

Child Welfare Key Indicators Monthly Report

November 2016

Including Updated Data through October 2016



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

A Results-Oriented Accountability Report



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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 decreased by 2,671 contacts in October, which was comparatively lower than October 2013, 2014 and 2015.

Timeliness. The percent of calls abandoned by reporters on the English-language line decreased from 15.6% in September to 11.6% in October. 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. There was an observed decline in the number of incoming investigations from September to October, 17,776 to 17,014. Active investigations as of the last day of the month were at 26,480. Backlog continued to trend upwards, increasing by 140 cases from September (1,207) to October (1,347), the second highest data point since July 2012.

Timeliness. The statewide percent of Alleged Victims Seen Within 24 Hours has remained stable from September to October, 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 continued a three month decline, from 91.7% for investigations begun in July to 90.5% in August.

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

Removals. 1,366 children were removed in October, continuing the decline observed in September. The rate of removal for October was 6.3 per 100 children investigated.

Community-Based Care Lead Agencies (CBC)

Caseloads. The number of removals continued to decline, having a total removal count of 1,366 for the month of October. Monthly discharges increased from 1,053 discharges in September to 1,142 discharges in October. The continuing gap between removals and discharges resulted in a continued increase in out-of-home care from 23,538 in September 23,770 in October. The trend for children receiving in-home services has remained relatively flat for three years, with 12,204 children receiving in-home services on October 31.

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%.

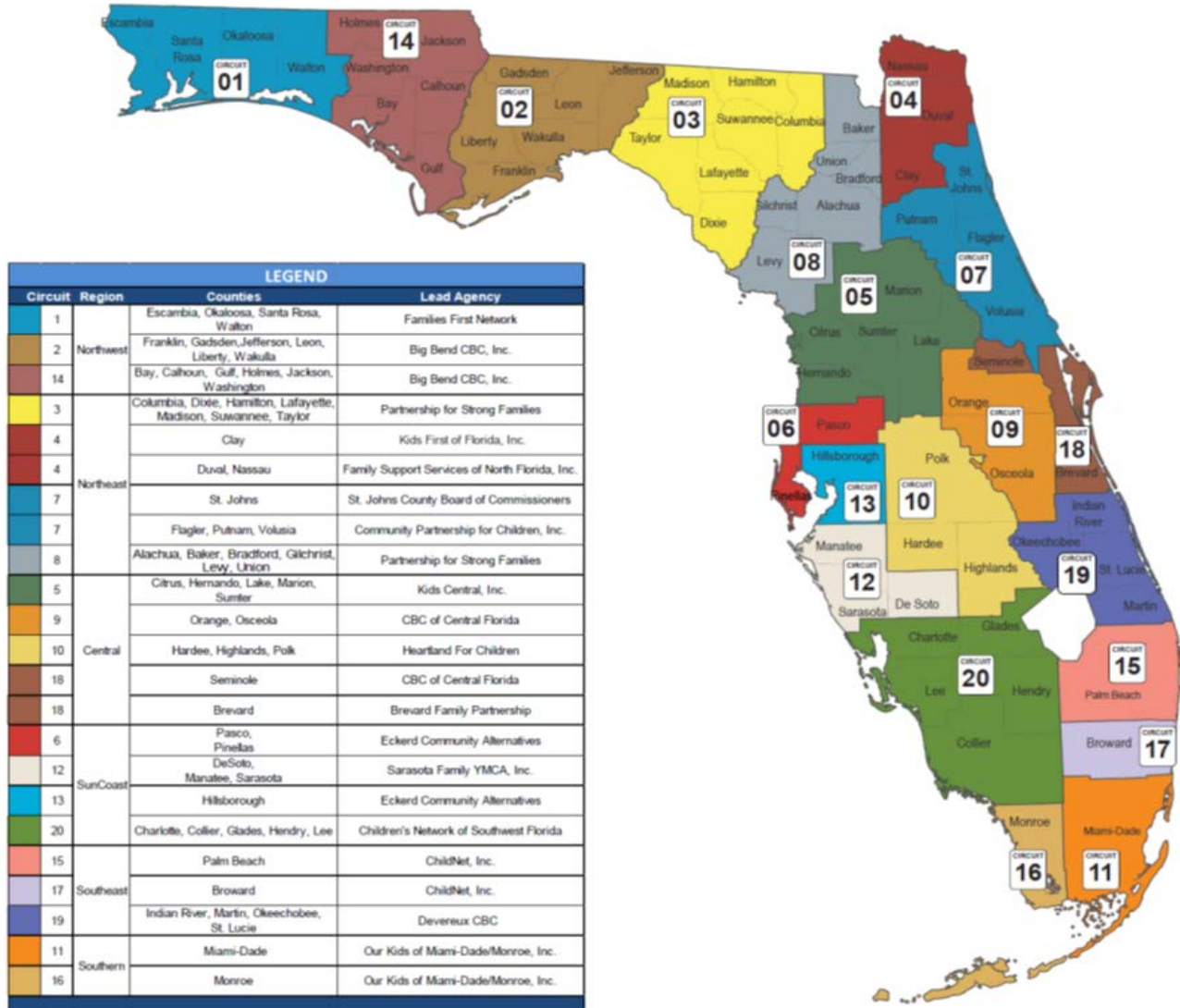
Placement Stability. Children entering care in October 2015 through September 2016 averaged 4.37 moves per 1,000 days in care, not meeting the national standard of 4.12 or fewer moves.

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 Service Structure

Regions, Circuits, Counties, and CBC Lead Agencies

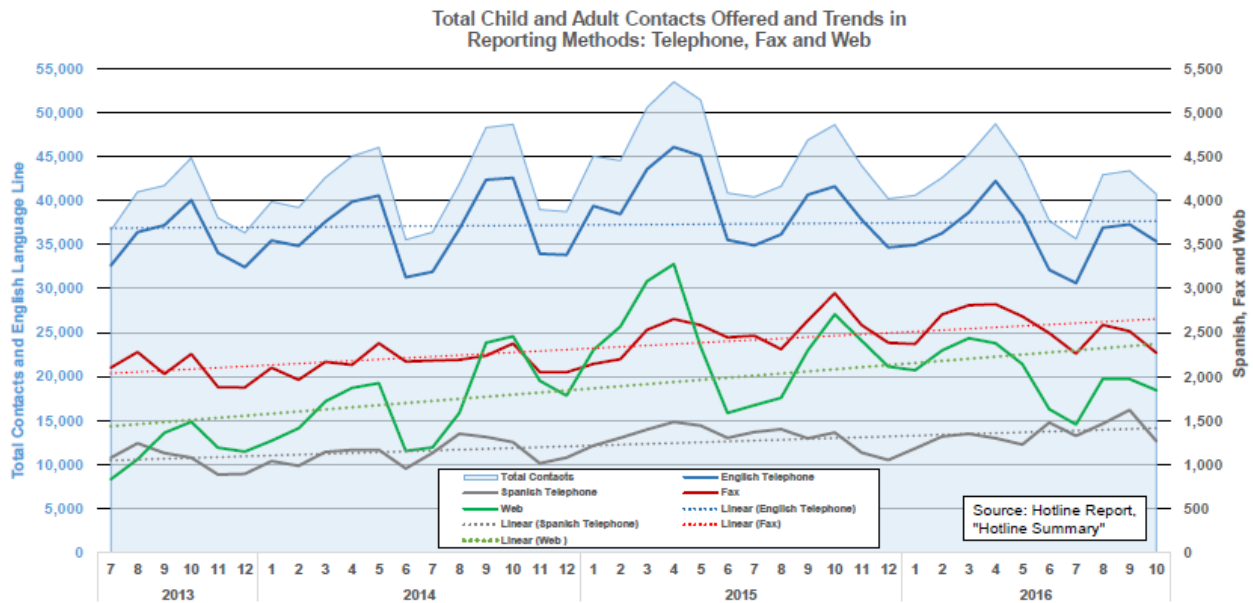


Florida Abuse Hotline

Workload Trends

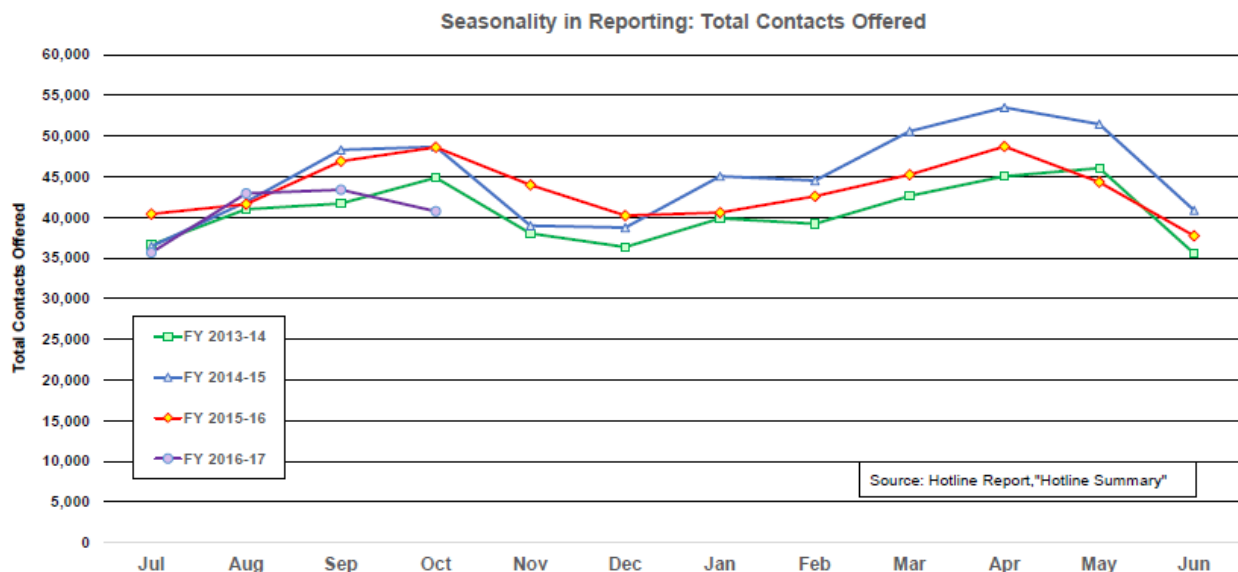
Reporting Method Trends

The Florida Abuse Hotline offers a variety of methods for citizens to report concerns about children and vulnerable adults. After increasing over the past quarter, total non-law enforcement contacts, via the English Language Line, declined in October. Similarly, the Spanish Language Line saw a decline in total contacts and calls for the month of October.



Seasonality of Hotline Workload

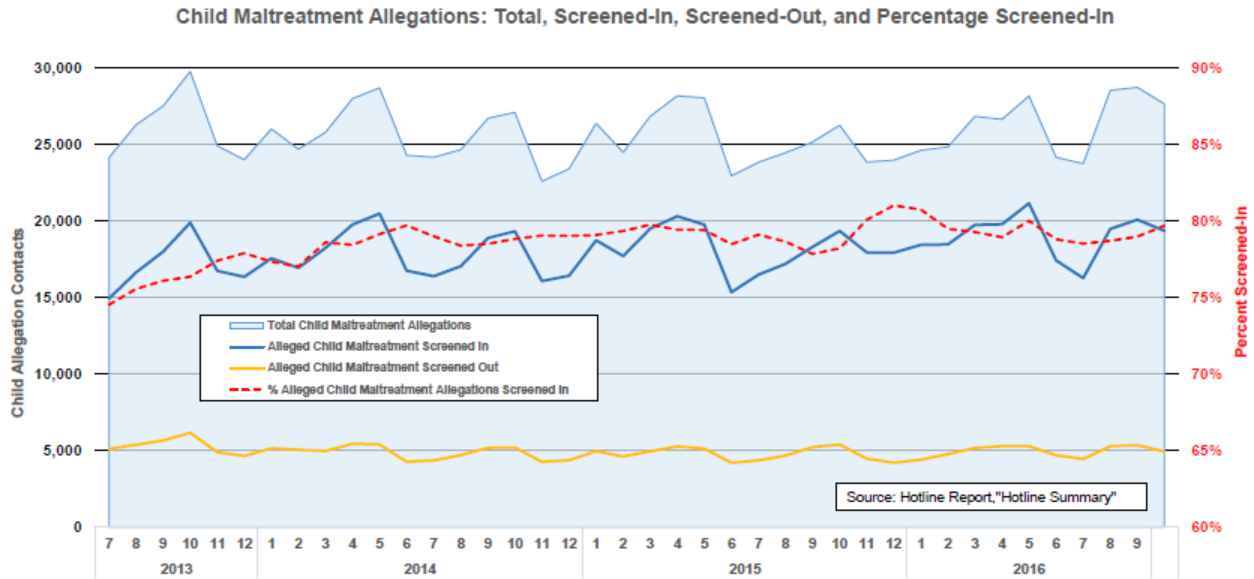
There were 40,738 total contacts offered for the month of October. This was a $-2,651$ change in Total contacts offered from the previous month. "Contacts Offered" include those abandoned by a caller who called back, so both attempts and completed calls from the same individual may be counted.



Screening Trends

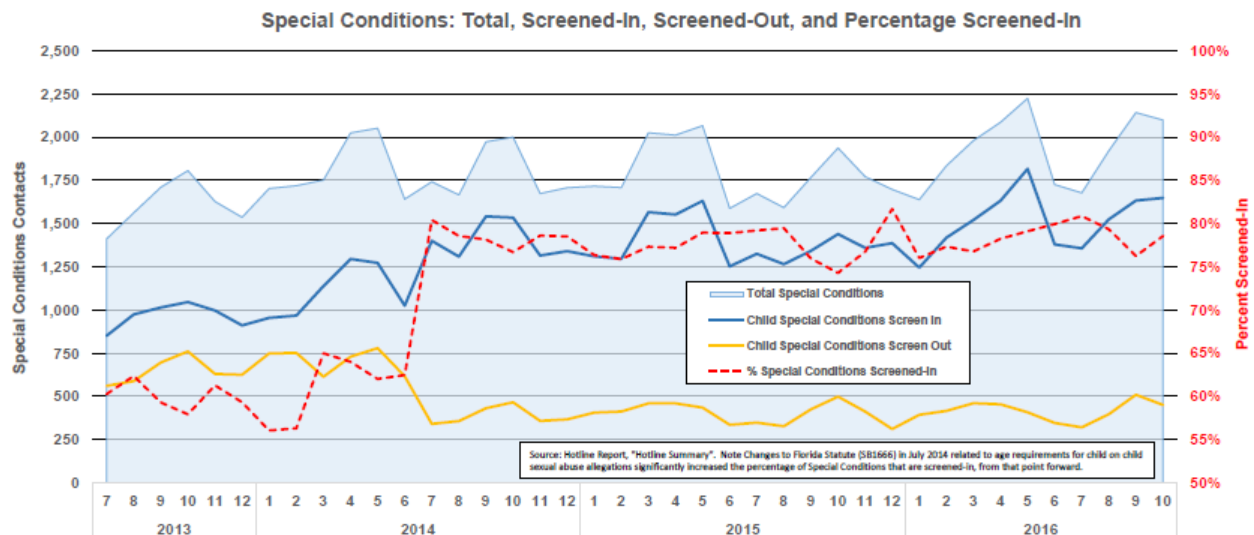
Alleged Maltreatment Screening

There was an observed slight decline in the number of child maltreatment allegations screened-in from September to October 2016, 20,070 to 19,342 respectively. Despite the observed decline in total screen-ins, the percentage of screened-in reports increased by 0.7% from September (79.0%) to October (79.2%) 2016. The number of alleged child maltreatment screened-out remained stable.



Special Conditions Screening

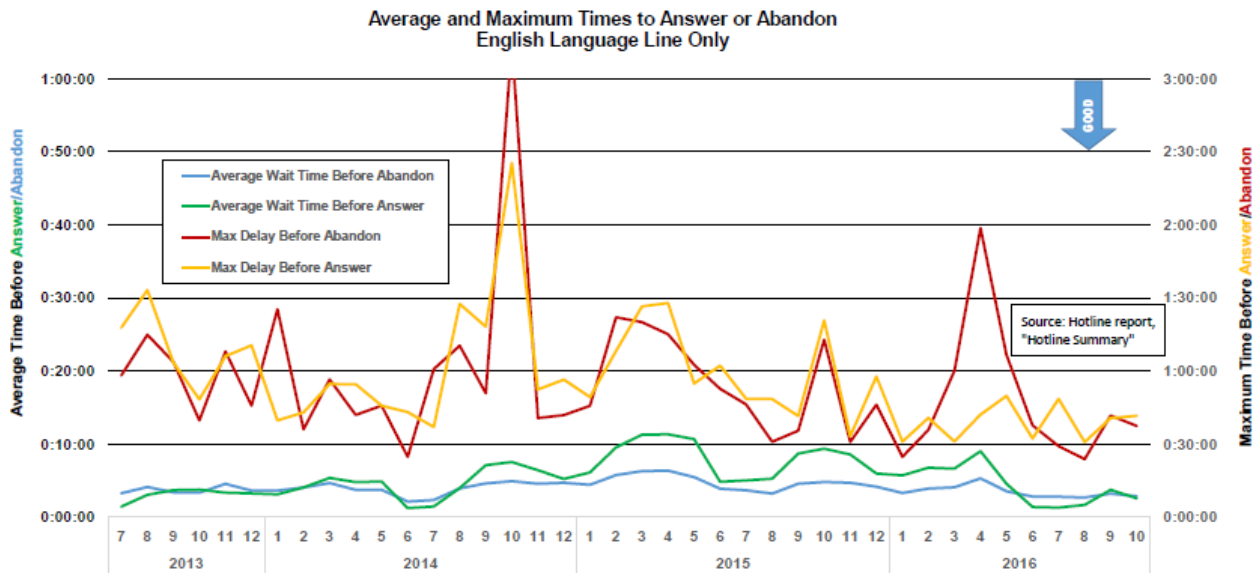
The percentage of special conditions screened-in increased from September to October 2016, from 76.2% to 78.6% respectively. This ends the previous 3 month declining trend observed during Quarter 1 of the SFY 2016-2017.



Timeliness Trends

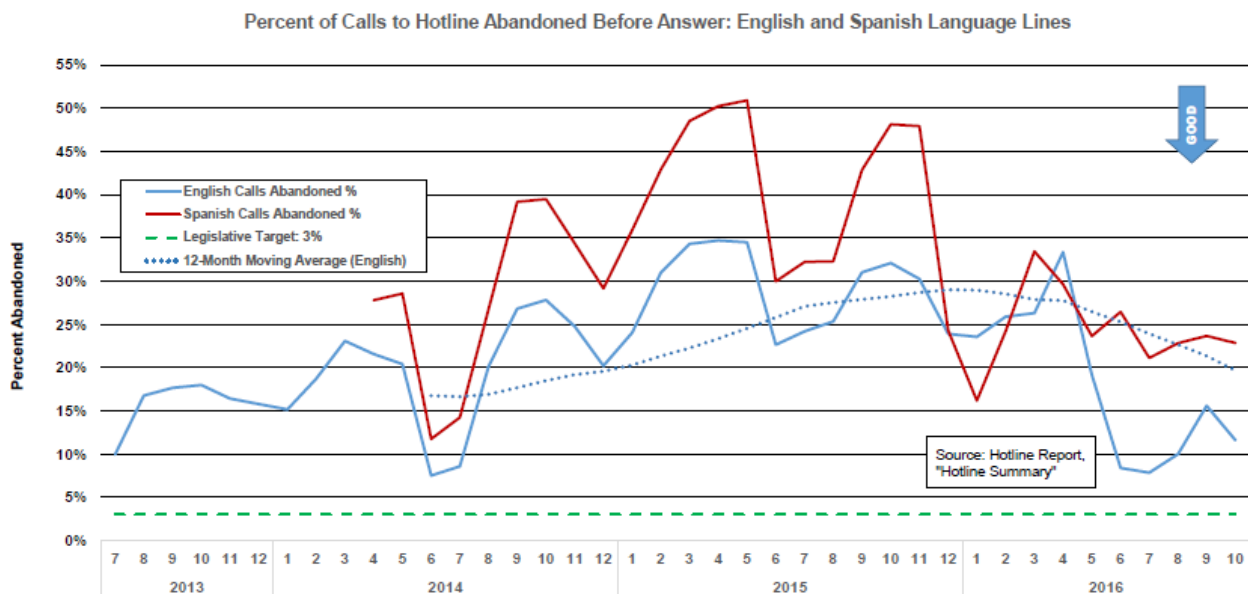
Average and Maximum Times to Answer or Abandon

Average wait times -- before answer by a Hotline counselor on the non-law enforcement English-language line and before abandoning a call -- decreased slightly in October to 2:34 and 2:51, respectively. Maximum wait times showed a small increase in October to 41:31 before answer whereas a small decrease was observed in the maximum wait before abandon (37:24).



