

# Child Welfare Key Indicators Monthly Report

December 2016

Including Updated Data through November 2016



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*Review of the Child Welfare  
System through key outcomes,  
process, qualitative, workload  
and resource indicators*

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*A Results-Oriented Accountability Report*



# Table of Contents

Executive Summary.....	6
Graph and Table Symbols .....	6
List of Symbols .....	7
DCF Service Structure.....	8
Regions, Circuits, Counties, and CBC Lead Agencies.....	8
Florida Abuse Hotline.....	9
Workload Trends.....	9
Reporting Method Trends.....	9
Seasonality of Hotline Workload .....	9
Screening Trends.....	10
Alleged Maltreatment Screening .....	10
Special Conditions Screening .....	10
Timeliness Trends .....	11
Average and Maximum Times to Answer or Abandon .....	11
Percent of Calls Abandoned.....	11
Average Handling Time Trend Stratification.....	12
Hotline Counselor Workforce .....	12
Monthly Separations.....	12
Child Protective Investigators .....	13
Workload Trends.....	13
Investigative Workload: Incoming, Active, and Backlog Investigations.....	13
Maltreatment Investigations and Special Conditions Referrals .....	13
Statewide: More Than 15 Active Investigations .....	14
Stratification by DCF Circuit and Sheriff’s Office.....	14
Timeliness Trends .....	15
Statewide: Alleged Child Victims Seen Within 24 Hours .....	15
Stratification by DCF Circuit and Sheriff’s Office.....	15
Statewide: Child Investigations Completed Within 60 Days.....	16
Stratification by DCF Circuit and Sheriff’s Office.....	16
Safety Determinations and Services Provided.....	17
Impending Danger Threats and Safety Determination.....	17
Impending Danger Threats Identified by Safety Determination.....	17
Unsafe Children and Safe Children by Service Type .....	18



Unsafe Children with No Services or Family Supports.....	18
Statewide: Recurrence of Maltreatment After Verified Findings.....	19
Stratification by DCF Circuit and Sheriff’s Office.....	19
CPI Workforce .....	20
Monthly Separations.....	20
Time in Classification.....	20
Flow from CPI to CBC Lead Agencies .....	21
Removals and Removal Rates .....	21
Statewide Trend.....	21
Quarterly Stratification by Circuit and Sheriff’s Office .....	21
Quarterly Stratification by Circuit and CBC Lead Agency.....	22
Community-Based Care Lead Agencies.....	23
Caseload Indicators.....	23
Statewide Trends in Case-Managed Services .....	23
Services Mix .....	23
Removals and Discharges Compared to Out-of-Home Care Trend .....	24
Placement Types Compared to Children in Out-of-Home Care Trend .....	24
Family Functioning Assessment-Ongoing Implementation Map.....	25
CBC Rapid Safety Feedback.....	26
Safety Indicators .....	27
Child Safety Trends: Comparison of Three Indicators .....	27
Child Safety During Case-Managed In-Home Services.....	27
Child Safety in Out-of-Home Care.....	28
Child Safety After Termination of Case-Managed Services .....	28
Child Safety After Termination of Family Support Services.....	29
Permanency Indicators .....	29
Statewide Trend: Permanency Within 12 Months of Removal .....	29
Stratification by CBC Lead Agency .....	30
Long-Term Statewide Trends on Three Permanency Indicators .....	30
Permanency Within 12 Months for Children in Care 12-23 Months .....	31
Stratification by CBC Lead Agency .....	31
Permanency Within 12 Months for Children in Care 24+ Months .....	31
Stratification by CBC Lead Agency .....	31
Statewide Trend: Re-Entry into OHC Within 12 Months of Achieving Permanency .....	32
Stratification by CBC Lead Agency .....	32
Timeliness of Judicial Handling .....	33



Reunification Goal After 15 Months and No Termination of Parental Rights Activity .....	33
Timeliness of Termination of Parental Rights, from Petition to Order .....	33
Time from Removal Date to Disposition Order .....	34
Maintaining Connections in Placement .....	34
Statewide Trend: Placement Stability .....	34
Stratification by CBC Lead Agency .....	35
Statewide Trend: Placement of Siblings Group Together .....	35
Stratification by CBC Lead Agency .....	36
Proximity of Placement to Maintain Connections .....	36
Children Placed Outside Removal County .....	36
Children Placed Outside the Removal Circuit .....	37
Placement in Family Settings .....	37
Trends in Group Care by Age Report .....	37
Children in Group Care by Age Group: Ages 0-5 .....	38
Children in Group Care by Age Group: Ages 6-12 .....	38
Children in Group Care by Age Group: Ages 13-17 .....	39
Children in Group Care by Age Group: Ages 0-17 .....	39
Prescribed Psychotropic Medications .....	40
Children in Out-of-Home Care with Prescribed Psychotropic Medications .....	40
Children with Consent for Prescribed Psychotropic Medications .....	40
Dental Services .....	41
Children Receiving Dental Services in Last Seven Months .....	41
Education Program Enrollment .....	41
Young Adults Aging Out Enrolled in Education Programs .....	41
Dually Served Youth .....	42
Statewide Trend: Youths Served by CBC Lead Agencies and Juvenile Justice .....	42
Stratification by CBC Lead Agency .....	42
Missing Child .....	43
Children Categorized as Missing from Care and Supervision .....	43
Child Reports Entered into FSFN .....	43
Resolution of reports within 3 days .....	44
Human Trafficking .....	44
Human Trafficking Intakes Trend .....	44
Children with Indication of Human Trafficking by CBC Lead Agency .....	45
Child Care and Domestic Violence .....	46
Child Care Regulation .....	46



Child Care Inspections per Month ..... 46  
Domestic Violence ..... 46  
Percent Victims Leaving a Shelter with a Family Safety and Security Plan..... 46



# 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.** Due to significant changes made at the Florida Abuse Hotline in March 2016, modifications to the total contacts data collection, reflected in this report. Total contacts decreased slightly, from 41,722 in October to 40,852 in November, which was comparatively lower than October 2013, 2014 and 2015.

**Timeliness.** The percent of calls to the Florida Abuse Hotline that are abandoned before answer increased from 11.6% to 14.4% from October to November, however the 12-month moving average has continued to show a decreasing trend.

**Screening Decisions.** The percentage of screened-in reports remained stable from October (79.7%) to November (79.6%) 2016.

## Child Protective Investigations

**Workload.** There was a continued decline observed in the number of incoming investigations from October to November. Active investigations as of the last day of the month were at 25,791. Backlog showed a sharp decline from October to November, decreasing by 335 cases from October (1,347) to November (1,012).

**Timeliness.** The statewide percent of alleged victims seen within 24 Hours has remained stable, but has declined since the last half of 2013, with a sharp decline in April – July of this year. The statewide percent of CPIs completed within 60 days increased to 92.2% in September.

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

**Removals.** 1,253 children were removed in November, continuing a three month declining trend.

## Community-Based Care Lead Agencies (CBC)

**Caseloads.** There were 23,737 children in out-of-home care on November 30, 2016. The trend for children receiving in-home services has remained relatively flat for three years, with 12,288 children receiving in-home services on November 30, 2016. Removals continues to decline whereas discharges continued to increase.

**Child Safety.** The percent of children with no verified maltreatment during case-managed in-home services has been steady at around 97% for years and was 96.9% in July-September 2016. The percent of children with no verified maltreatment within six months after termination of case-managed services was 94.9% for July to September 2016. The percent of children with no verified maltreatment within six months of termination of Family Support Services is at 95.0% in January to March 2015.

**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%.

**Placement Stability.** Children entering care in October 2015 through September 2016 averaged 4.38 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 CBC Lead Agencies 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.



# Graph and Table Symbols

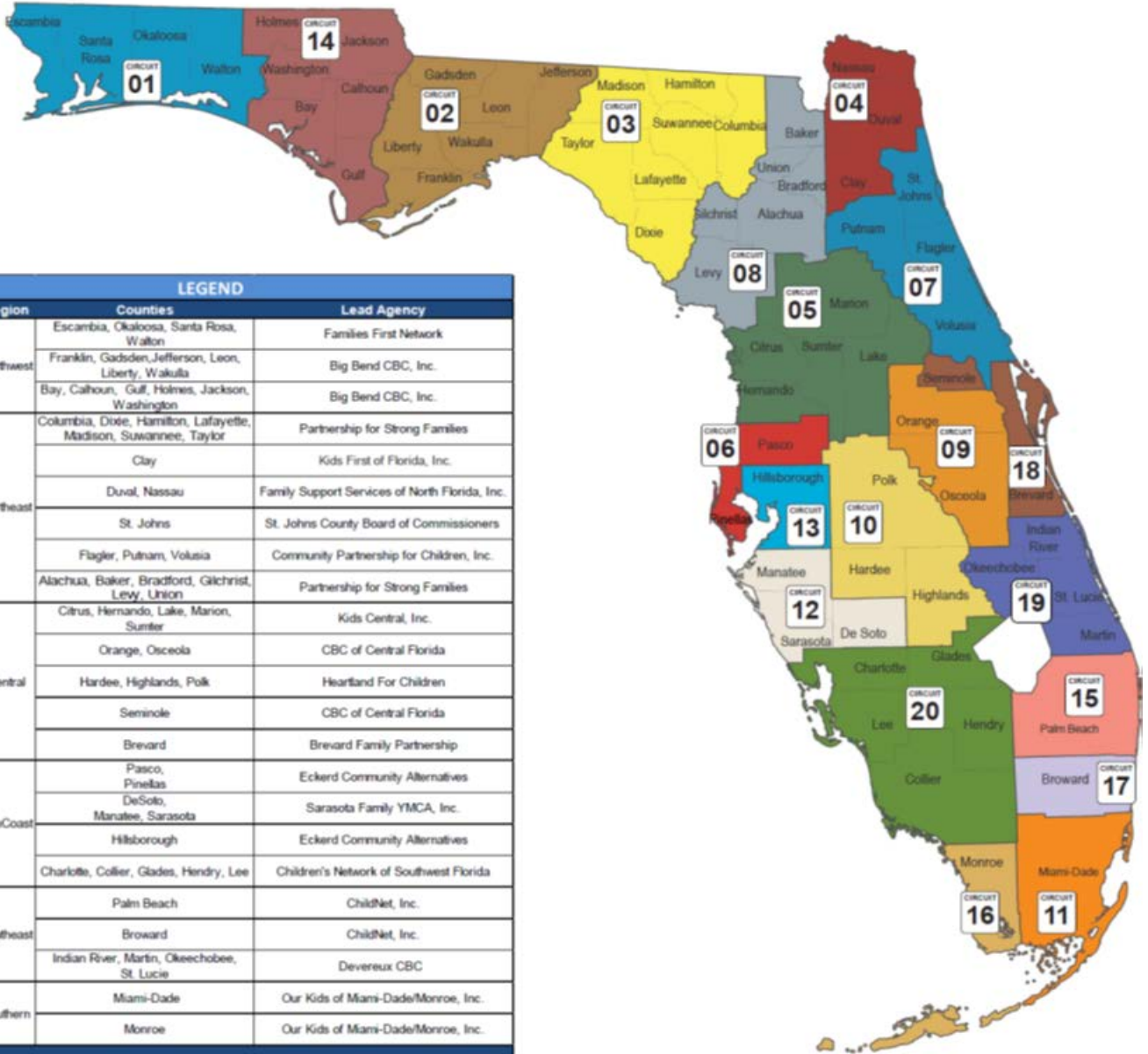
In an effort to identify opportunities for improvement and to meet the needs of the key indicator report consumers, visual cues, in the form of symbols listed below, have been created and strategically displayed throughout the report to allow for easy identification of important chart and table information.

## List of Symbols

-  Updated- The data appearing within the chart or table has been changed from prior report
-  Monthly- Data updates monthly
-  Quarterly- Data update within the SFY quarters
-  Annual- Data updates on a 12 month cycle
-  Point-in-Time- Data updates on a defined date
-  Last day of month- Data update on the last day of the month
-  State Fiscal Year- July 1<sup>st</sup> through June 30<sup>th</sup>
-  Federal Fiscal Year- October 1<sup>st</sup> through September 30<sup>th</sup>
-  Calendar Year- January 1<sup>st</sup> through December 31<sup>st</sup>
-  Cumulative- All data points within a defined time period
-  New- Chart or table is has been added to the report
-  Modified- Chart or table has been change from prior iteration

# DCF Service Structure

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





# Florida Abuse Hotline

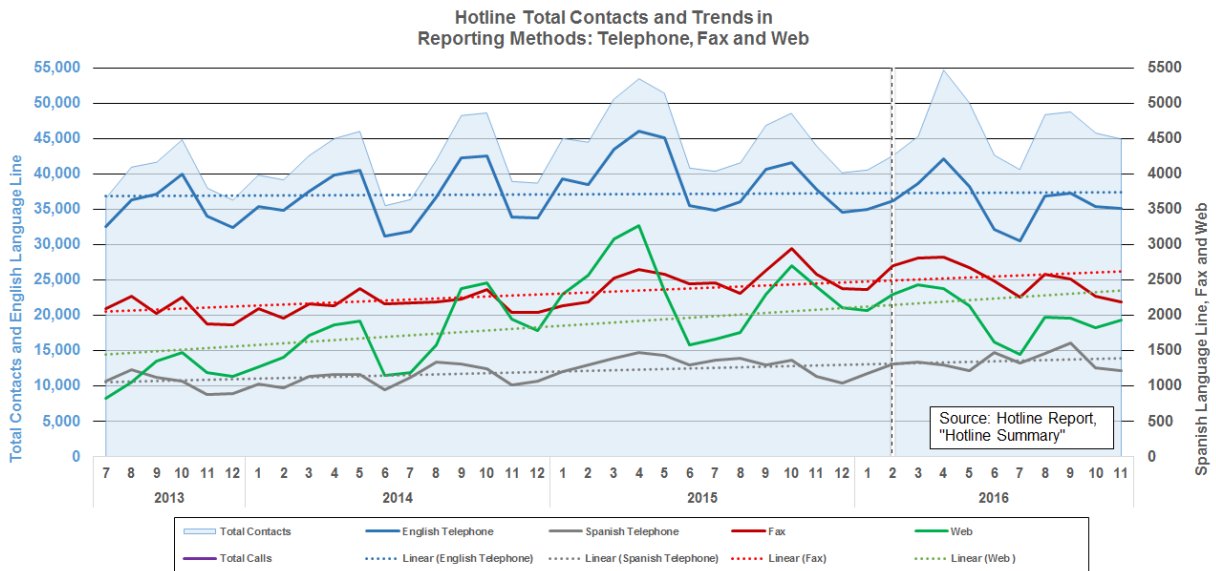
## Workload Trends

In March of 2016, the Florida Abuse Hotline made two significant changes including implementing improvements to the phone IVR system and discontinuing the triage process. The changes effected the way the data was captured, misrepresenting the total number of contacts that were received. The data has since been updated from the March 2016 to current to fully capture the number of contacts.

## Reporting Method Trends



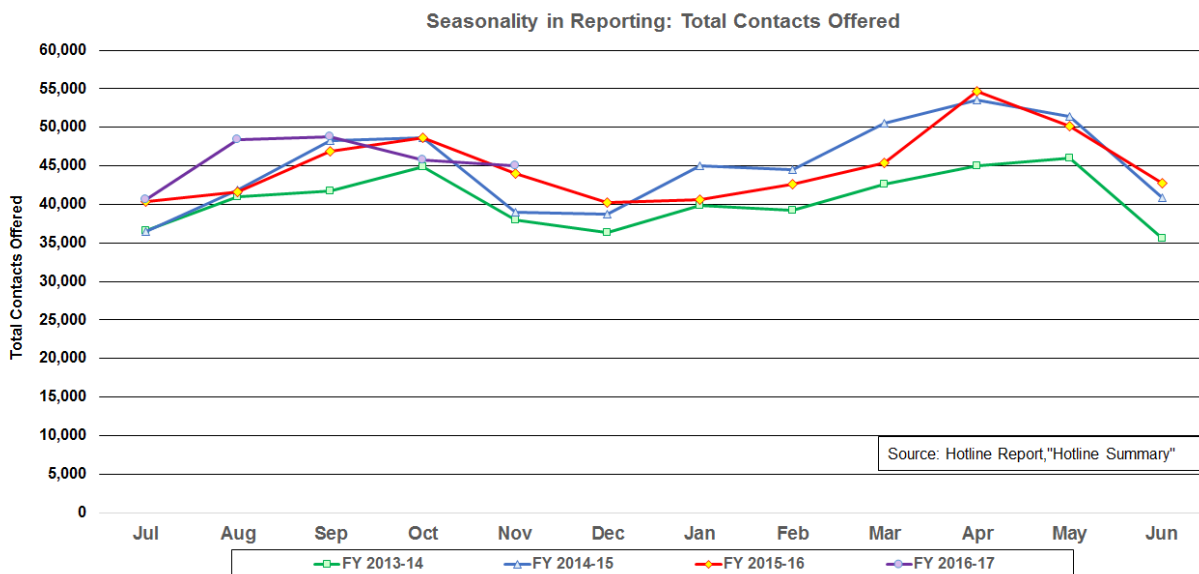
The Florida Abuse Hotline offers a variety of methods for citizens to report concerns about children and vulnerable adults. Total contacts decreased slightly, from 41,722 in October to 40,852 in November, while total contacts to English Language Line remained fairly flat for same period.



## Seasonality of Hotline Workload



There were 44,989 total contacts offered for the month of November. "Contacts Offered" include those abandoned by a caller who called back, so both attempts and completed calls from the same individual may be counted.

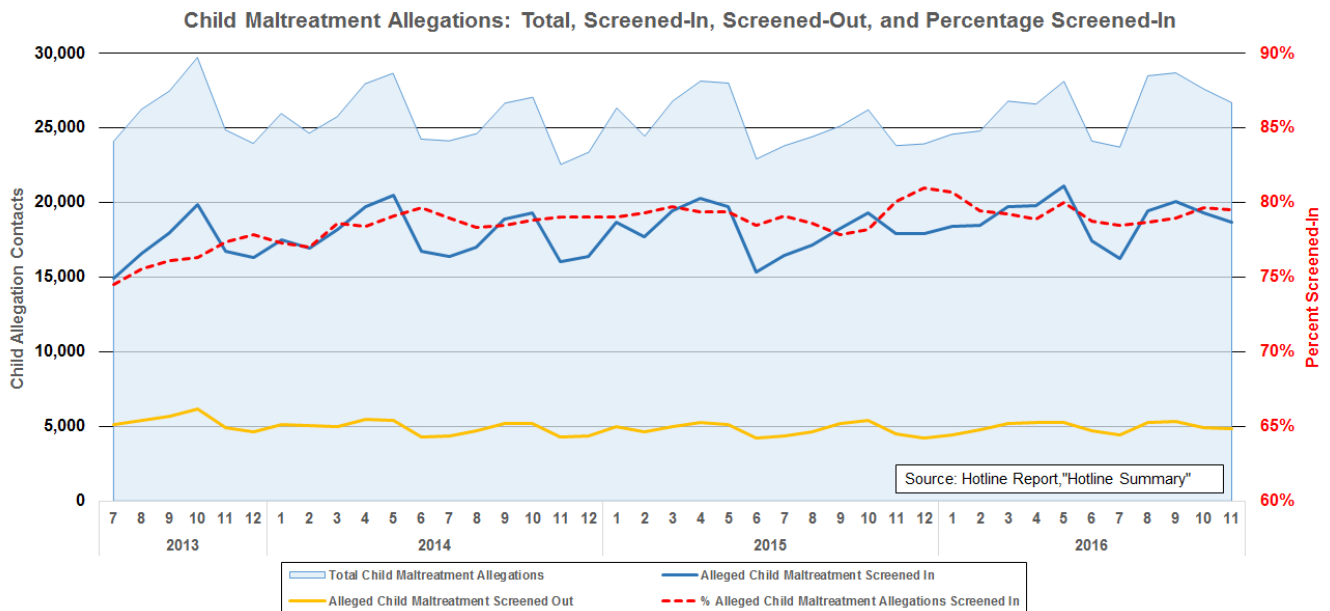


# Screening Trends

## Alleged Maltreatment Screening



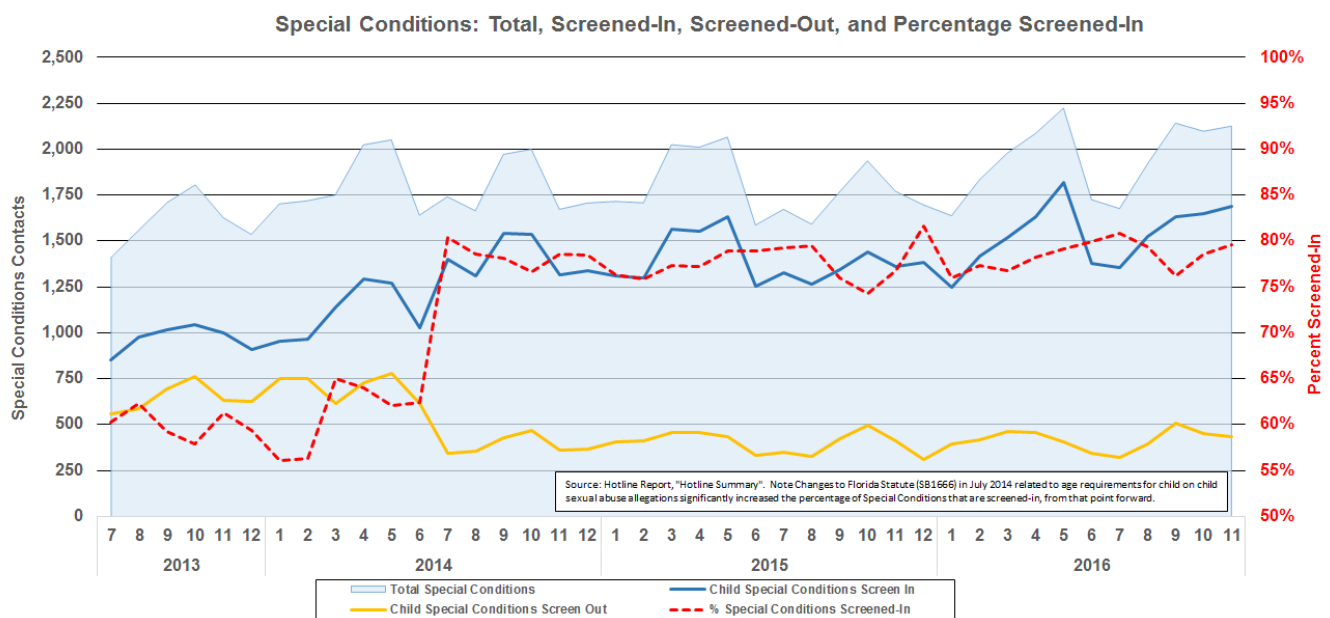
There continued to be a slight decline in the number of child maltreatment allegations screened-in from October to November 2016, 19,342 to 18,721 respectively. Despite the observed decline in total screen-ins, the percentage of screened-in reports remained stable from October (79.7%) to November (79.6%) 2016. Consistent with the past 3 years, the number of alleged child maltreatment screened-out has remained stable.



## Special Conditions Screening



The percentage of special conditions screened-in continued to increase from October to November 2016, from 78.6% to 79.5% respectively.

