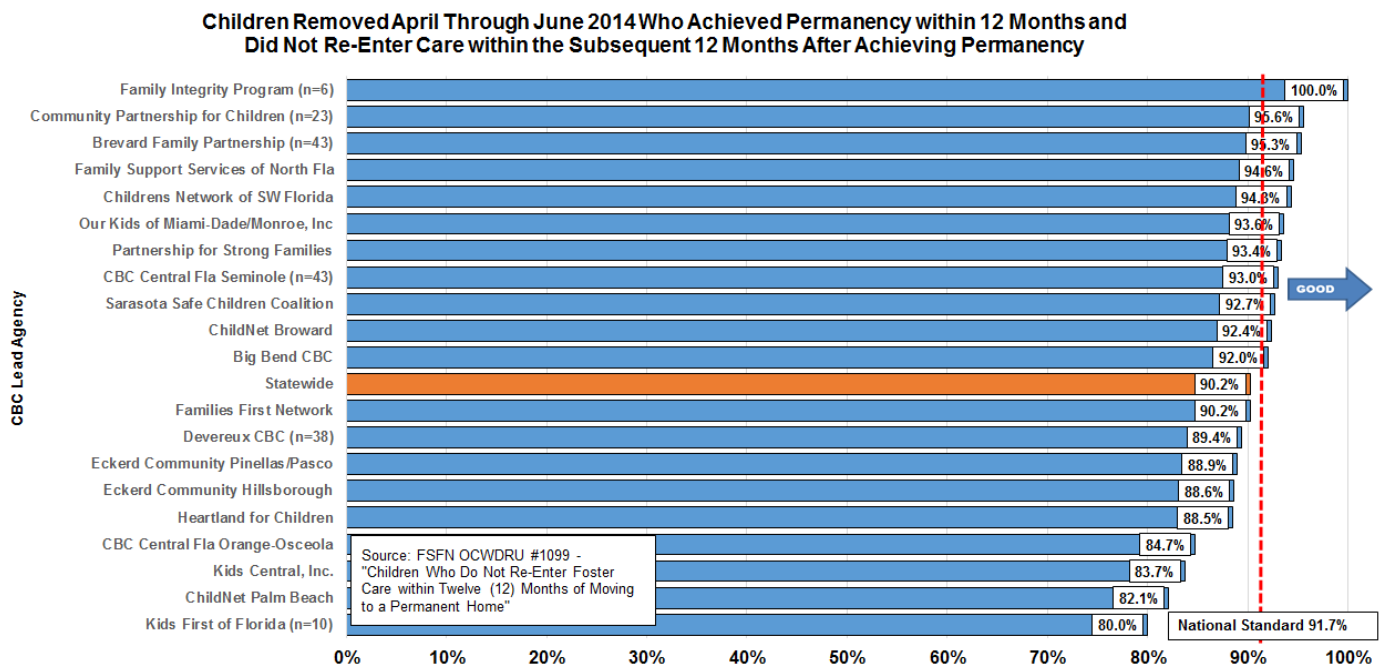
## Statewide Trend

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



## Stratification by CBC Lead Agency

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

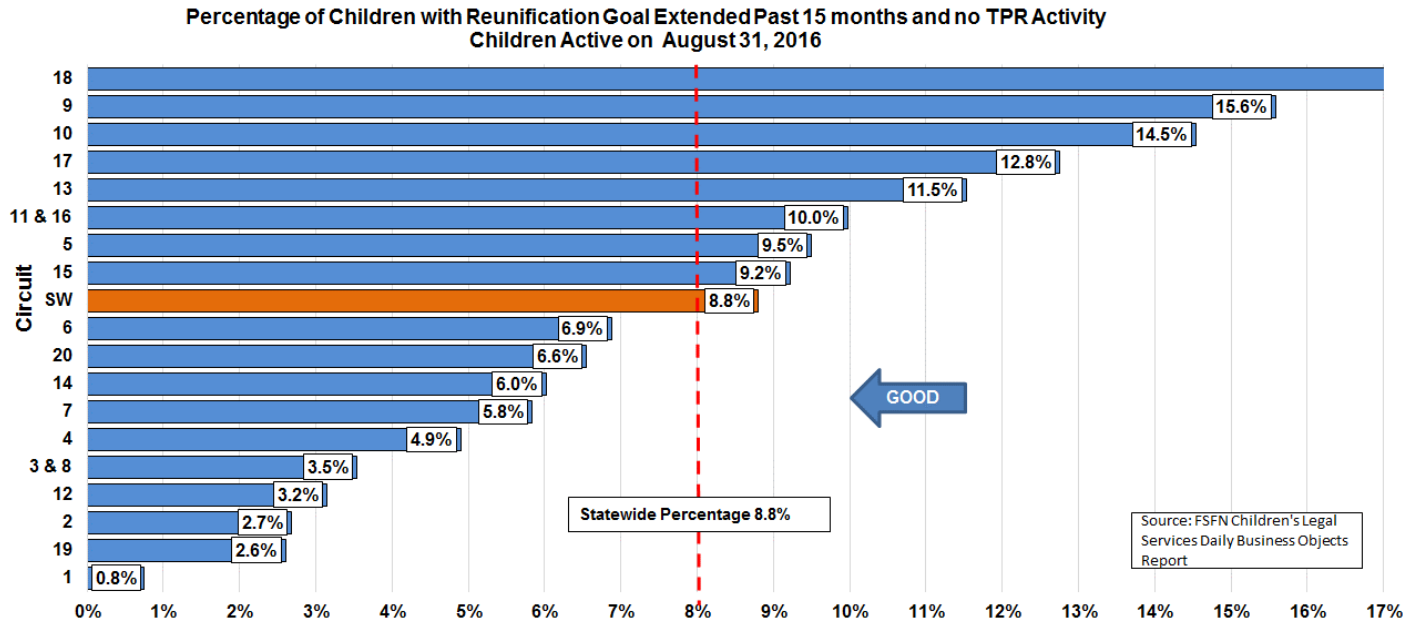


## Timeliness of Judicial Handling

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

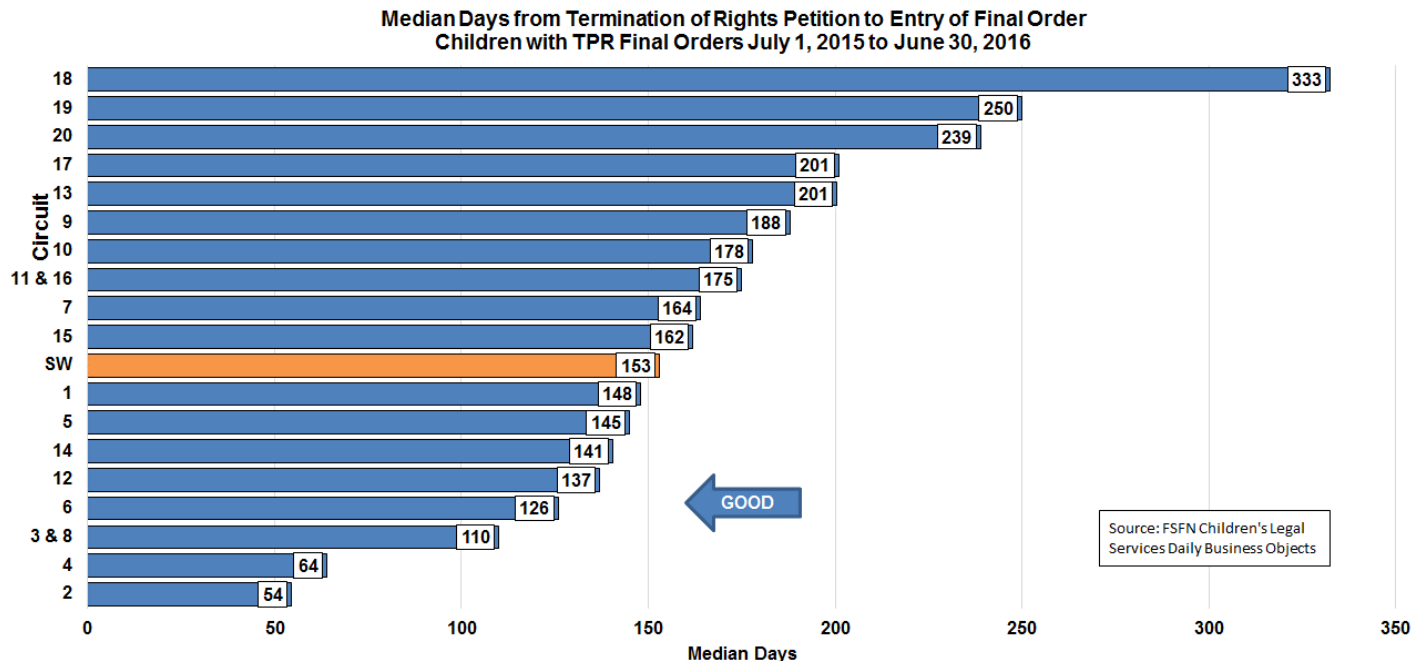
### Reunification Goal after 15 Months & No Termination of Parental Rights Activity

The statewide average was 8.8% on August 31. Circuit goals are set for each period after review of baseline information.