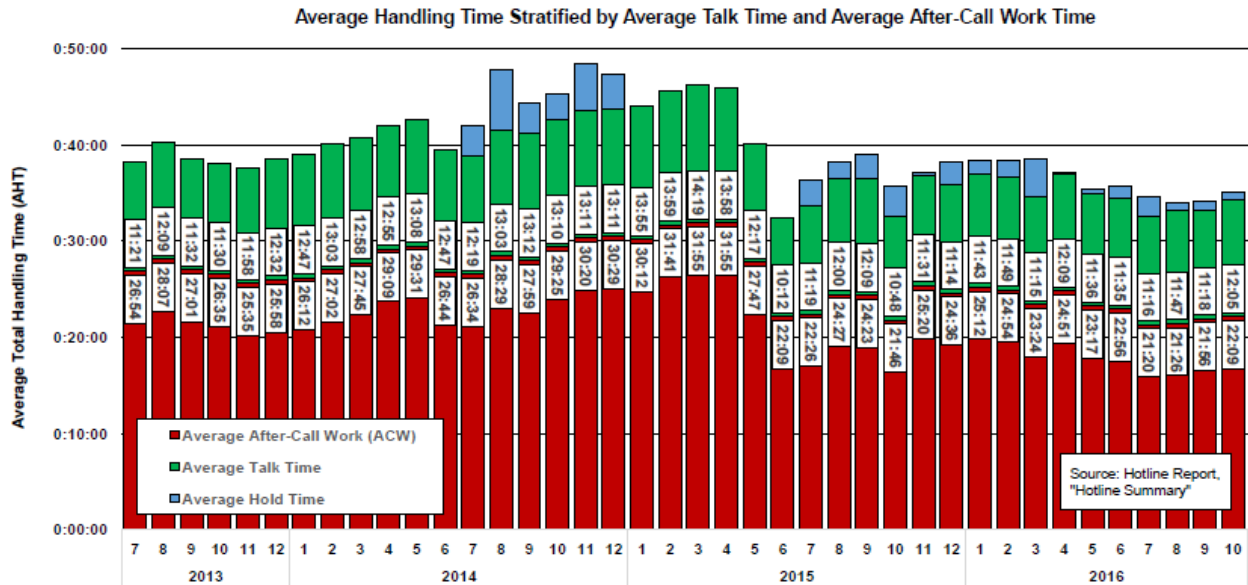
Percent of Calls Abandoned

The number of calls on the Non-Law Enforcement English-language line is consistently over 20 times the total number of calls on the Spanish-language line. The percent of calls abandoned by reporters on the English-language line decreased from 15.6% in September to 11.6% in October. The abandonment rate on the Spanish-language line continued at below 25%.



Average Handling Time Trend Stratification

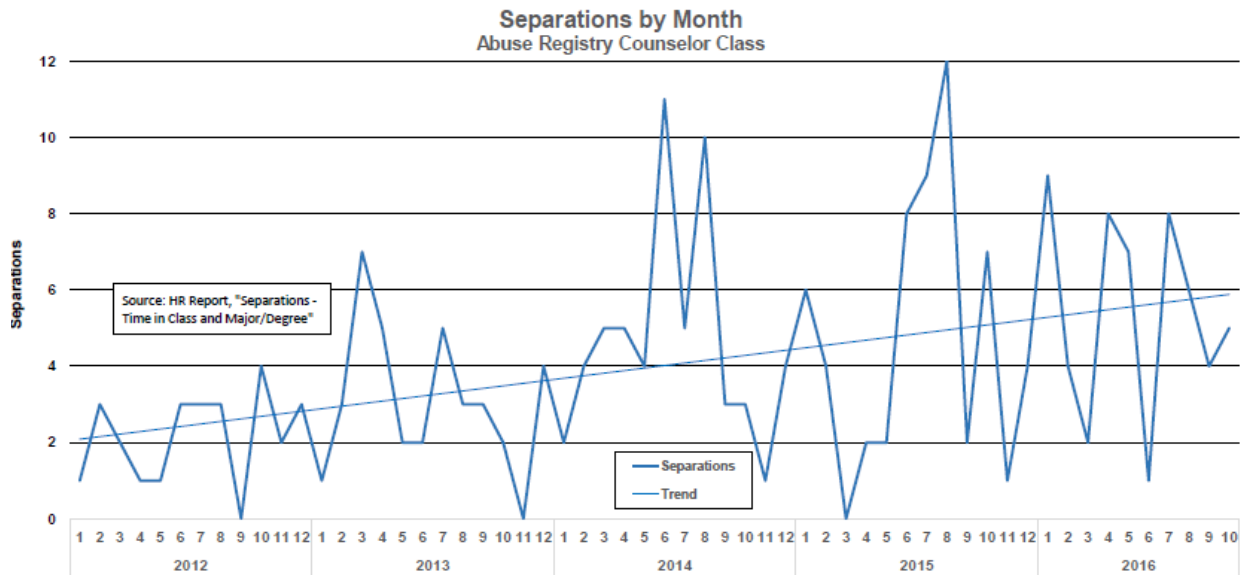
The Average Handling Time (AHT) of a counselor includes talk time (ACD) and after call work (ACW). Average talk time continued below the 12 minute level and ACW continued below the 22 minute level.



Hotline Counselor Workforce

Monthly Separations

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

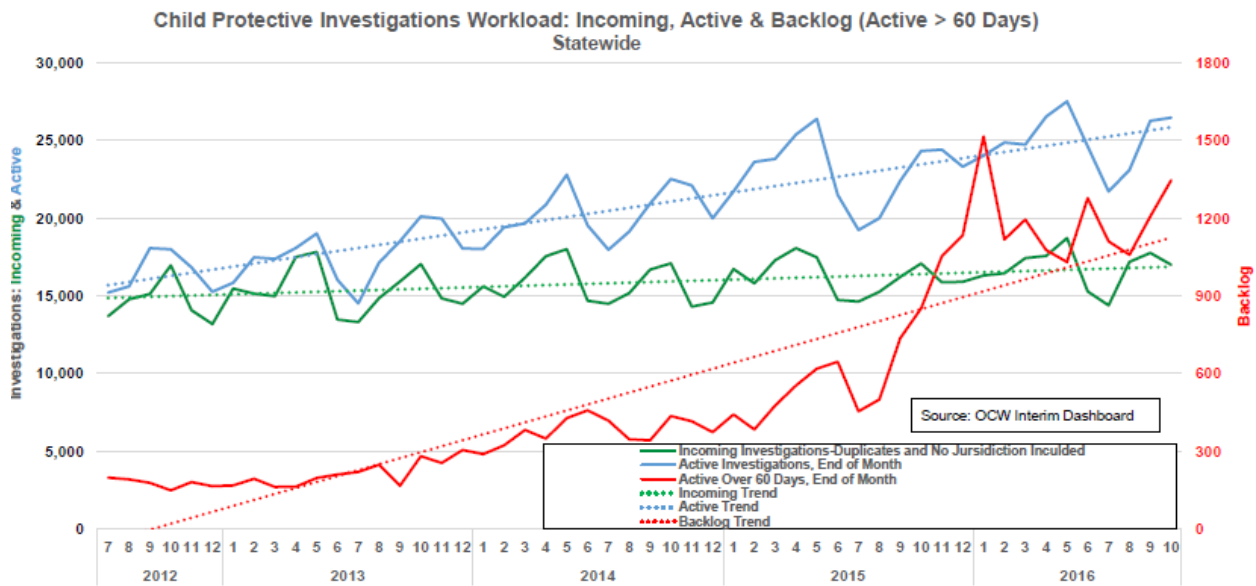


Child Protective Investigators

Workload Trends

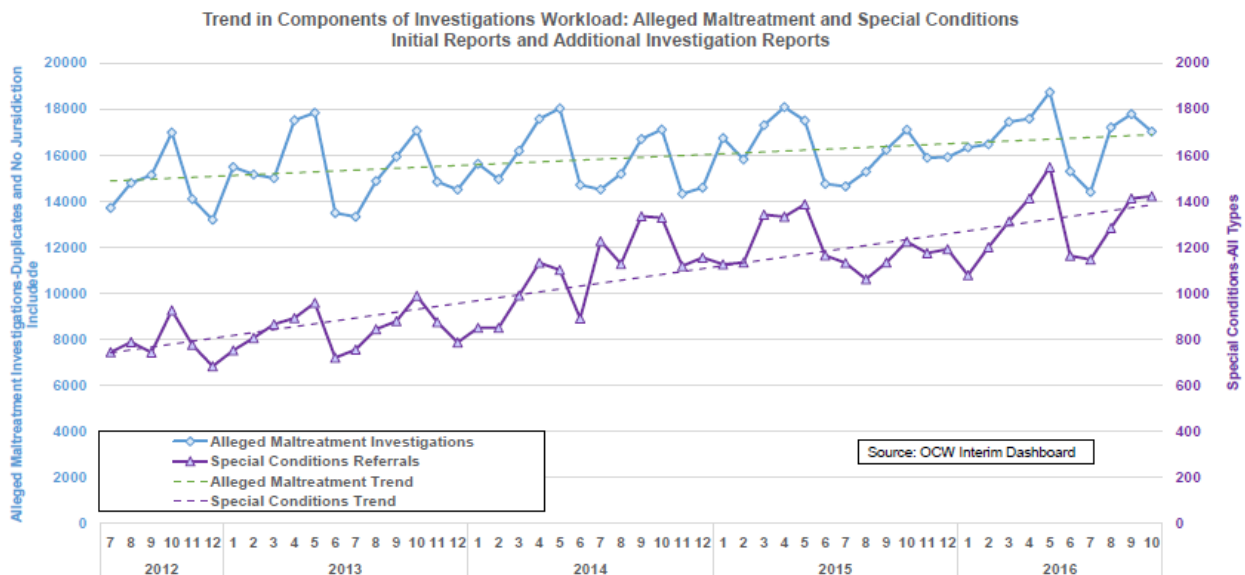
Investigative Workload: Incoming, Active, and Backlog Investigations

There was an observed decline in the number of incoming investigations from September to October, 17,776 to 17,014. Active investigations as of the last day of the month were at 26,480. Backlog continued to trend upwards, increasing by 140 cases from September (1,207) to October (1,347), the second highest data point since July 2012.



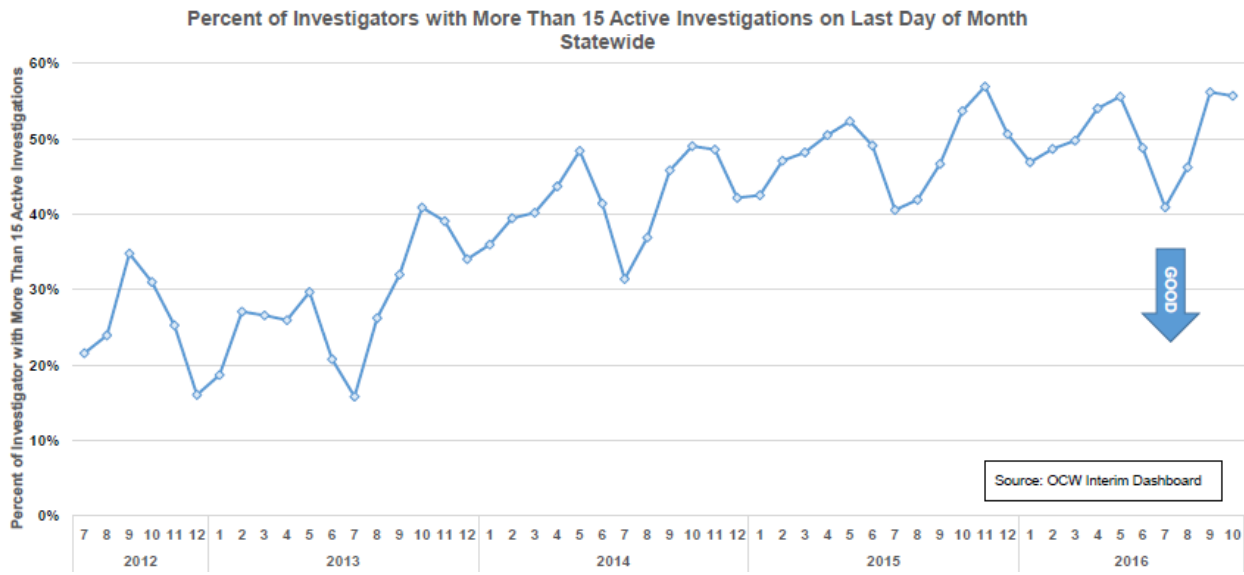
Maltreatment Investigations and Special Conditions Referrals

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.



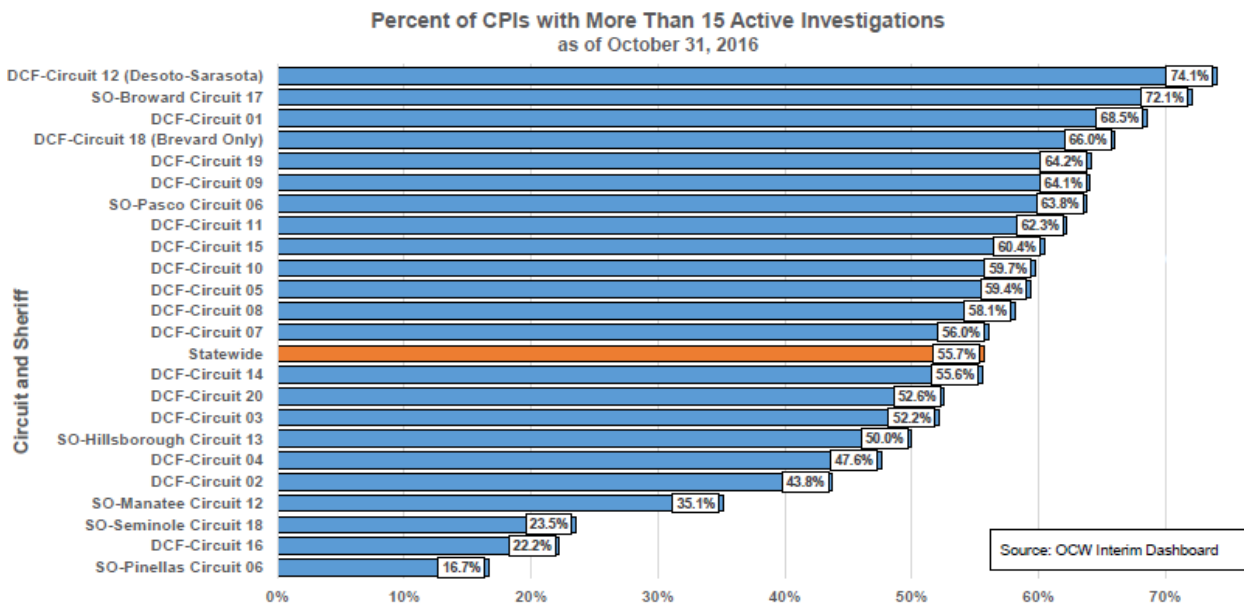
Statewide: More Than 15 Active Investigations

The statewide percent of CPIs with 15 or more active investigations as of October 31, 2016 was 56.2%.



Stratification by DCF Circuit and Sheriff's Office

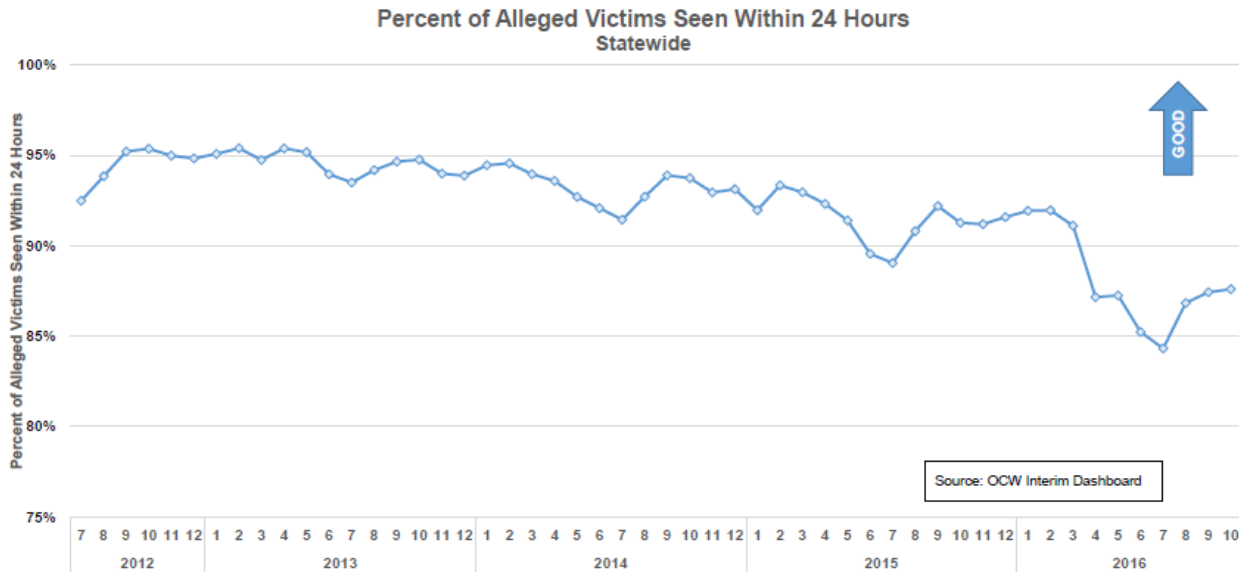
In 17 of 23 areas, 50% or more CPIs had more than 15 active investigations on the 31st of October. This is consistent with stratification of September.



Timeliness Trends

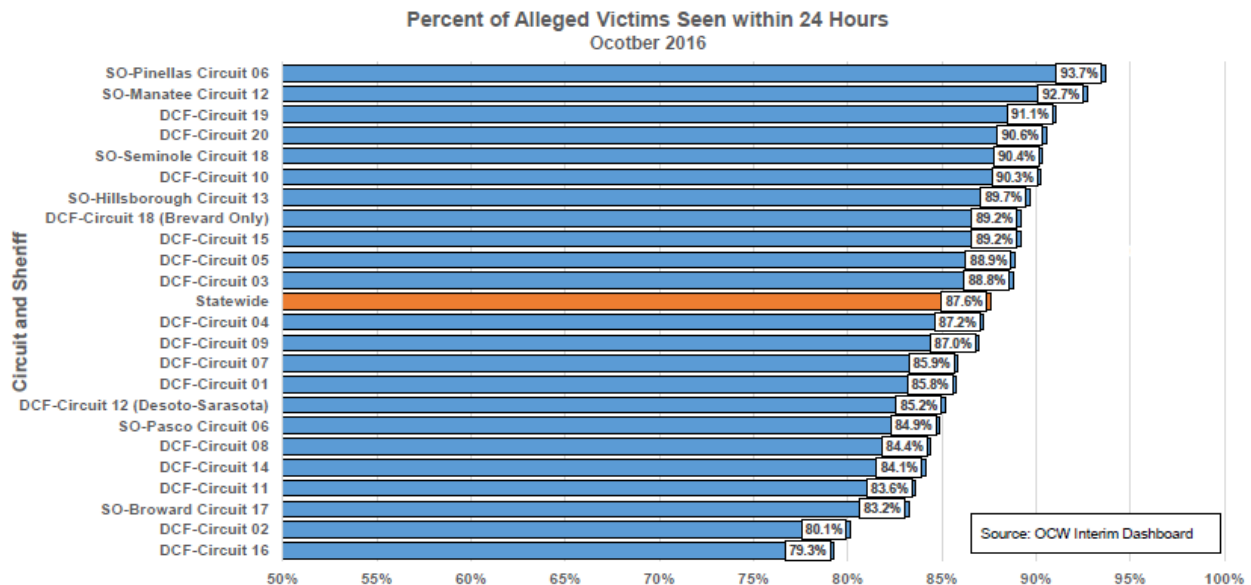
Statewide: Alleged Child Victims Seen Within 24 Hours

The statewide percent of alleged victims seen within 24 hours has remained stable from September to October, but has declined since the last half of 2013, with a sharp decline in April – July of this year.