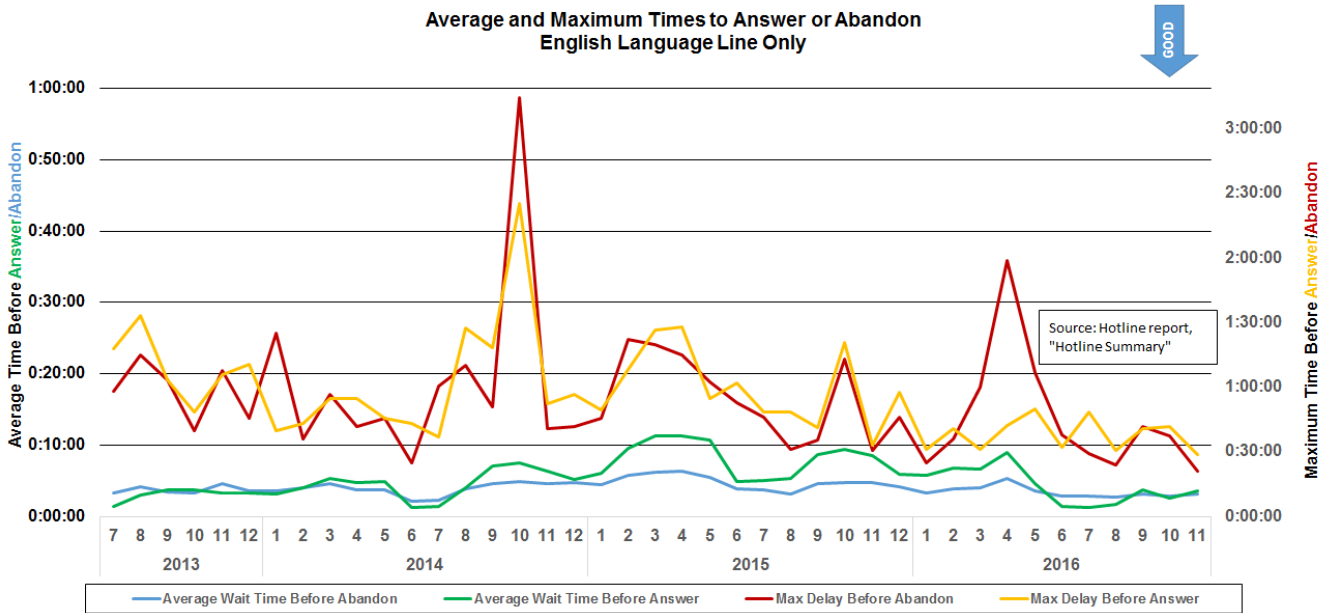


# Timeliness Trends



## Average and Maximum Times to Answer or Abandon

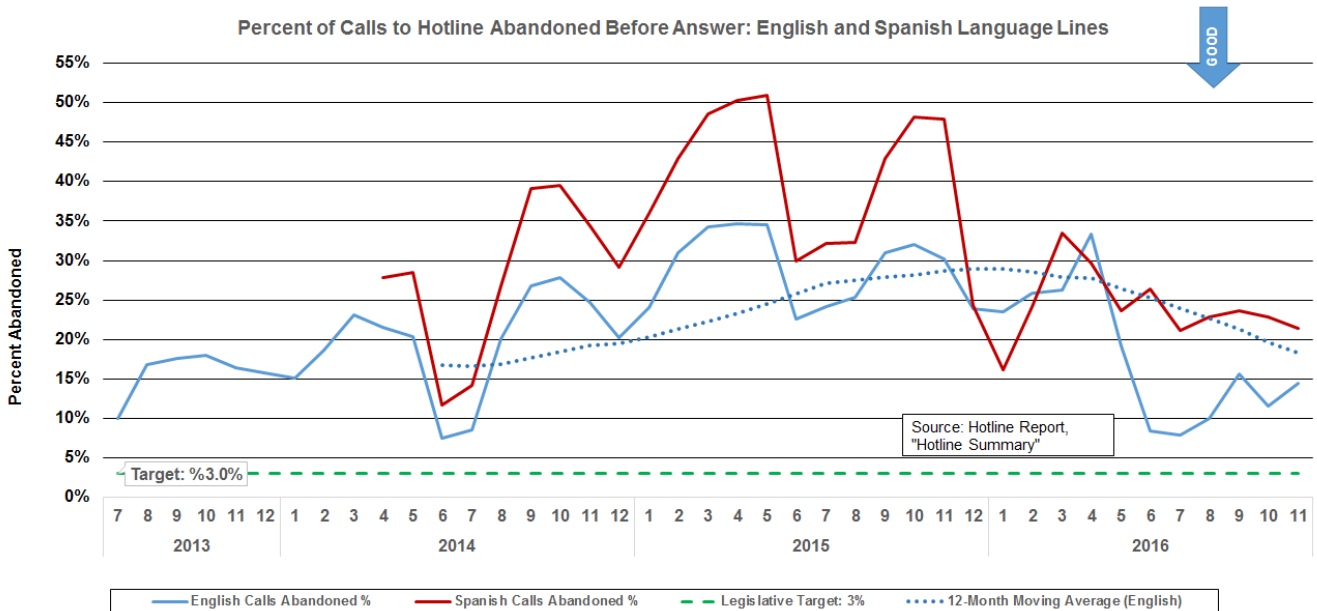
Average wait times -- before answer by a Hotline counselor on the non-law enforcement English-language line and before abandoning a call – increased slightly from October to November, however the maximum wait before answer or abandon decreased.



## Percent of Calls Abandoned

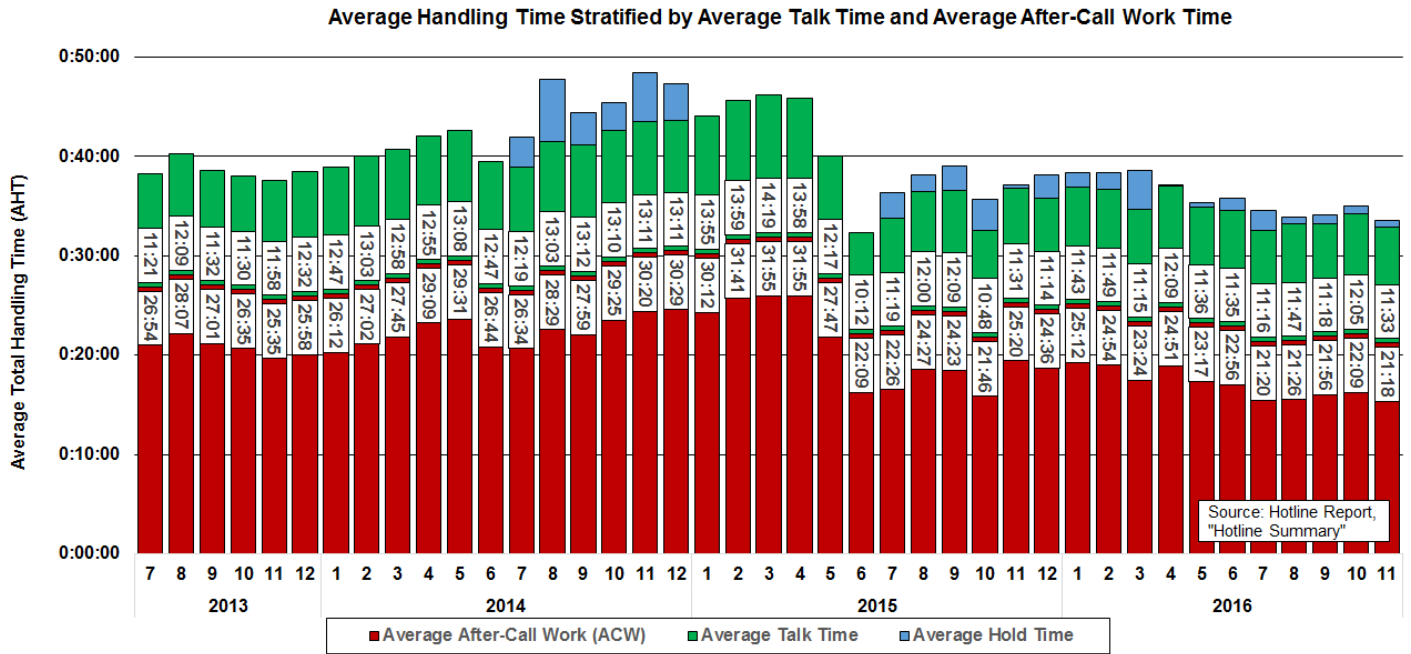


The percent of calls to the Florida Abuse Hotline that are abandoned before answer increased from 11.6% to 14.4% from October to November, however the 12-month moving average has continued to show a decreasing trend. The percent of Spanish Language Line abandoned calls decreased to 21.5%.



## Average Handling Time Trend Stratification

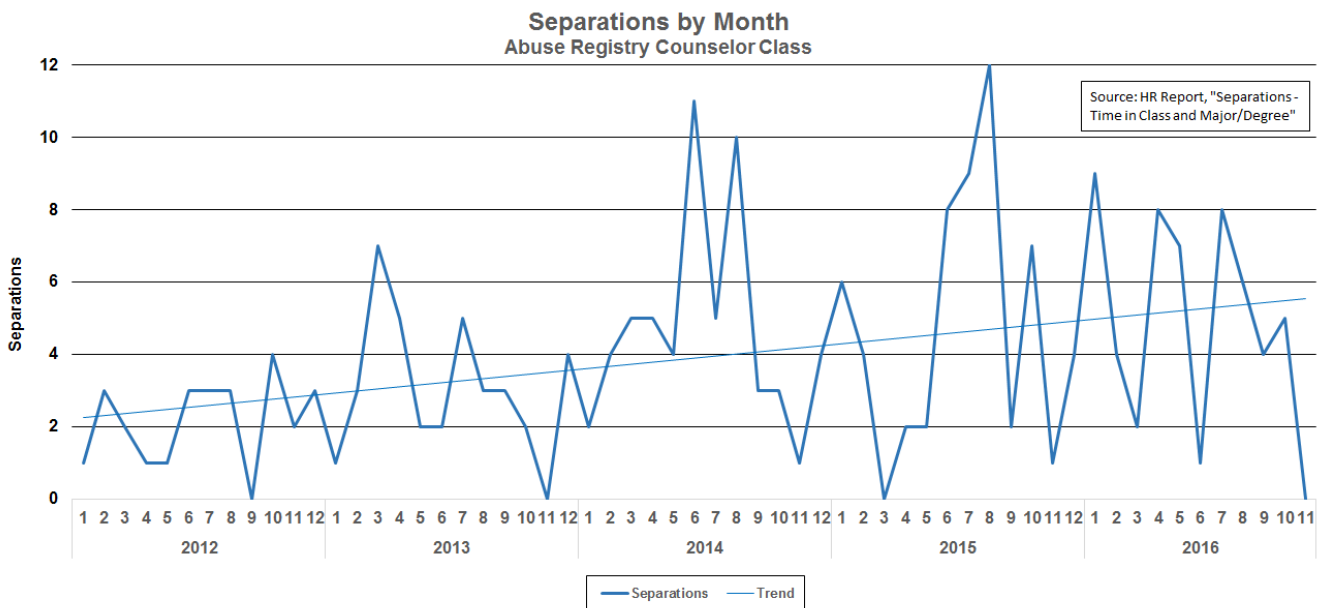
The Average Handling Time (AHT) of a counselor includes talk time (ACD) and after call work (ACW). Average talk time continued below the 12 minute level and ACW continued below the 22 minute level. The graph was modified to reflect the Average Hold Time experienced rather than categorizing as miscellaneous.



## Hotline Counselor Workforce

### Monthly Separations

The Florida Abuse Hotline had five counselor separations in November 2016. This is consistent with the recent upward trend.



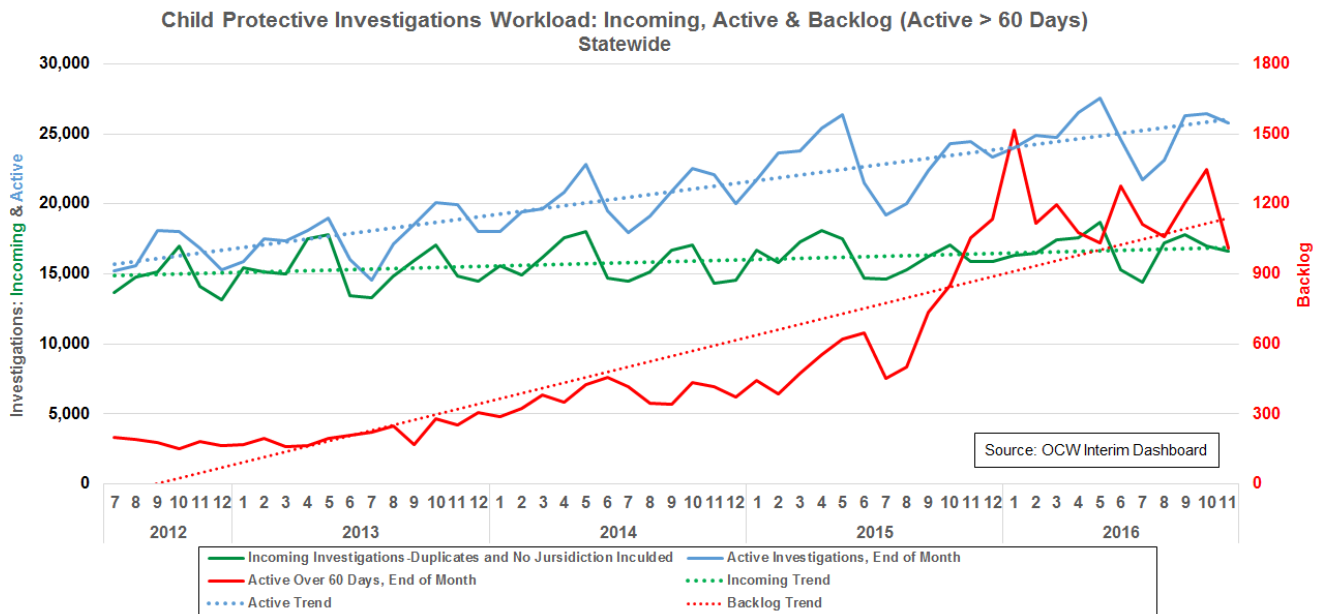
# Child Protective Investigators

## Workload Trends

### Investigative Workload: Incoming, Active, and Backlog Investigations



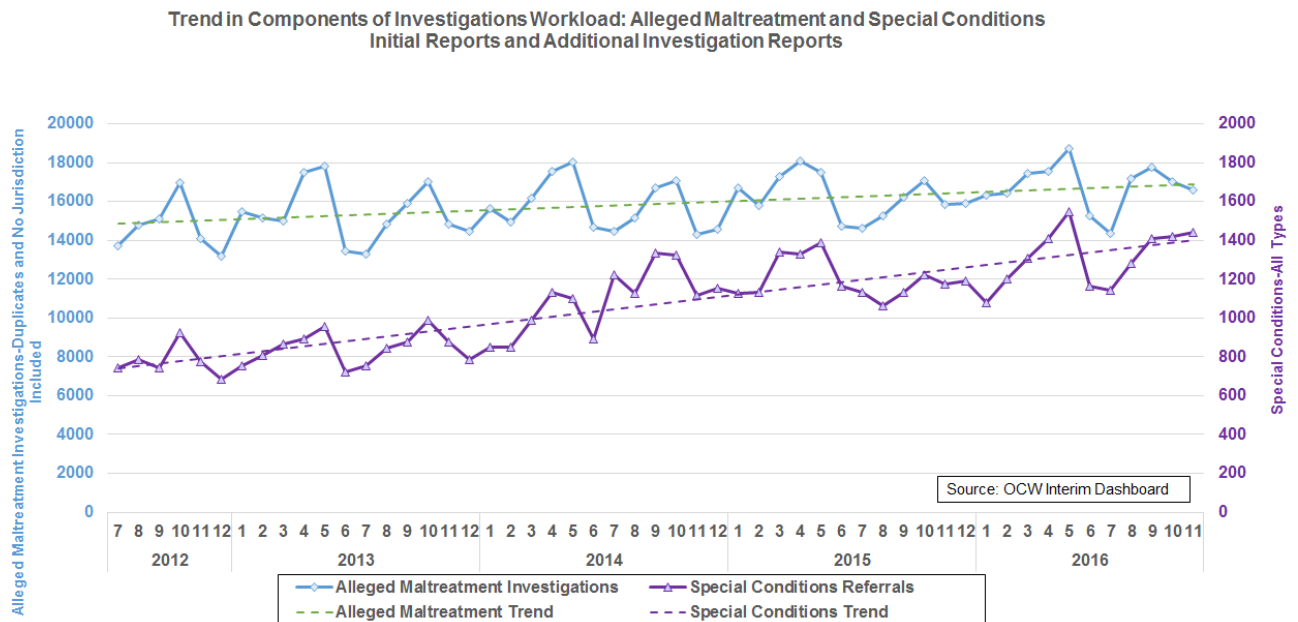
There was a continued decline observed in the number of incoming investigations from October to November. Active investigations as of the last day of the month were at 25,791. Backlog showed a sharp decline from October to November, decreasing by 335 cases from October (1,347) to November (1,012).



### Maltreatment Investigations and Special Conditions Referrals



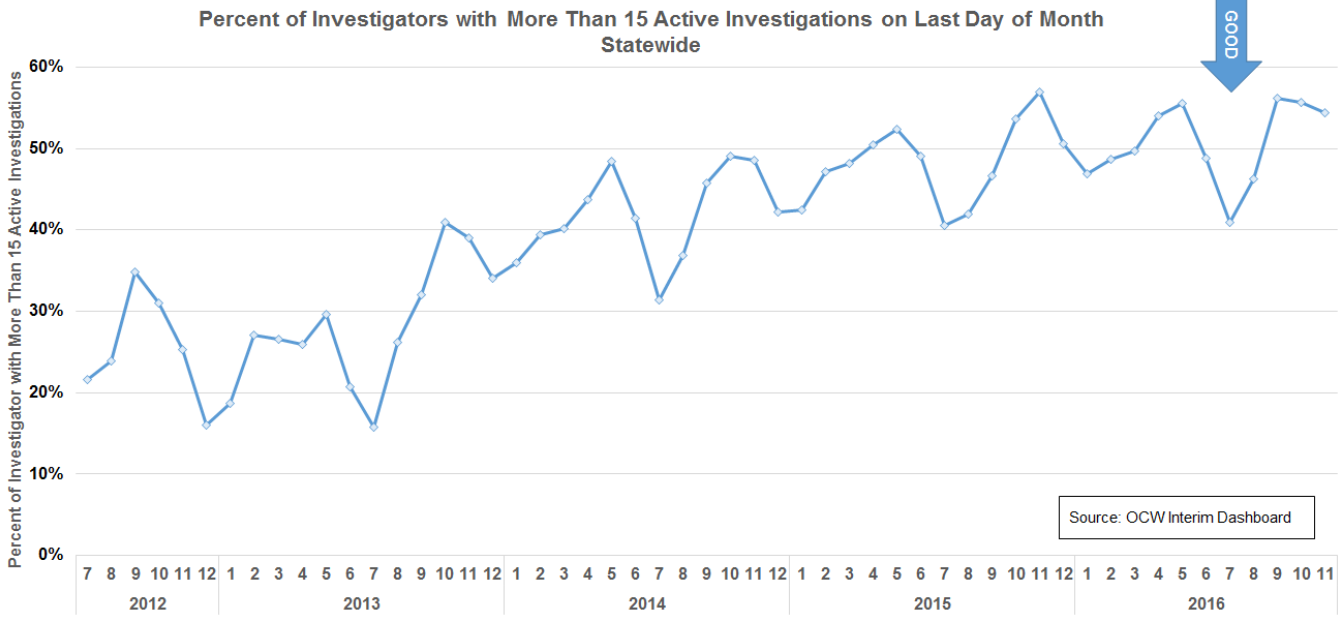
Although there are over 10 times as many alleged maltreatment reports as special conditions referrals, the increasing trend for special conditions is substantially higher than the trend for alleged maltreatment. Child-on-Child special condition continues to increase while all other remain flat.



# Statewide: More Than 15 Active Investigations



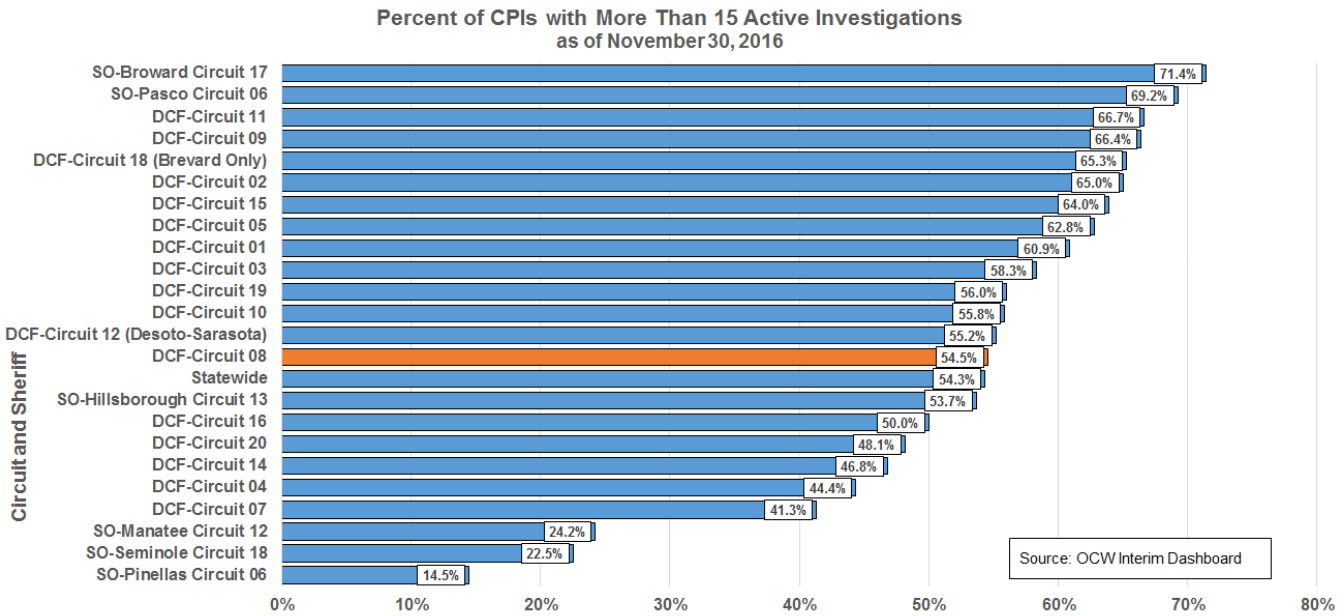
The statewide percent of CPIs with 15 or more active investigations as of November 30, 2016 was 54.3%.



# Stratification by DCF Circuit and Sheriff's Office



In 16 of 23 areas, 50% or more CPIs had more than 15 active investigations on the 30<sup>th</sup> of November. This is consistent with previous months.

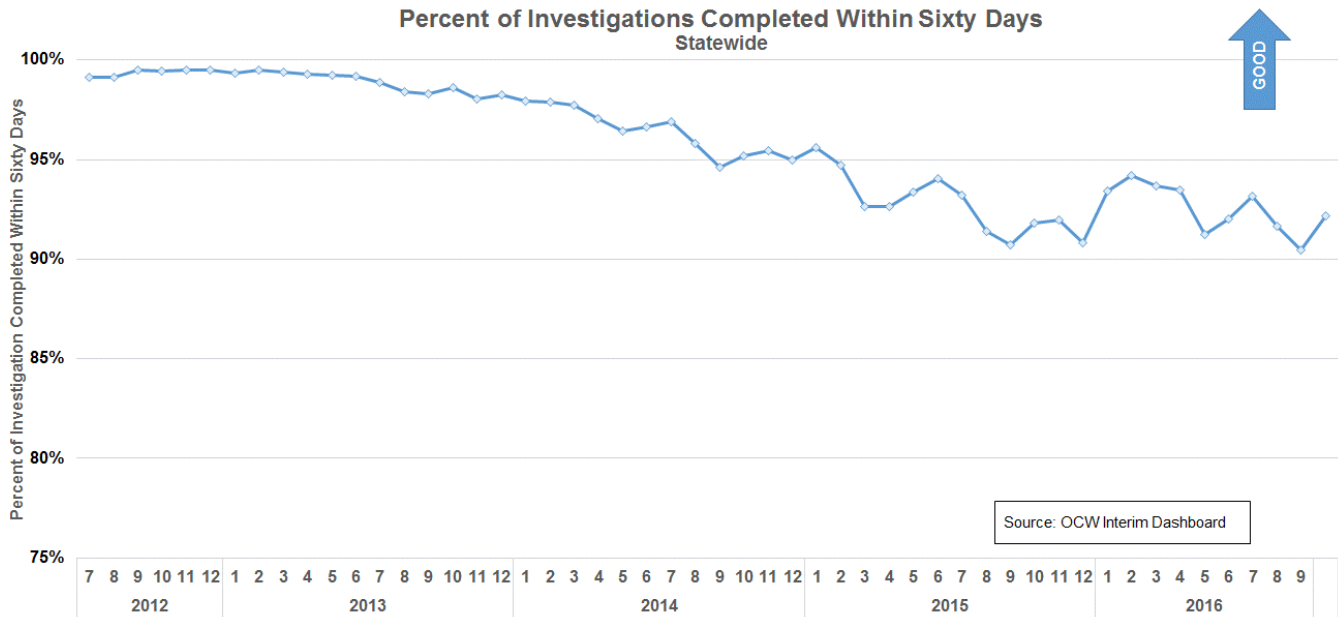




# Statewide: Child Investigations Completed Within 60 Days



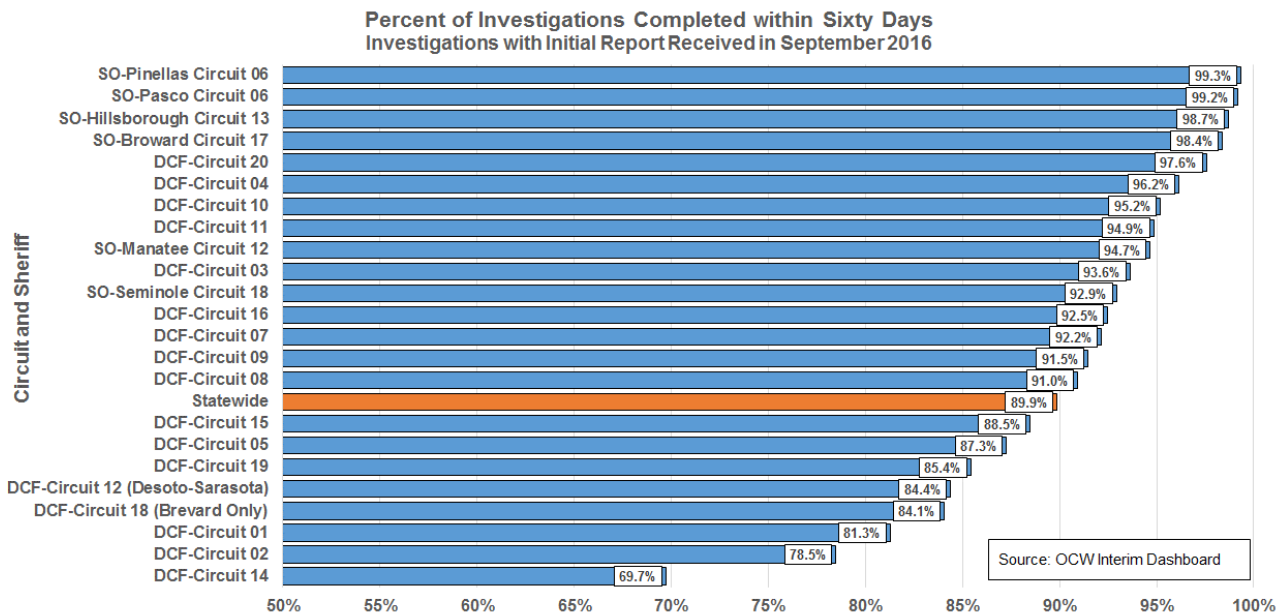
The statewide percent of investigations completed within 60 days increased, from 90.5% in August to 92.2% in September.