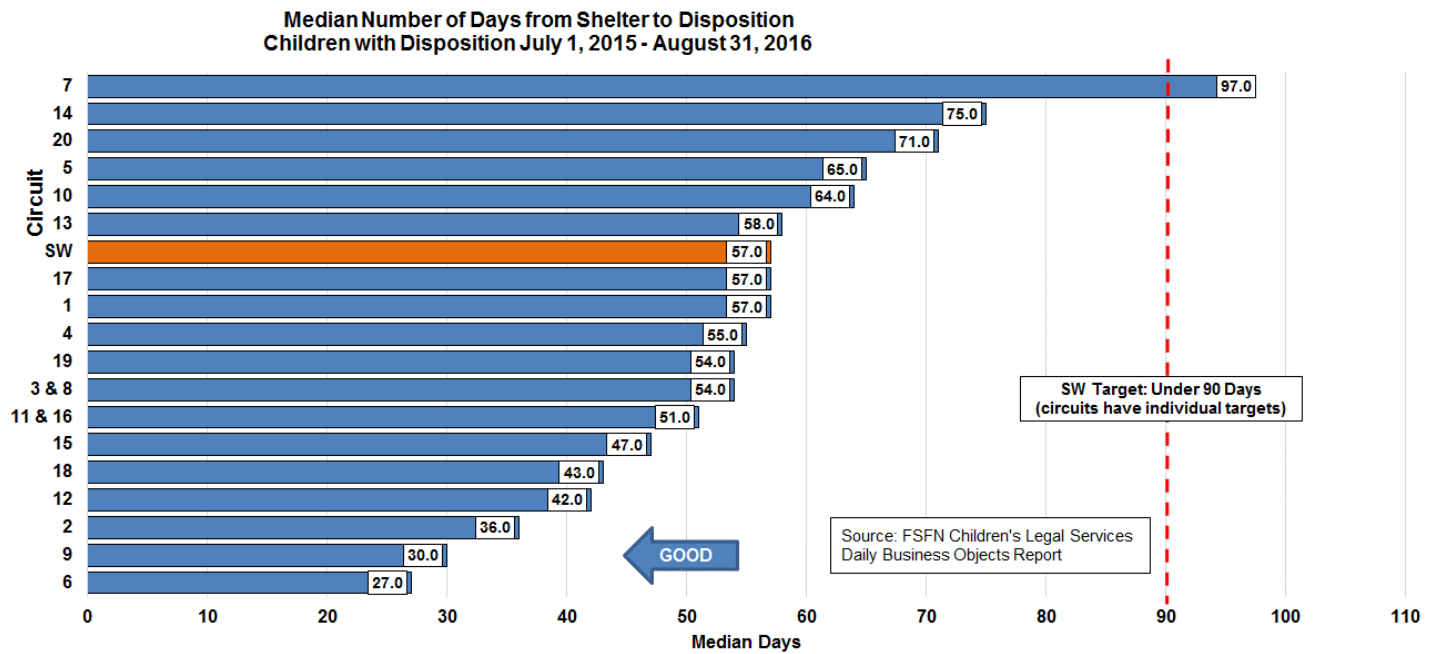
## Timeliness of Termination of Parental Rights, from Petition to Order

The statewide median was 153 days in FY 2015-16. Circuit goals are set for each period after review of baseline information. Due to the small number of final orders each month, the chart will not be updated for the new fiscal year until July – September data are available in October.



## Time from Removal Date to Disposition Order

The statewide median is 57 days, compared to a statewide target of 90 days. Circuit goals are set for each six-month period after review of baseline information.