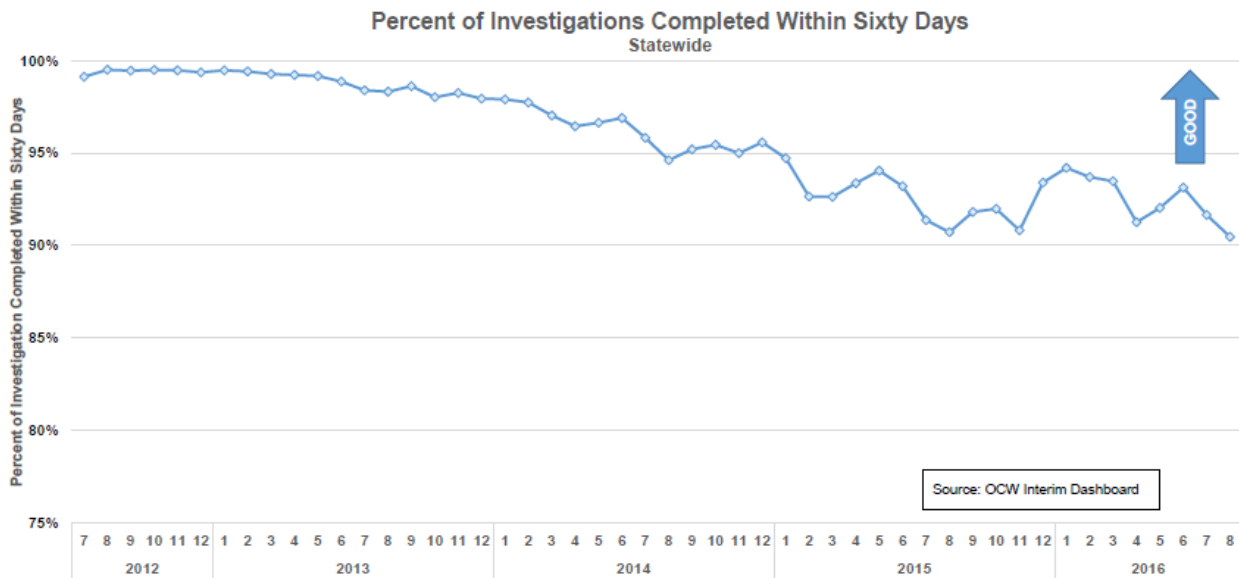
Stratification by DCF Circuit and Sheriff’s Office

Six DCF circuits and sheriff’s offices were at 90% level or higher in October 2016.



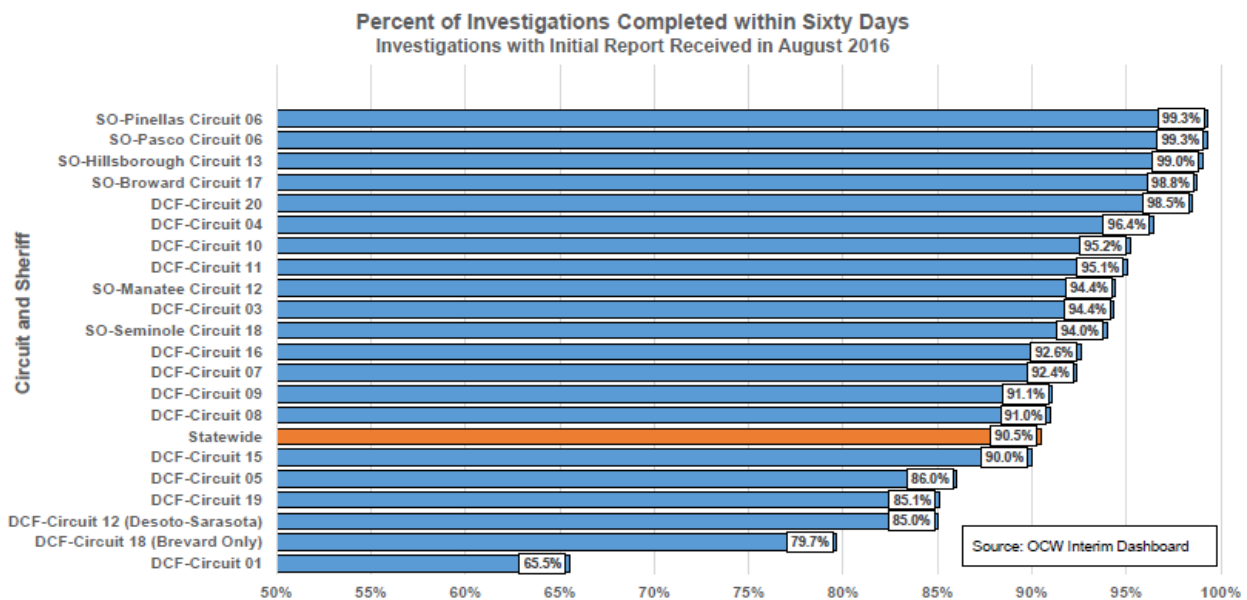
Statewide: Child Investigations Completed Within 60 Days

The statewide percent of CPIs completed within 60 days continued a three month decline, from 91.7% for investigations begun in July to 90.5% in August.



Stratification by DCF Circuit and Sheriff's Office

In 16 of 23 areas, 90% of investigations, with initial report received in August 2016, were completed within 60 days.



Safety Determinations and Services Provided

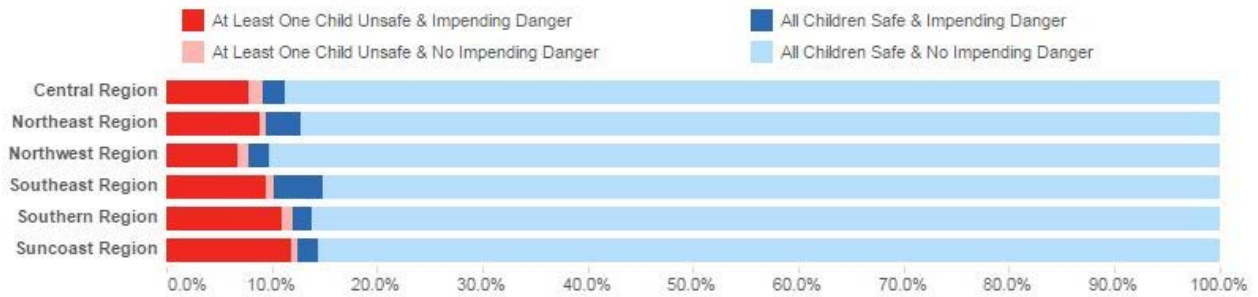
These Tableau visualizations are for investigations closed between September 17, 2016 and November 16, 2016.

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 September 17, 2016 and November 16, 2016

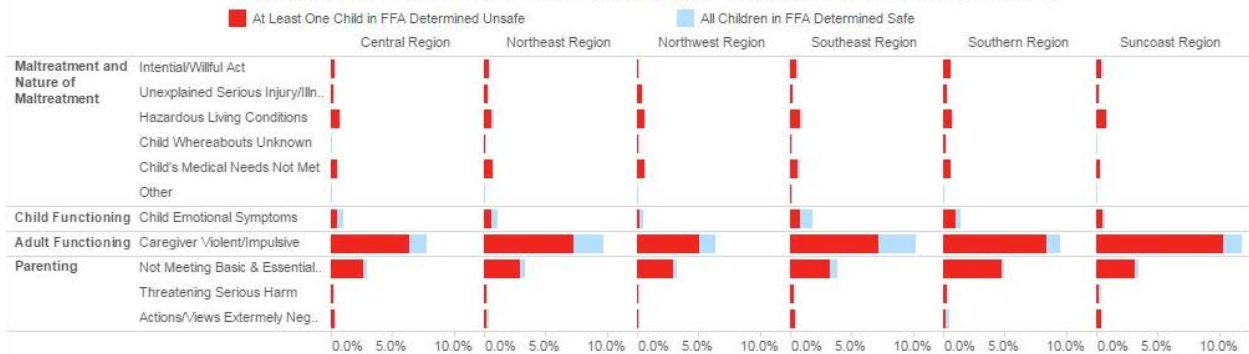
Percent of FFAs - Investigation by Impending Danger Threat and Safety Determination



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.

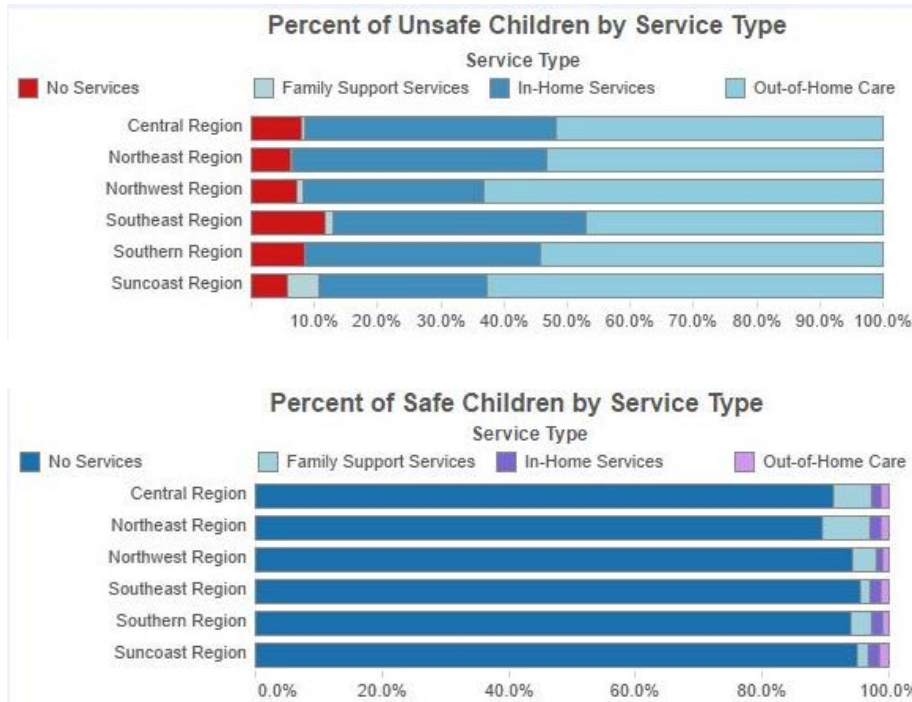
Percent of Impending Danger Threats Identified (of Total FFAs) by Safety Determination



Unsafe Children and Safe Children by Service Type

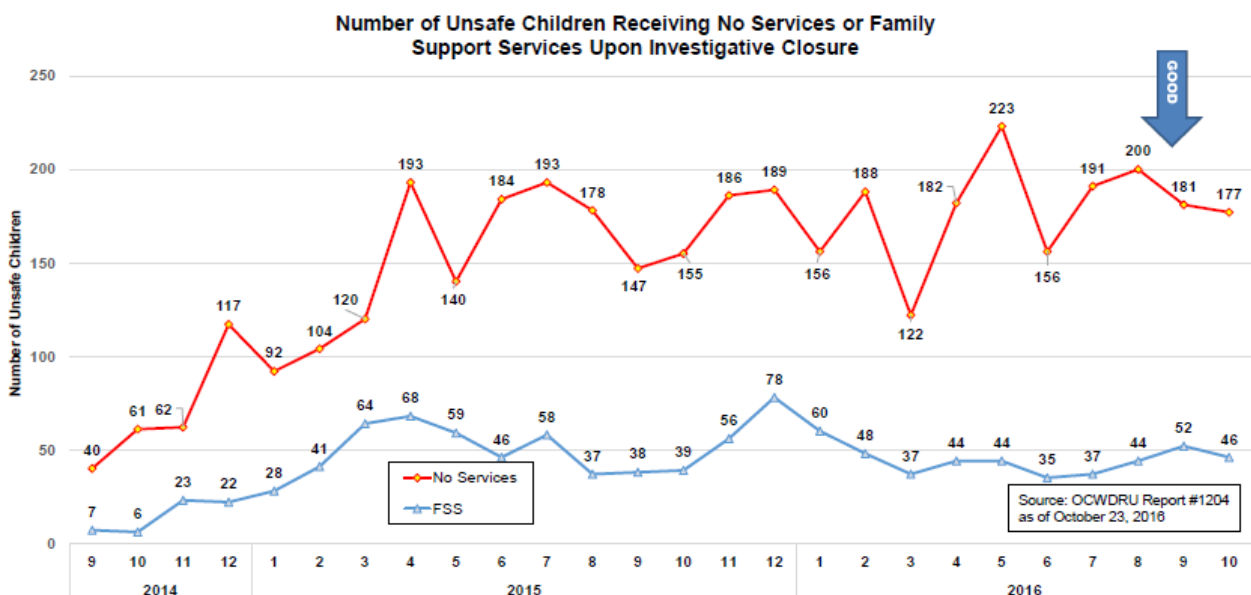
These Tableau visualizations reflect investigations closed between August 25 and October 24, 2016.

- 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 are receiving follow-up to determine cause.



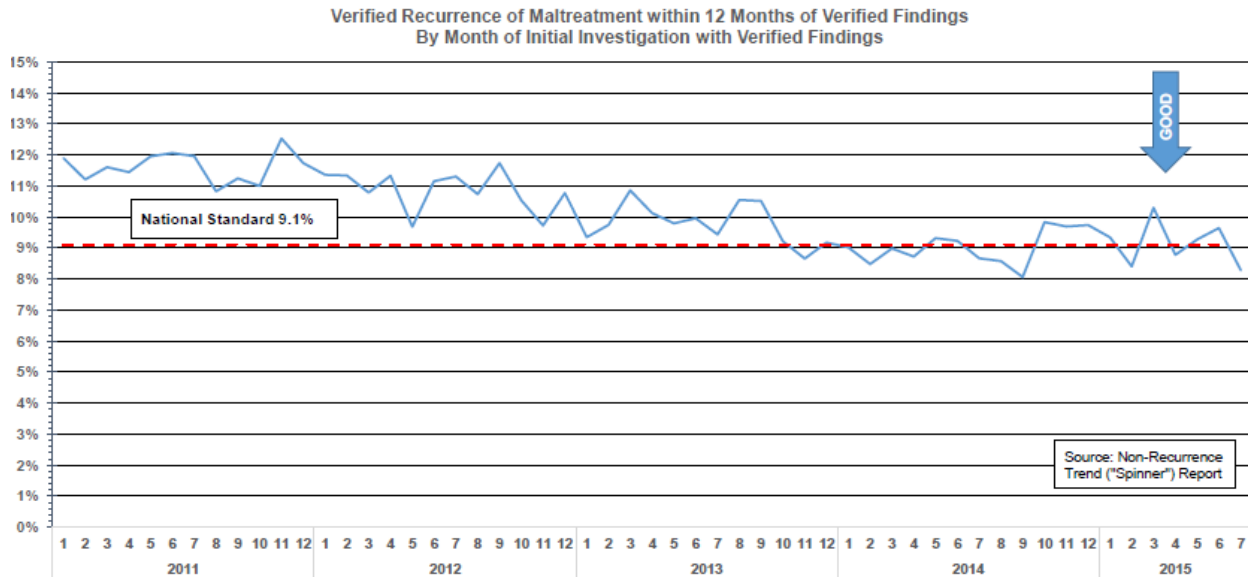
Unsafe Children with No Services or Family Supports

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.



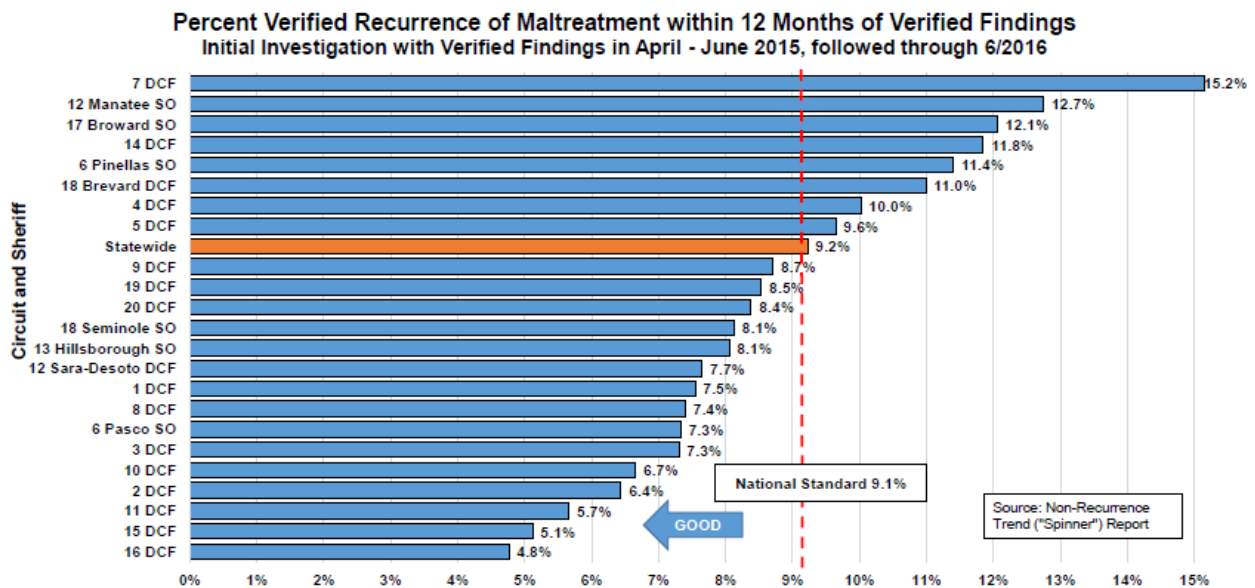
Statewide: Recurrence of Maltreatment After Verified Findings

Recurrence within 12 months 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 and is currently below the standard at 8.3%.



Stratification by DCF Circuit and Sheriff's Office

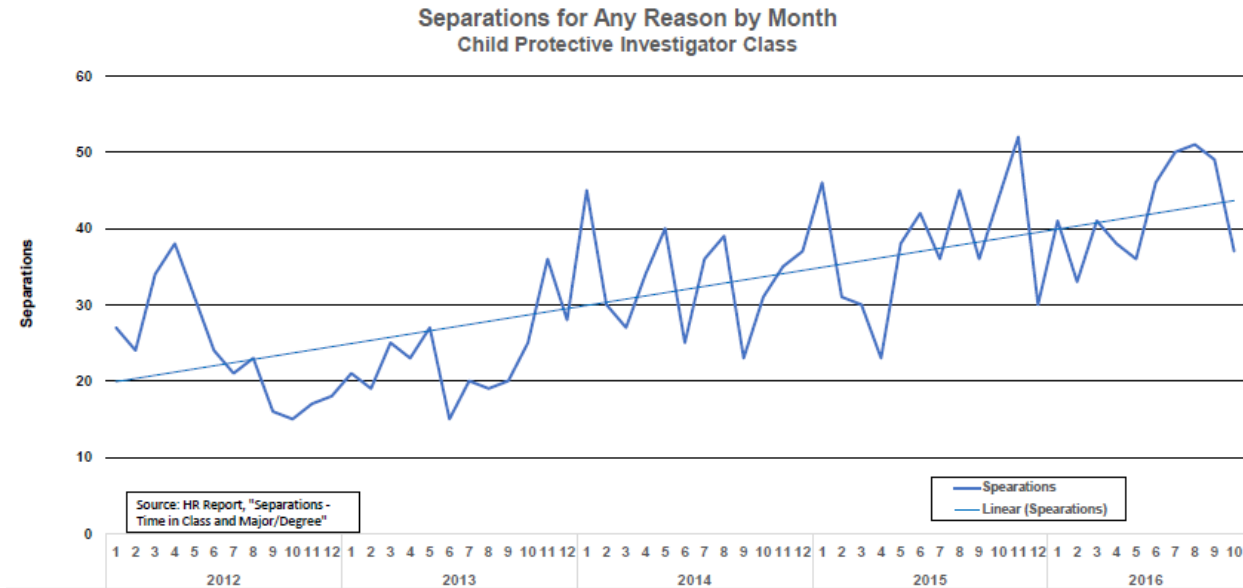
There is wide variation among the circuits and sheriff's offices on this indicator. However, it should be noted variation in rates is influenced by both reporting and verification rates.