# Stratification by DCF Circuit and Sheriff's Office



In 15 of 23 areas, 90% of investigations, with initial report received in September 2016, were completed within 60 days.





## Safety Determinations and Services Provided

These Tableau visualizations are for investigations closed between October 20, 2016 and December 19, 2016.

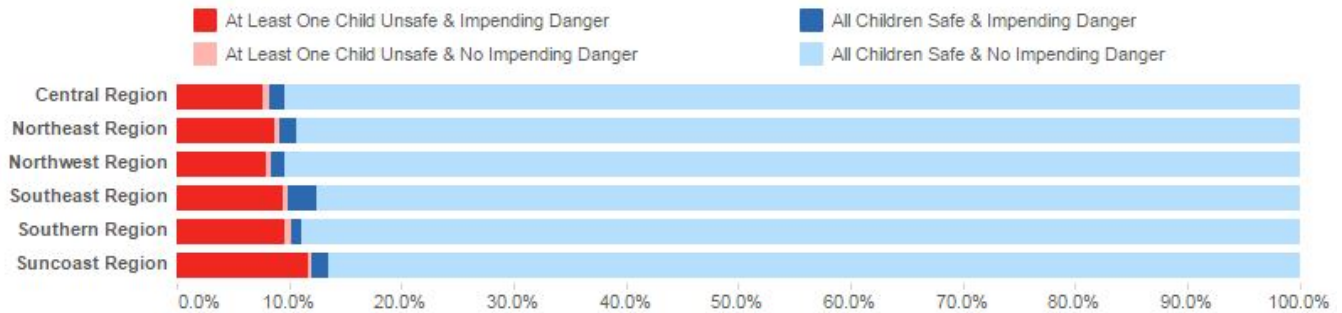
### Impending Danger Threats and Safety Determination



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 are receiving follow-up to determine cause.

### Impending Danger Threats and Safety Determination for Investigations Closed between October 20, 2016 and December 19, 2016

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

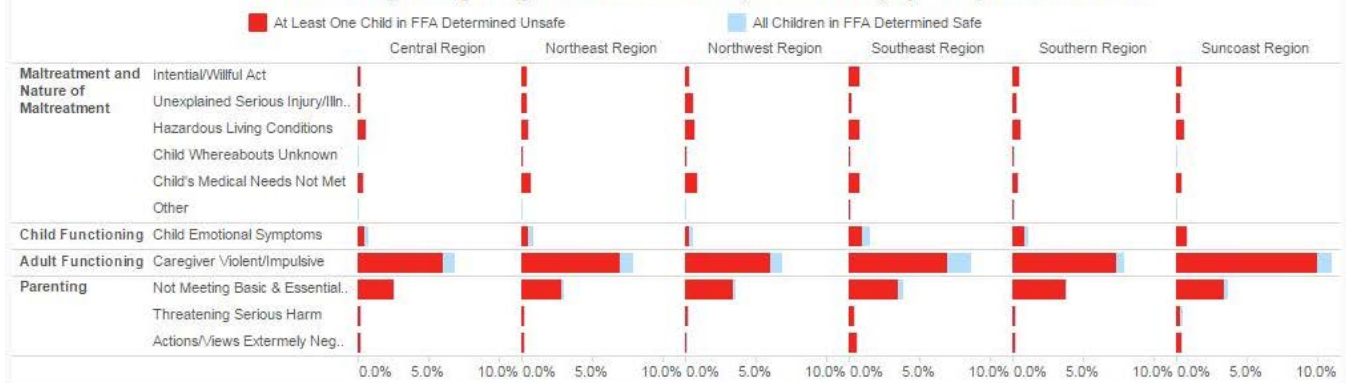


### Impending Danger Threats Identified by Safety Determination



This Tableau visualization indicates the percentage of the identified Impending Danger Threats for both safe and unsafe children, by region.

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

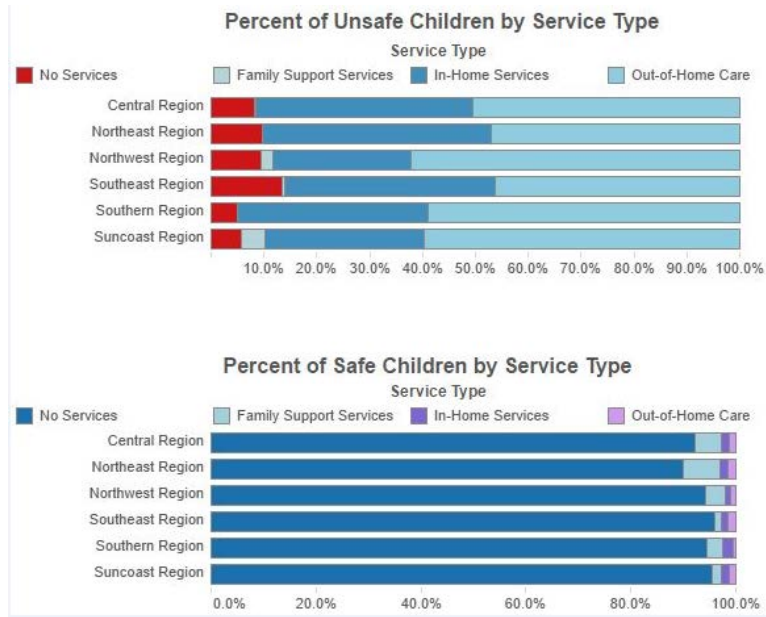


## Unsafe Children and Safe Children by Service Type

These Tableau visualizations reflect investigations closed between October 20 and December 19, 2016.

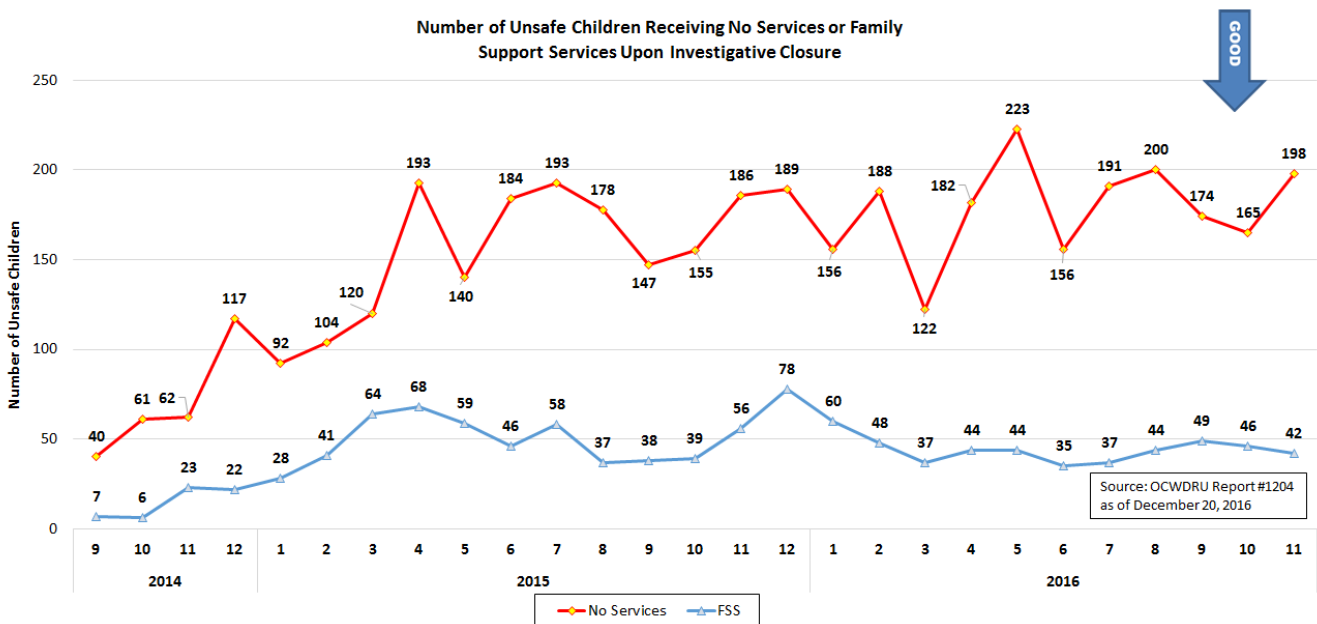
- The visualization on the left indicates that some children have been determined “unsafe,” yet have no services (red).
- The visualization on the right indicates that some children have been determined “safe,” yet were placed in out-of-home care (violet) or received case-managed in-home services (dark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

These anomalies are receiving follow-up to determine cause.



## Unsafe Children with No Services or Family Supports

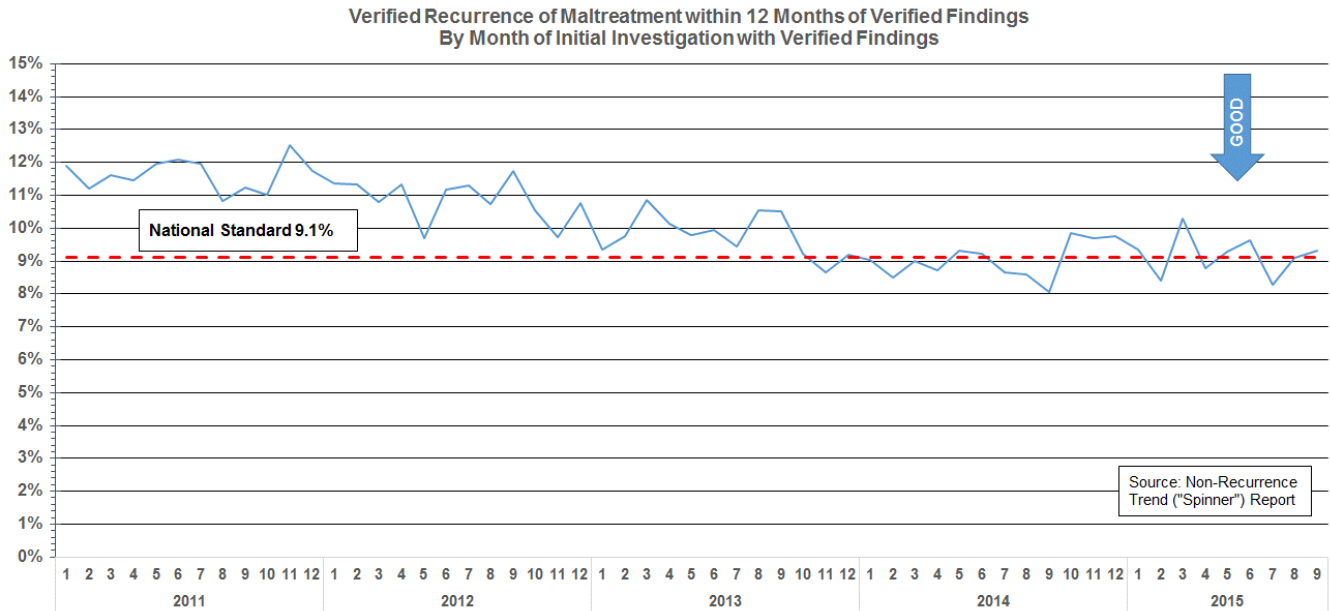
The following chart provides a trend view of the number of children who have been deemed unsafe, by month of investigative closure, who are receiving Family Support Services or No Services as opposed to ongoing, case-managed services.



# Statewide: Recurrence of Maltreatment After Verified Findings



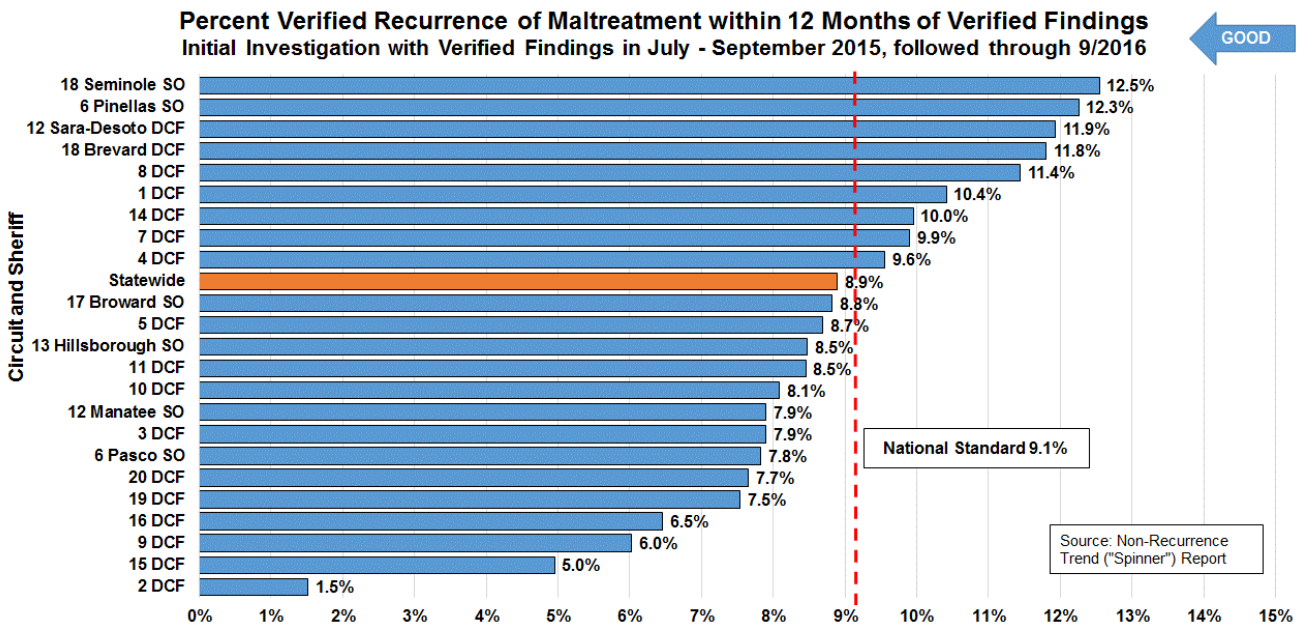
Recurrence within 12 months has consistently been within a percentage point since October 2013 and is currently at 9.3%.



## Stratification by DCF Circuit and Sheriff's Office



There is wide variation among the circuits and sheriff's offices on this indicator. However, it should be noted variation in rates is influenced by both reporting and verification rates.

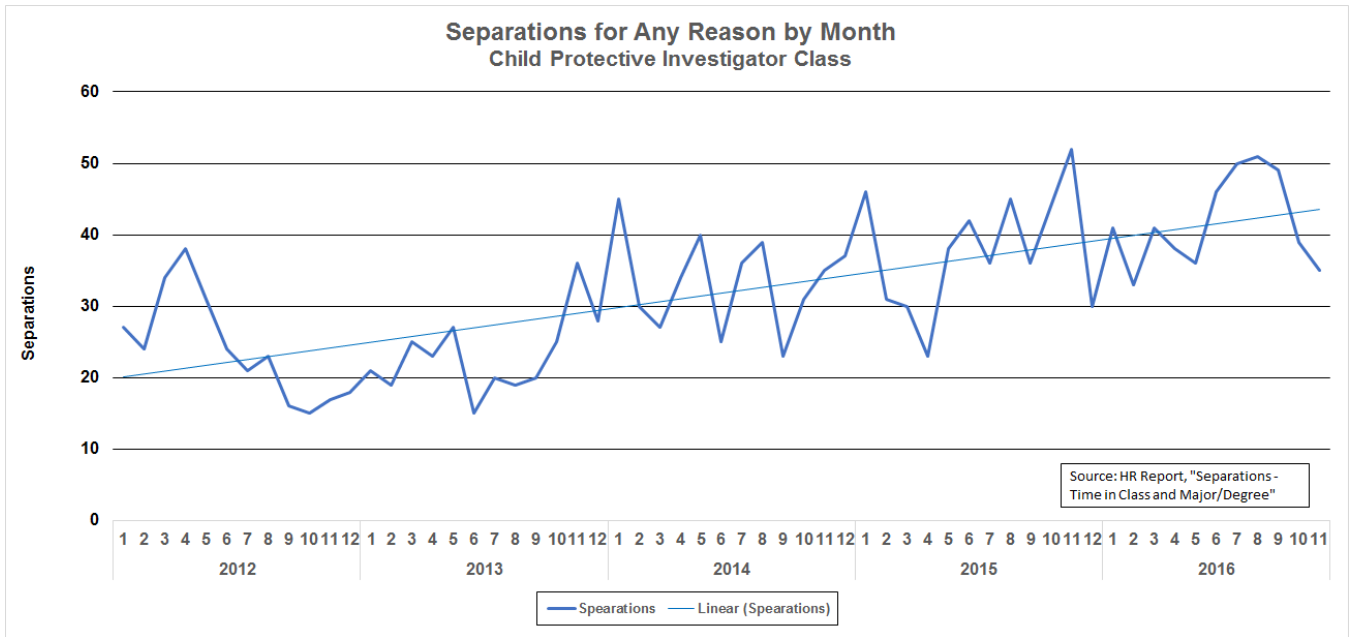


# CPI Workforce

## Monthly Separations



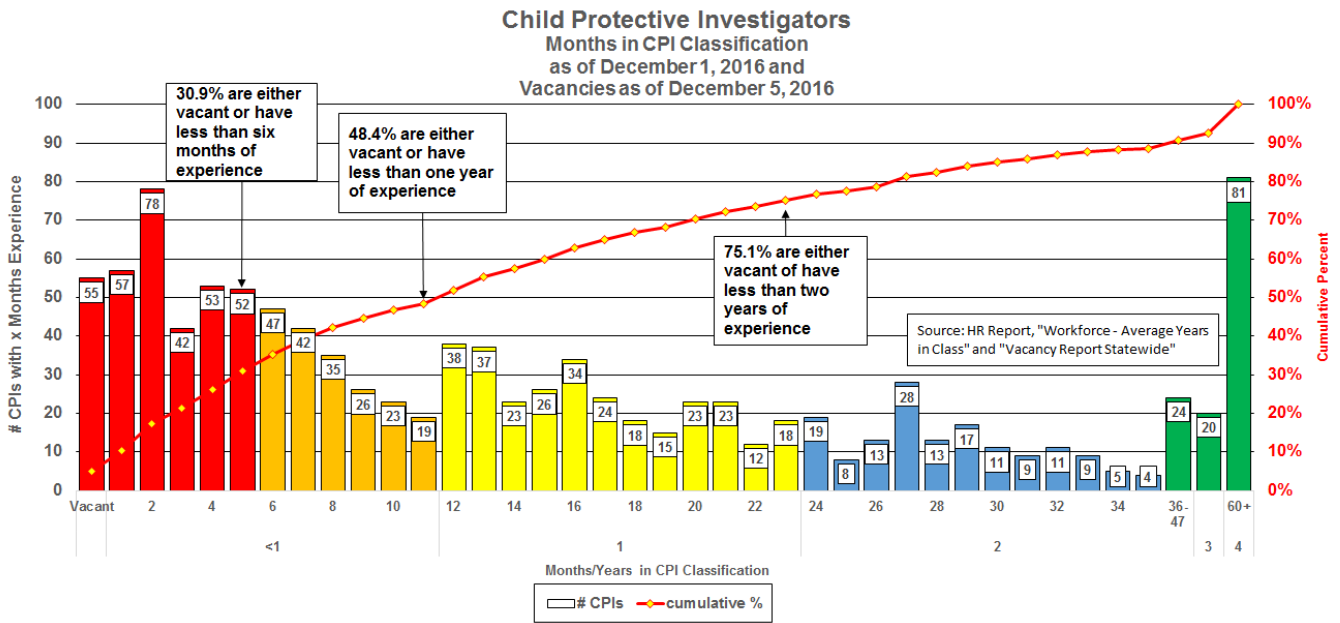
There were 35 CPI and Senior CPI separations in October 2016. This is the third consecutive month of declining separations.



## Time in Classification



Consistent with recent trends, 30.9% of CPIs positions are vacant or have less than 6 months experience and 48.4% are vacant or have less than 1 year experience.

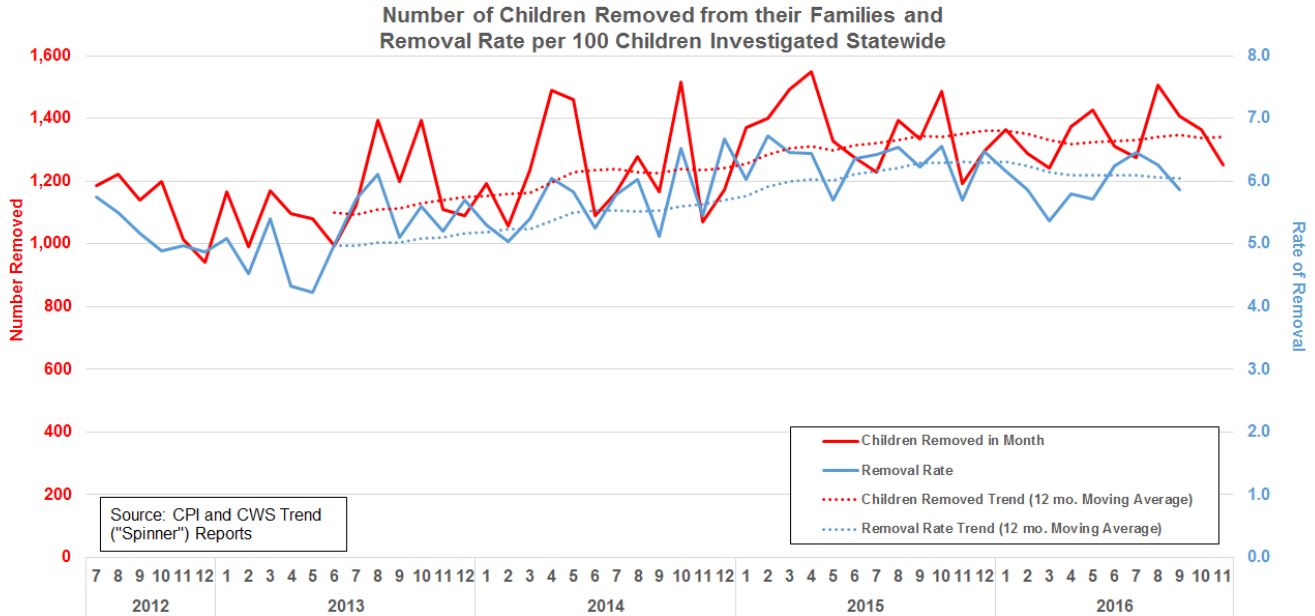


# Flow from CPI to CBC Lead Agencies

## Removals and Removal Rates

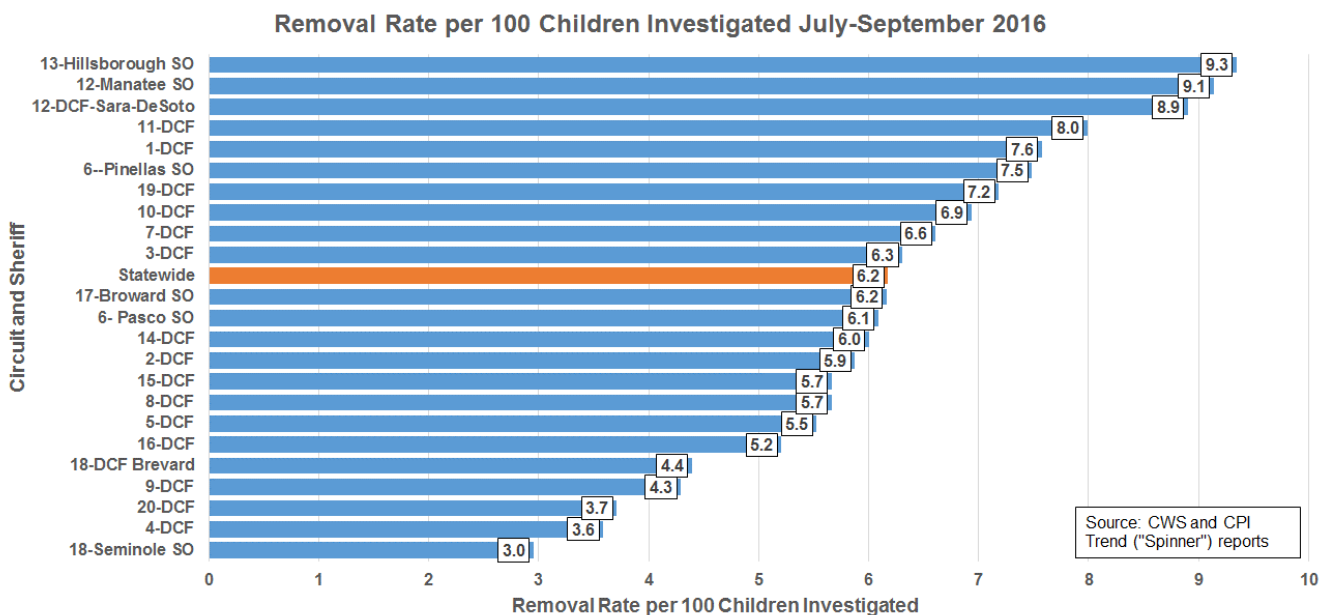
### Statewide Trend

1,253 children were removed in November, continuing a three month declining trend. The rate of removal for October was 5.9 per 100 children investigated.