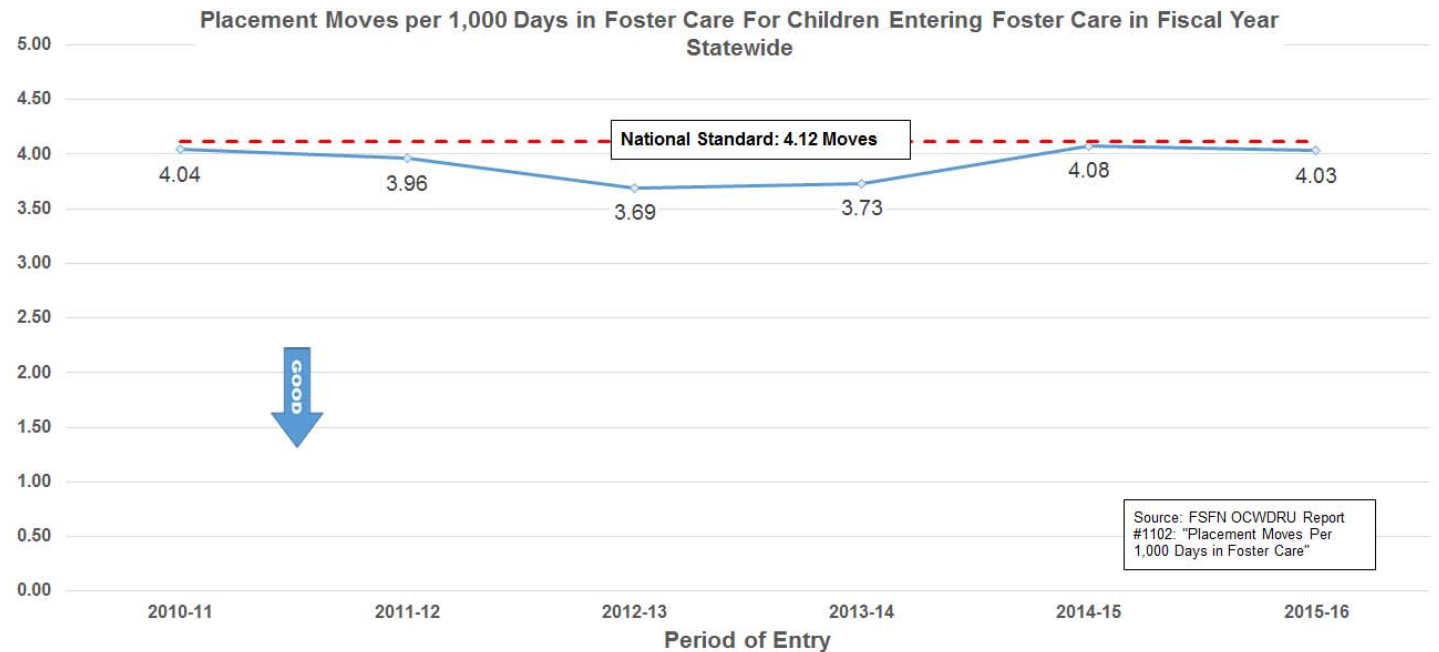


# Maintaining Connections in Placement

## Placement Stability

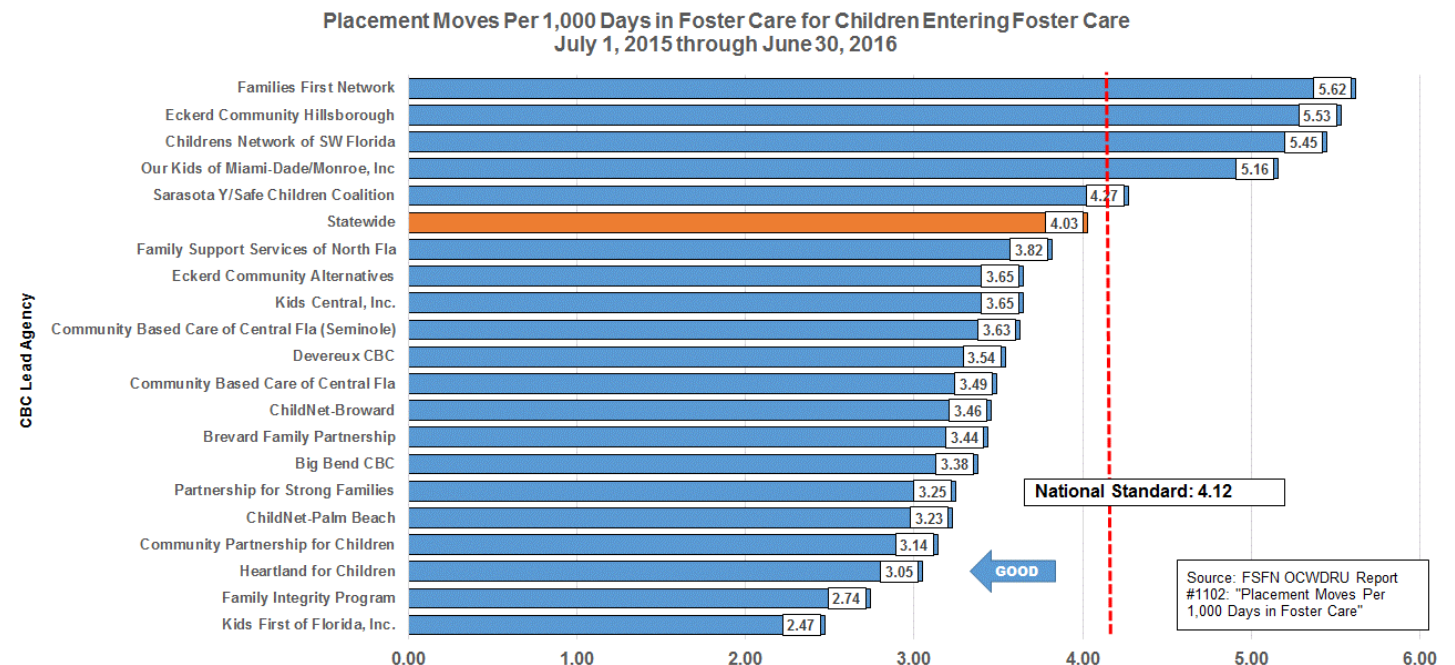
### Statewide Trend

Statewide performance, at 4.03 moves per 1,000 days last FY, has been slightly better than the national standard of 4.12 moves per 1,000 days in foster care over the last six years. However, due to differences in calculation, Florida's data profile indicates that we are subject to a Program Improvement Plan (PIP) for CFSR-3.



### Stratification by CBC Lead Agency

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

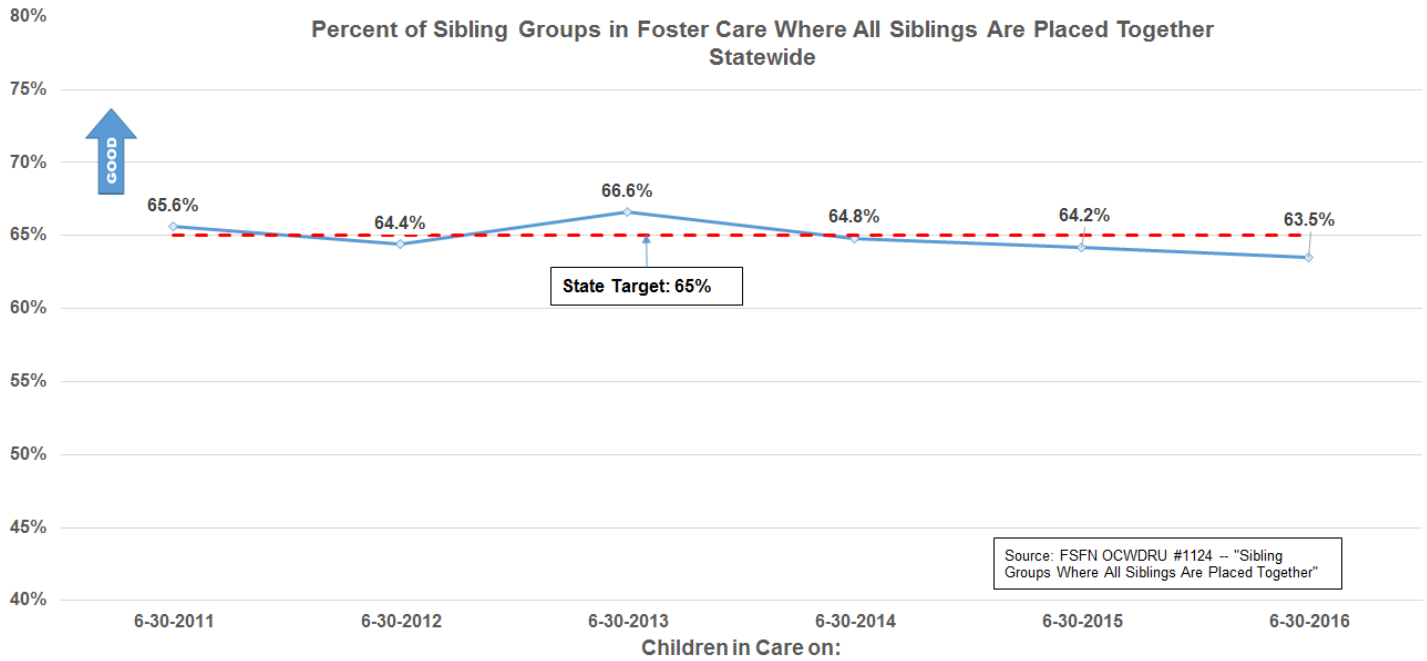




# Placement of Sibling Groups Together

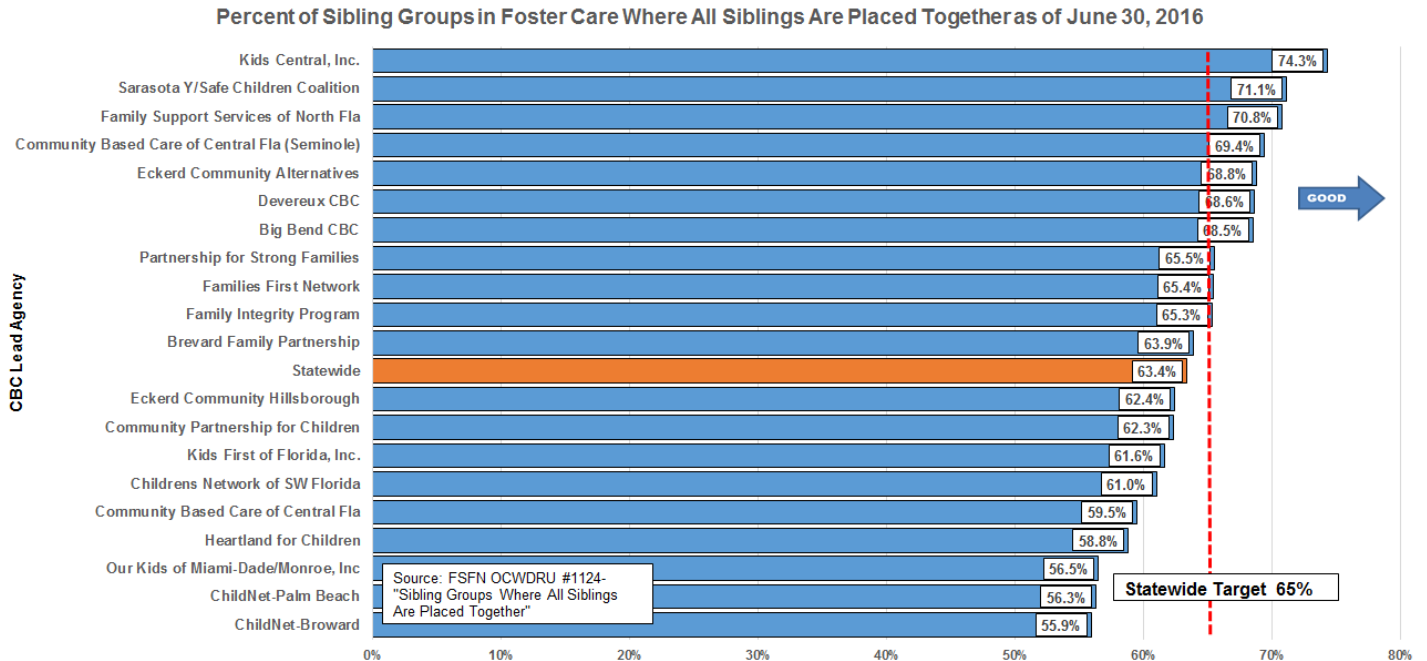
## Statewide Trend

Statewide performance has been stable over the last few years at around 64%.