CPI Workforce

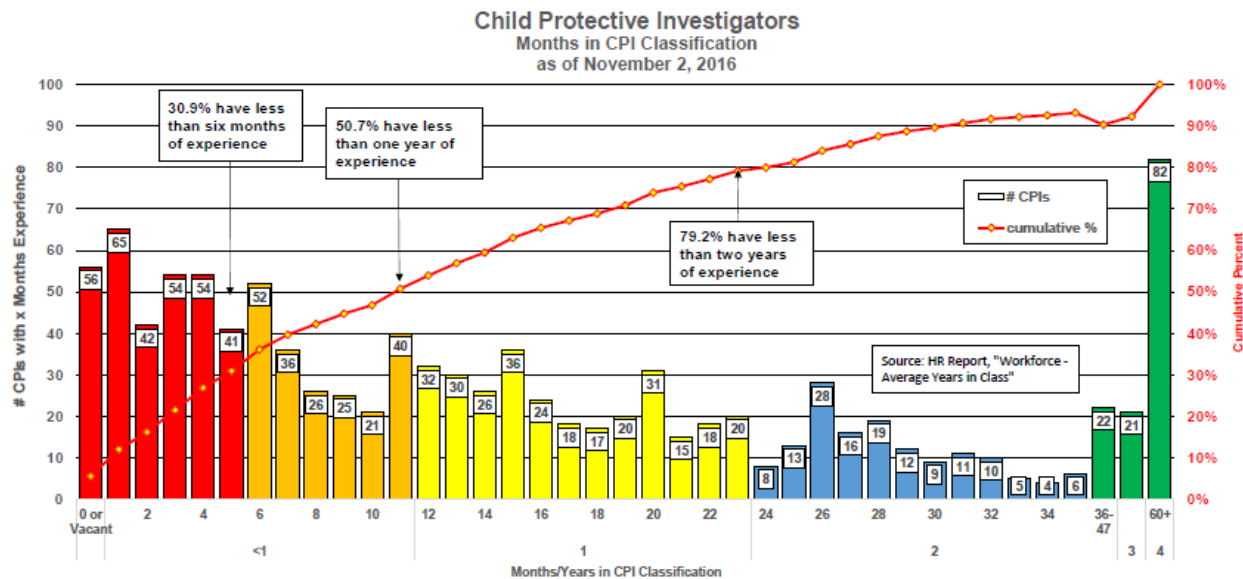
Monthly Separations

There were 37 CPI and Senior CPI separations in October 2016. This is the second 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 50.7% are vacant or have less than 1 year experience.

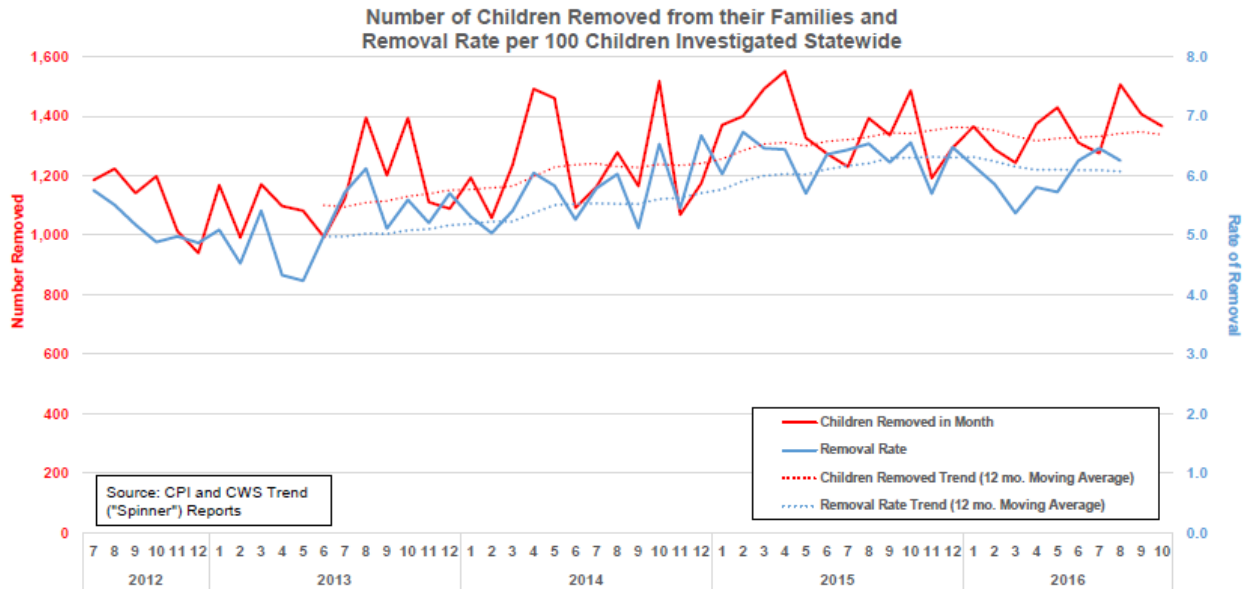


Flow from CPI to CBC Lead Agencies

Removals and Removal Rates

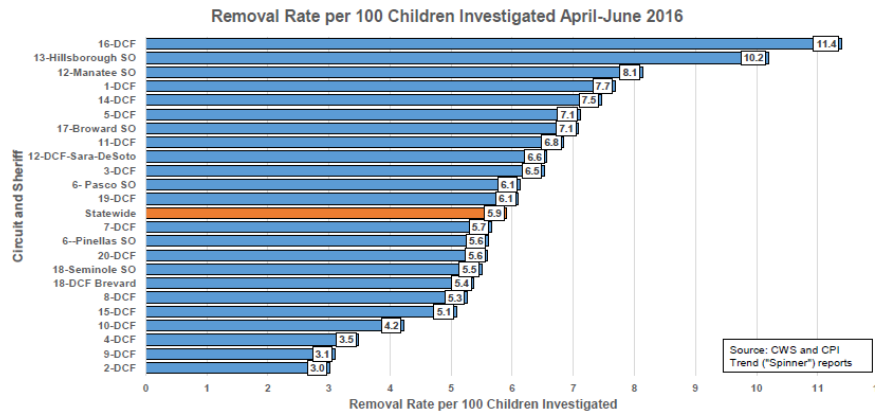
Statewide Trend

1,366 children were removed in October, continuing the decline observed in September. The rate of removal for October was 6.3 per 100 children investigated.



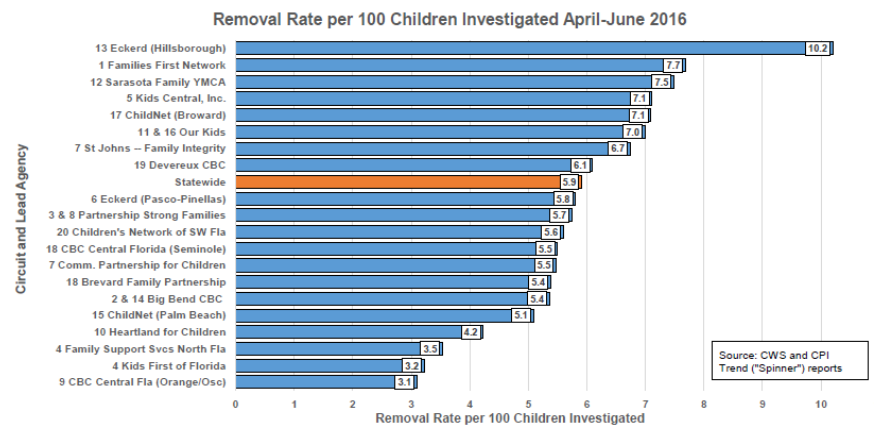
Quarterly Stratification by Circuit and Sheriff's Office

There remains wide variation among circuits and sheriff's offices on this indicator. Removal rates range from 3.0 to 11.4 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.

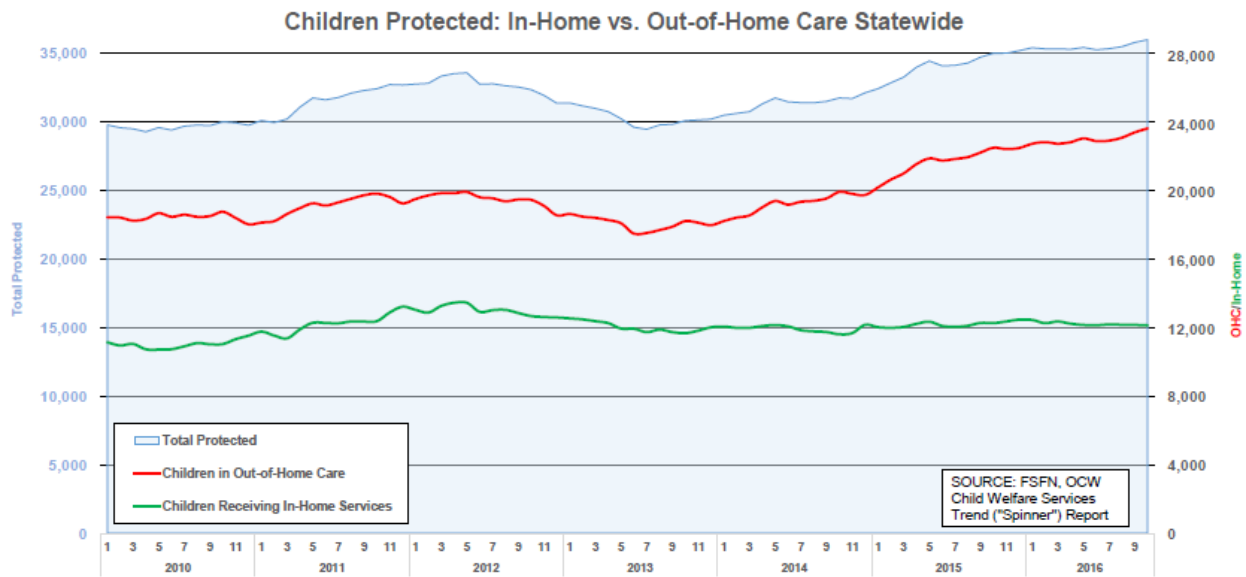


Community-Based Care Lead Agencies

Caseload Indicators

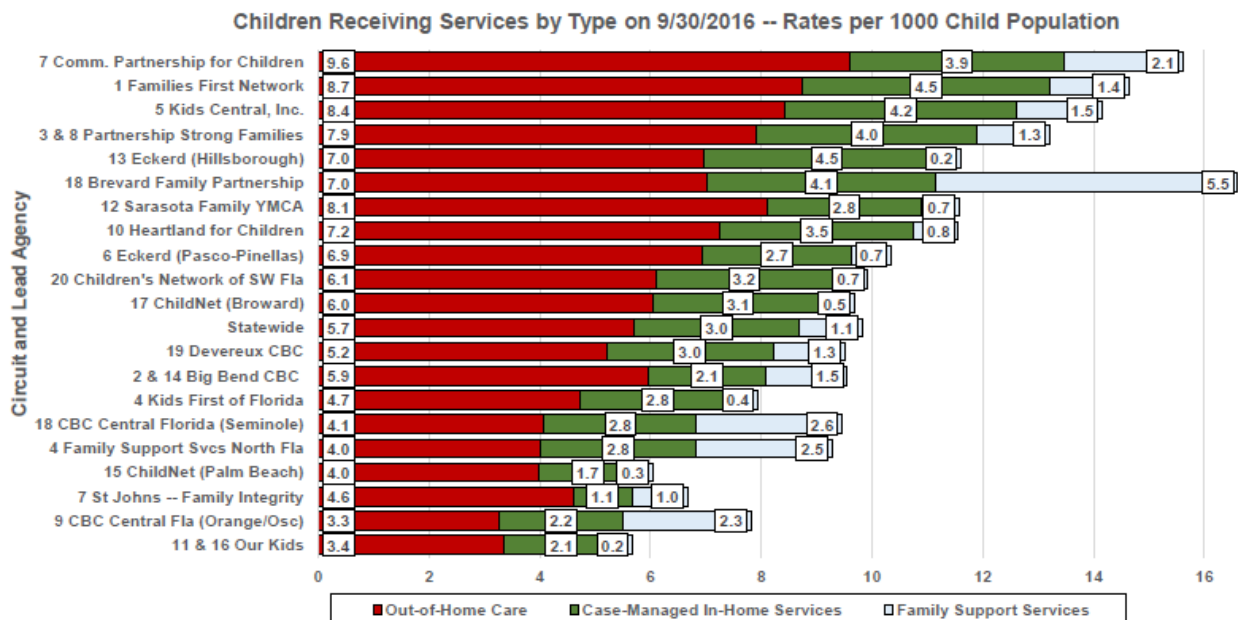
Statewide Trends in Case-Managed Services

There were 23,770 children in out-of-home care on October 31, 2016. The trend for children receiving in-home services has remained relatively flat for three years, with 12,204 children receiving in-home services on October 31, 2016.



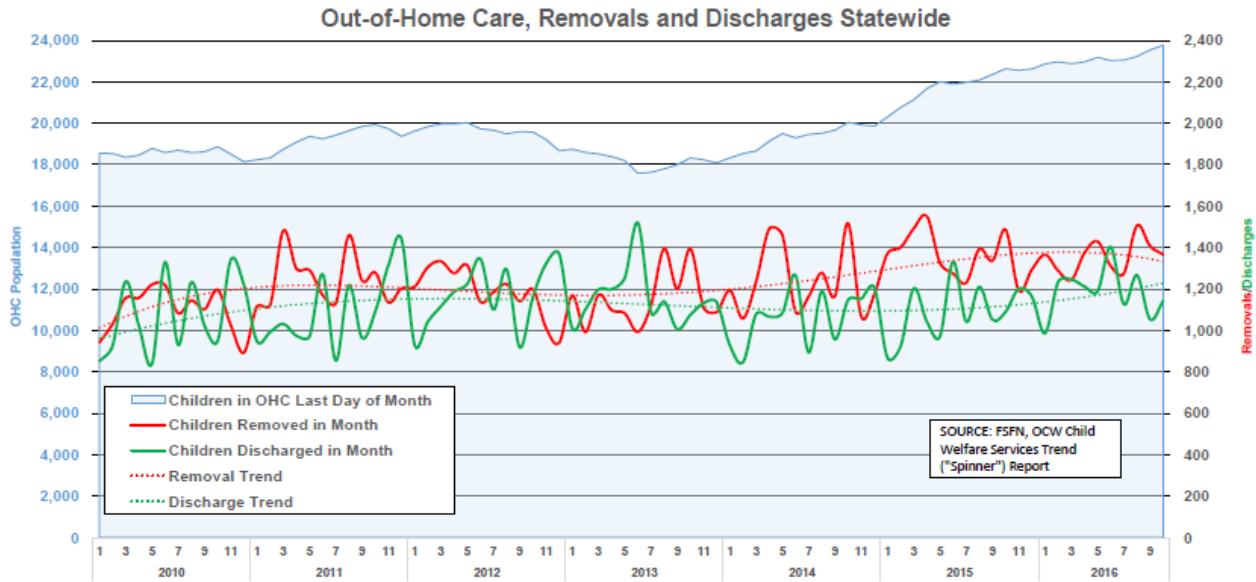
Services Mix

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.



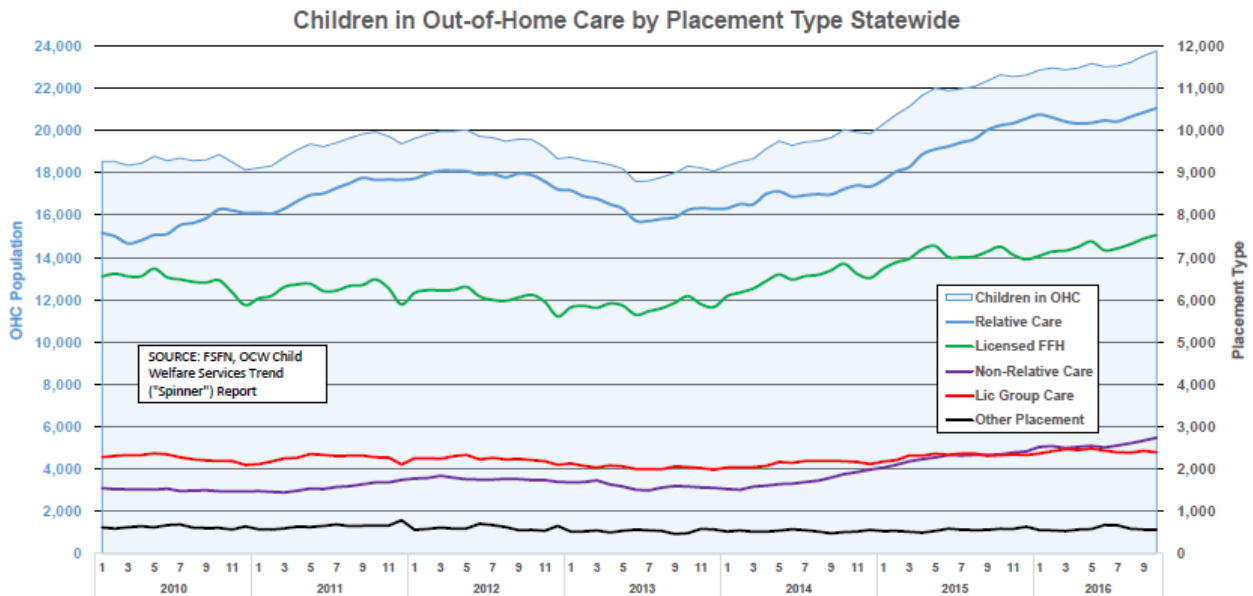
Removals and Discharges Compared to Out-of-Home Care Trend

The number of removals continued to decline, having a total removal count of 1,366 for the month of October. Monthly discharges increased from 1,053 discharges in September to 1,142 discharges in October.



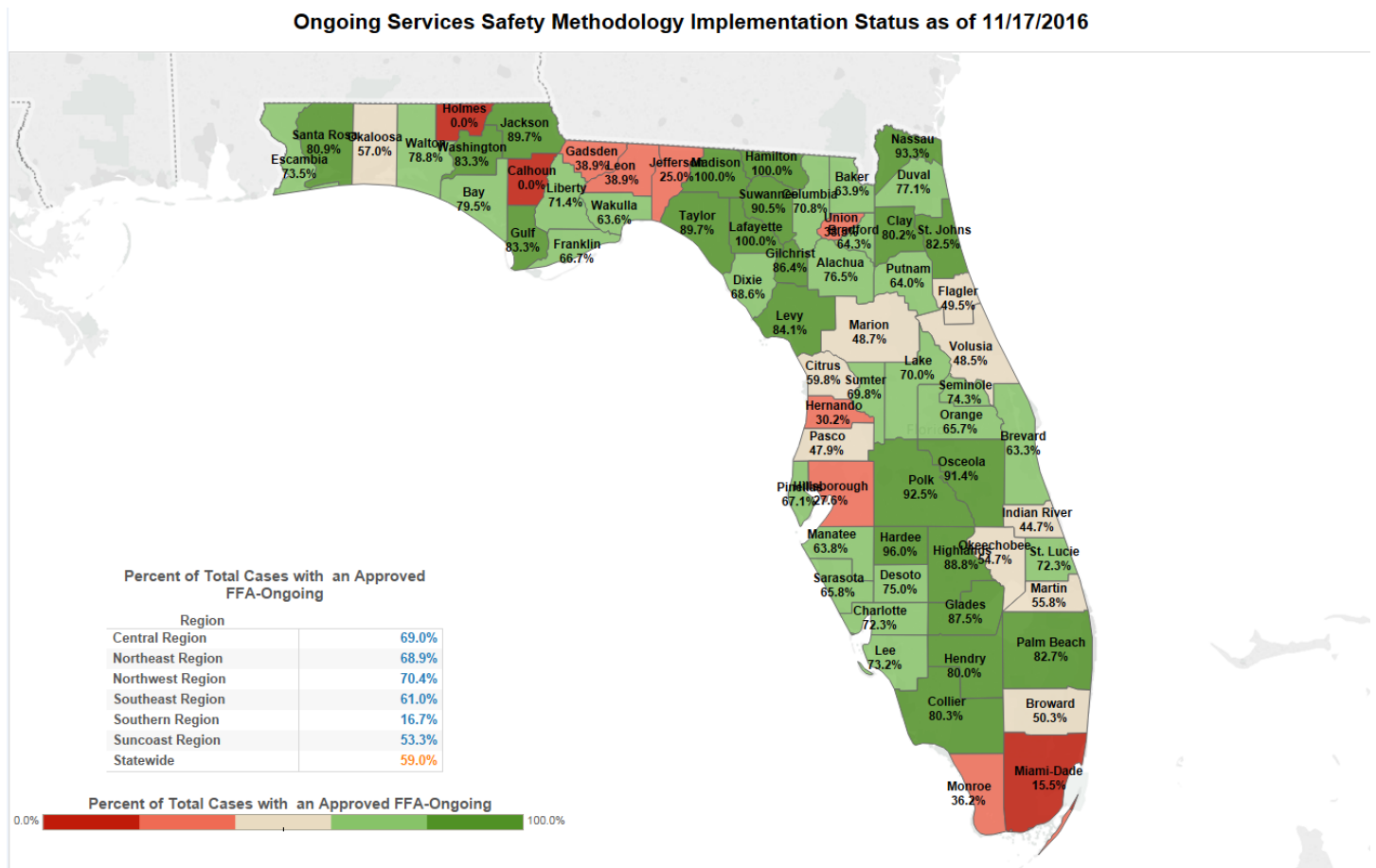
Placement Types Compared to Children in Out-of-Home Care Trend

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 October 31, 2016, there 23,770 children in out-of home care with 10, 532 in relative care placement, 7,533 in a licensed family foster home, 2,740 in non-relative care, 2,396 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.