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

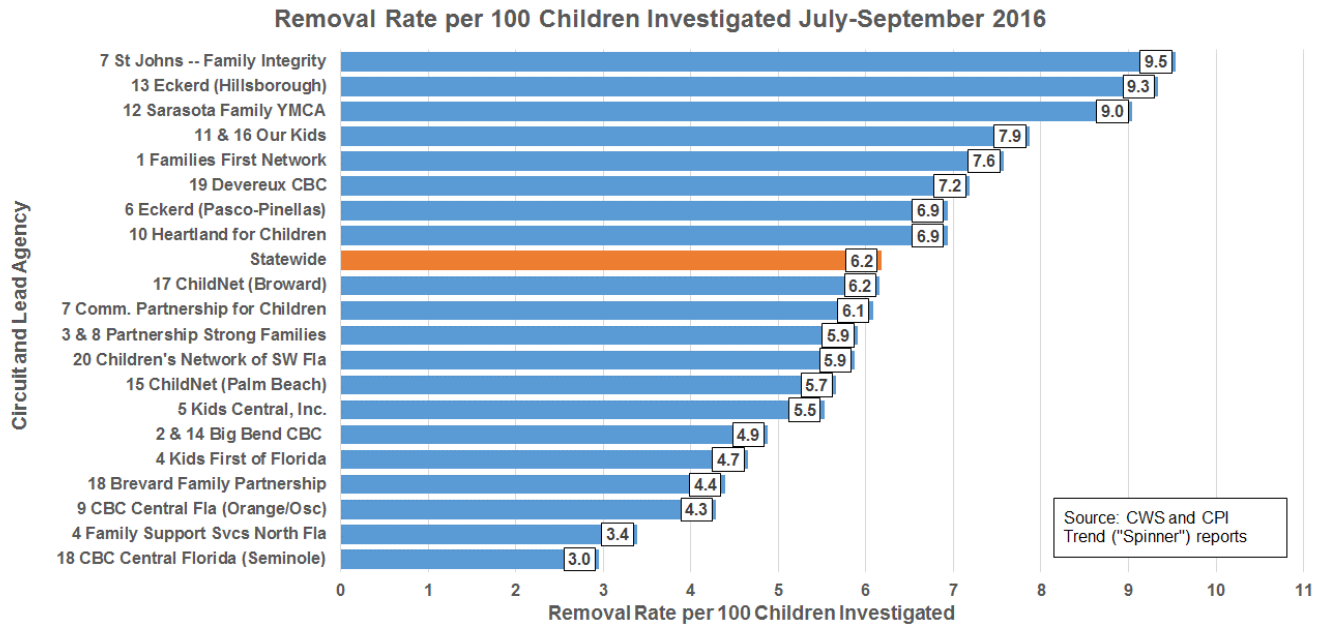
There remains wide variation among circuits and sheriff's offices on this indicator. Removal rates range from 3.0 to 9.3 per 100 children investigated.



# Quarterly Stratification by Circuit and CBC Lead Agency



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



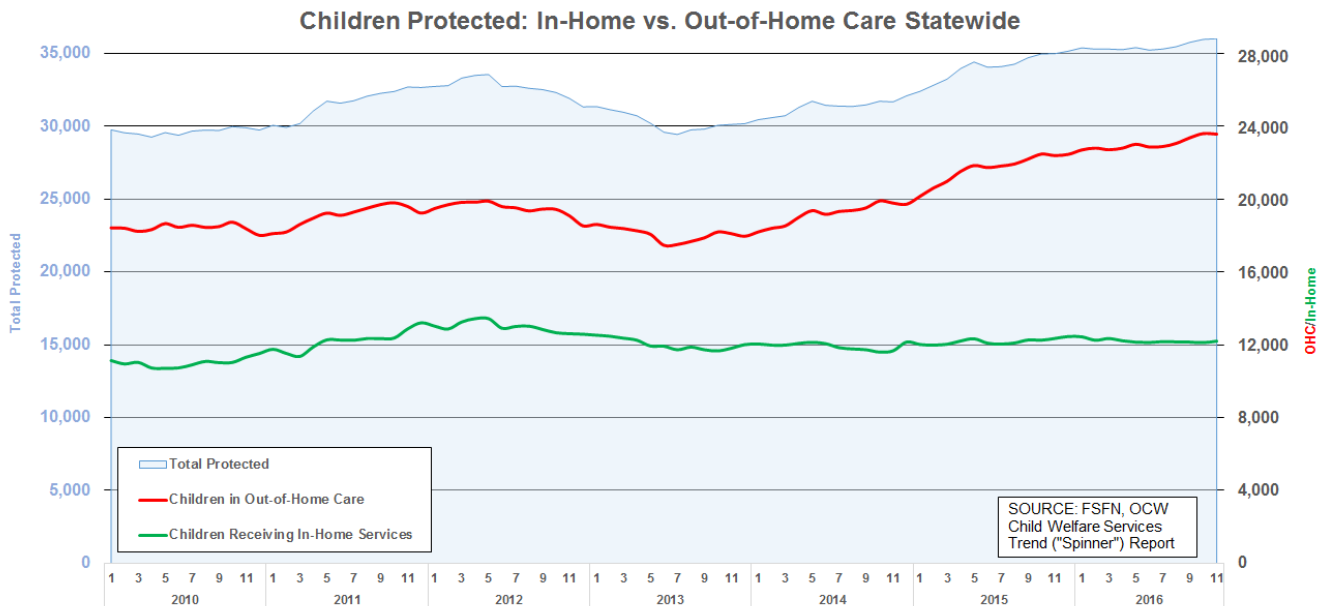
# Community-Based Care Lead Agencies

## Caseload Indicators

### Statewide Trends in Case-Managed Services



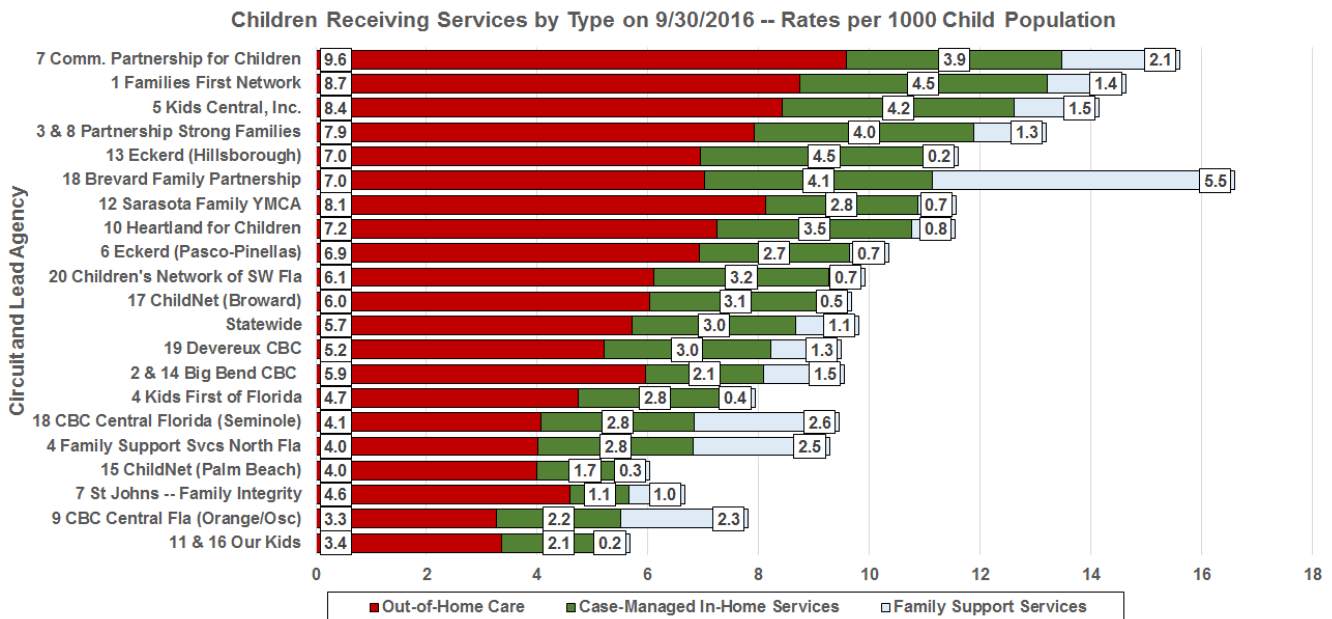
There were 23,737 children in out-of-home care on November 30, 2016. The trend for children receiving in-home services has remained relatively flat for three years, with 12,288 children receiving in-home services on November 30, 2016.



## Services Mix



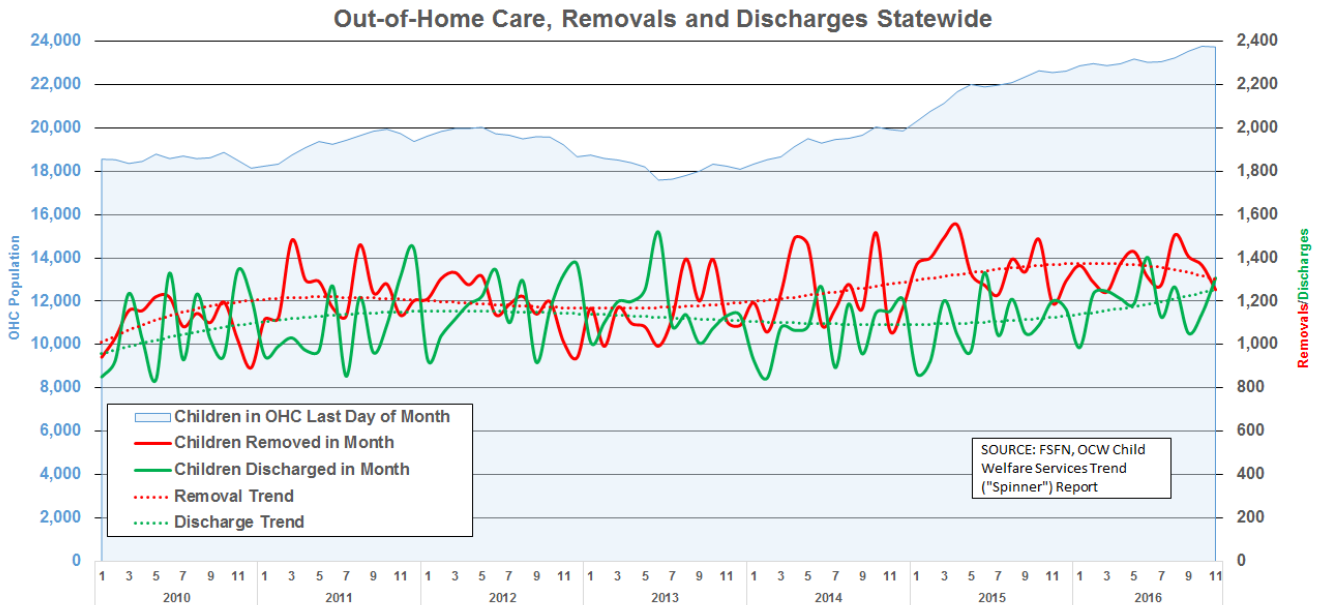
There continues to be variation among circuits in regards to in-home and out-of-home care services, with the widest variation occurring in use of Family Support Services.



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



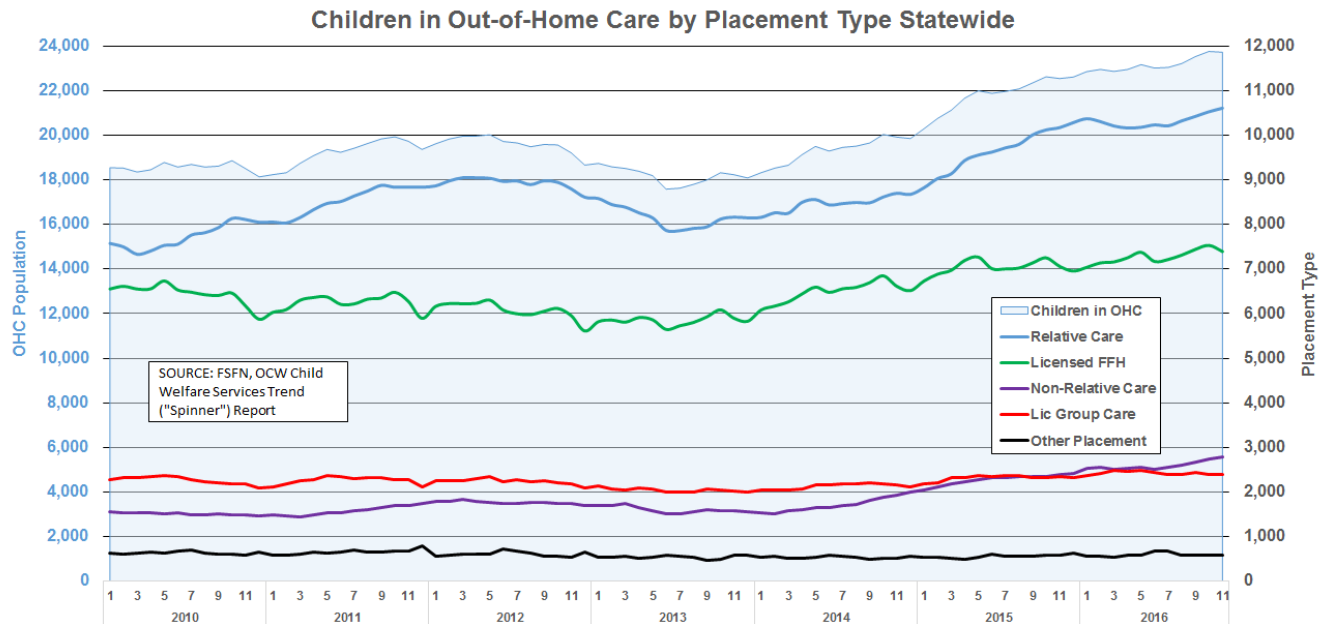
The number of removals continued to decline, having a total removal count of 1,253 for the month of November. Monthly discharges continued to increase from 1,142 discharges in October to 1,307 discharges in November.



## 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. On November 30, 2016, there 23,737 children in out-of-home care with 10,613 in relative care placement, 7,395 in a licensed family foster home, 2,780 in non-relative care, 2,380 in licensed group care, and 569 in other placement.



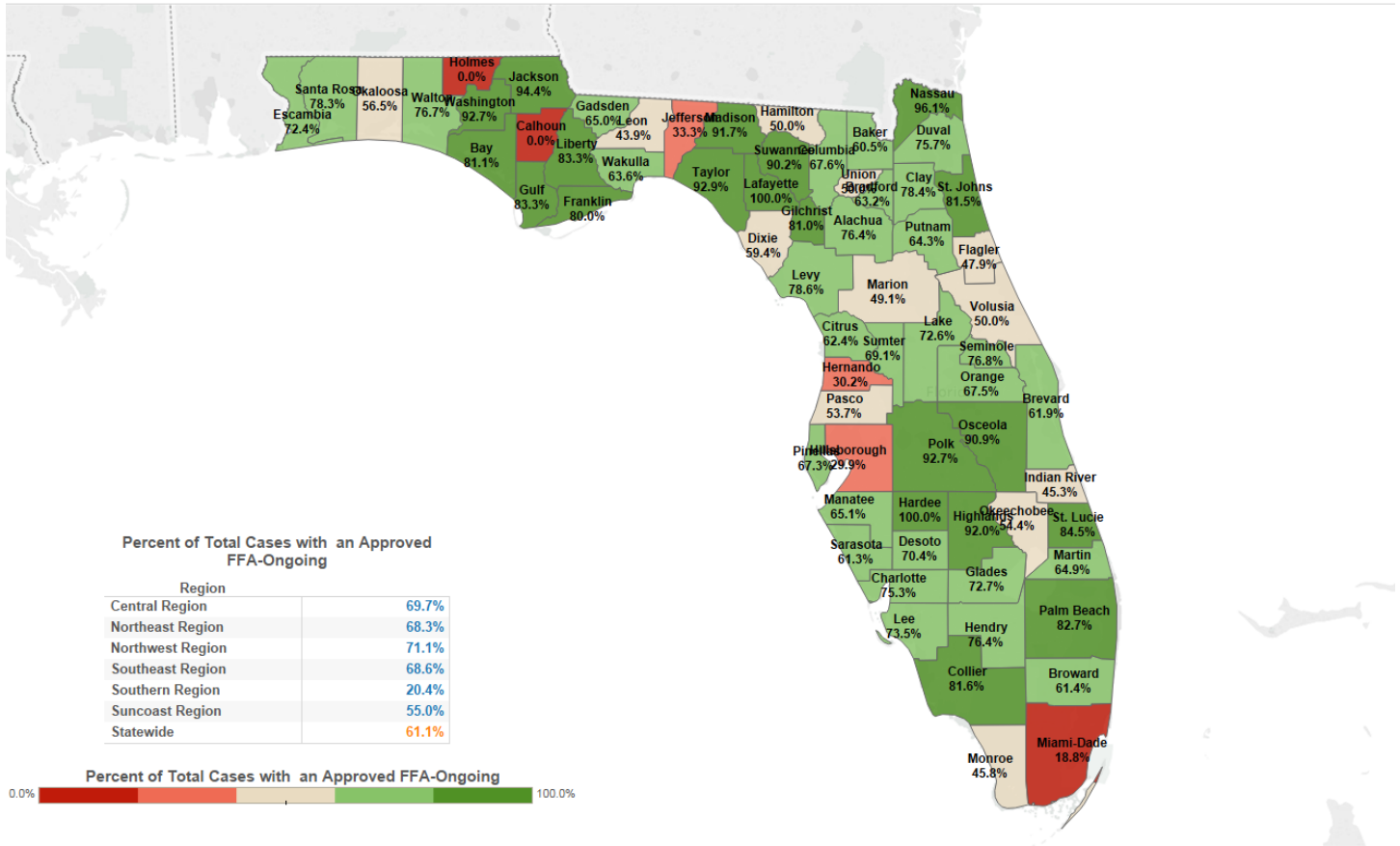


# Family Functioning Assessment-Ongoing Implementation Map



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 12/18/2016

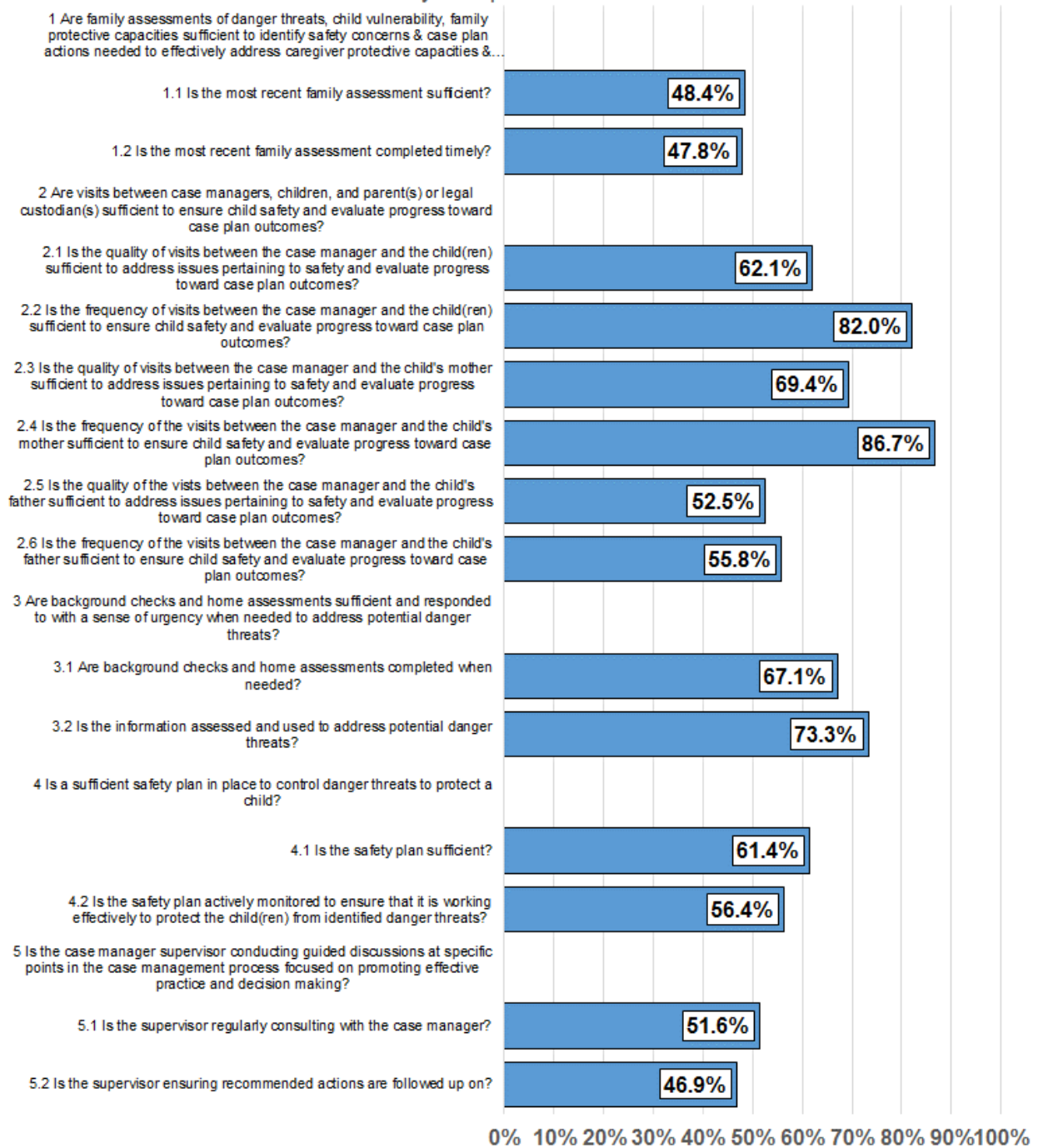


Source: FSFN report Active Cases with an Approved FFA-Ongoing – OCWRU #1084  
 Notes: Small number of cases will affect county percentages. Based on location of primary worker.



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



# Safety Indicators

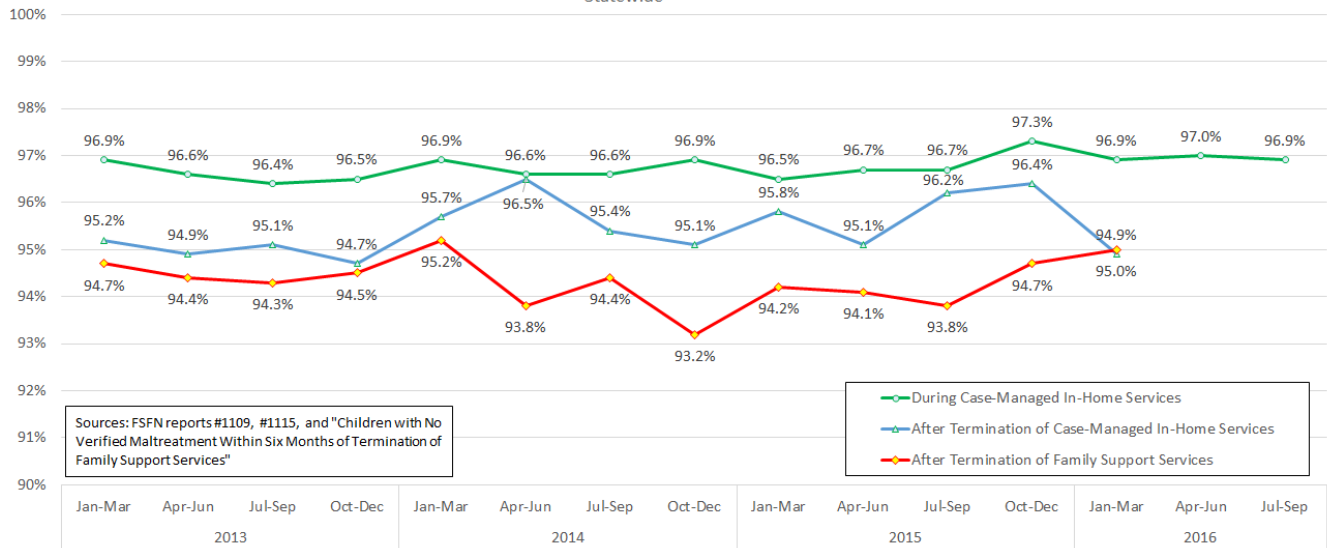
## Child Safety Trends: Comparison of Three Indicators



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

- The percent of children with no verified maltreatment during case-managed in-home services has been steady at around 97% for years and was 96.9% in July-September 2016.
- The percent of children with no verified maltreatment within six months after termination of case-managed services was 94.9% for July to September 2016.
- The percent of children with no verified maltreatment within six months of termination of Family Support Services increased 0.3%, with closures in January to March 2015 at 95.0%.