## Stratification by CBC Lead Agency

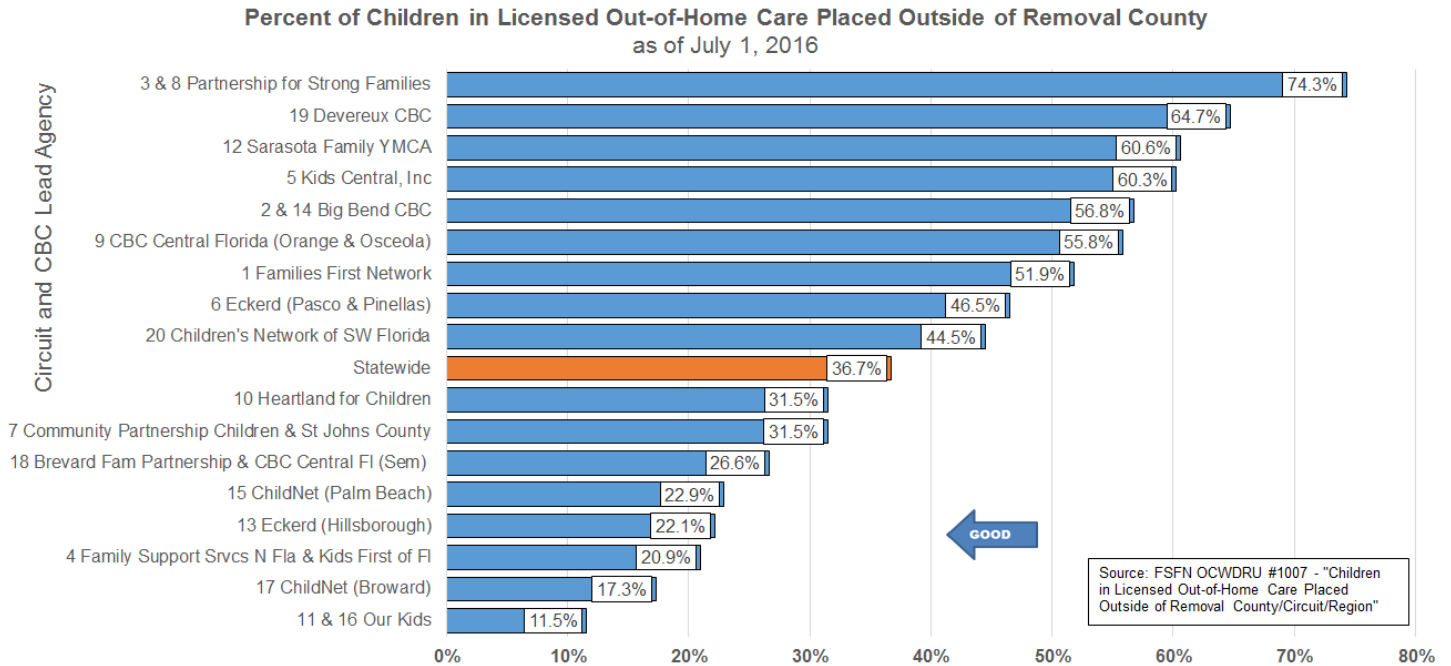
Although statewide performance was at 63.4% on June 30, there is variation among the lead agencies.



# Proximity of Placement to Maintain Connections

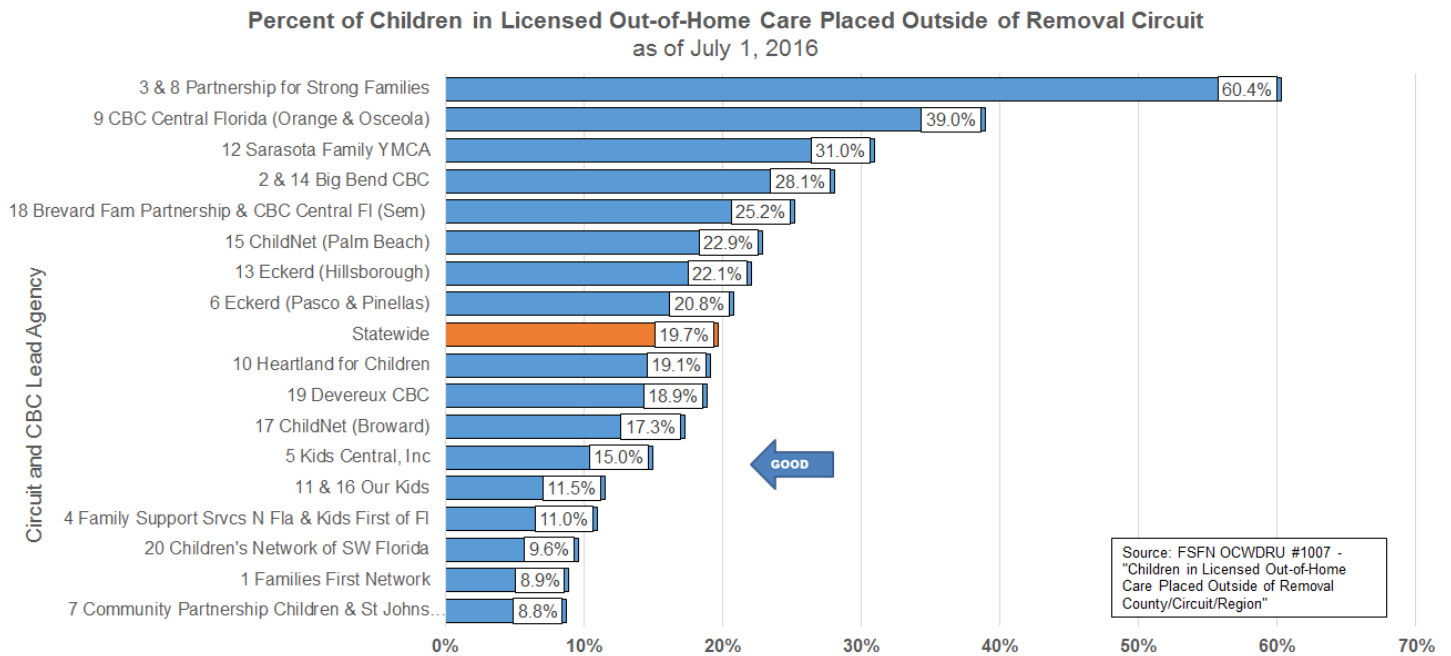
## Children Placed Outside Removal County

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



## Children Placed Outside Removal Circuit

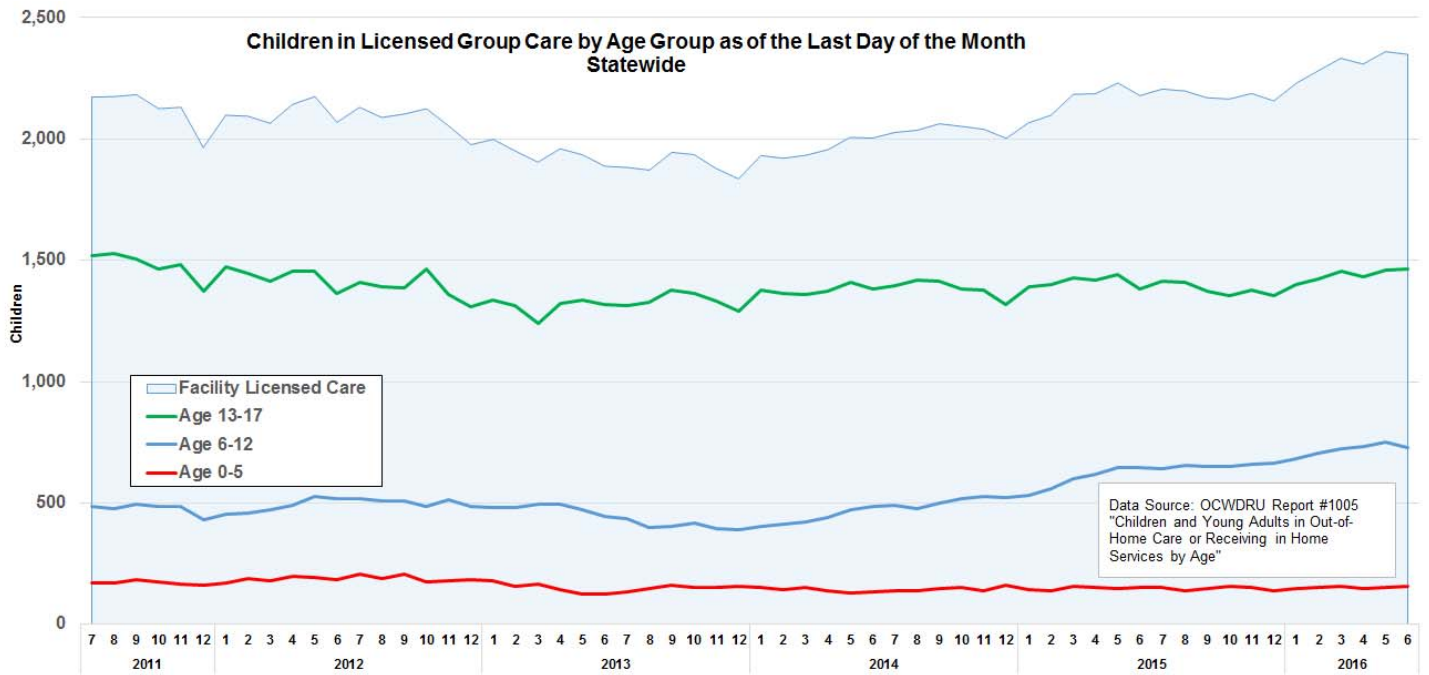
The 19.7% currently placed outside of their removal circuit is lower than for the out-of-county indicator, as many children that are not placed in their home county are placed within their home circuit.