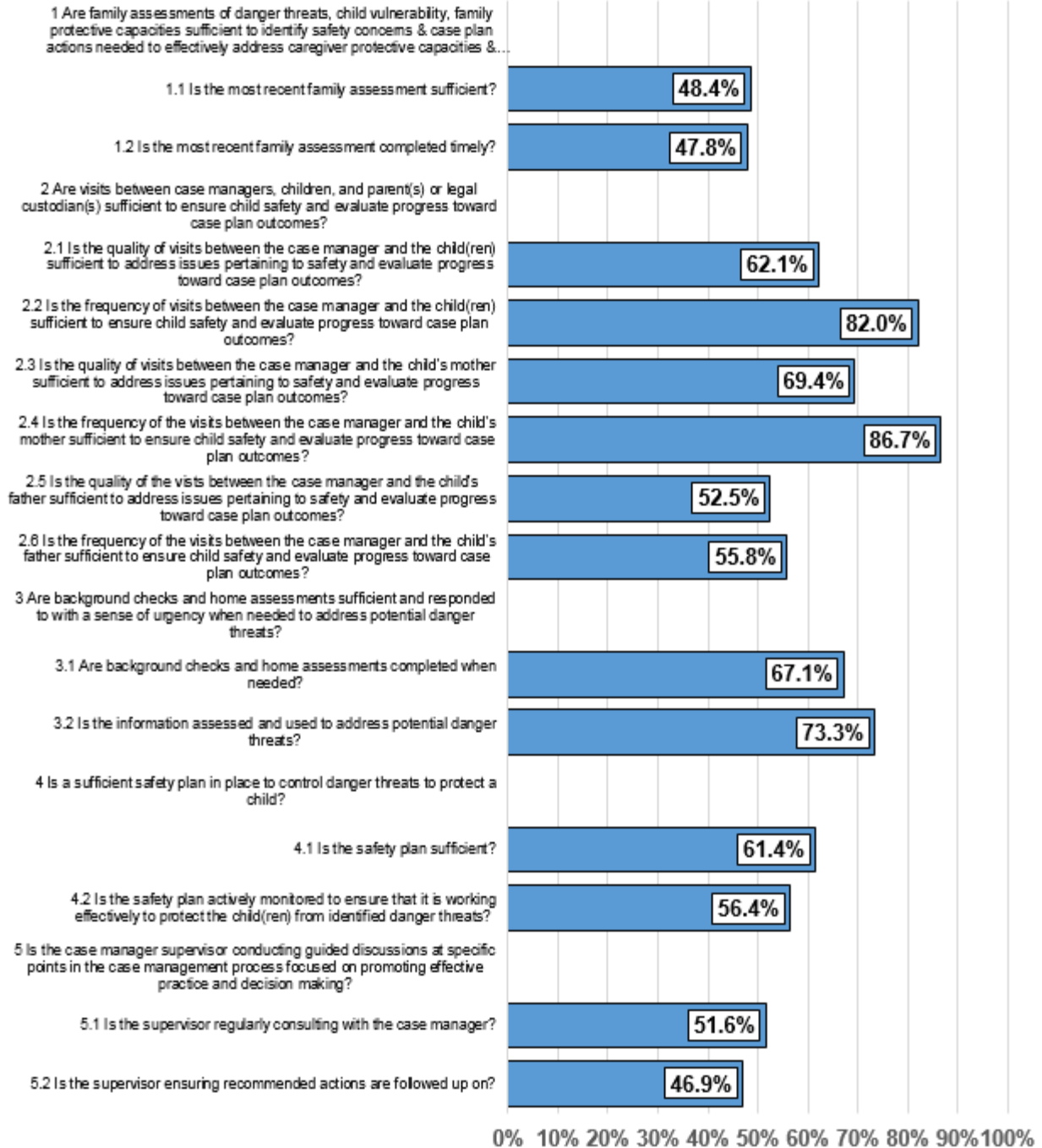
Source: FSFN report Active Cases with an Approved FFA-Ongoing – OCWRU #1084
 Notes: Small number of cases will affect county percentages. Based on location of primary worker.

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

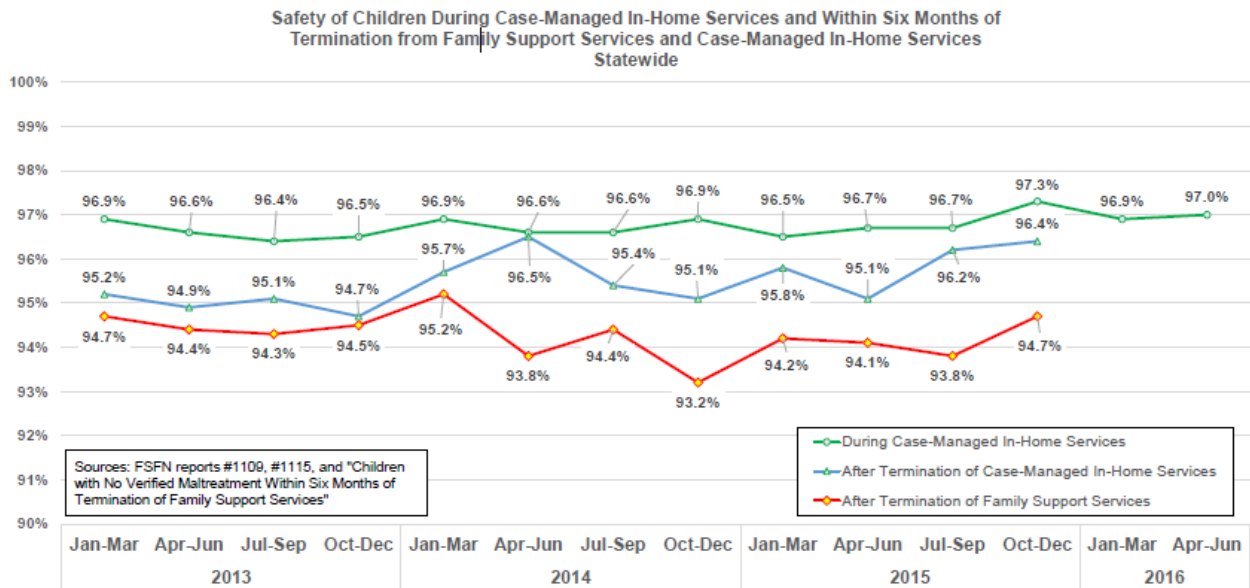


Safety Indicators

Child Safety Trends: Comparison of Three Indicators

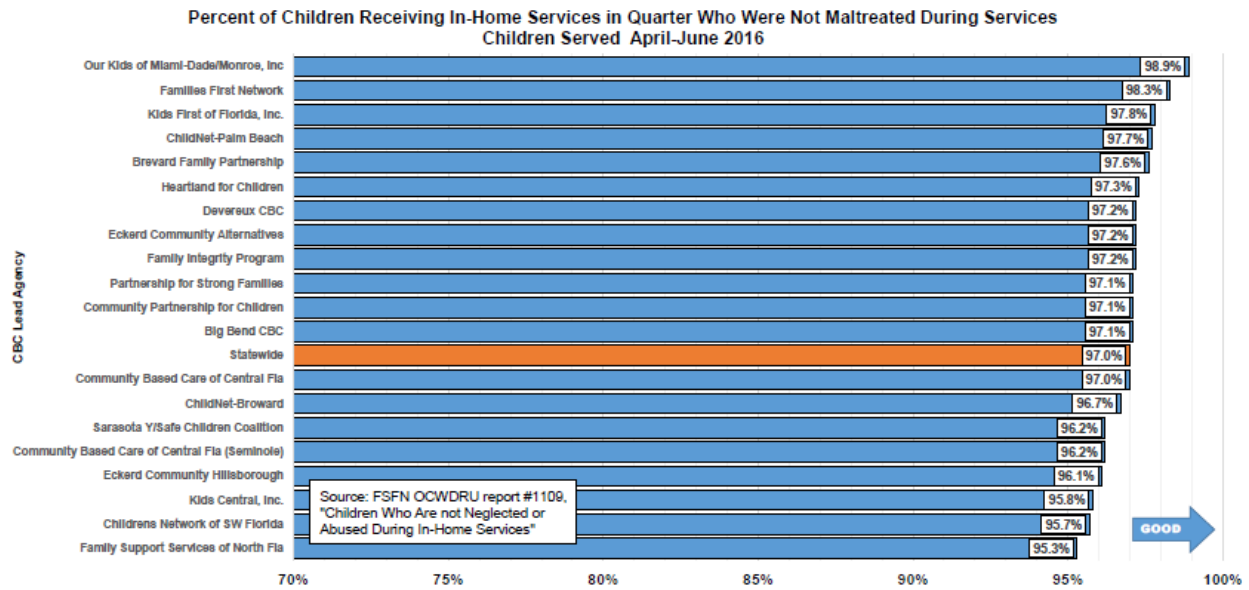
Children continue to be safer while receiving services than after termination of services:

- 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%.



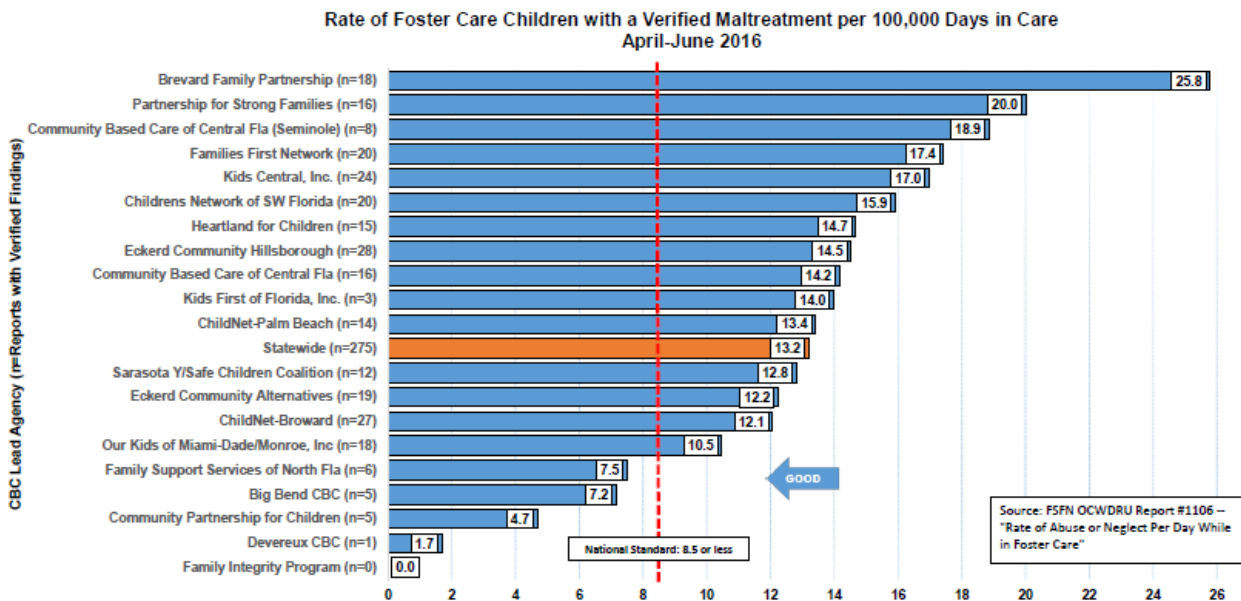
Child Safety During Case-Managed In-Home Services

Statewide performance for April-June 2016 was 97.0%.



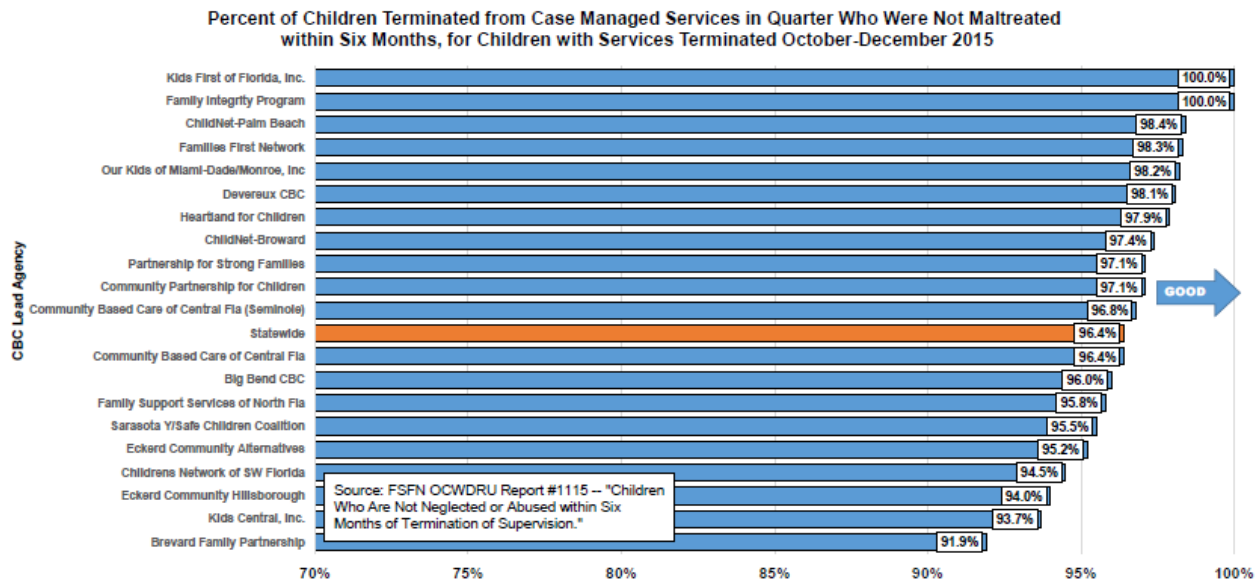
Child Safety in Out-of-Home Care

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.



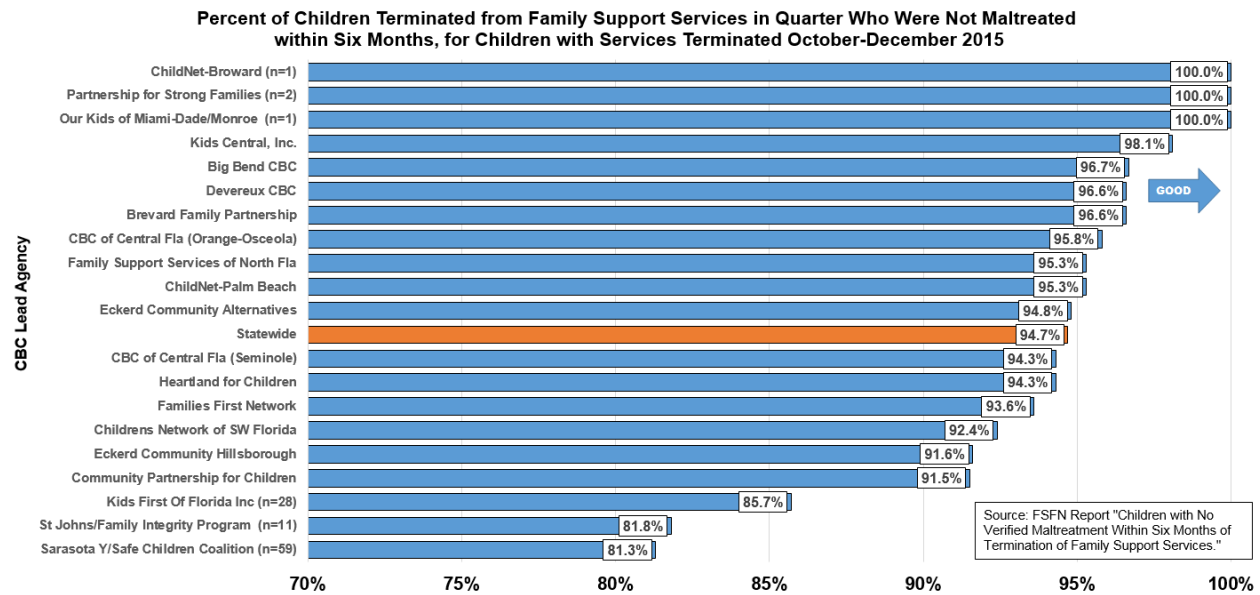
Child Safety After Termination of Case-Managed Services

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



Child Safety After Termination of Family Support Services

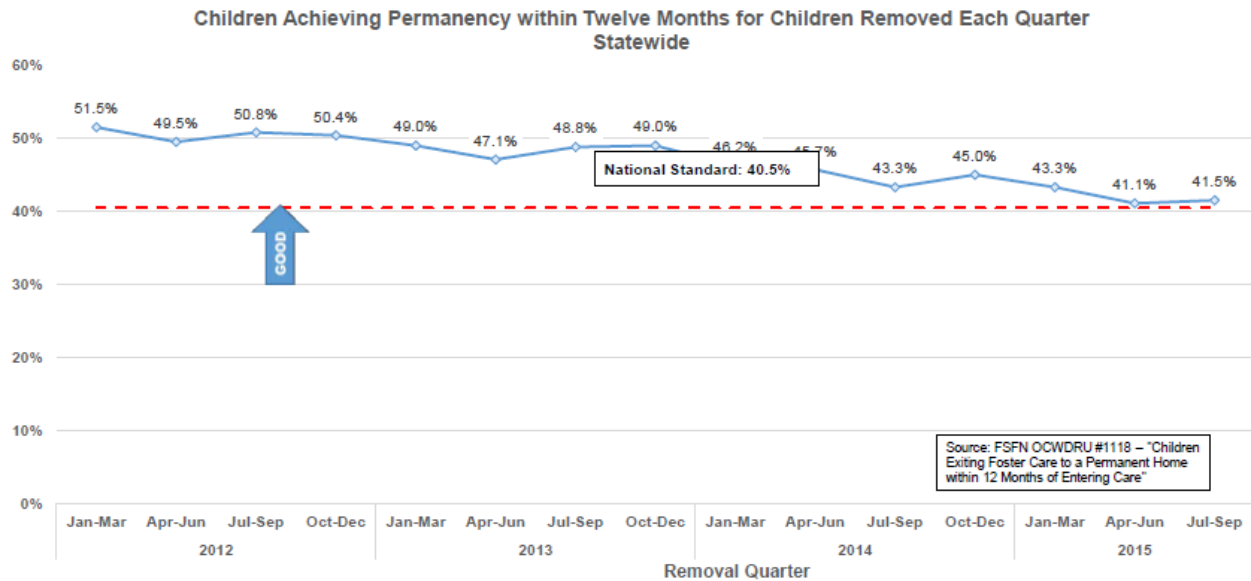
Statewide performance for services terminated in October - December 2015 was 94.7%.