Safety of Children During Case-Managed In-Home Services and Within Six Months of Termination from Family Support Services and Case-Managed In-Home Services Statewide



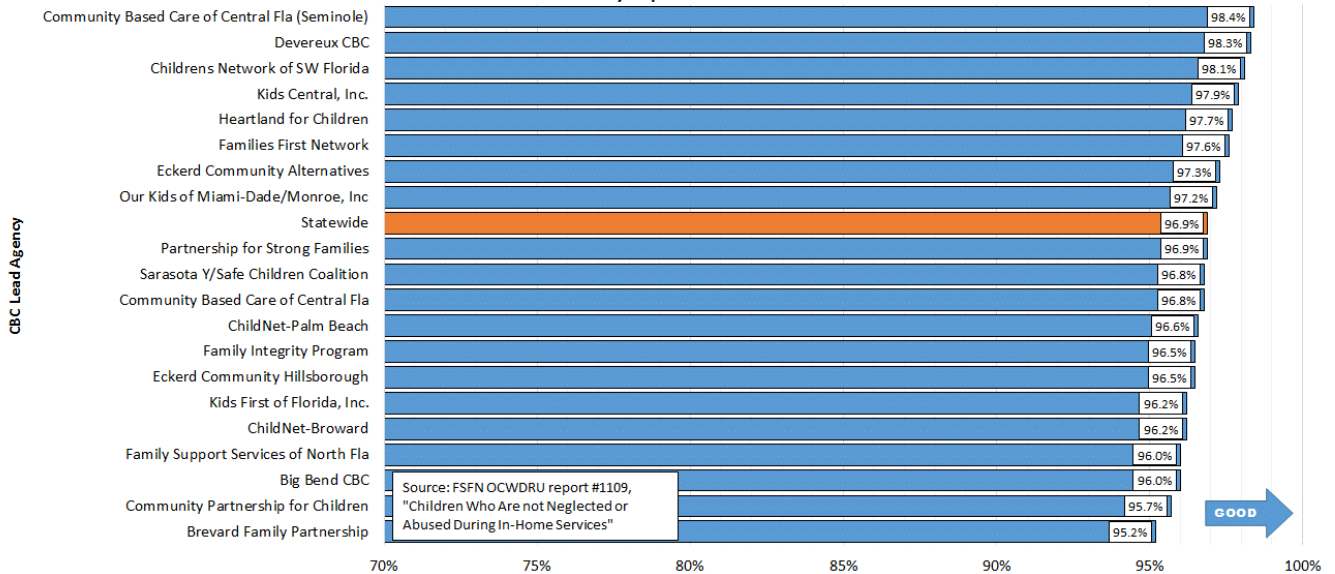
Sources: FSFN reports #1109, #1115, and "Children with No Verified Maltreatment Within Six Months of Termination of Family Support Services"

## Child Safety During Case-Managed In-Home Services



Statewide performance for July to September was 96.9%.

Percent of Children Receiving In-Home Services in Quarter Who Were Not Maltreated During Services Children Served July-September 2016

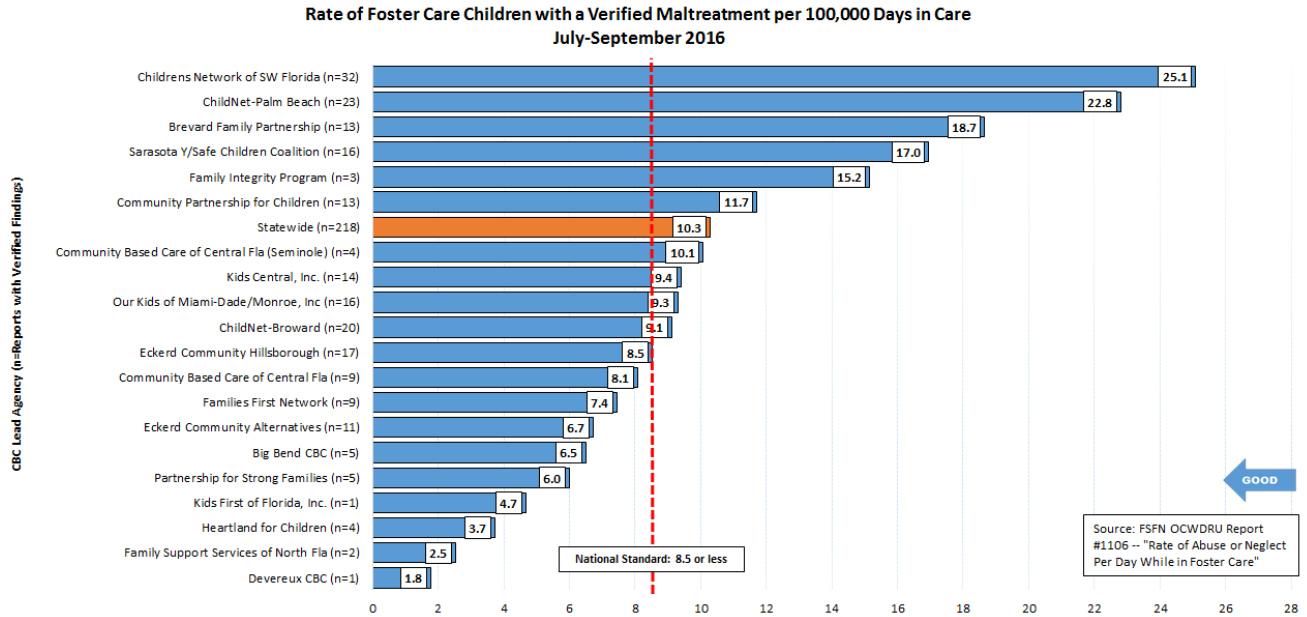


Source: FSFN OCWDRU report #1109, "Children Who Are not Neglected or Abused During In-Home Services"



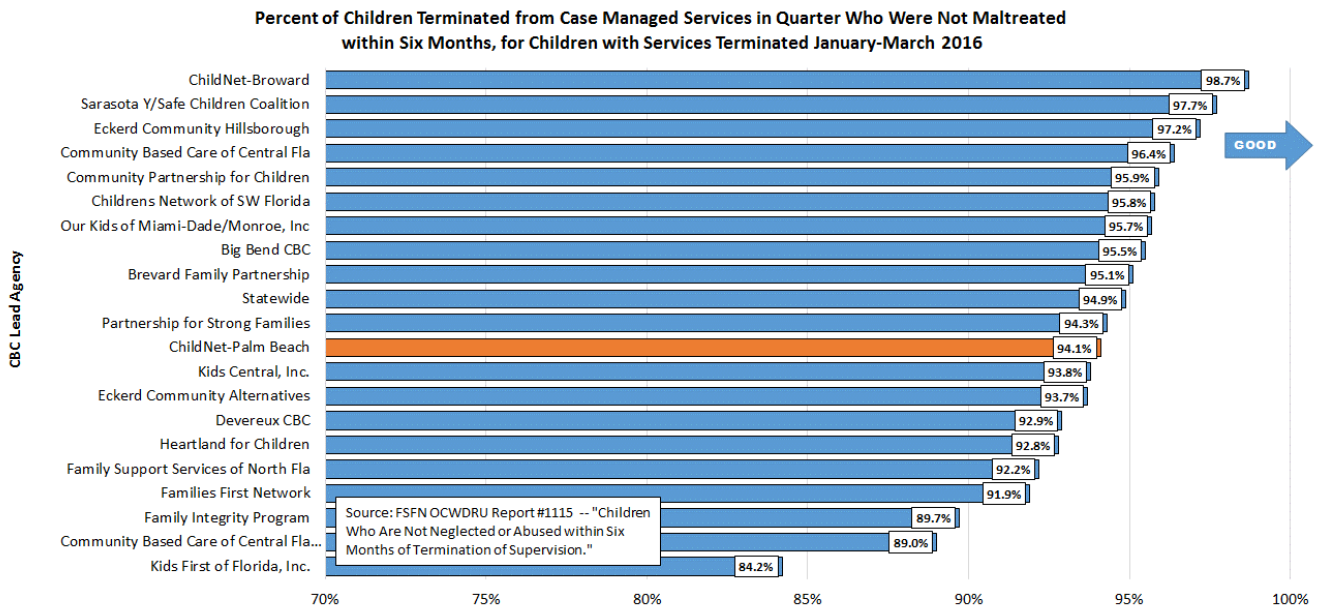
## Child Safety in Out-of-Home Care

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

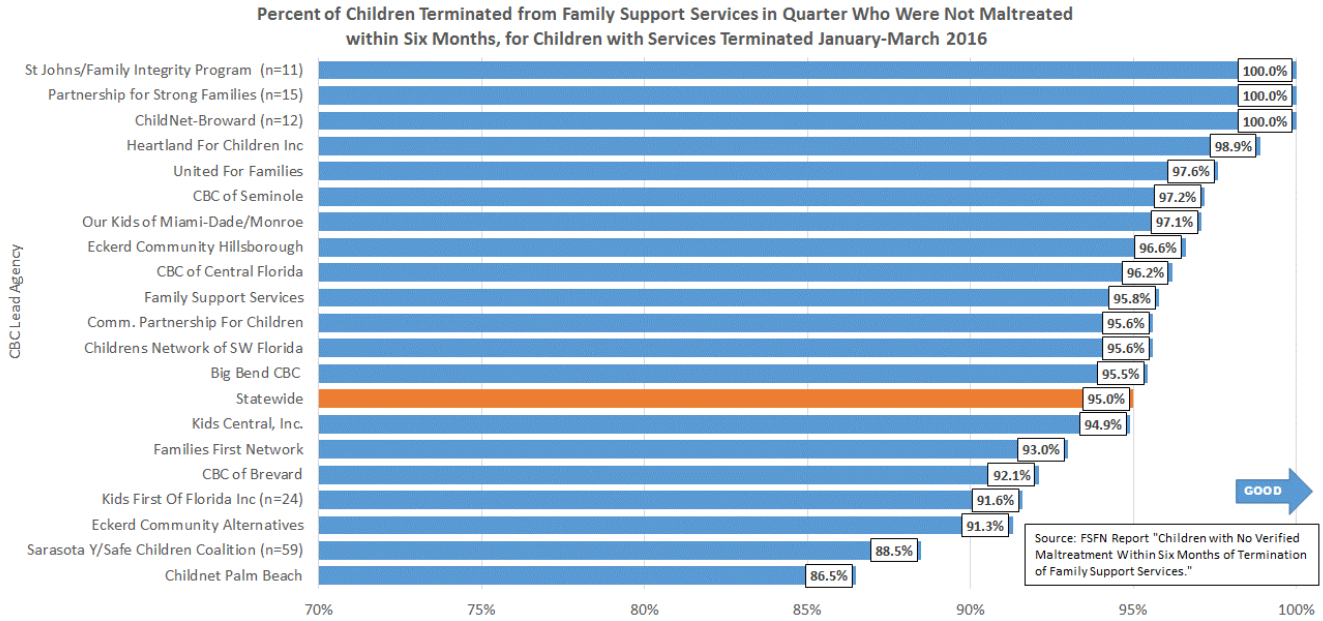
Statewide performance for services terminated in January to March 2016 was 94.1%.



# Child Safety After Termination of Family Support Services



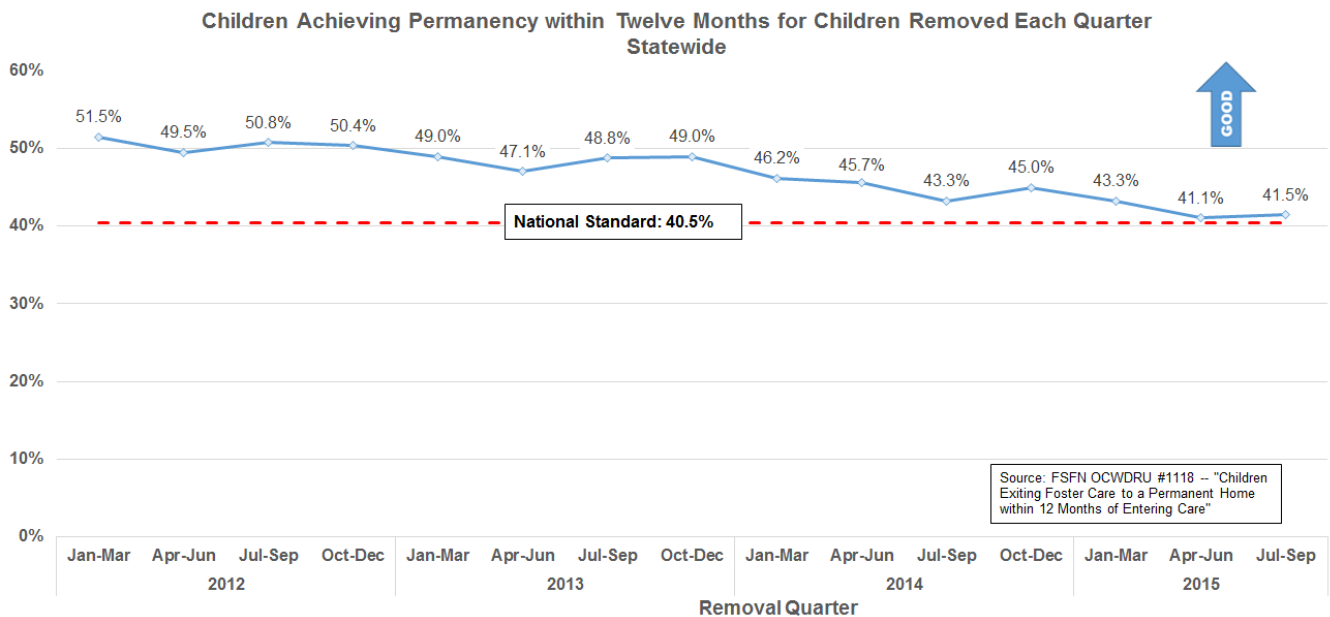
Statewide performance for services terminated in January through March 2016 was 95.0%.



## Permanency Indicators

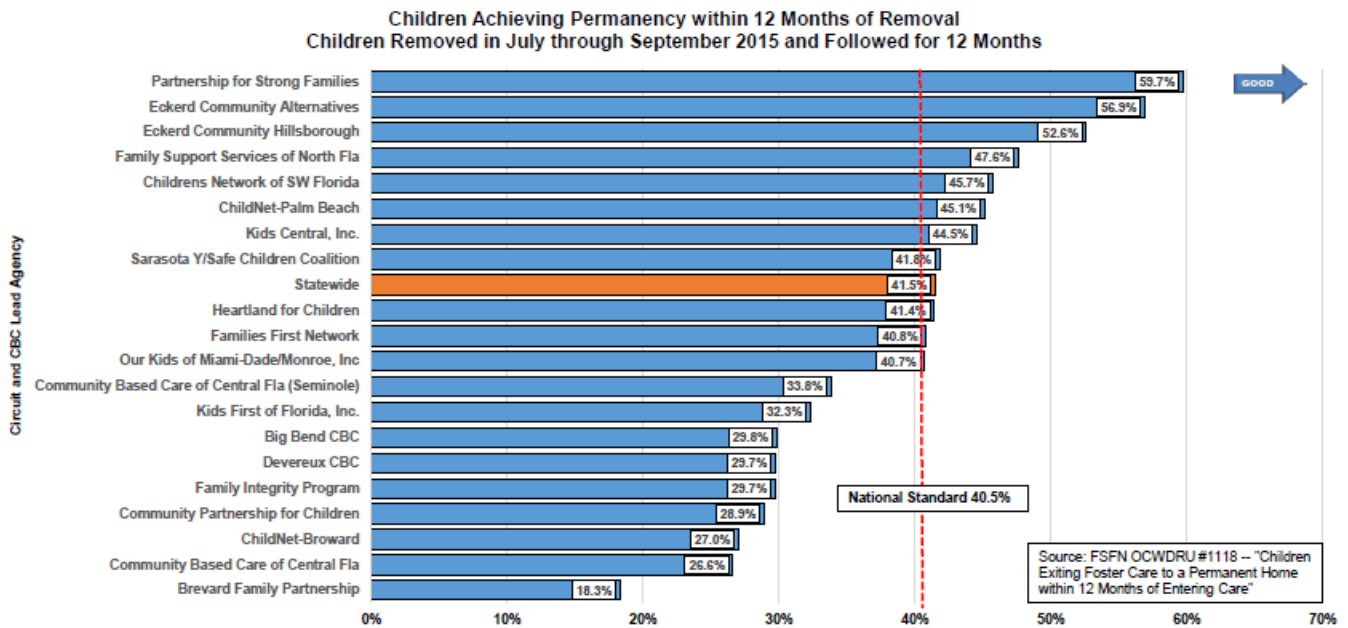
### Statewide Trend: Permanency Within 12 Months of Removal

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%.



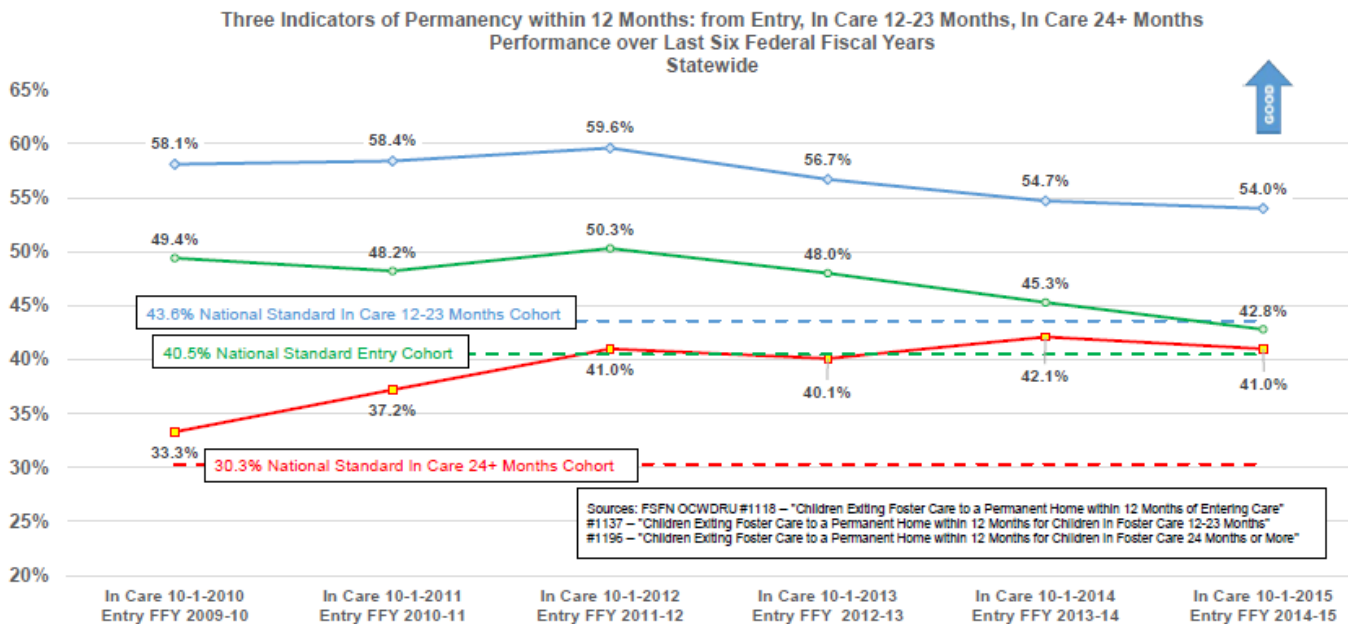
# Stratification by CBC Lead Agency

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



## Long-Term Statewide Trends on Three Permanency Indicators

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.