# Placement in Family Settings

## Trends in Group Care by Age Group

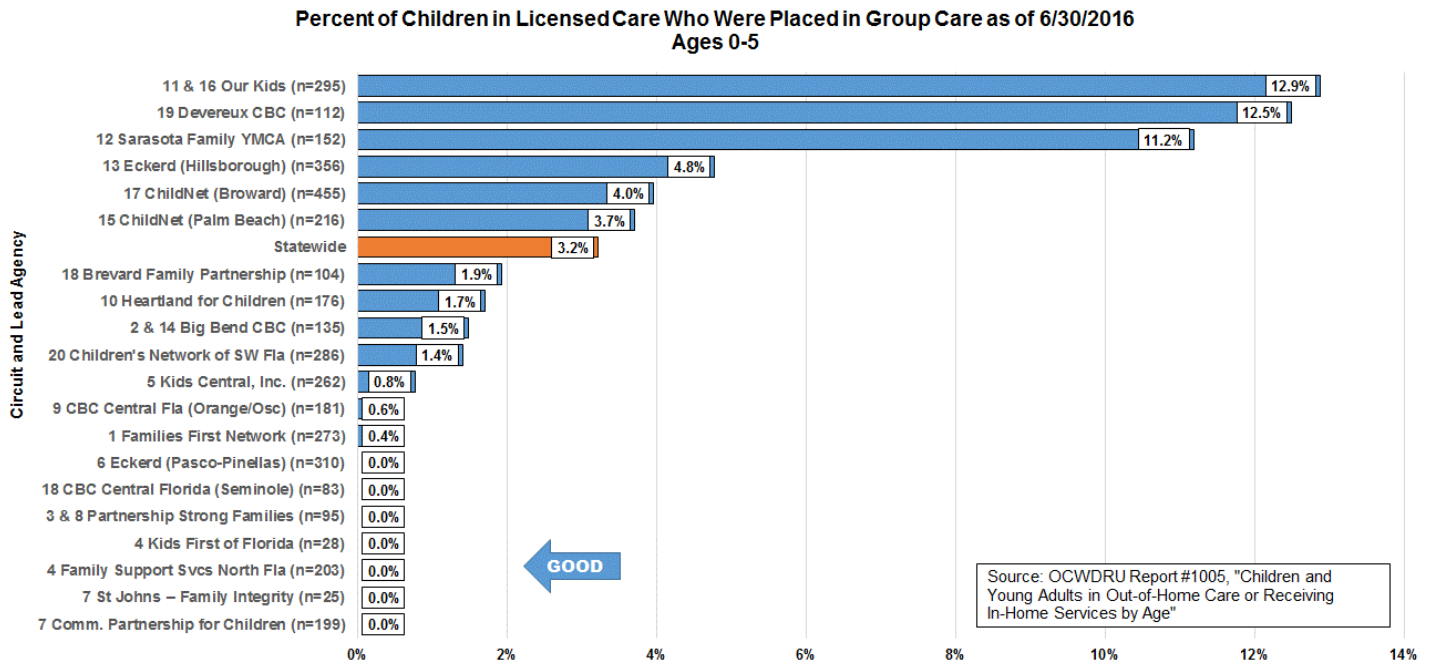
The number of children aged 6-12 in group care has increased sharply since 2014.



## Children in Group Care by Age Group

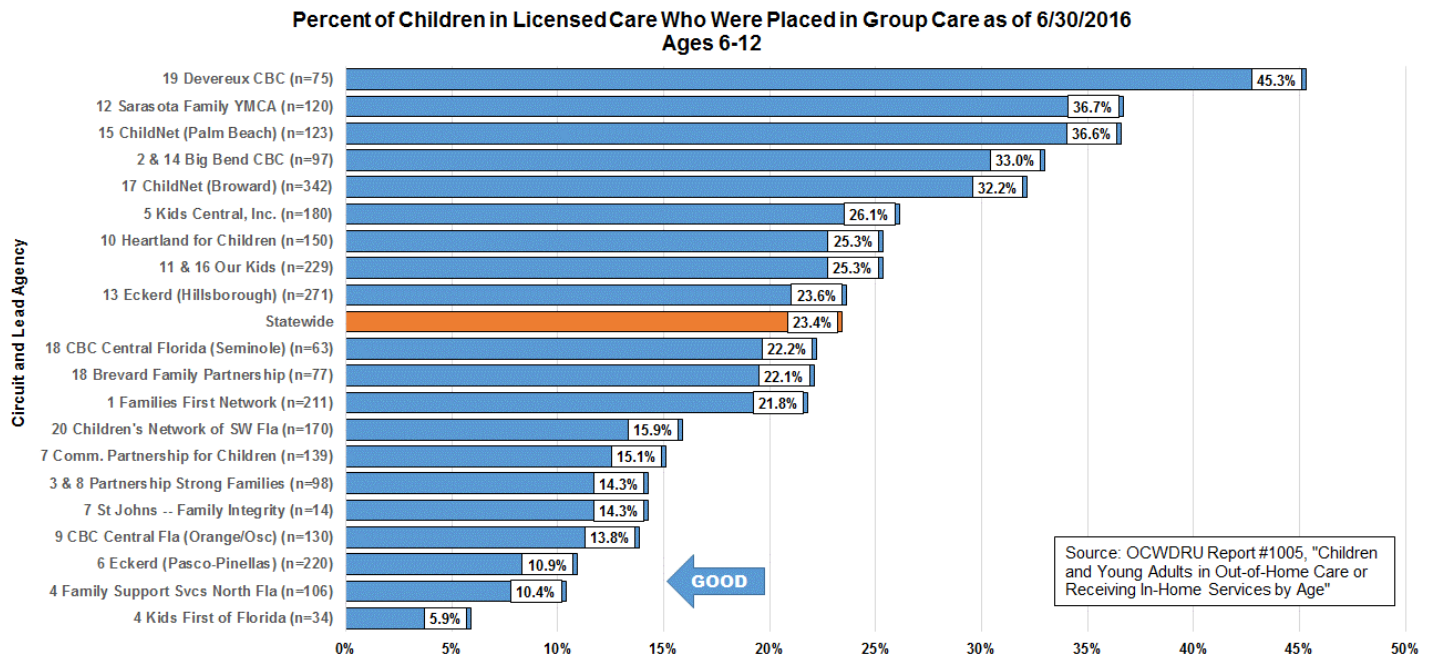
### Children Aged 0-5 Placed in Group Care

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



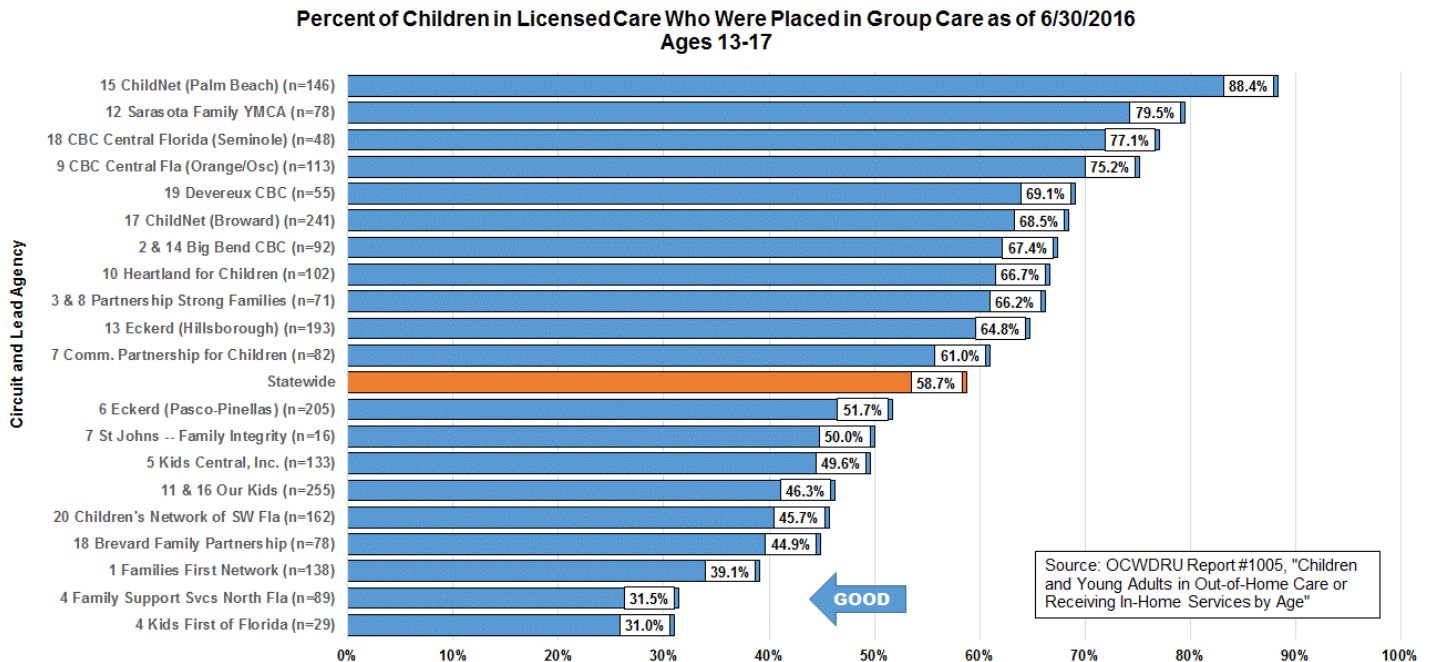
## Children Aged 6-12 Placed in Group Care