Permanency Indicators

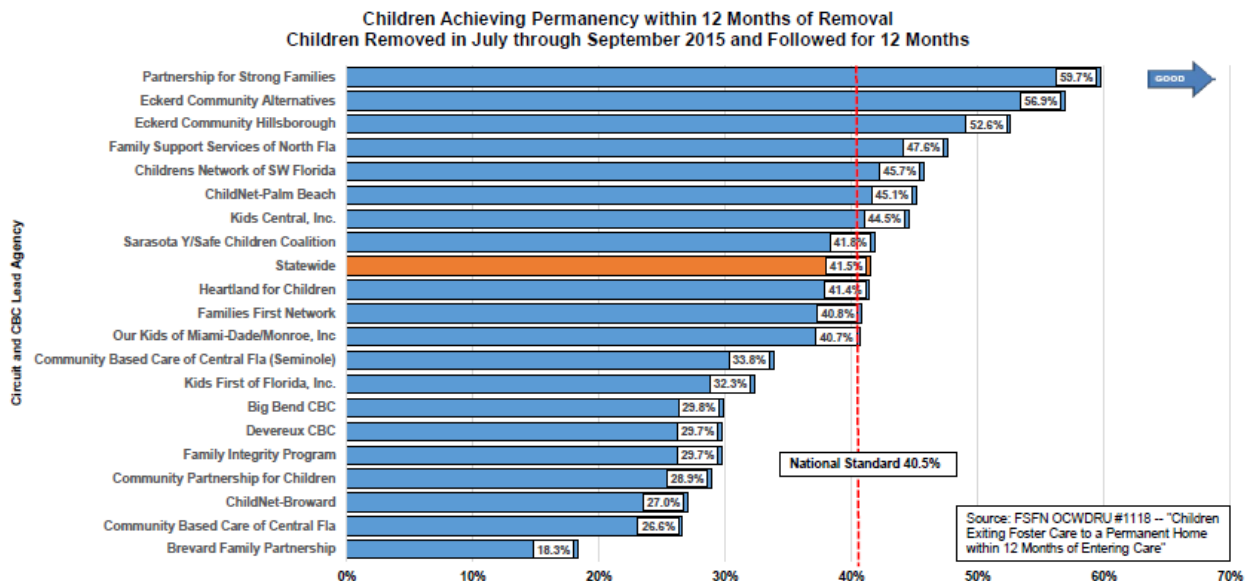
Statewide Trend: Permanency Within 12 Months of Removal

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%.



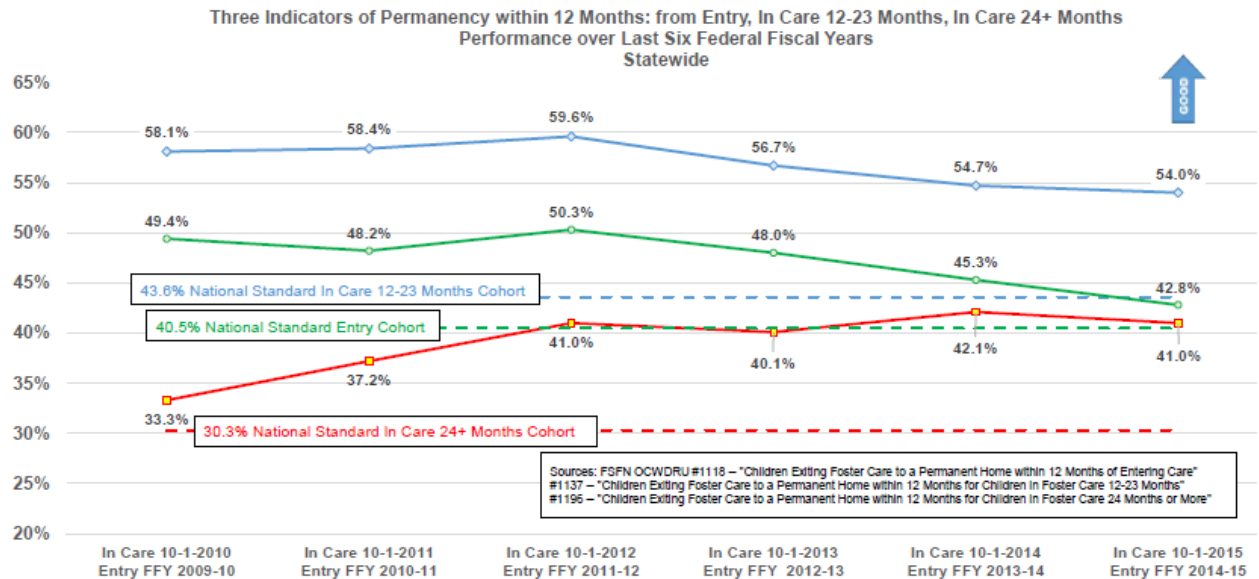
Stratification by CBC Lead Agency

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



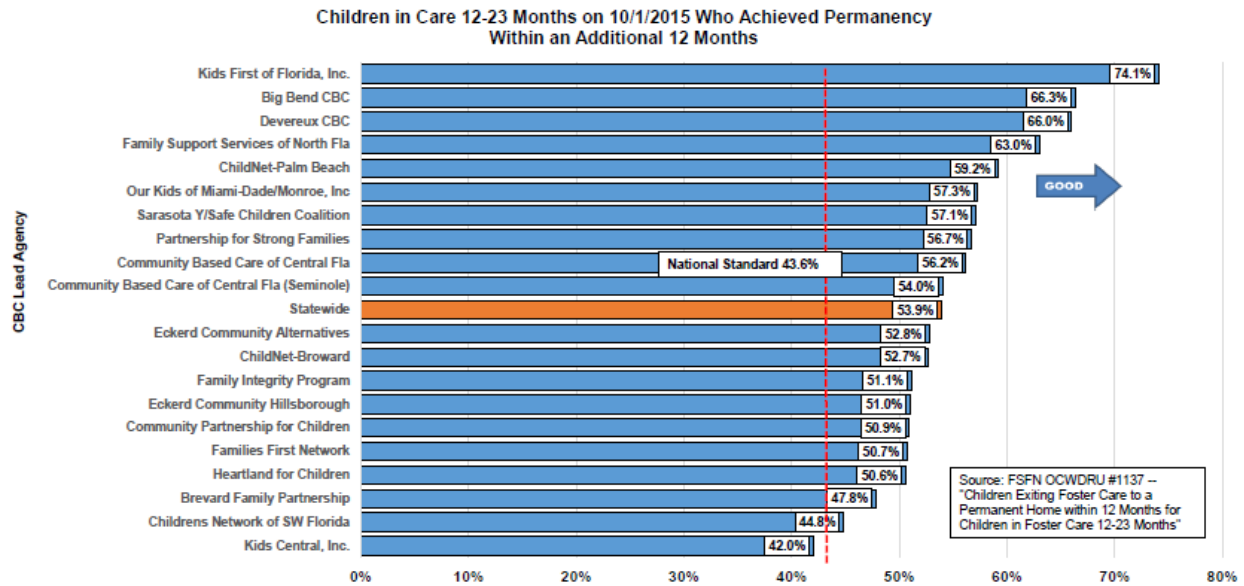
Long-Term Statewide Trends on Three Permanency Indicators

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.



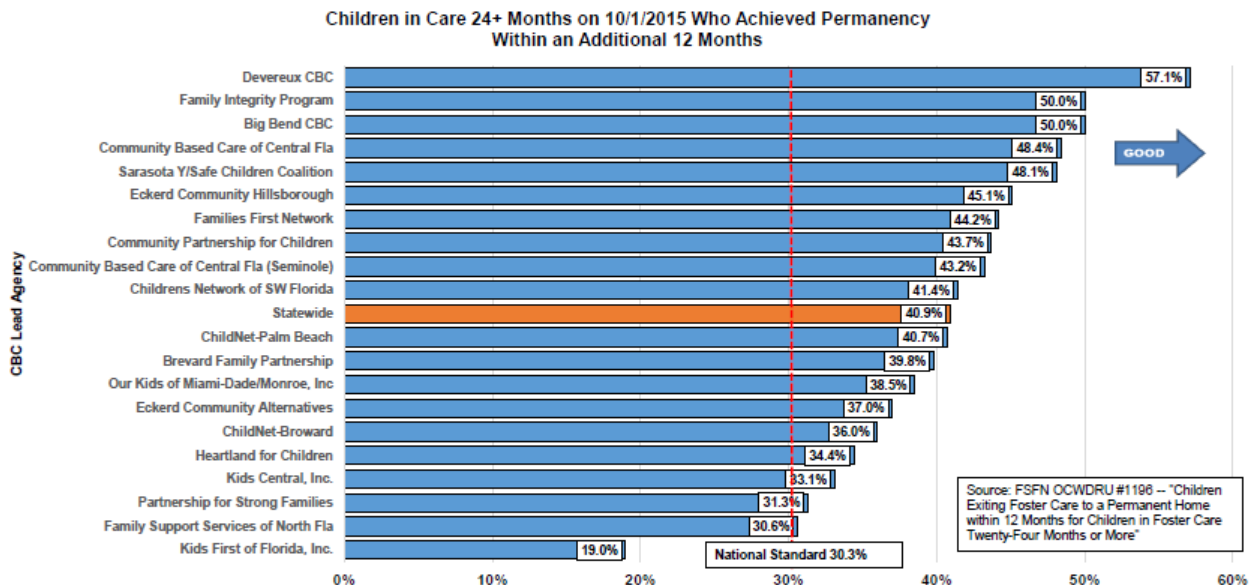
Permanency Within 12 Months for Children in Care 12-23 Months Stratification by CBC Lead Agency

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



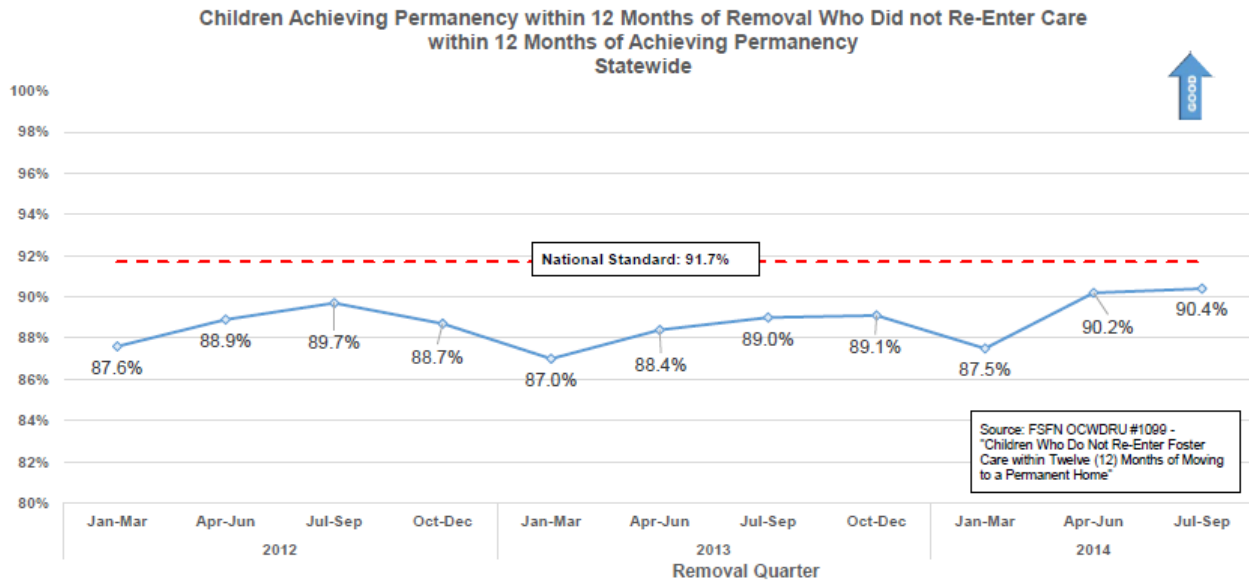
Permanency Within 12 Months for Children in Care 24+ Months Stratification by CBC Lead Agency

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



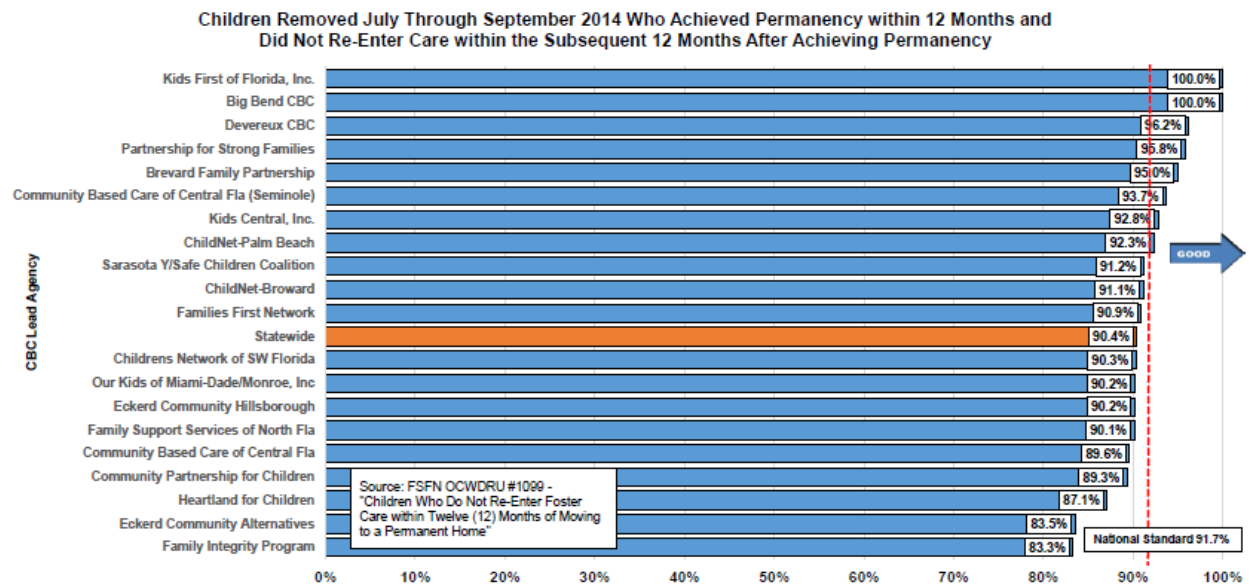
Statewide Trend: Re-Entry into OHC Within 12 Months of Achieving Permanency

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%.

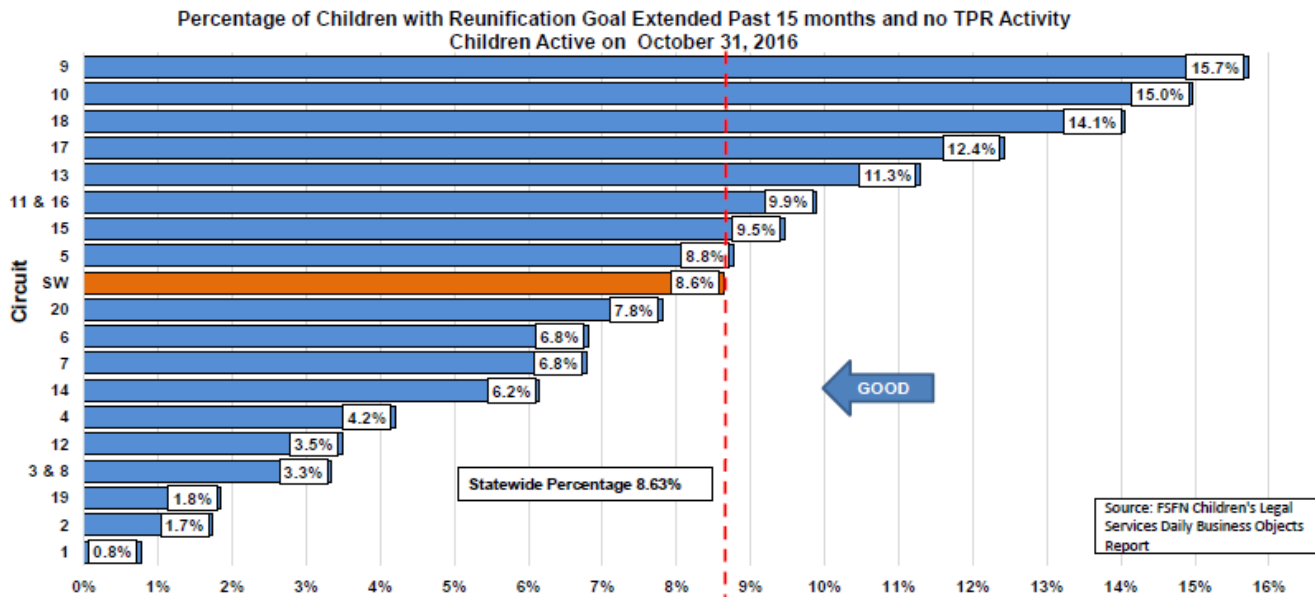


Timeliness of Judicial Handling

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

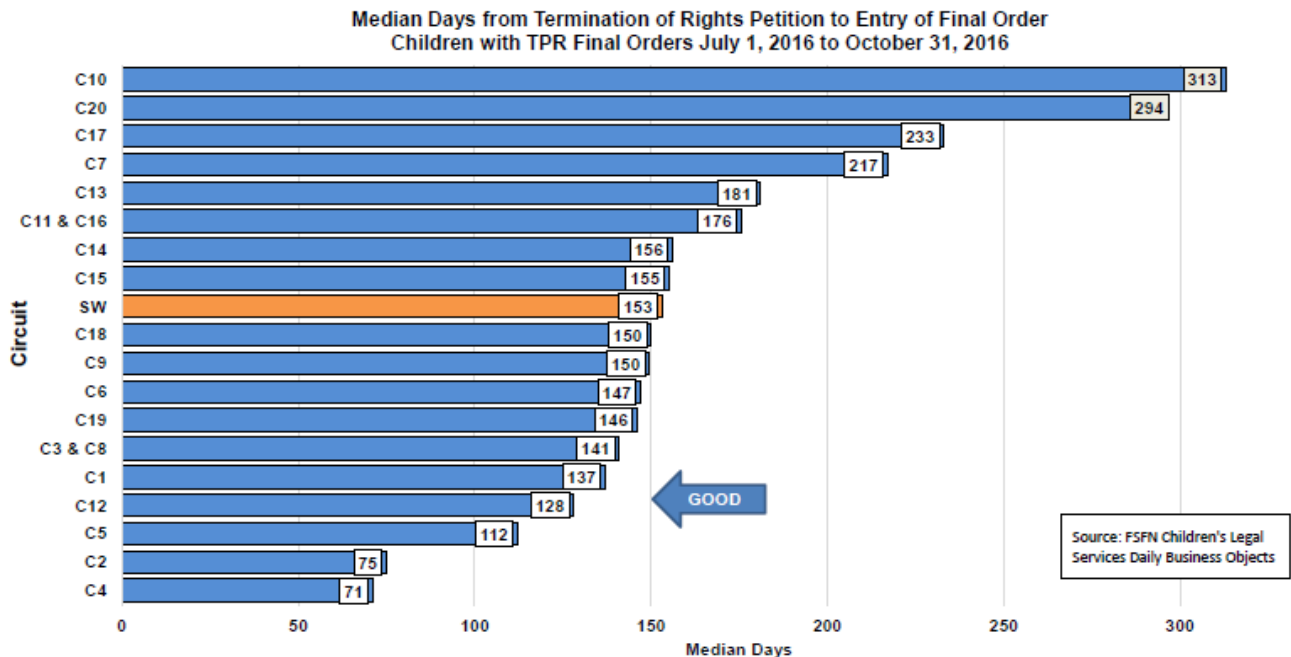
Reunification Goal After 15 Months and No Termination of Parental Rights Activity

The statewide average was 8.6% on October 31, 2016. Circuit goals are set for each period after review of baseline information.