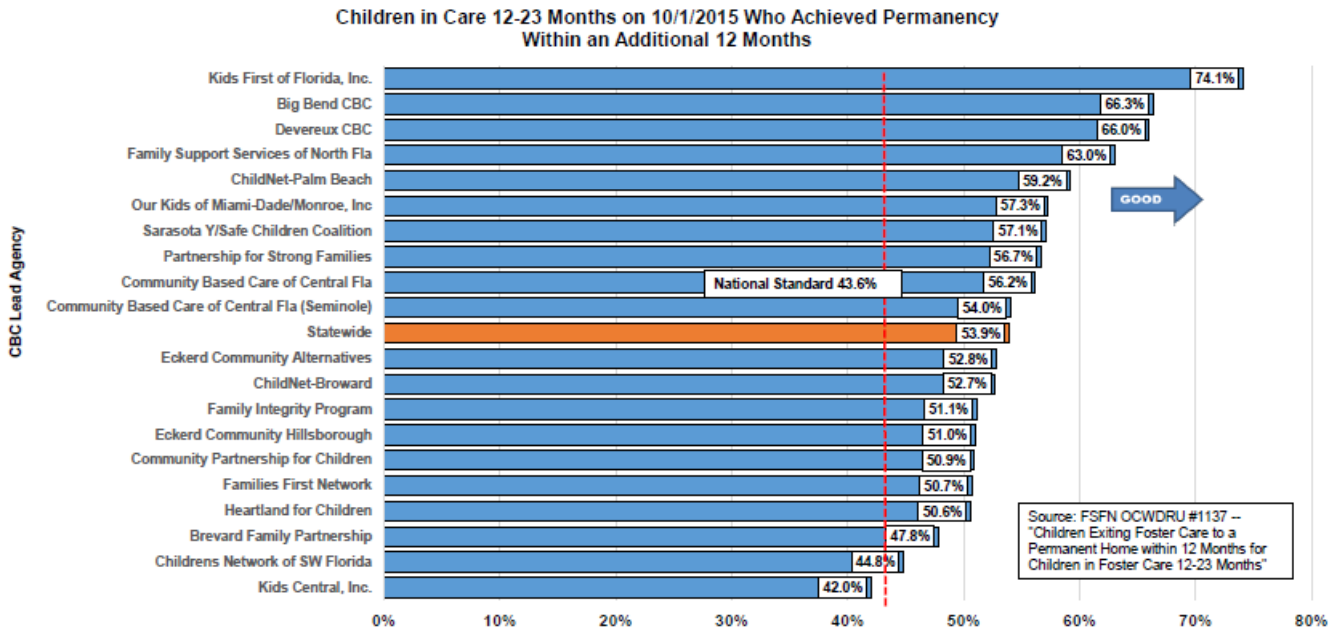


## Permanency Within 12 Months for Children in Care 12-23 Months



### Stratification by CBC Lead Agency

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

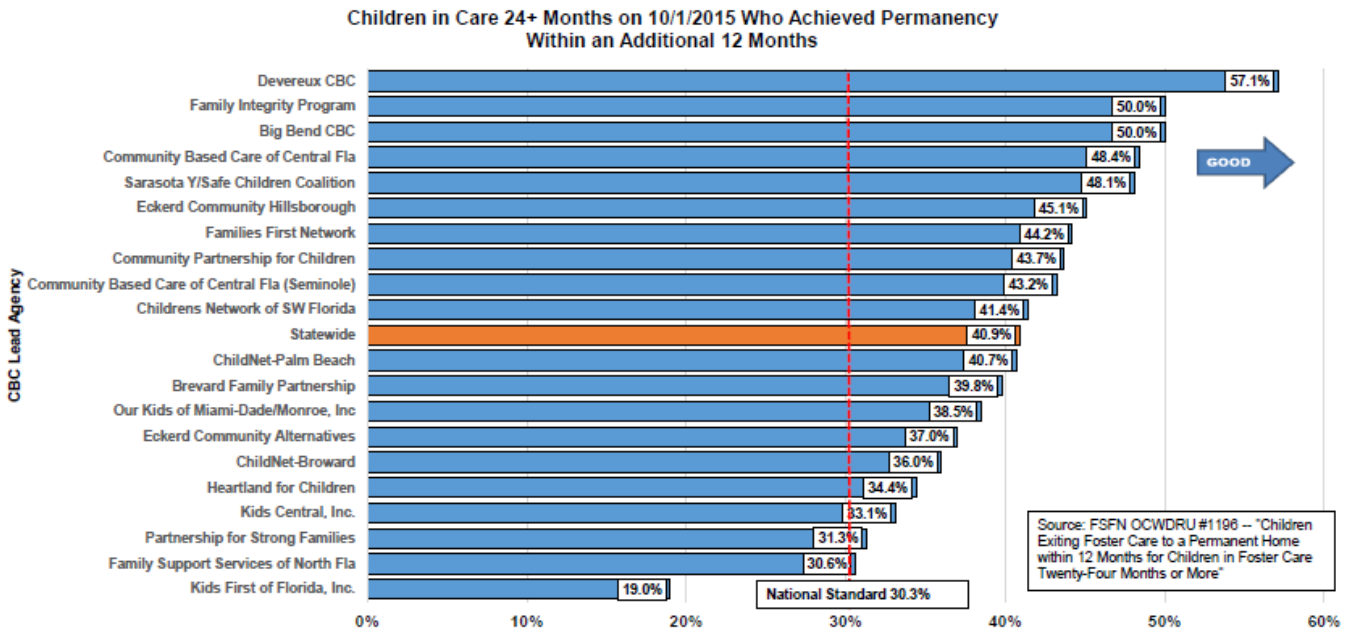


## Permanency Within 12 Months for Children in Care 24+ Months



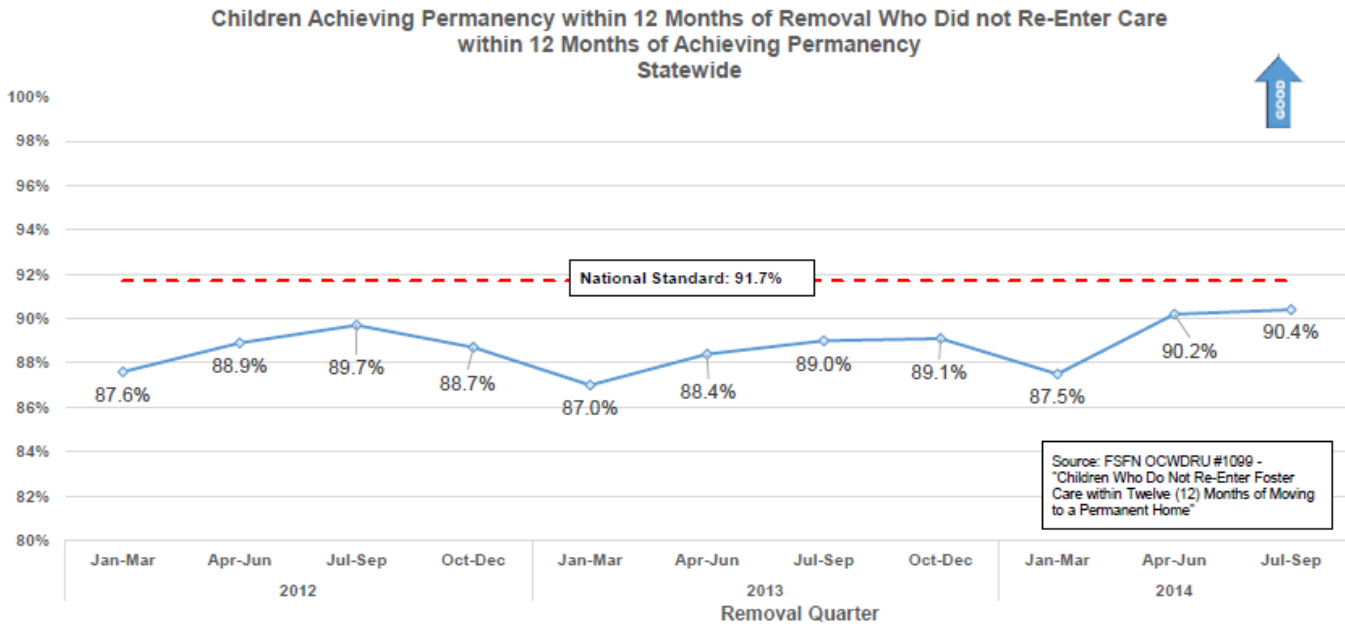
### Stratification by CBC Lead Agency

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



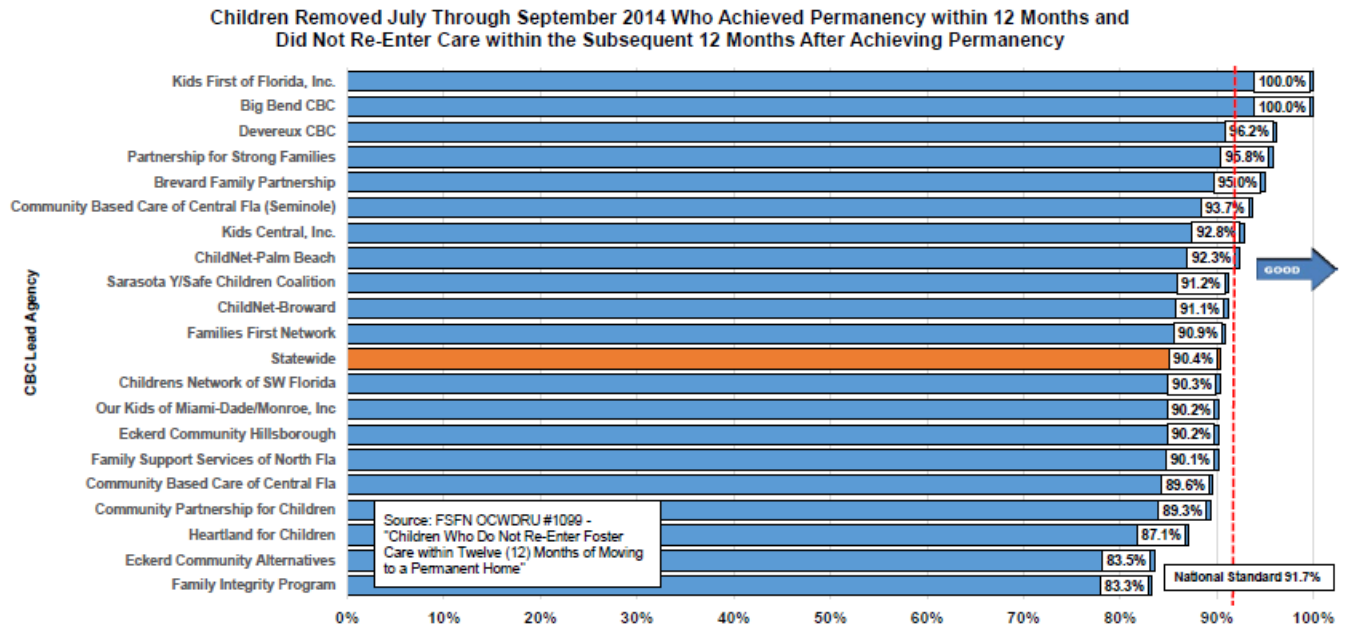
Statewide Trend: Re-Entry into OHC Within 12 Months of Achieving Permanency

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%.



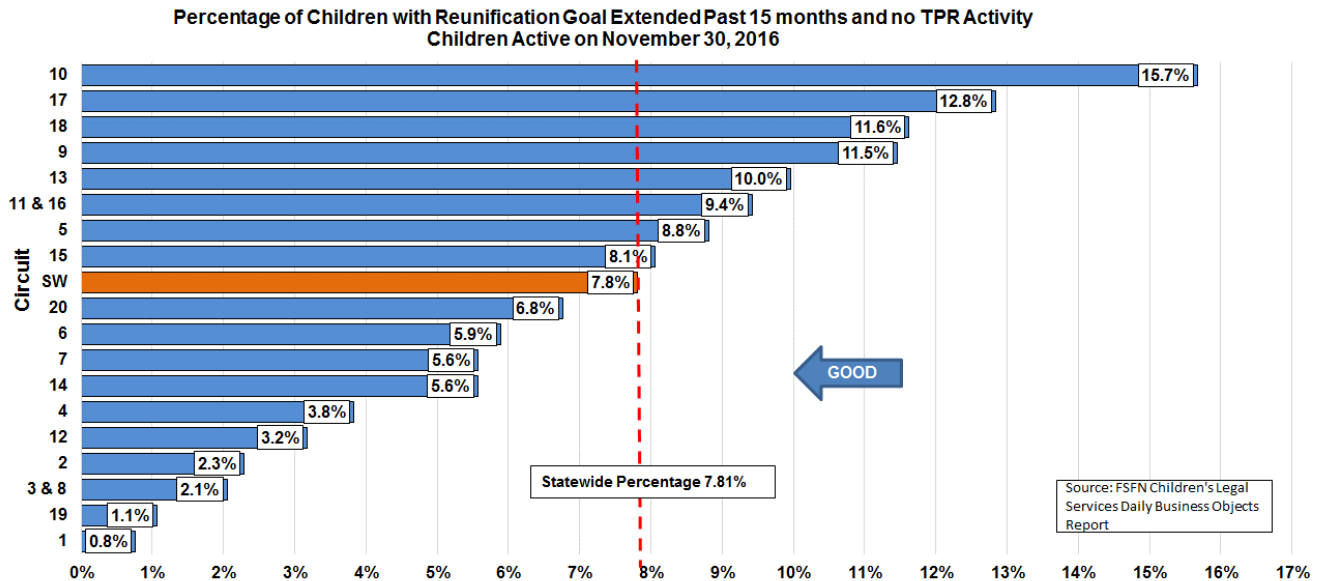


## Timeliness of Judicial Handling

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

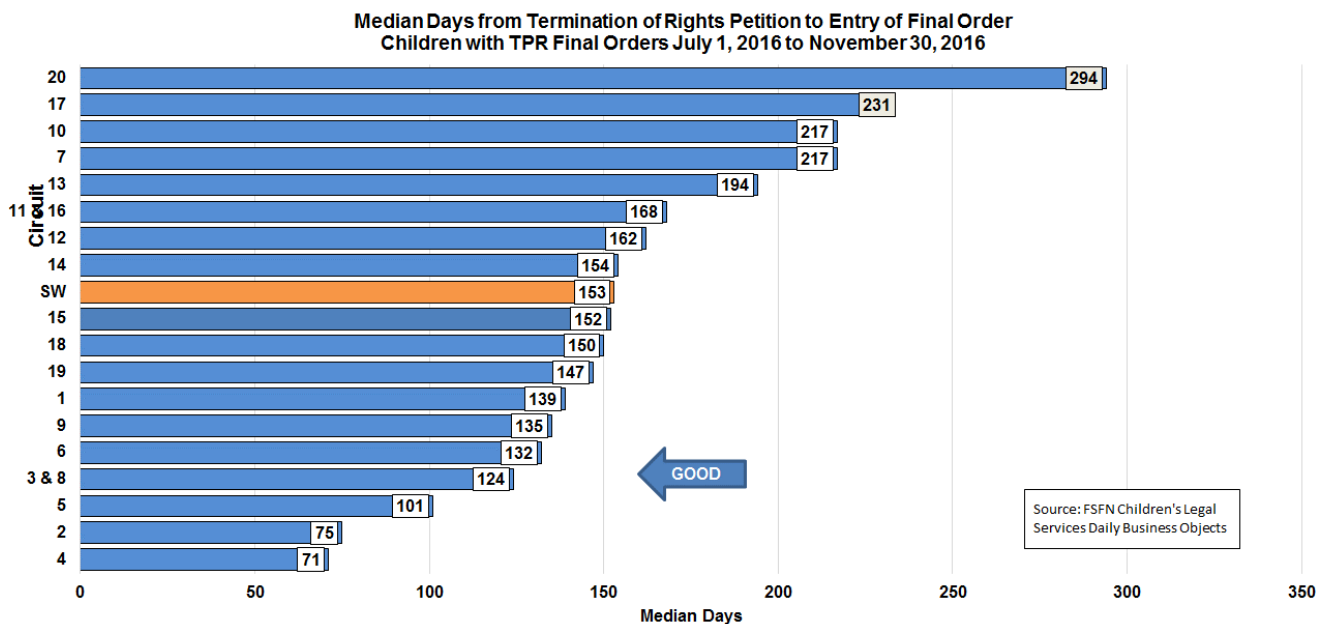
### Reunification Goal After 15 Months and No Termination of Parental Rights Activity

The statewide average was 7.8% on November 30, 2016. Circuit goals are set for each period after review of baseline information.



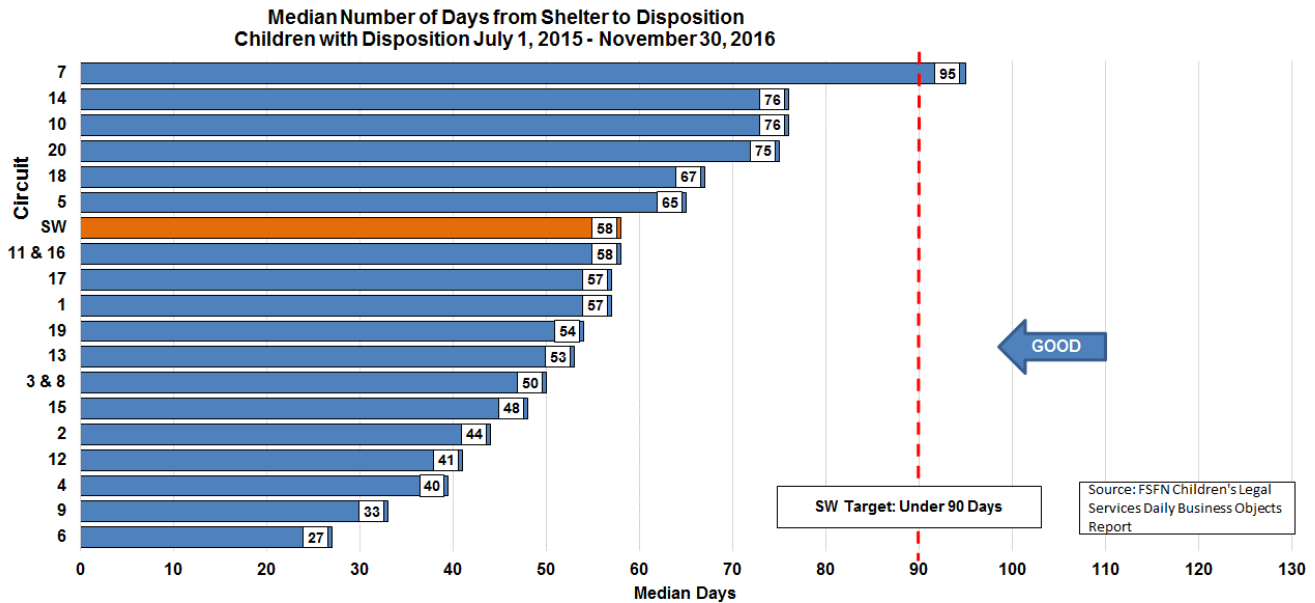
## Timeliness of Termination of Parental Rights, from Petition to Order

The statewide median was 153 days in July through October. Circuit goals are set for each period after review of baseline information.



## Time from Removal Date to Disposition Order

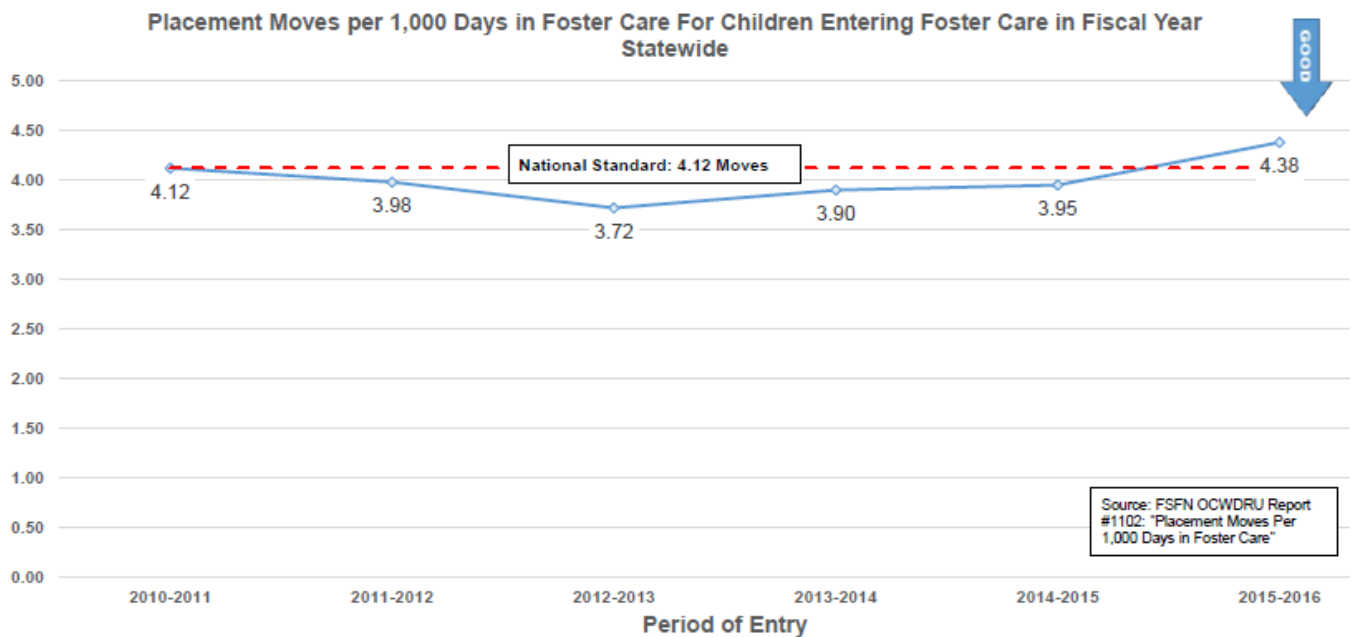
The statewide median is 58 days, much better than the statewide target of less than 90 days. Circuit goals are set for each six-month period after review of baseline information.



## Maintaining Connections in Placement

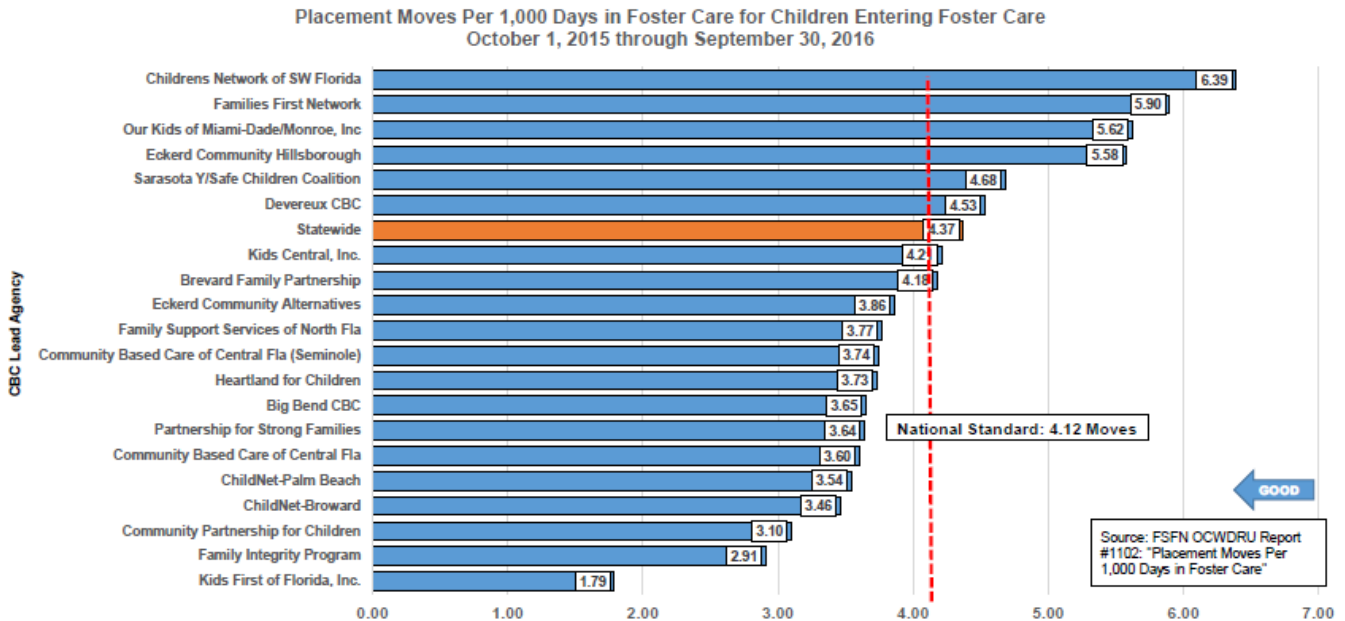
### Statewide Trend: Placement Stability

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 4.38 moves per 1,000 days in the last four quarters.



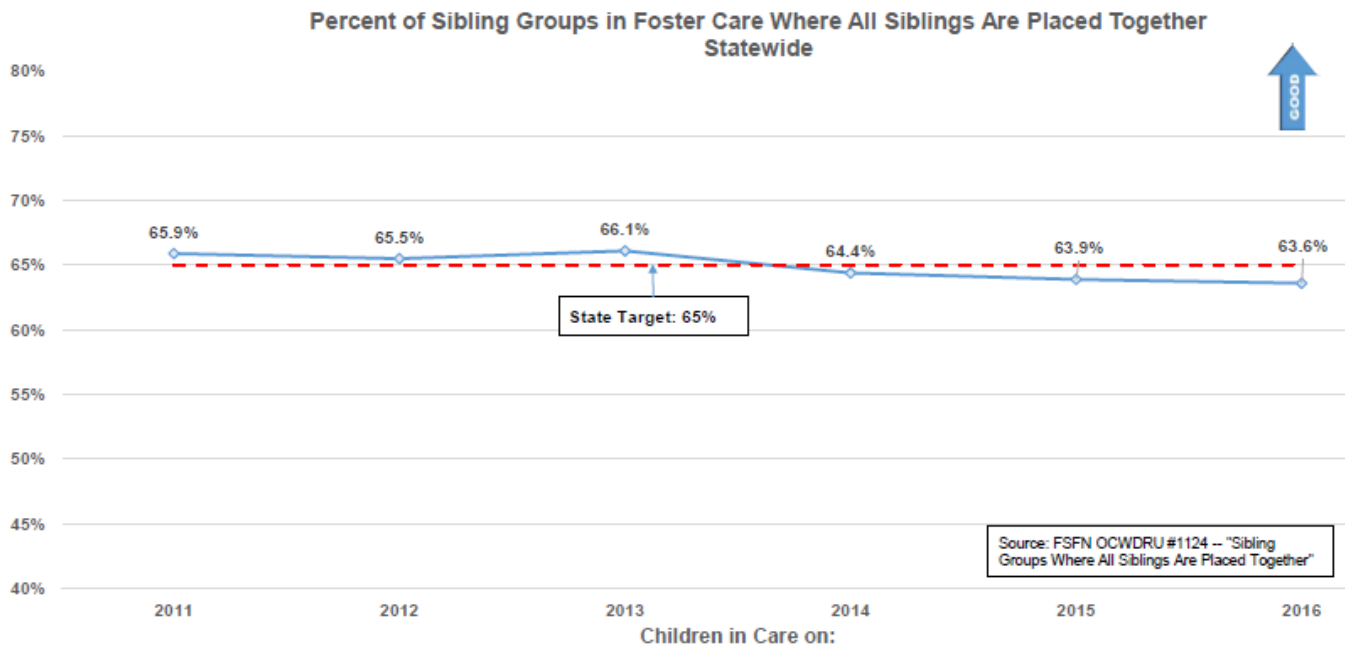
## Stratification by CBC Lead Agency

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.



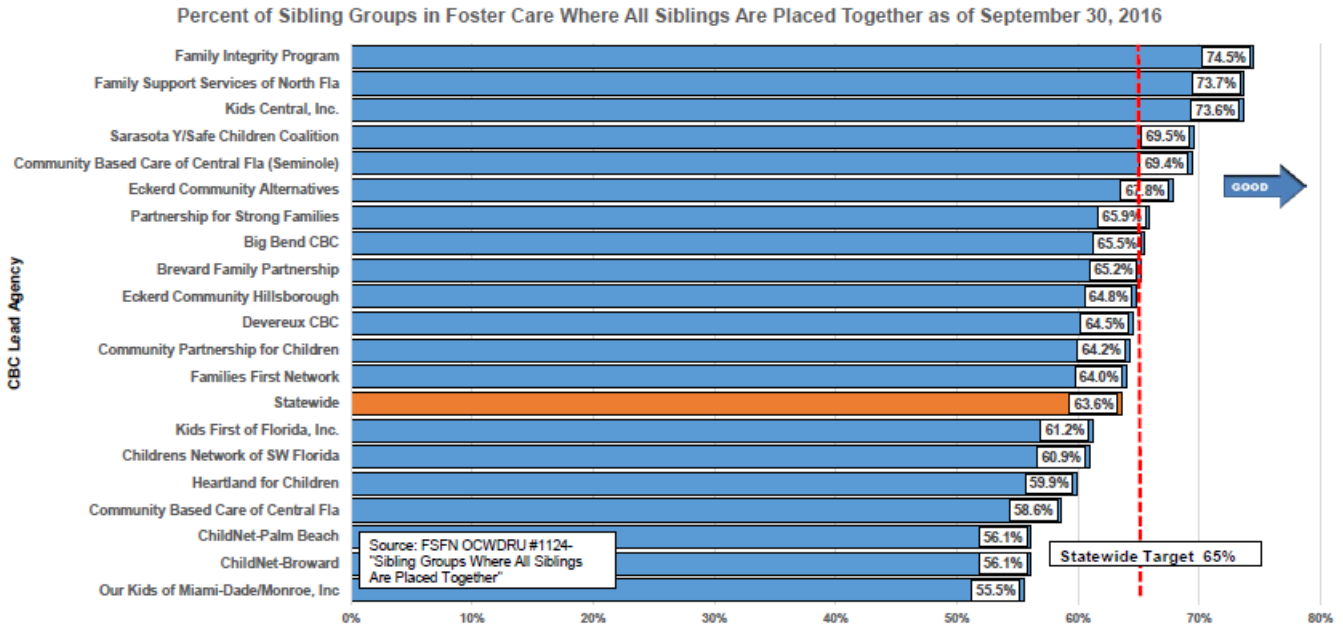
## Statewide Trend: Placement of Siblings Group Together

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



## Stratification by CBC Lead Agency

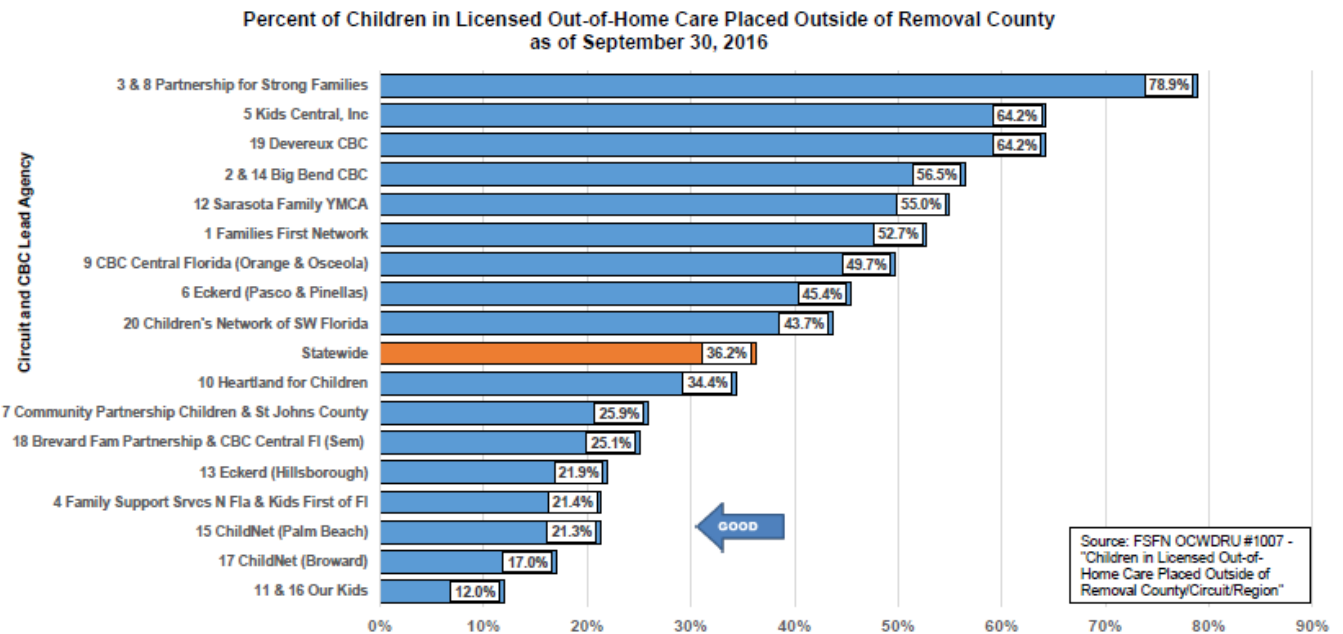
Although statewide performance was at 63.6% on September 30, there is variation among the lead agencies.