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



## Children Aged 13-17 Placed in Group Care

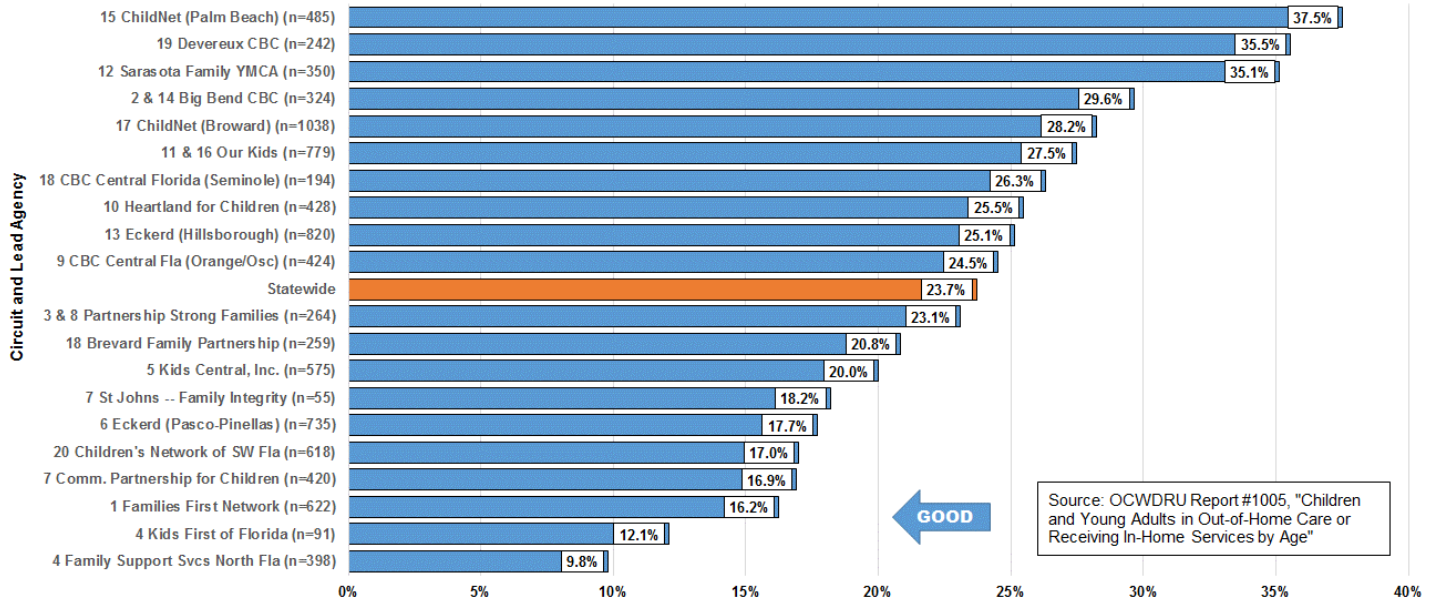
Most CBC lead agencies have 50% or more children in this age range placed in a group home environment, with three CBCs having between 70% and 80% and one having over 80%.



# Children Aged 0-17 Placed in Group Care

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

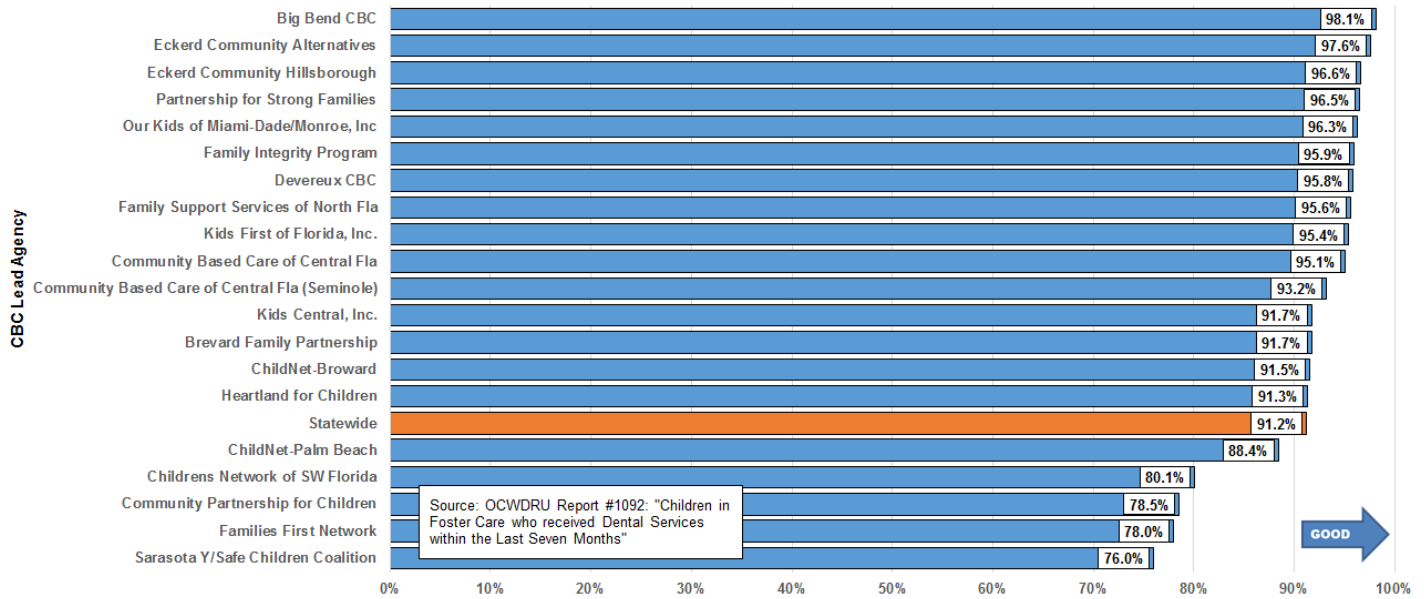
**Percent of Children in Licensed Care Who Were Placed in Group Care as of 6/30/2016  
Ages 0-17**



# 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 91.2% as of June 30, 2016.

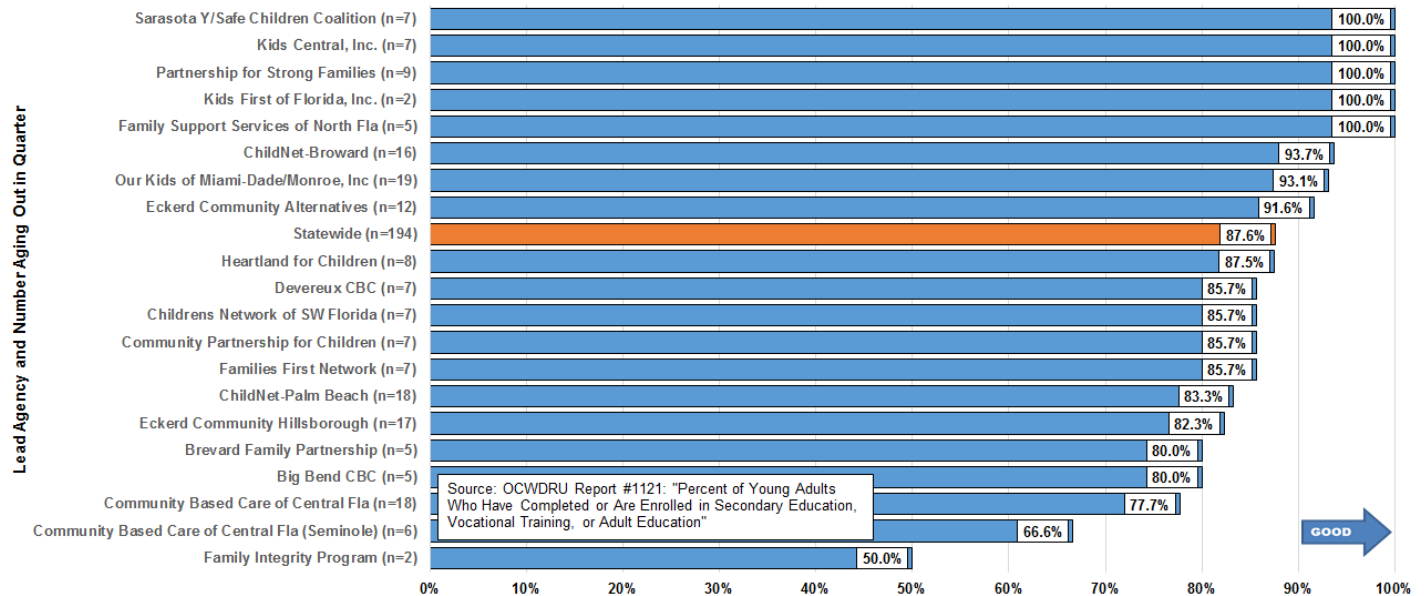
**Percent of Children in Out-of-Home Care Who Received Dental Services within the Last Seven Months (All Placement Types, including Licensed and Kinship Care) -- as of June 30, 2016**