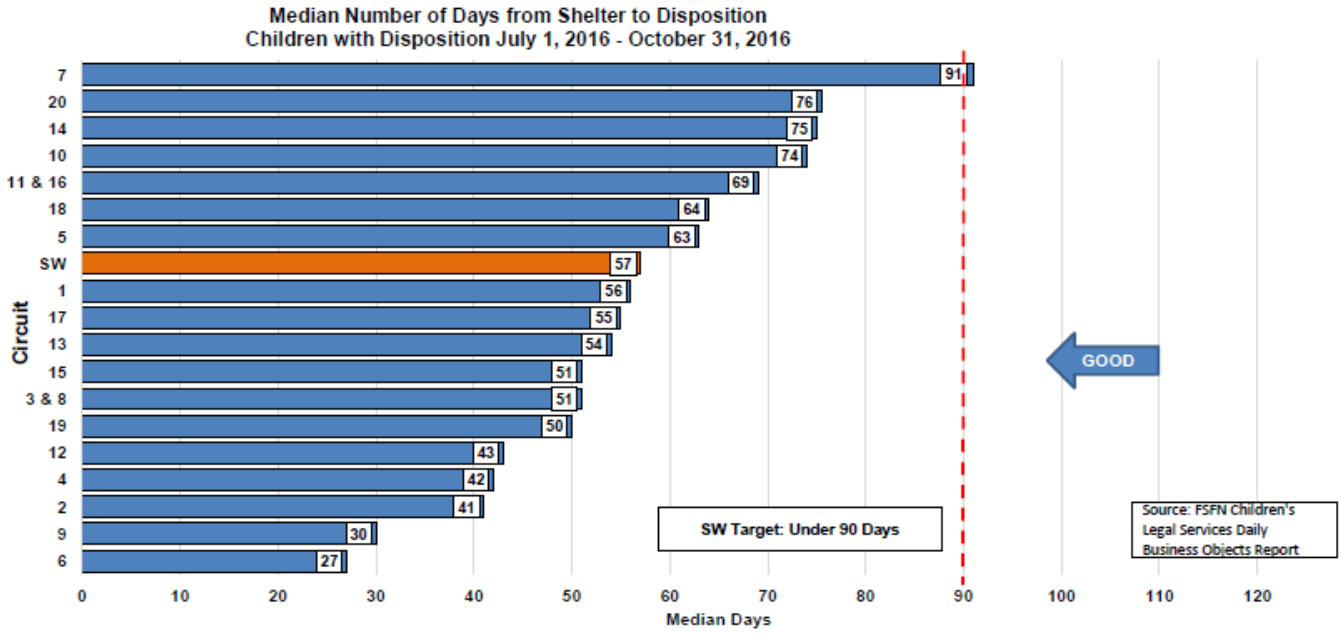
Timeliness of Termination of Parental Rights, from Petition to Order

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

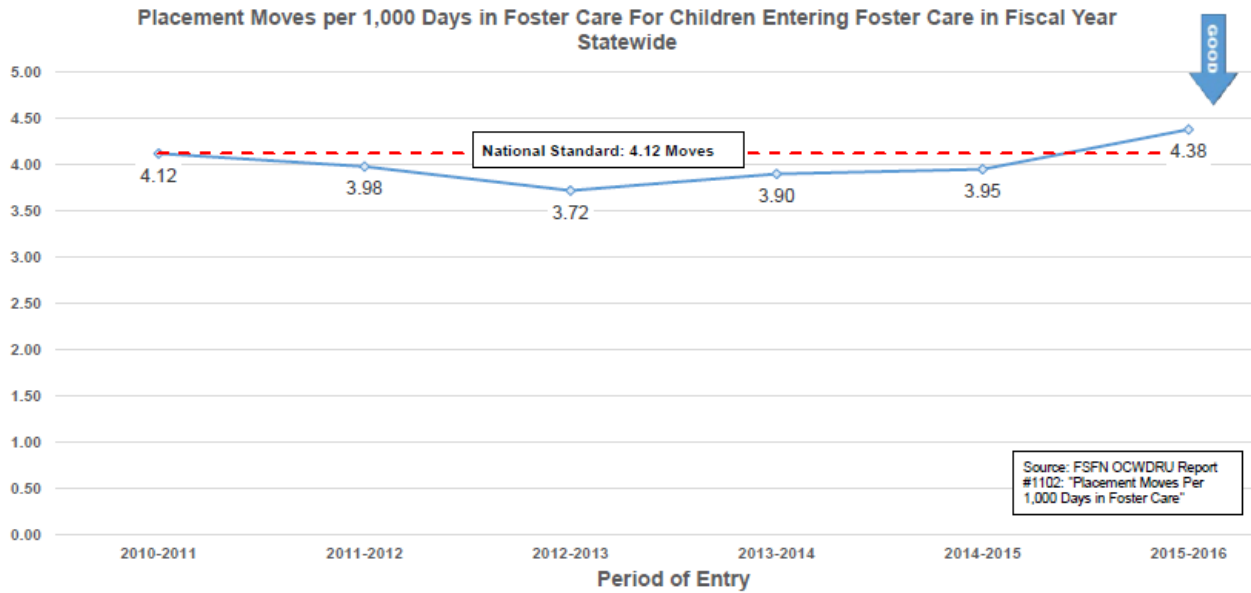
The statewide median is 57 days, much better than the statewide target of less than 90 days. Circuit goals are set for each six-month period after review of baseline information.



Maintaining Connections in Placement

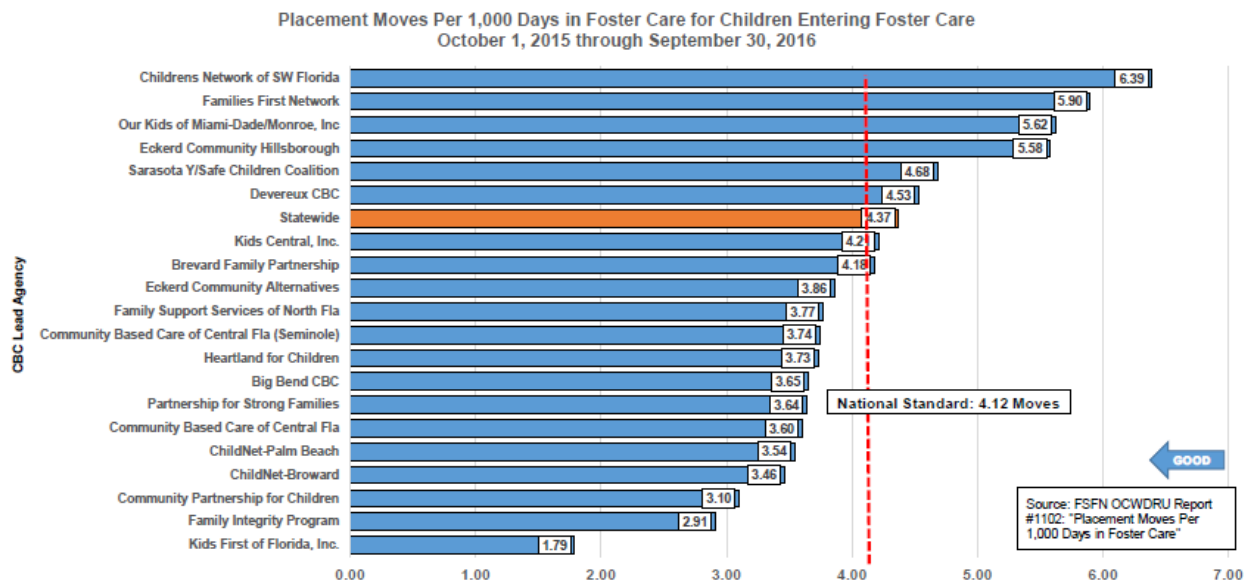
Statewide Trend: Placement Stability

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



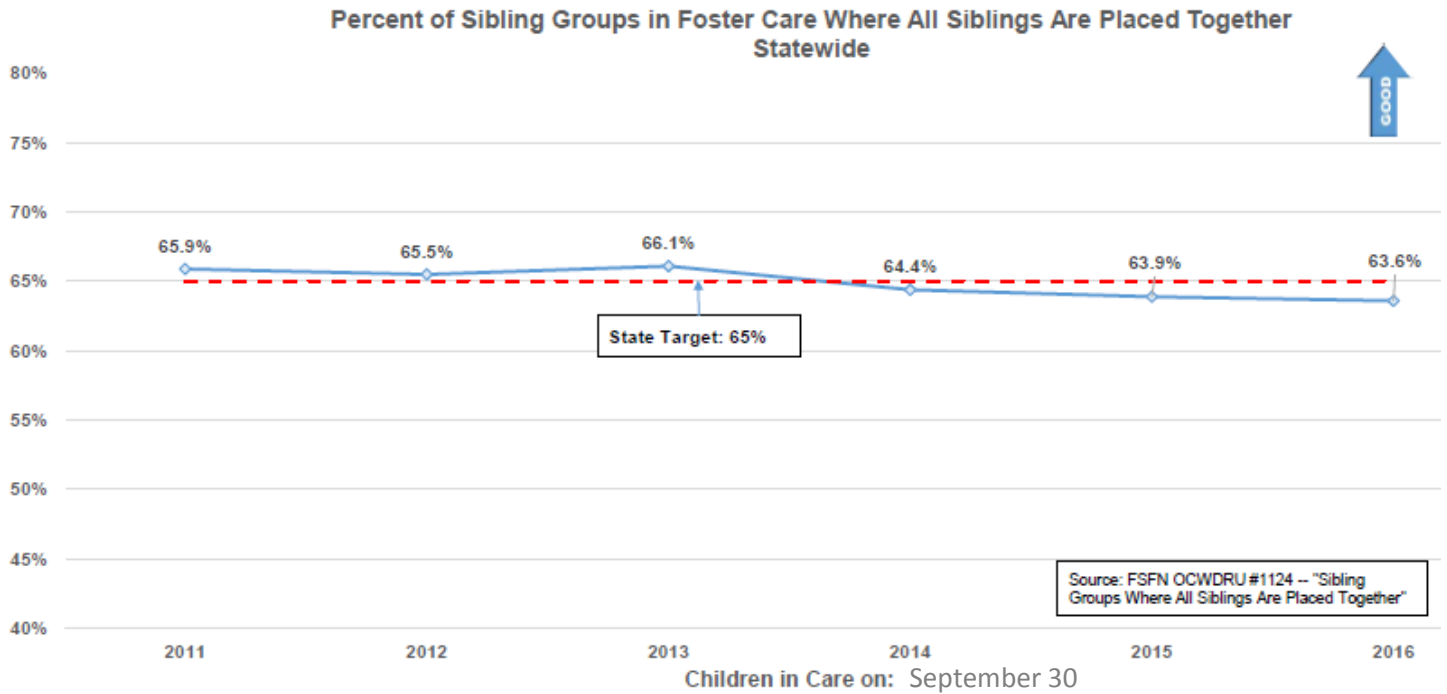
Stratification by CBC Lead Agency

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.



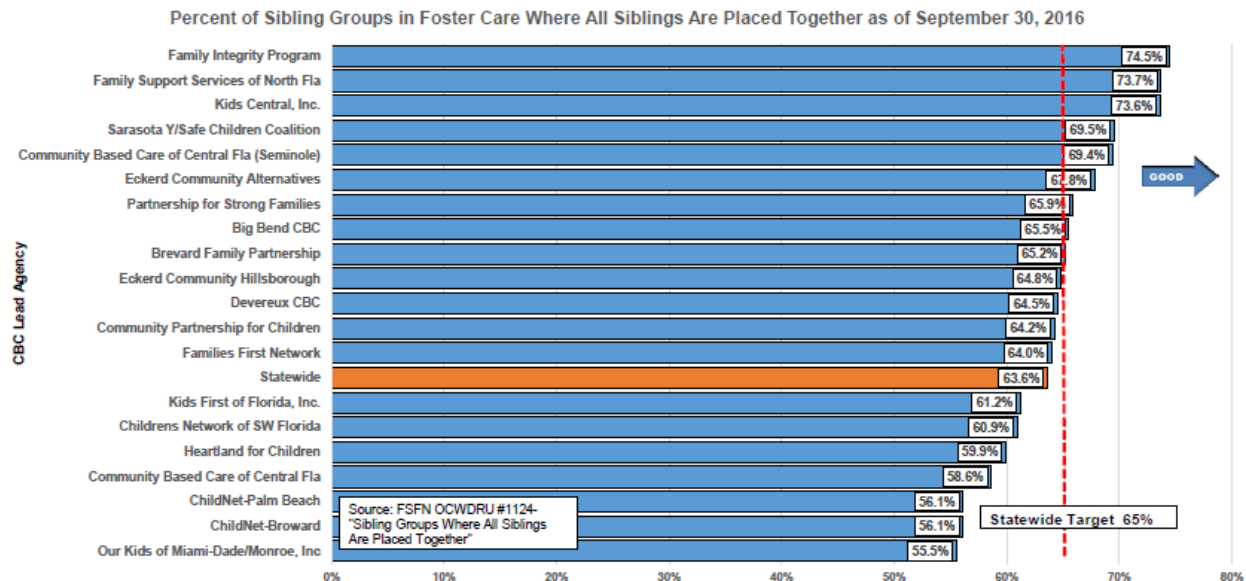
Statewide Trend: Placement of Siblings Group Together

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



Stratification by CBC Lead Agency

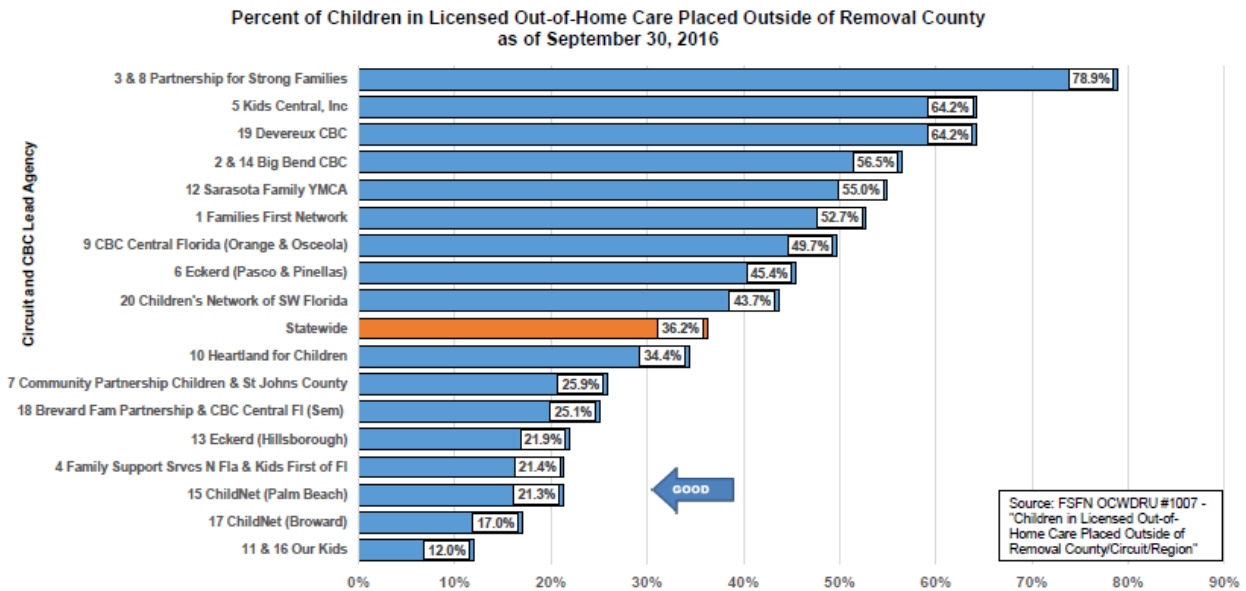
Although statewide performance was at 63.6% on September 30, there is variation among the lead agencies.



Proximity of Placement to Maintain Connections

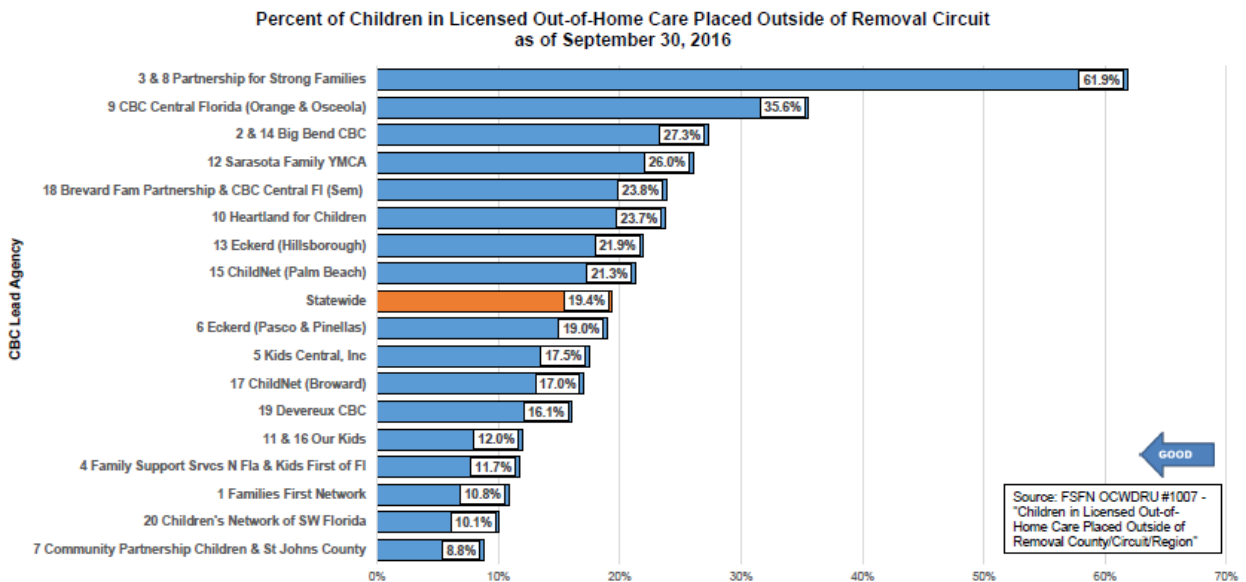
Children Placed Outside Removal County

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

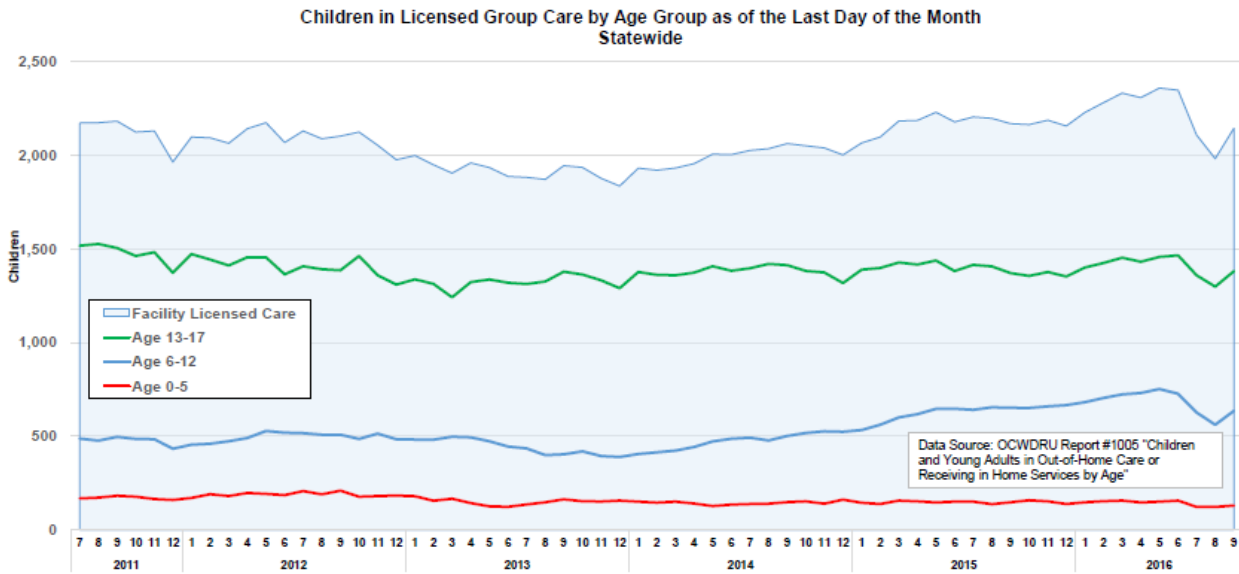
The 19.4% currently placed outside of their removal circuit is lower than for the out-of-county indicator, as many children that are not placed in their home county are placed within their home circuit.



Placement in Family Settings

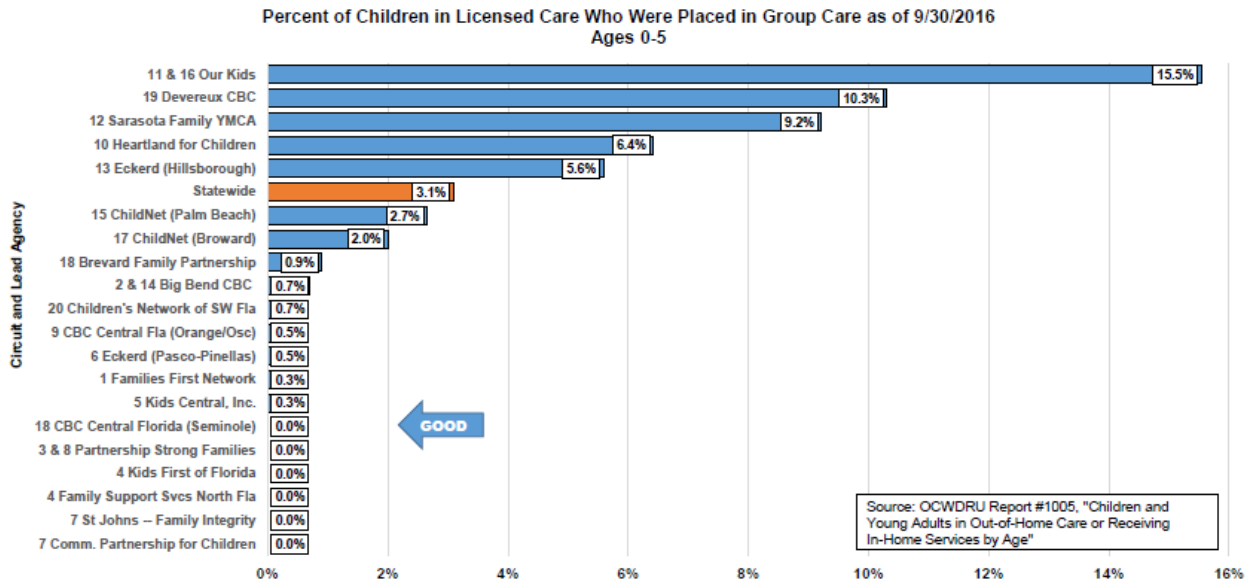
Trends in Group Care by Age Report

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.