## 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.

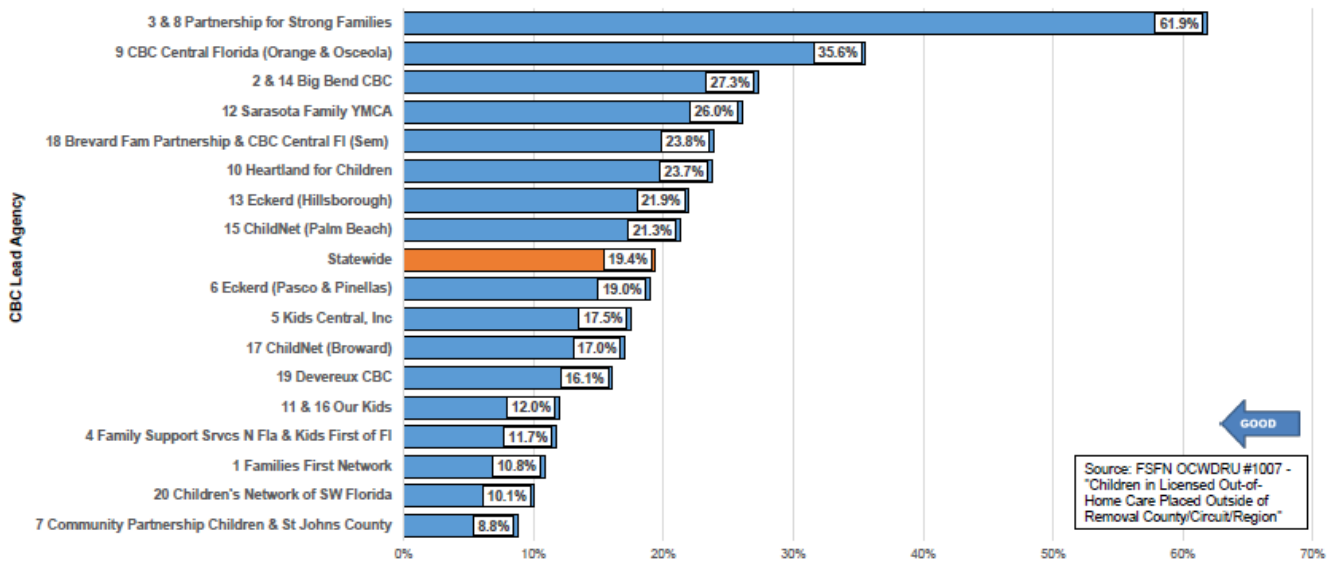


## Children Placed Outside the Removal Circuit



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



Source: FSN OCWDRU #1007 - "Children in Licensed Out-of-Home Care Placed Outside of Removal County/Circuit/Region"

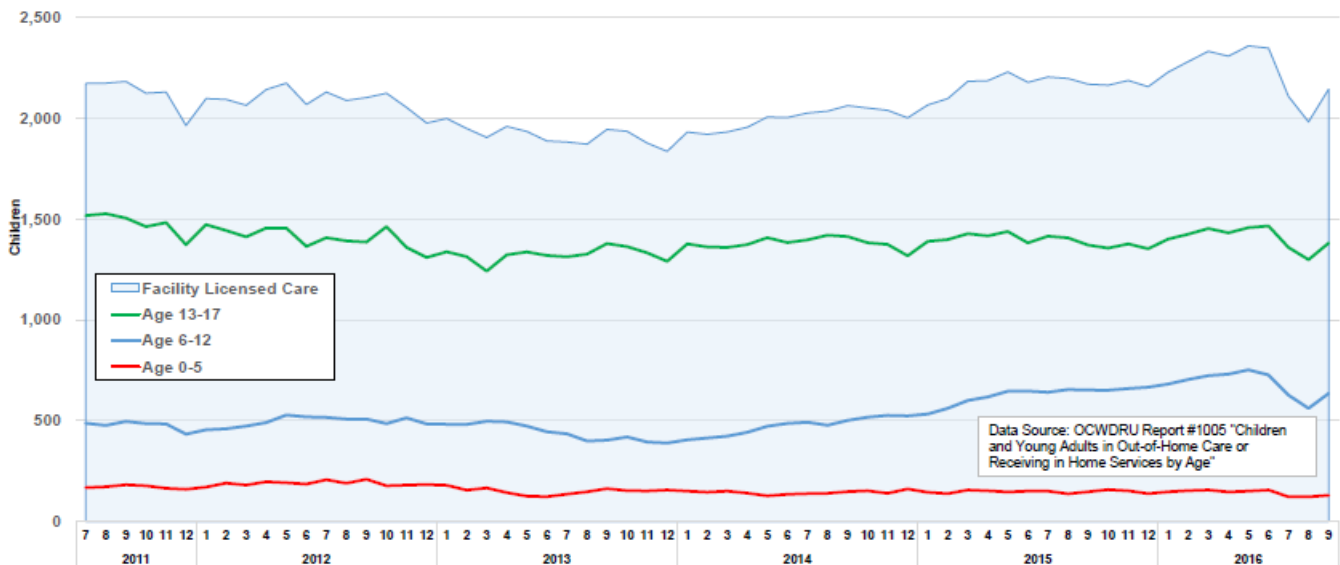
## Placement in Family Settings



### Trends in Group Care by Age Report

The number of children aged 6-12 in group care has increased sharply since 2014. There was an observed increase in group care for September in both the 6-12 and 13-17 age groups.

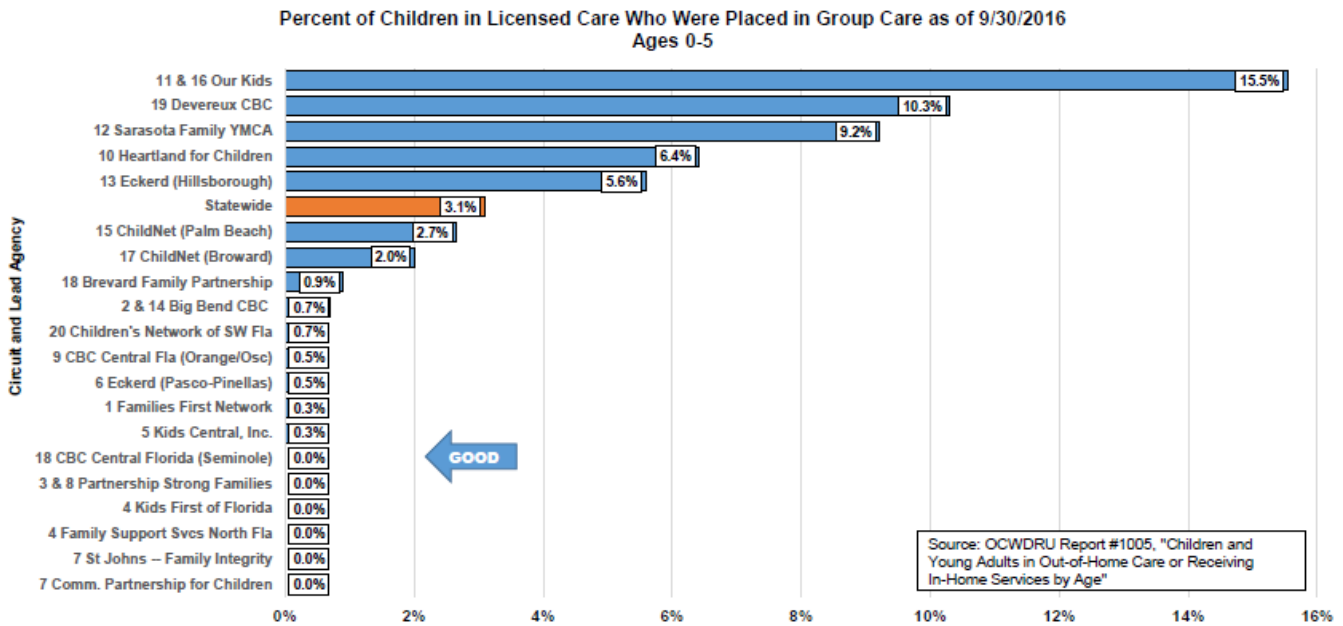
Children in Licensed Group Care by Age Group as of the Last Day of the Month Statewide



Data Source: OCWDRU Report #1005 "Children and Young Adults in Out-of-Home Care or Receiving in Home Services by Age"

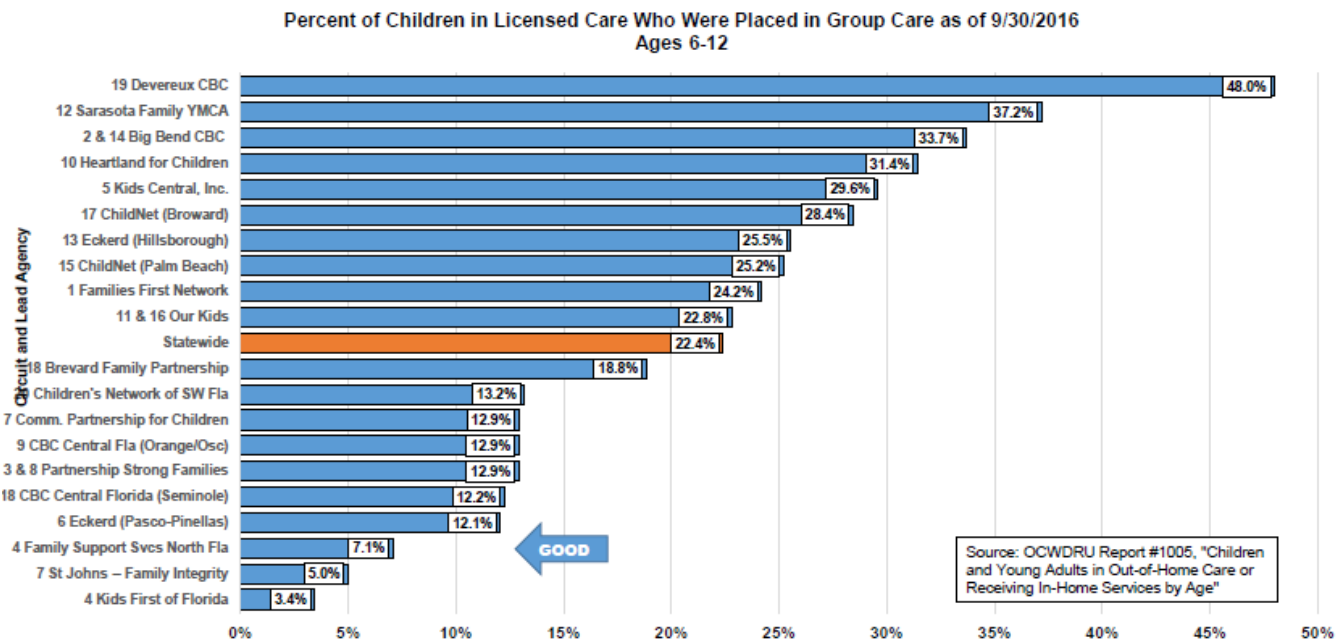
## Children in Group Care by Age Group: Ages 0-5

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



## Children in Group Care by Age Group: Ages 6-12

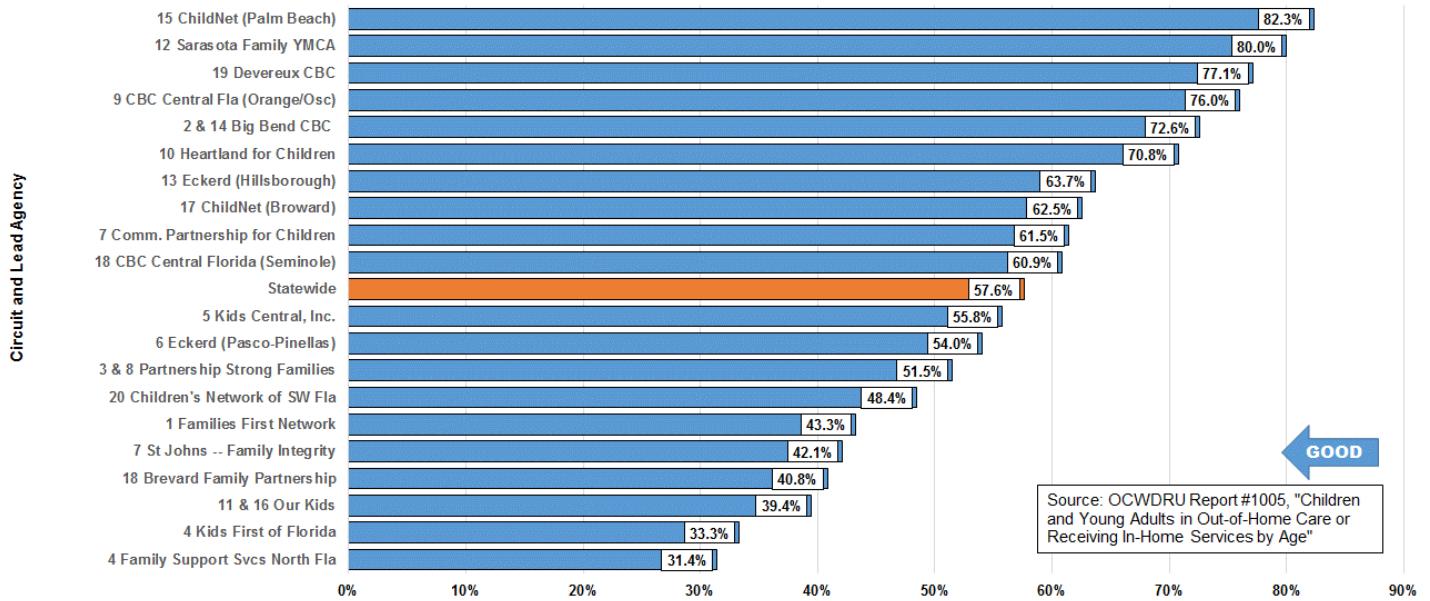
The percentage of children in group care increases with age, with one CBC having more than twice the percentage of children aged 6-12 in group care compared to the statewide level.



## Children in Group Care by Age Group: Ages 13-17

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%.

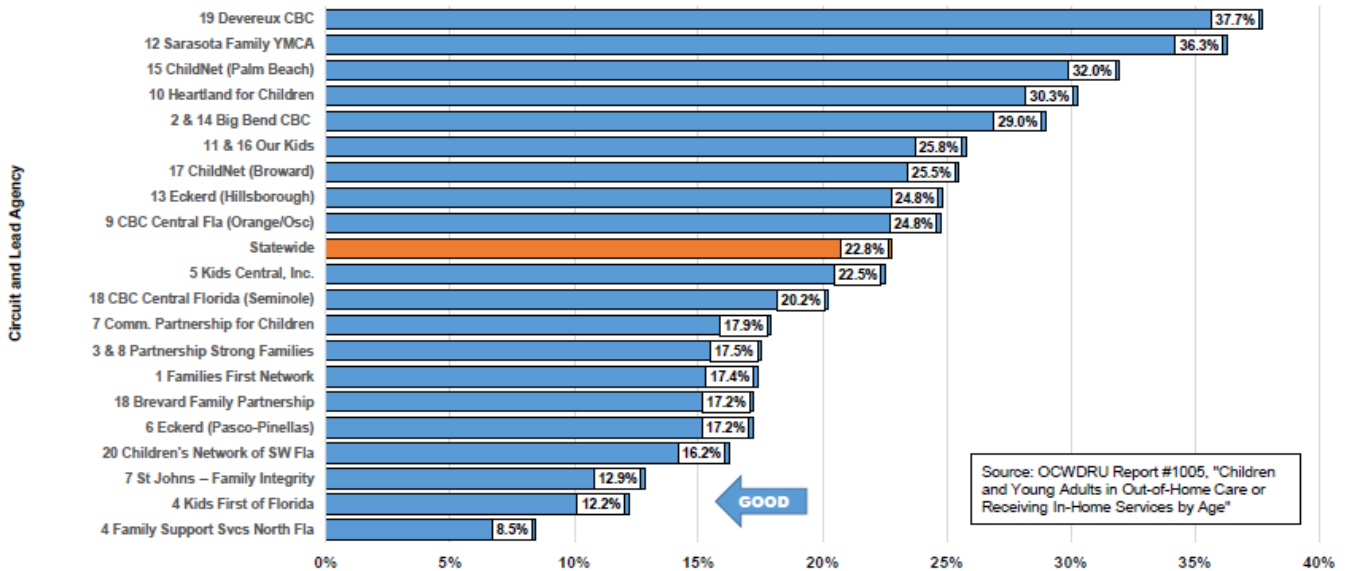
Percent of Children in Licensed Care Who Were Placed in Group Care as of 9/30/2016  
Ages 13-17



## Children in Group Care by Age Group: Ages 0-17

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

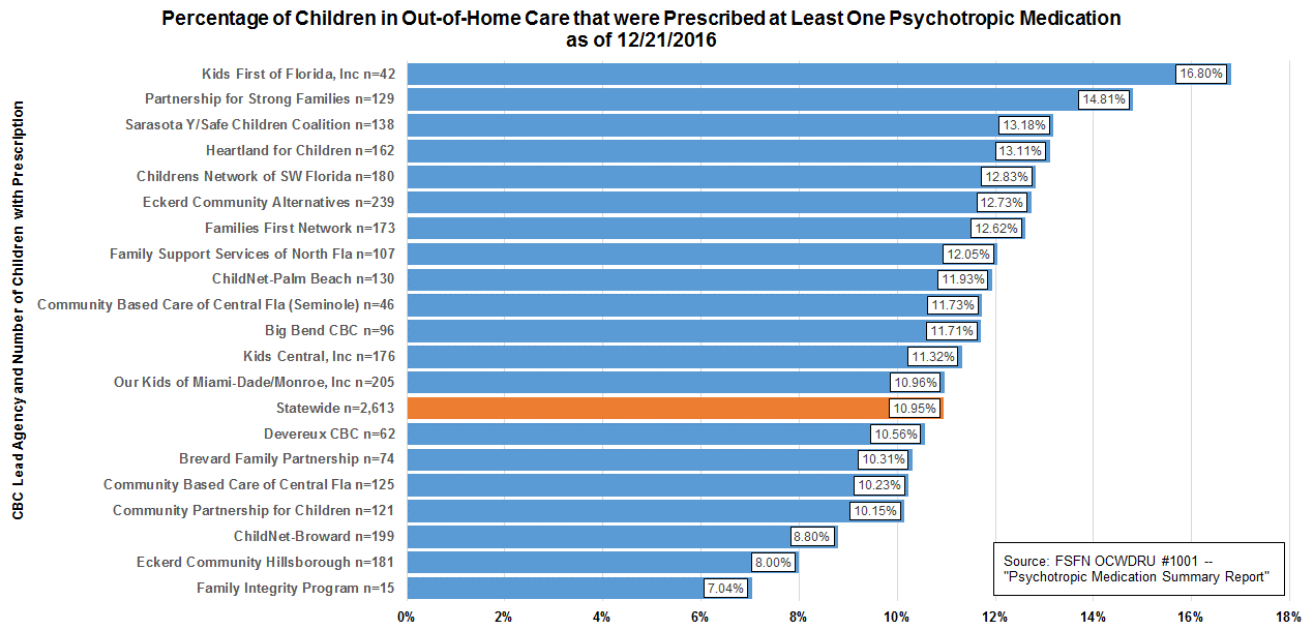


# Prescribed Psychotropic Medications

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



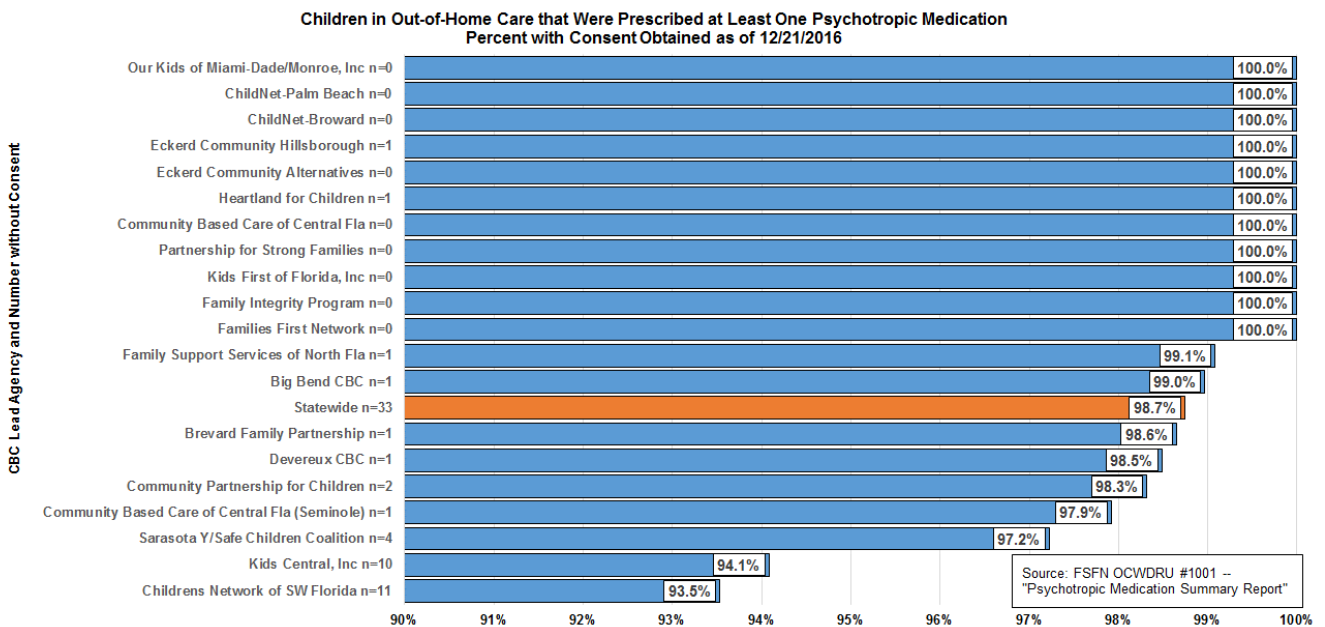
The statewide percentage of children in out-of-home care with at least one prescribed psychotropic medication on December 21<sup>st</sup> was 10.95%. This chart provides the number and percentage with psychotropic medications.



## 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 December 21 was 98.7%. This chart provides the number with no consent and percentage with consent.