# Young Adults Aging Out Enrolled in Education Programs

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

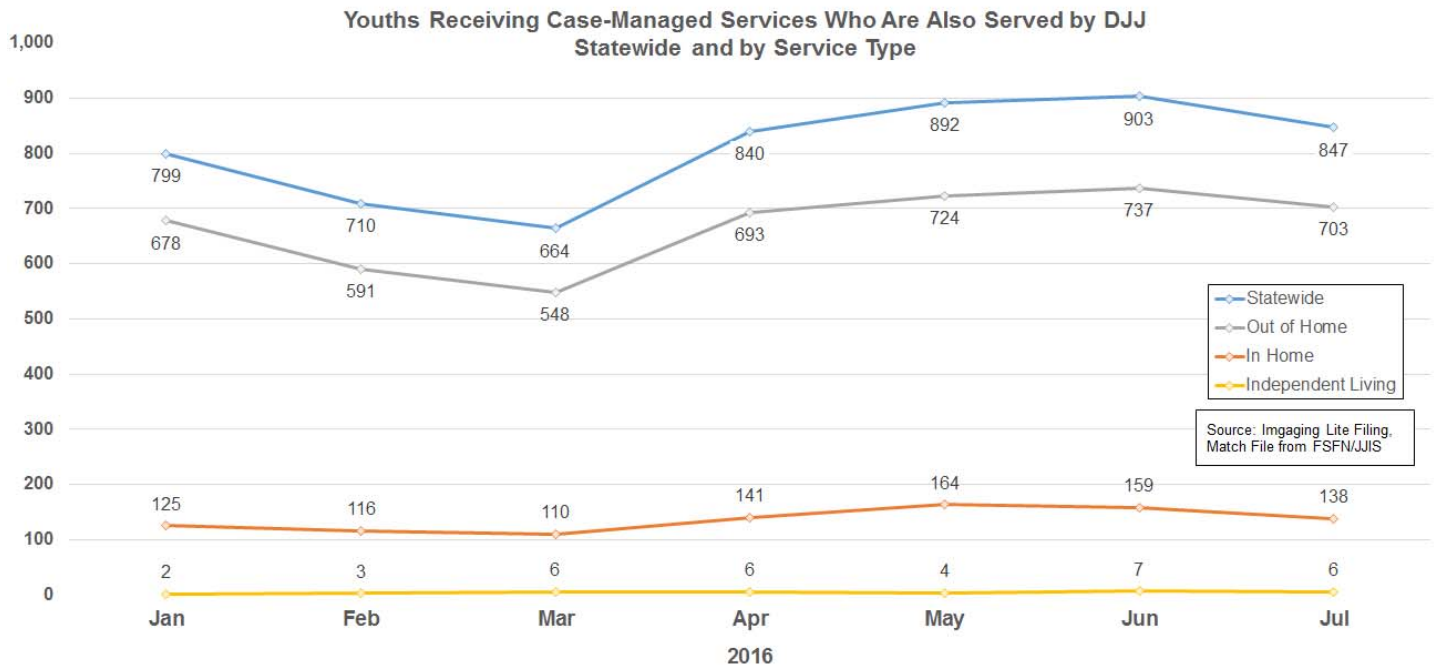
**Percent of Young Adults Aging Out of Foster Care Who Have Completed or are Enrolled in Secondary Education, Vocational Training, or Adult Education -- for Young Adults Aging Out between April 1 and June 30, 2016**



# Youths Served by CBC Lead Agencies and Juvenile Justice

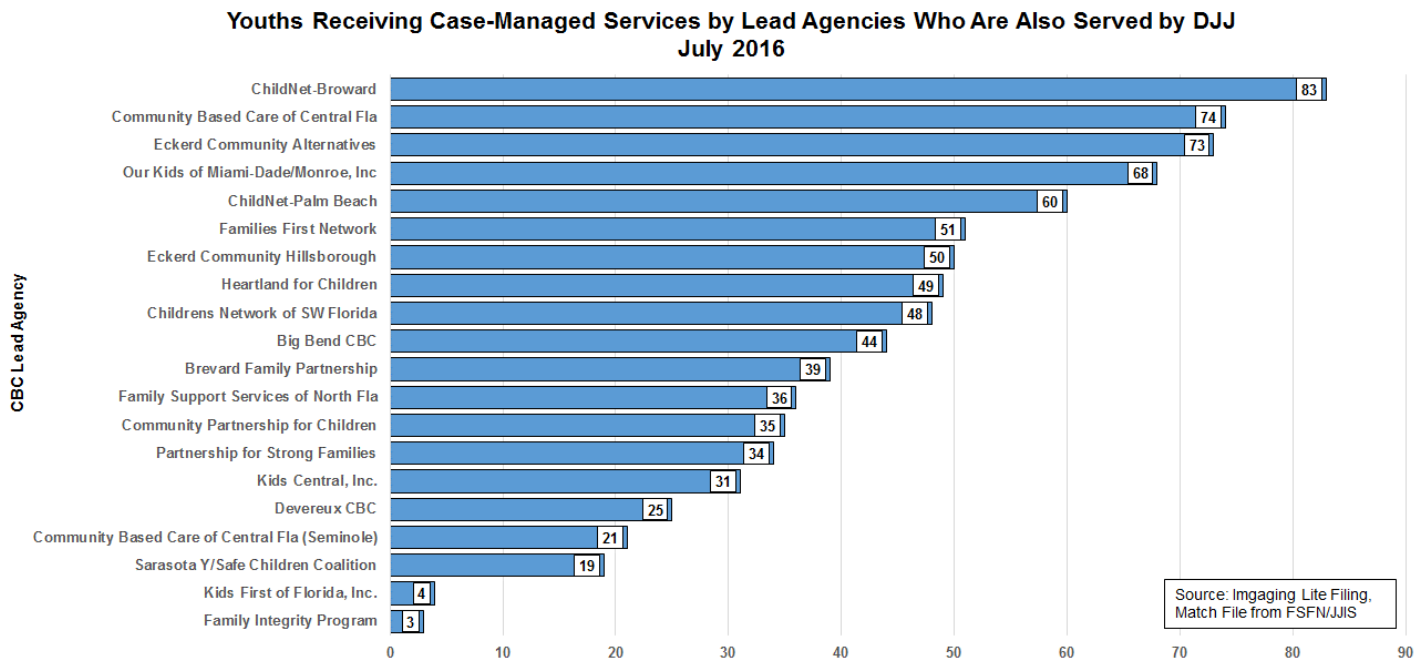
## Statewide Trend

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 sharply in April.