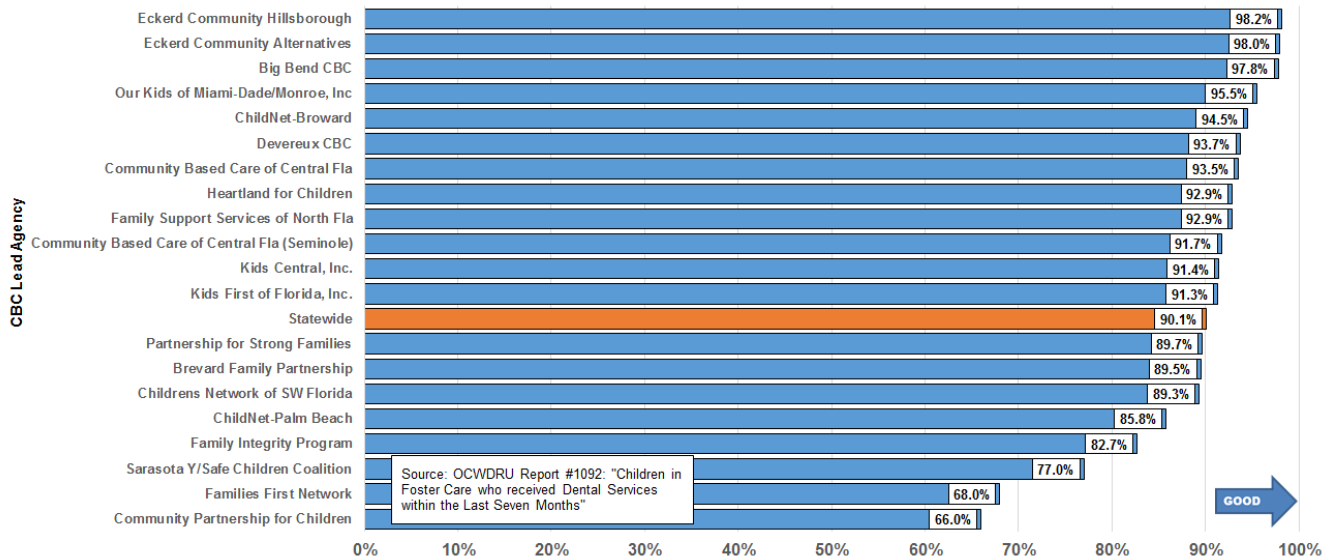
## Dental Services

### 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 90.5% as of November 30<sup>th</sup>.



**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 October 31, 2016**



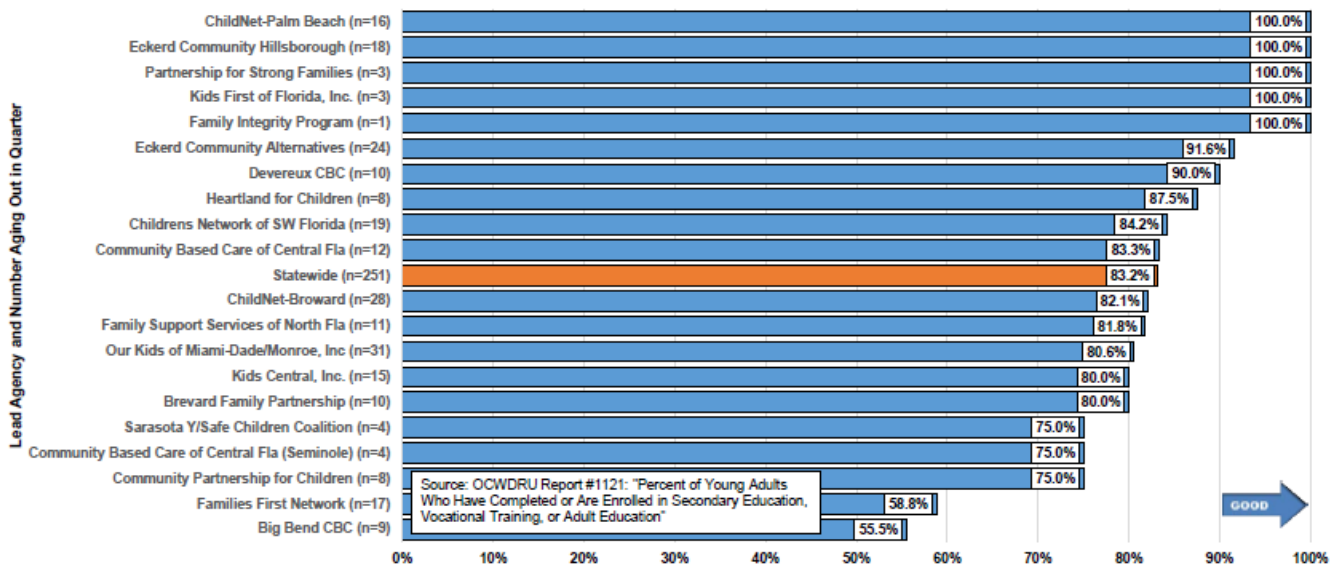
## Education Program Enrollment

### 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**

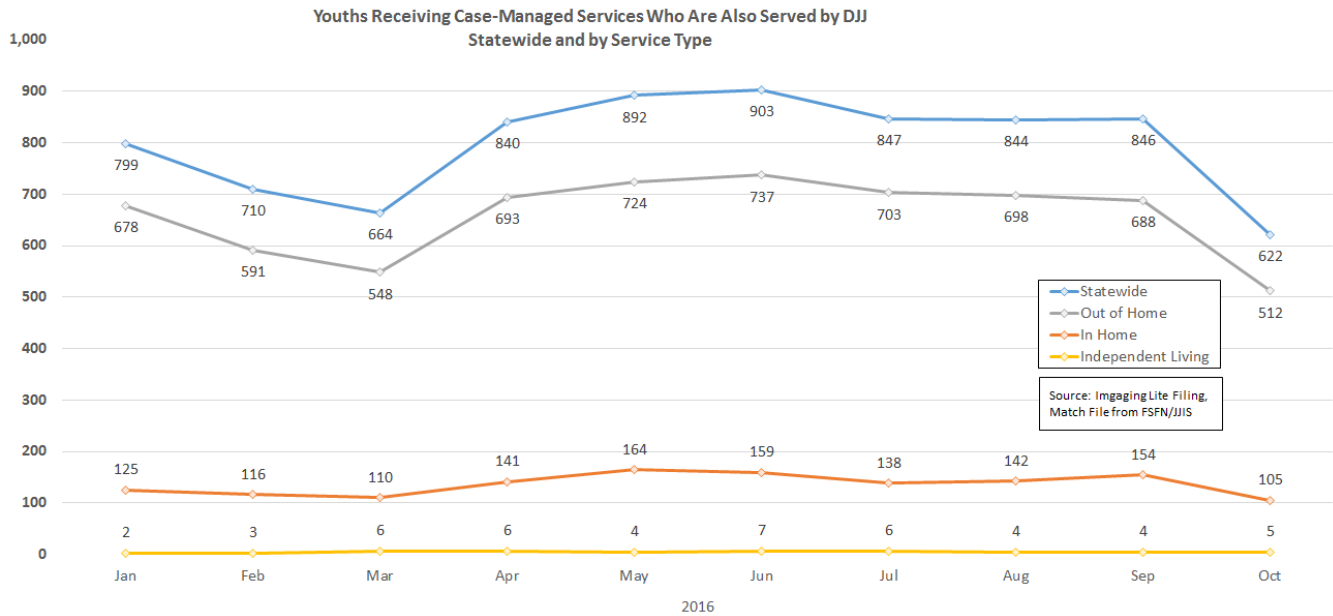


# Dually Served Youth



## Statewide Trend: Youths Served by CBC Lead Agencies and Juvenile Justice

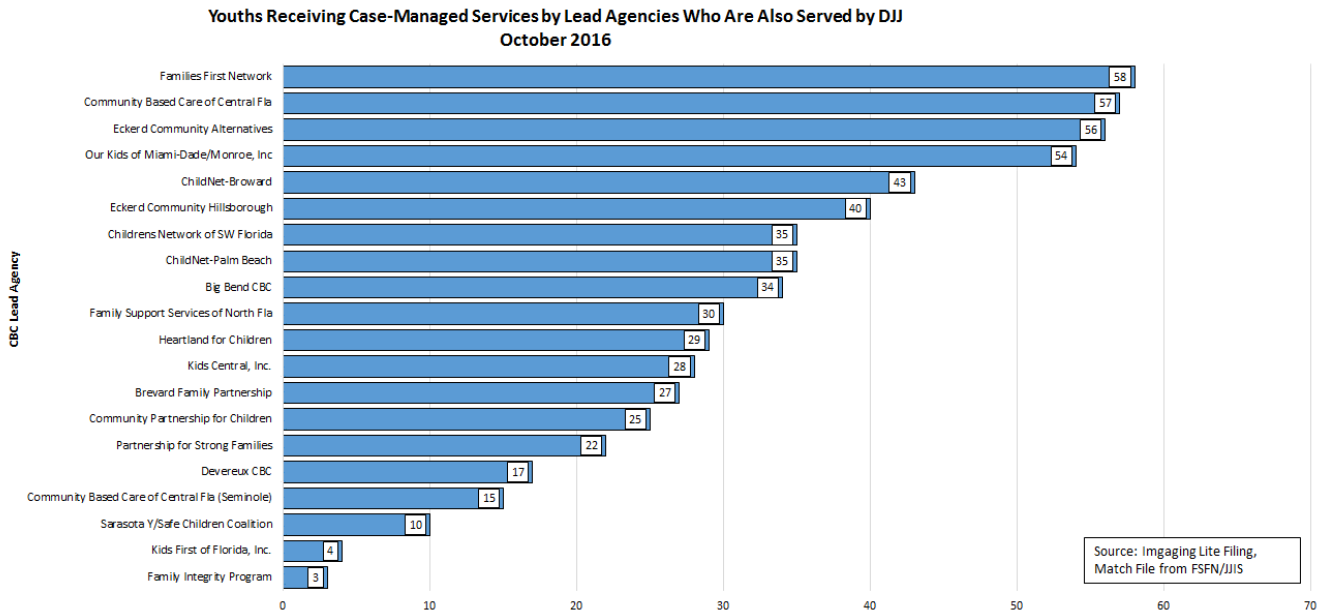
The number of youths served by both the child welfare system and the juvenile justice system in the same month demonstrated considerable decline.



## 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.

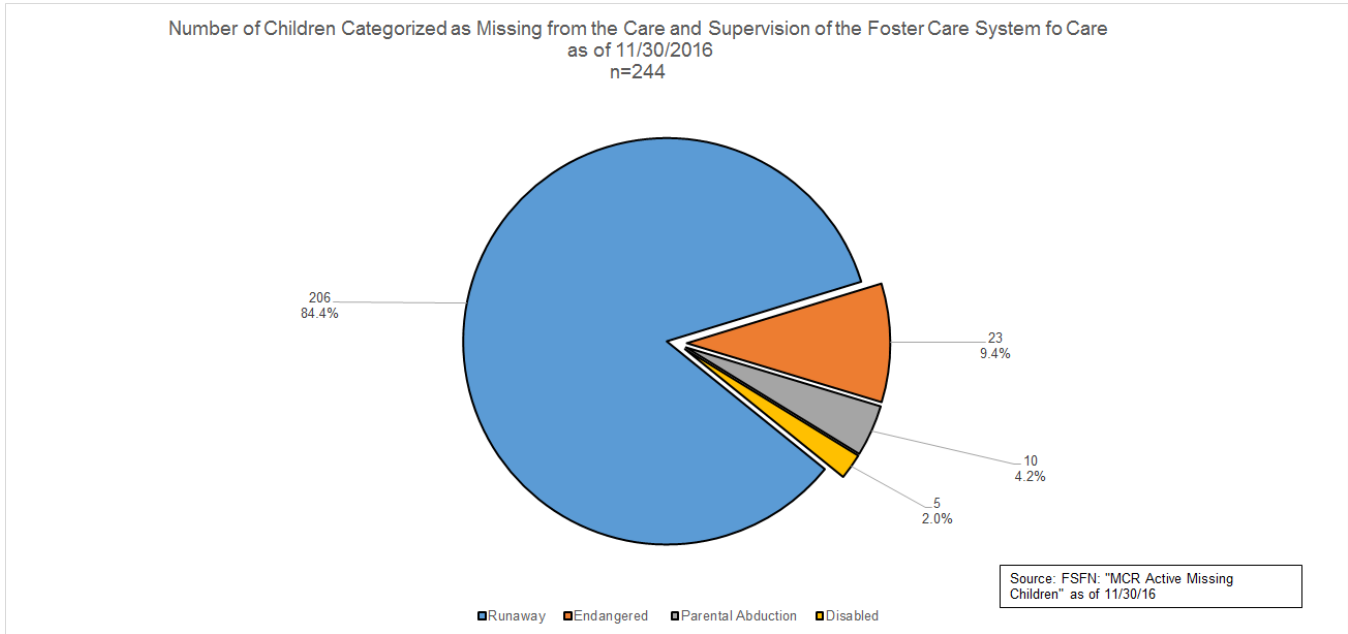


# Missing Child



## Children Categorized as Missing from Care and Supervision

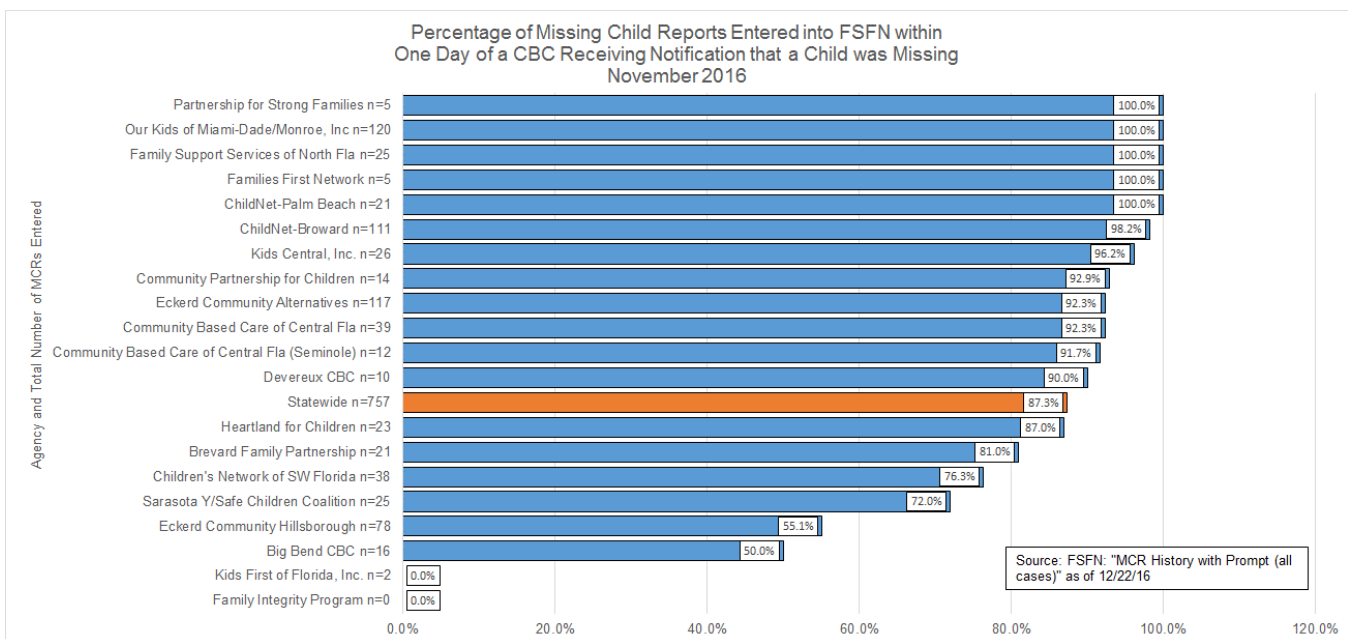
As of November 30, 2016, of the 23,737 children in OHC, a total of 244 children were categorized as missing from the care and supervision of the of the Florida foster care system. 206 of these children were categorized as being a “Runaway” by local law enforcement (84.4%). Both the total number and percentage of children categorized as missing by category were typical for this time of year. For example, on November 29, 2015 there were a total of 247 children categorized as missing with 210 of these children being categorized as a “Runaway” (85.0%).



## Child Reports Entered into FSFN



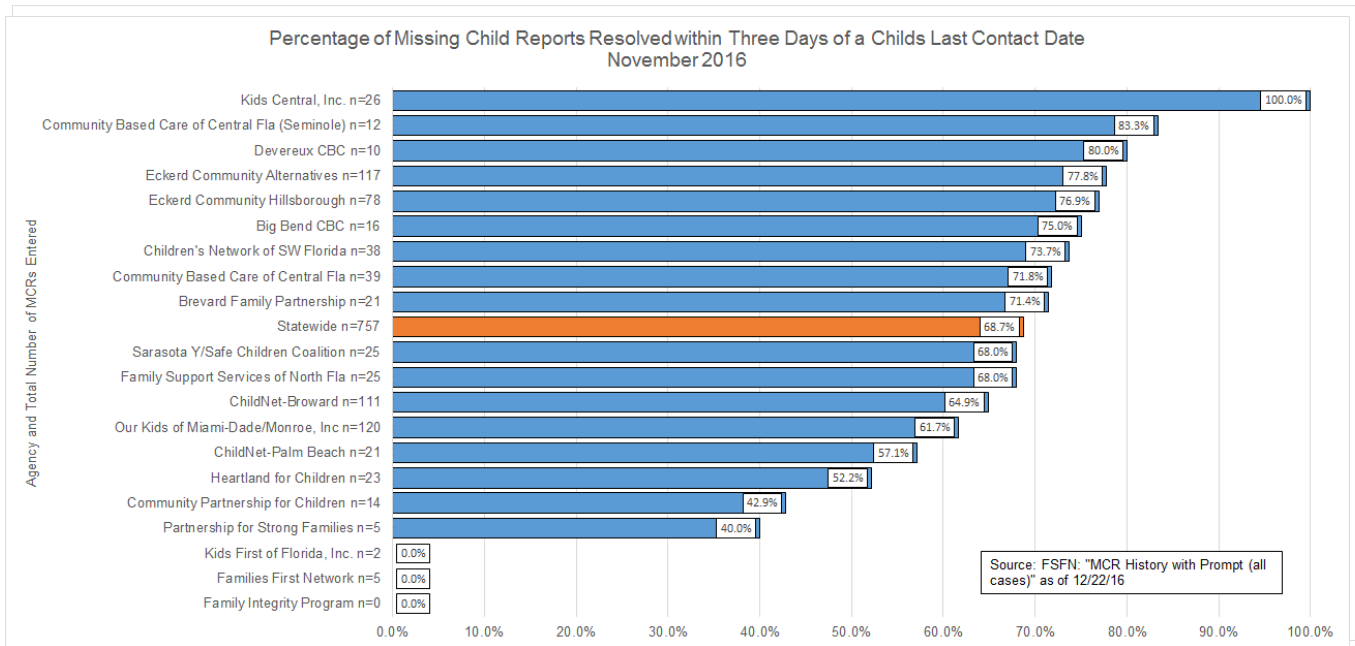
There is wide variance in the total number of missing child reports that were entered within FSFN and the percentage of missing child reports entered into FSFN within one day of a CBC learning that a child was missing across the CBCs. On average, of the 757 missing child reports that were attached to 440 children 87.3% were entered into FSFN within one day of a CBC learning that a child was missing.



## Resolution of reports within 3 days



The majority of missing child episodes are generally resolved quickly. Of the 757 missing child report that were entered into FSFN in November 68.7% of these were resolved within three days and only 58 remained active within FSFN as of December 22, 2016 (7.7%).

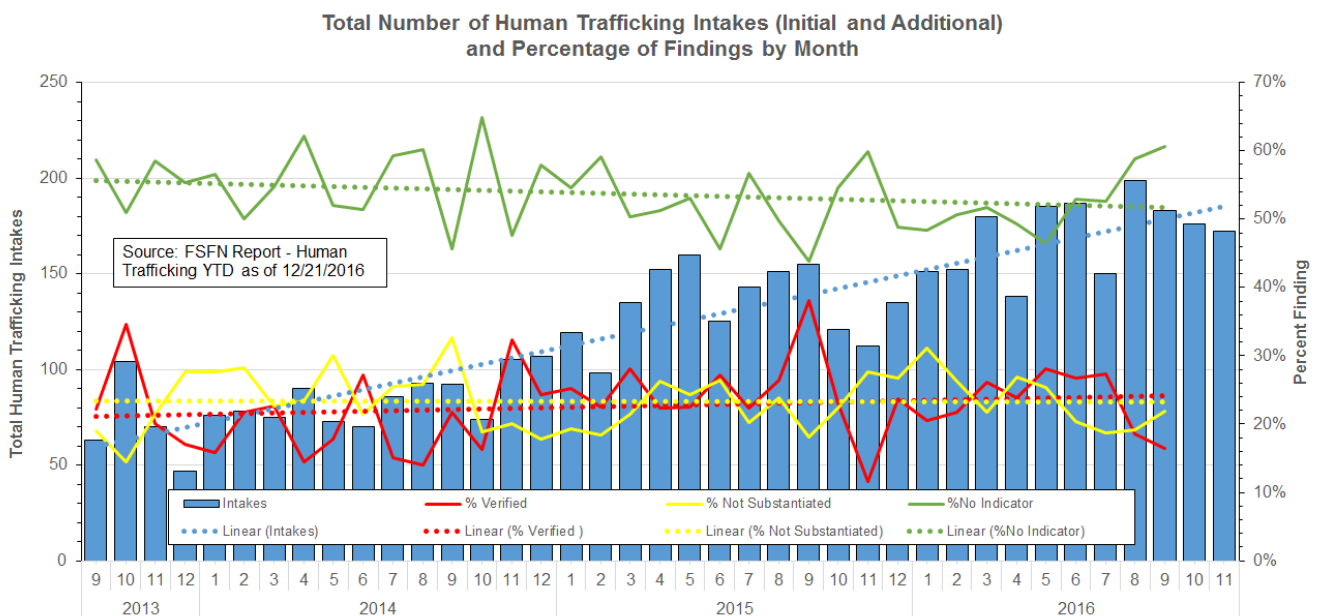


## Human Trafficking

### Human Trafficking Intakes Trend

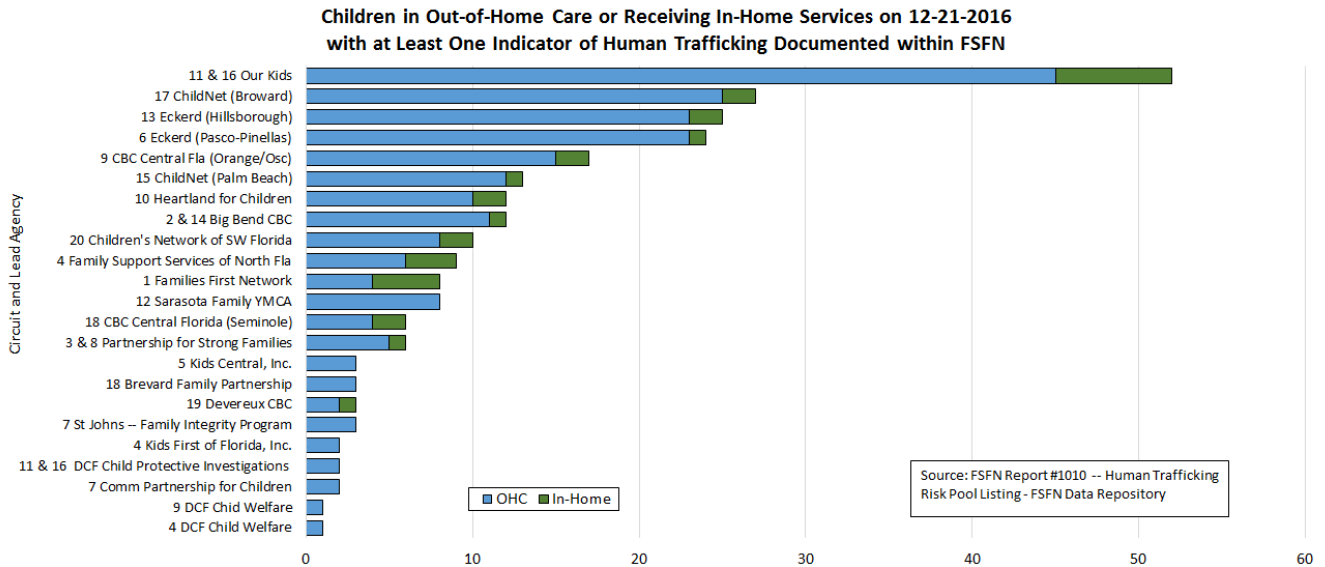


The trend in monthly number of Human Trafficking Reports (Initial and Additional) accepted by the Hotline continued to increase, while the trend in percent with no indicators continued the long-term gradual decline, despite the two consecutive month increase in the percent of no indicator.



# 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.



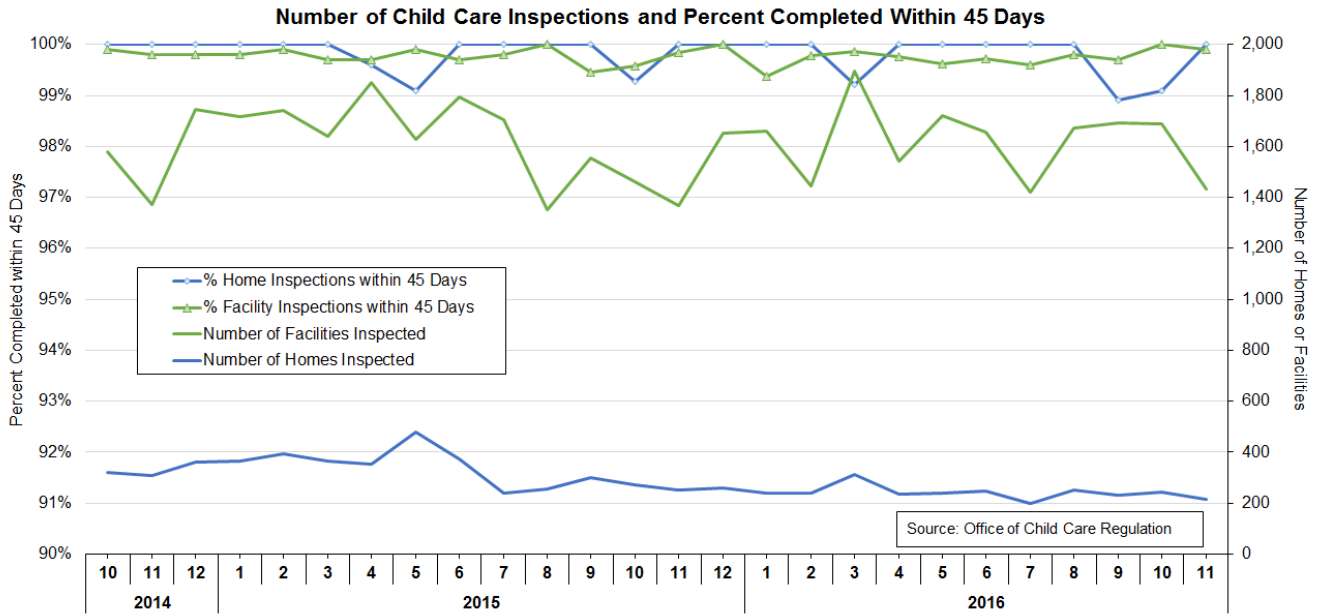
# Child Care and Domestic Violence

## 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 a Shelter with a Family Safety and Security Plan



The number of children in out-of-home care or receiving in-home services with at least one FSN 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.