## Stratification by CBC Lead Agency

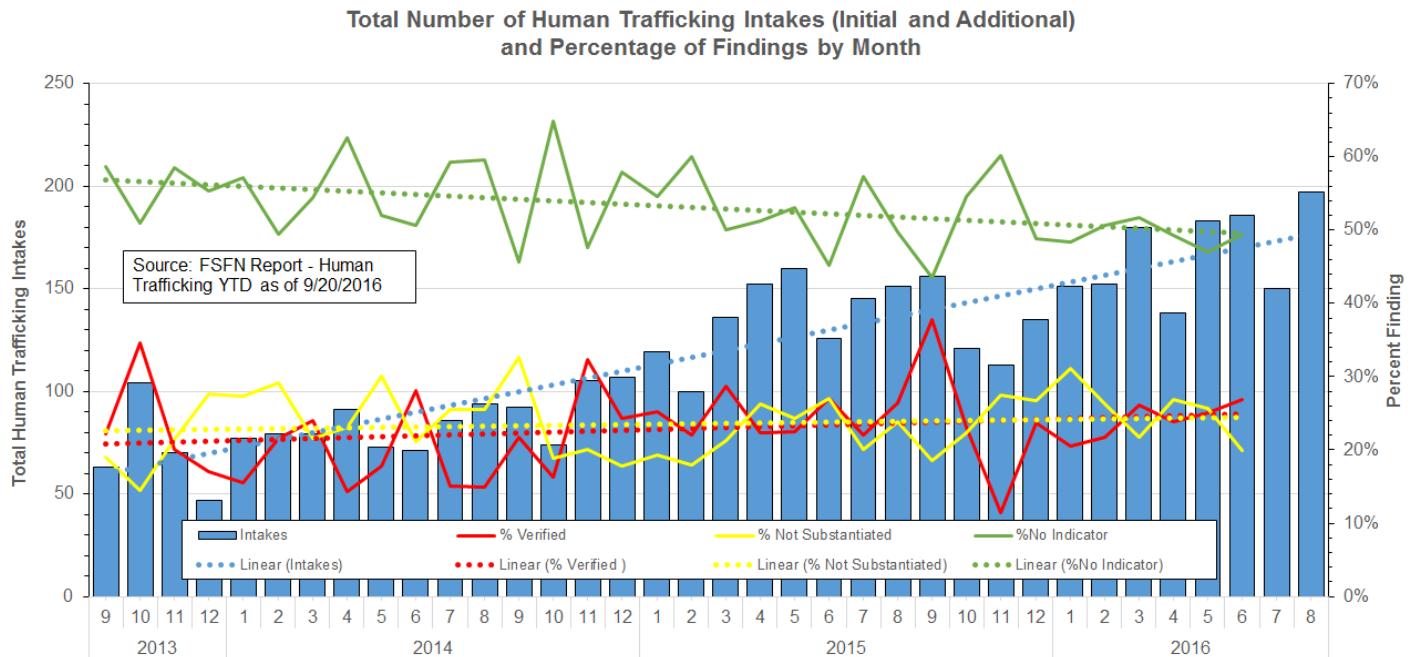
The number of youths served by both systems is variable among the lead agencies, but is related to the total number of youths served by each lead agency.



# Human Trafficking

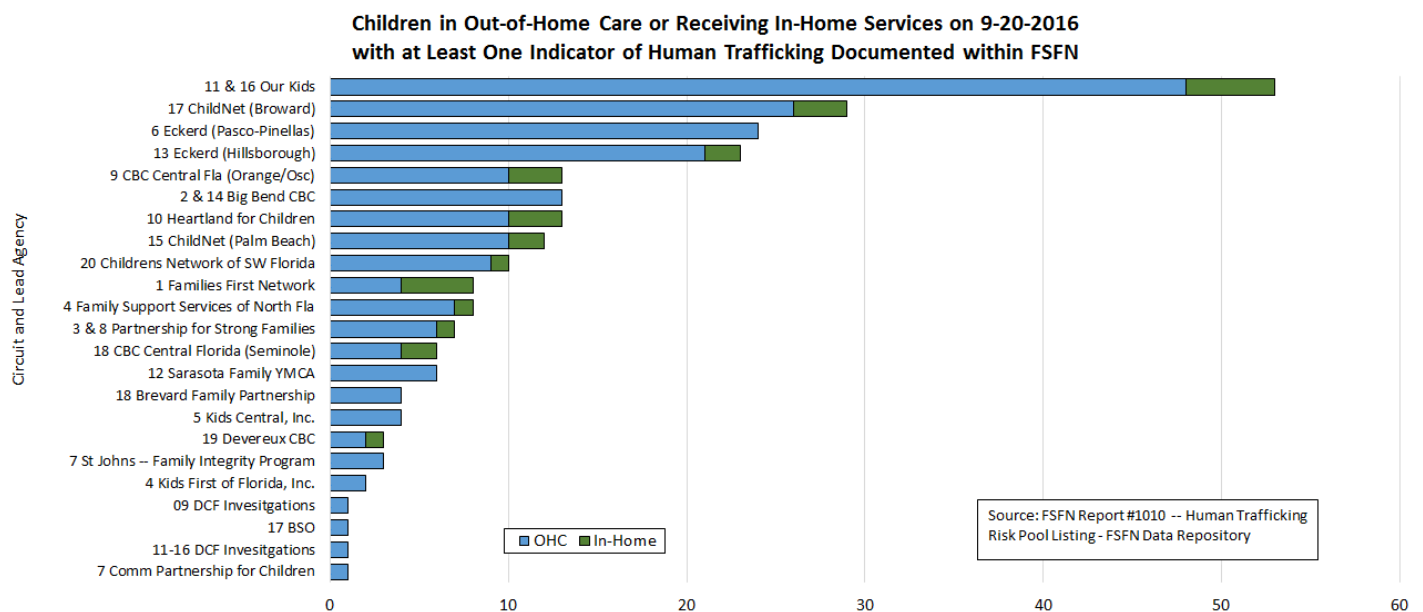
## Human Trafficking Intakes Trend

The monthly number of Human Trafficking Reports (Initial and Additional) accepted by the Hotline increased to 197, the highest month over the last three years. The percent with no indicators continued the long-term gradual decline to 49.5% in May.



## 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.

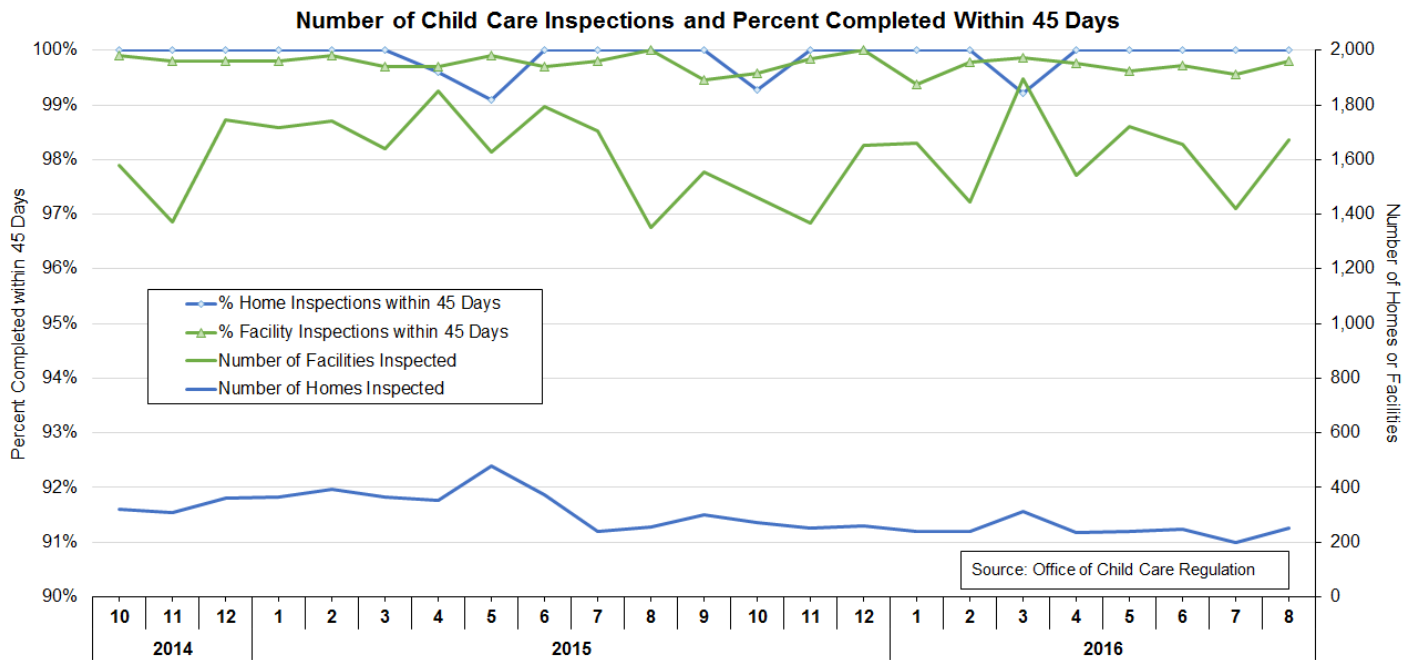




# Child Care Regulation

## Child Care Inspections per Month

The percentages for both home and facility inspections continued at near-perfection, with timely home inspections at 100% and timely facility inspections at 99.8%.



# Domestic Violence

## Percent Victims Leaving Shelter with a Family Safety and Security Plan

Performance for March through June 2016 continued above the 99% level, which exceeds the target of 97%. New reports for July – September will be delayed until October 30, due to implementation of a new information system.