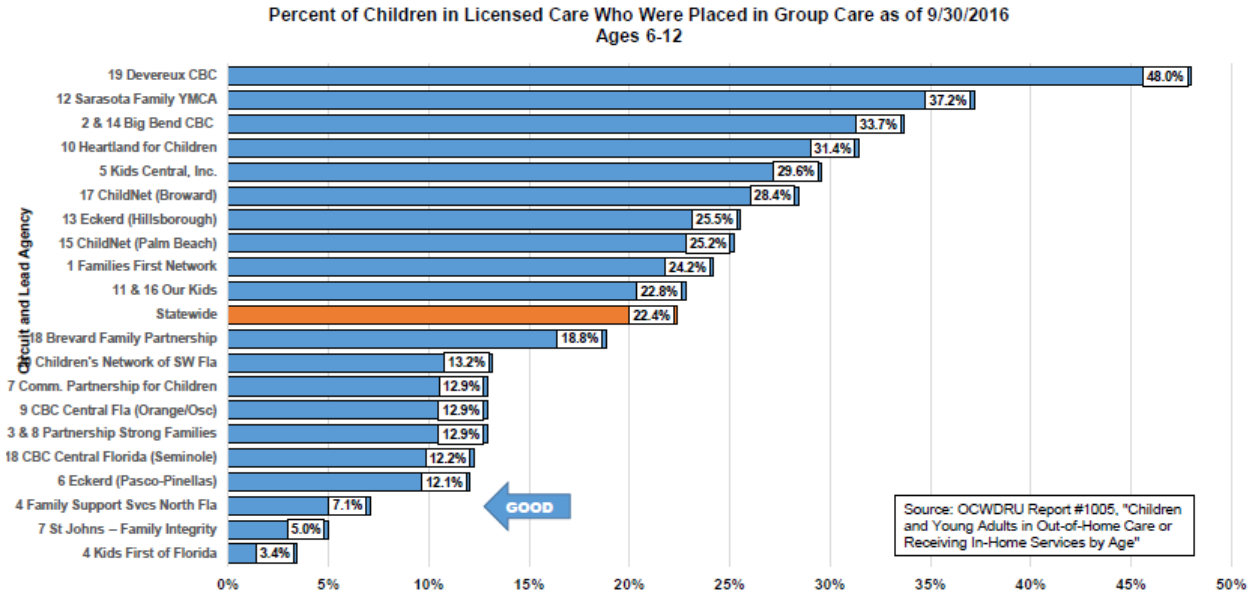
Children in Group Care by Age Group: Ages 0-5

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



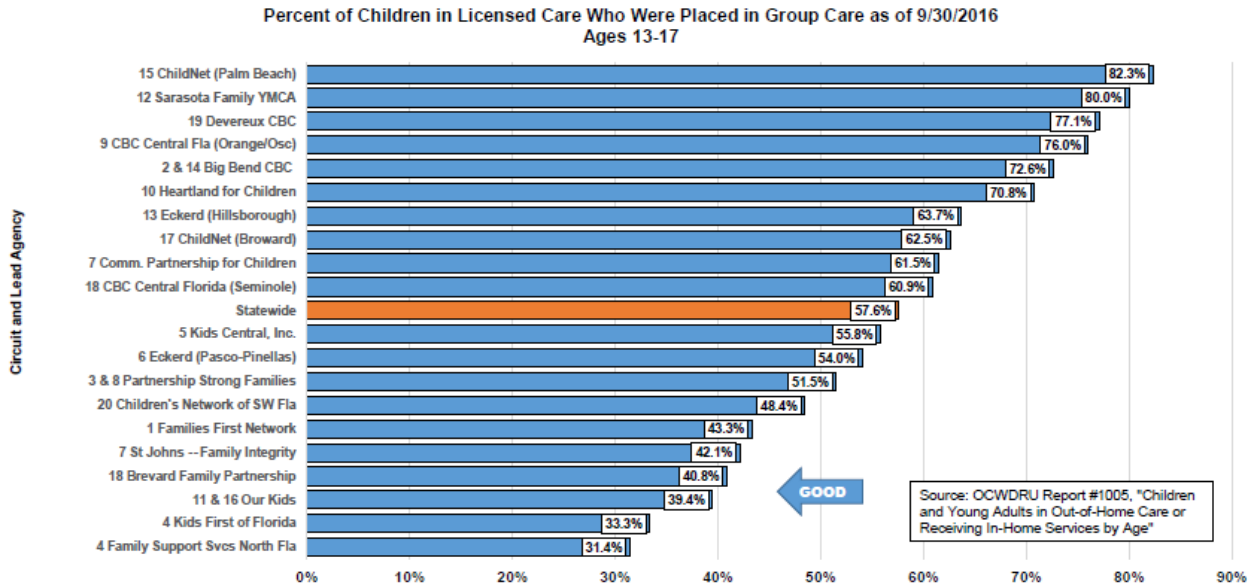
Children in Group Care by Age Group: Ages 6-12

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.



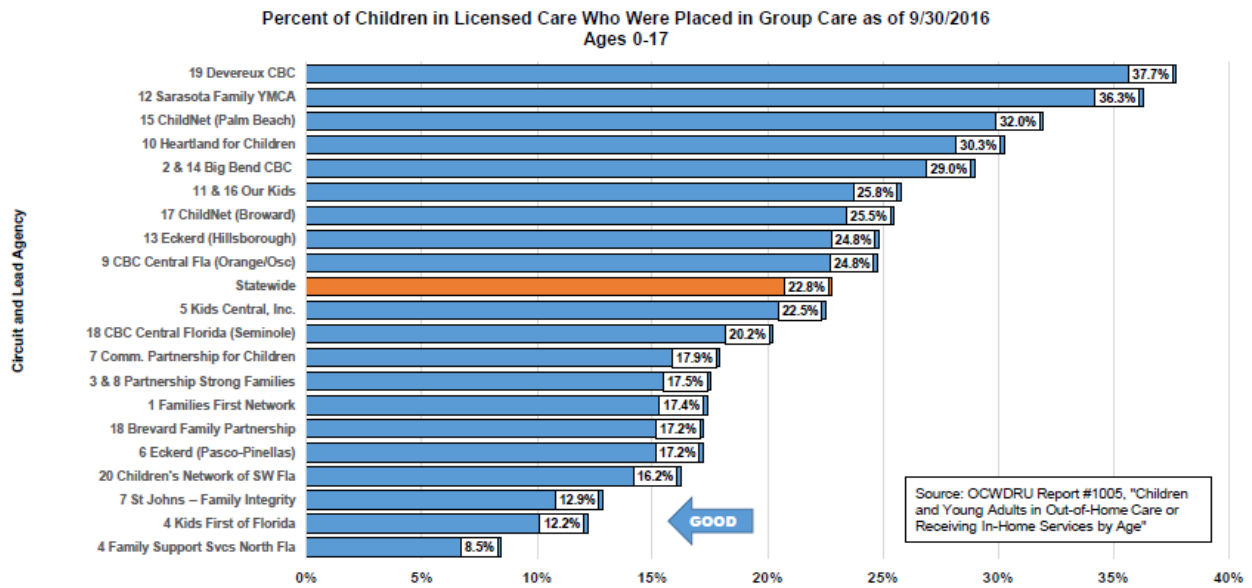
Children in Group Care by Age Group: Ages 13-17

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%.



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

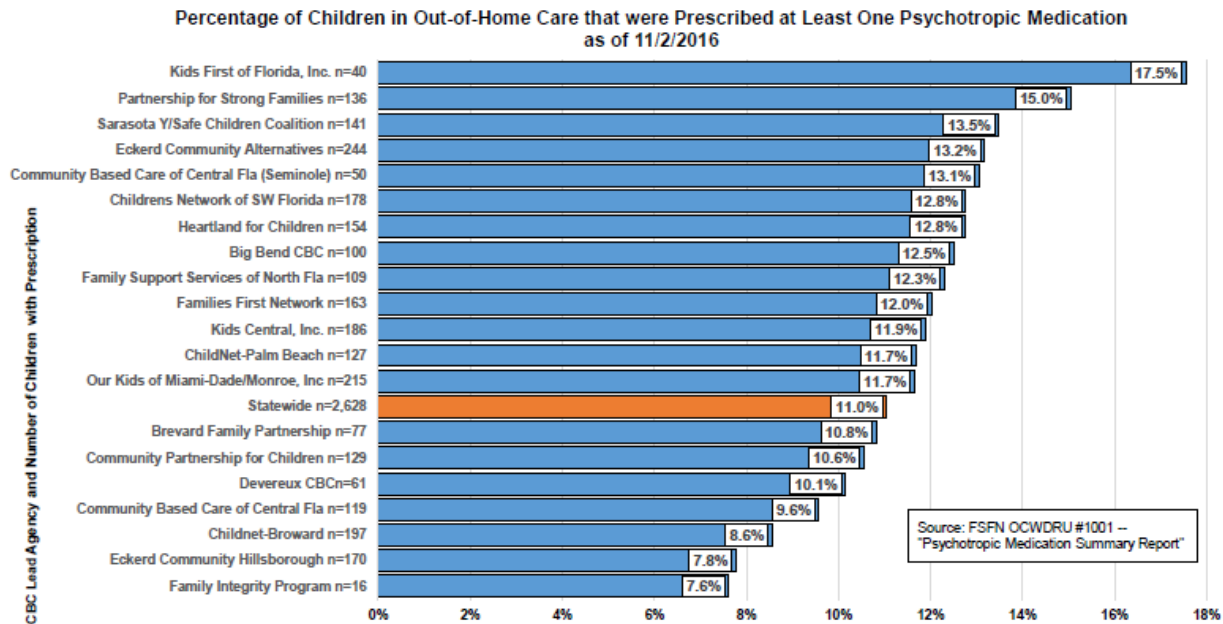
Statewide, almost one quarter of all children in licensed care aged 0-17 were placed in group care on September 30.



Prescribed Psychotropic Medications

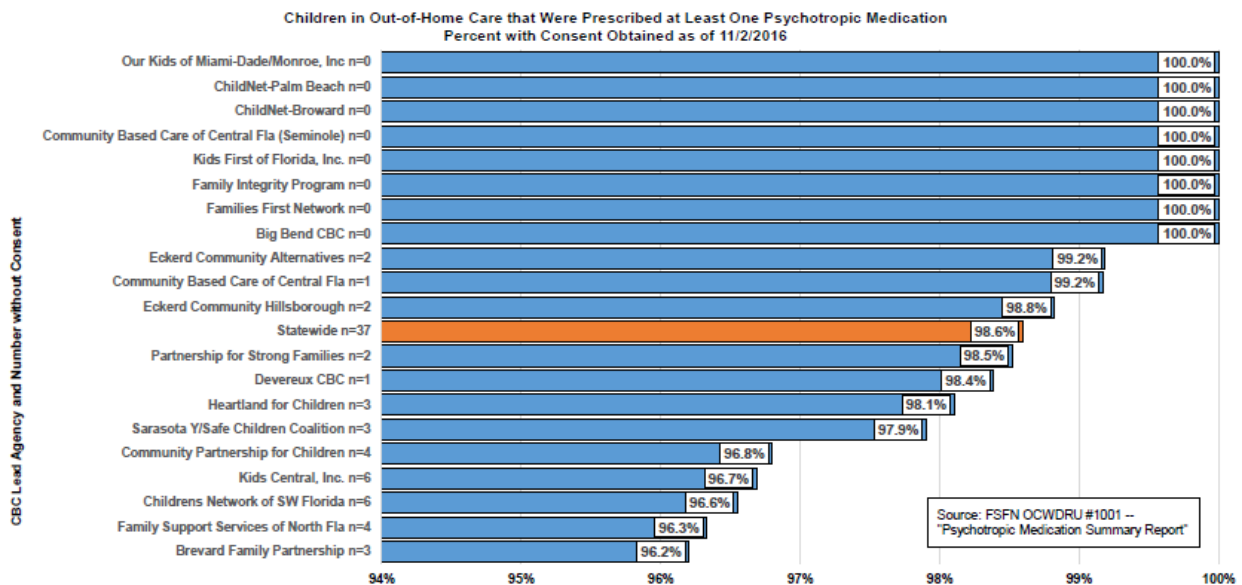
Children in Out-of-Home Care with Prescribed Psychotropic Medications

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

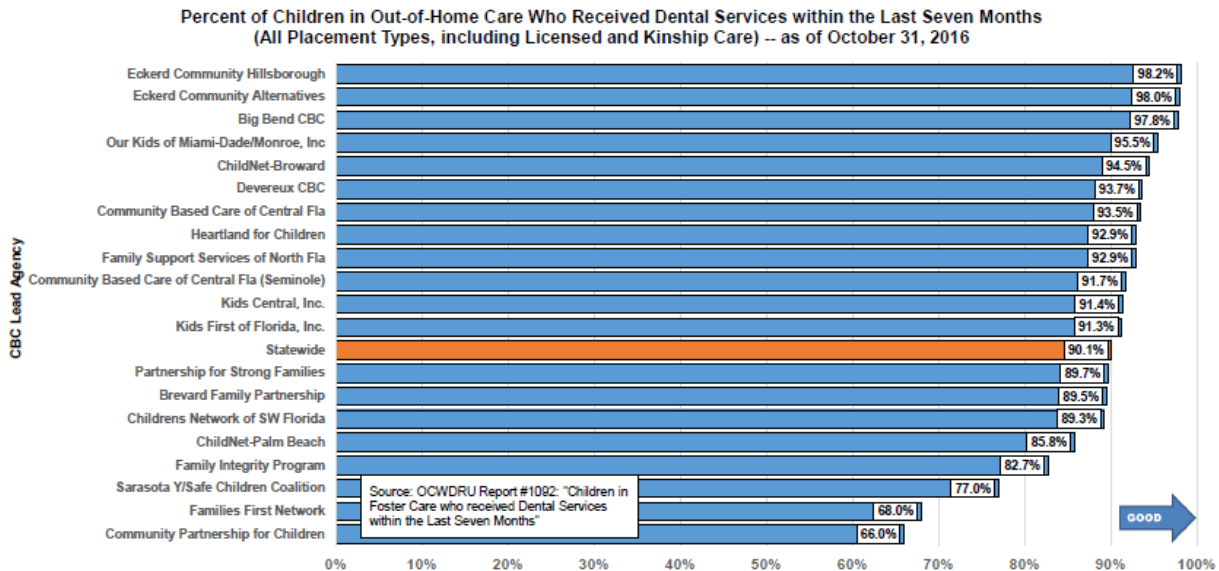
In order to administer psychotropic medication to a foster child, parental consent or a court order must be obtained, unless the child is receiving inpatient services or a physician certifies that delay would be likely to harm the child. The statewide percentage of children with at least one prescribed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



Dental Services

Children Receiving Dental Services in Last Seven Months

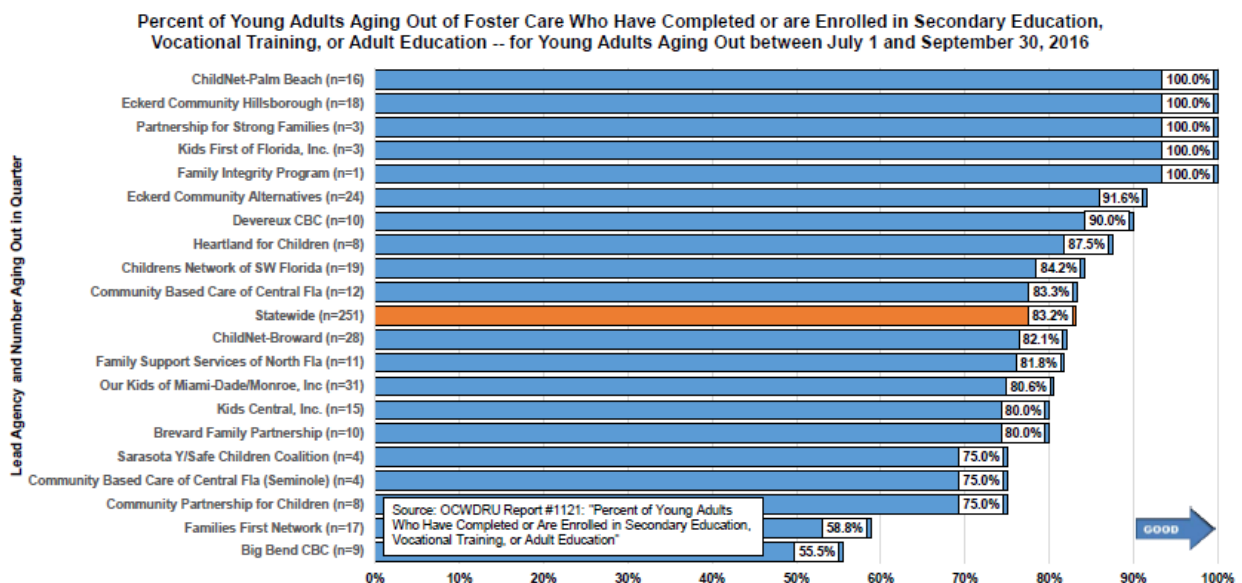
Considerable progress has been made in the last few years with medical and dental services, with the statewide percent of children receiving recent dental services at 91.8% as of September 30.



Education Program Enrollment

Young Adults Aging Out Enrolled in Education Programs

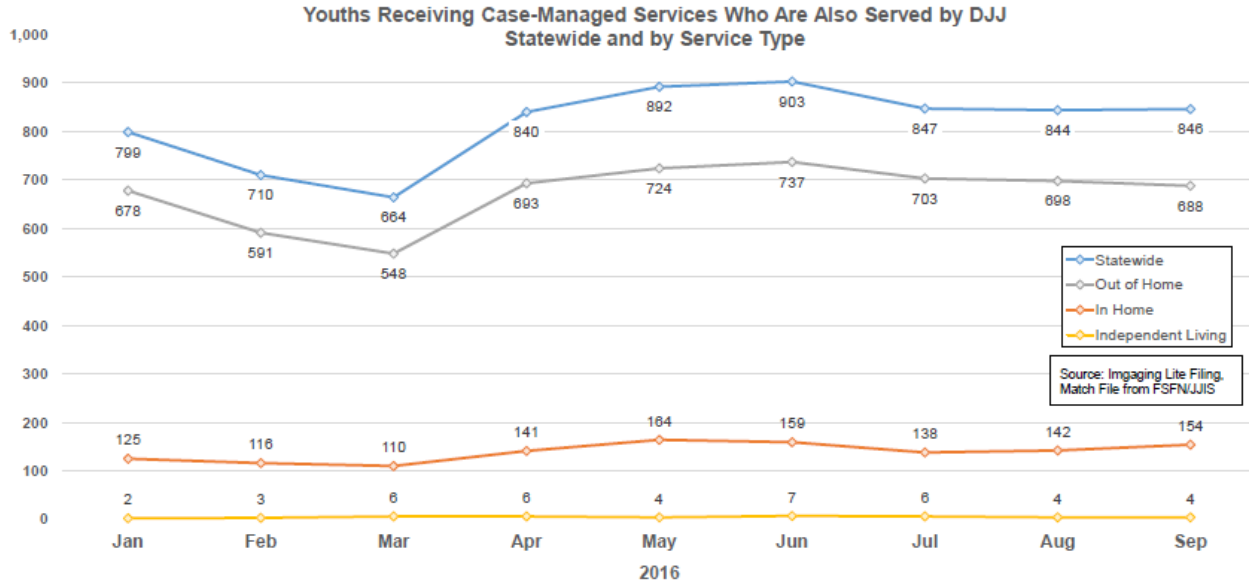
For children who don't achieve permanency prior to reaching adulthood, it is crucial that they are prepared for life after foster care by the time they "age out" of care. This is one indicator of that preparation for adulthood, but does not control for any of the many variables that influence this preparation,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



Dually Served Youth

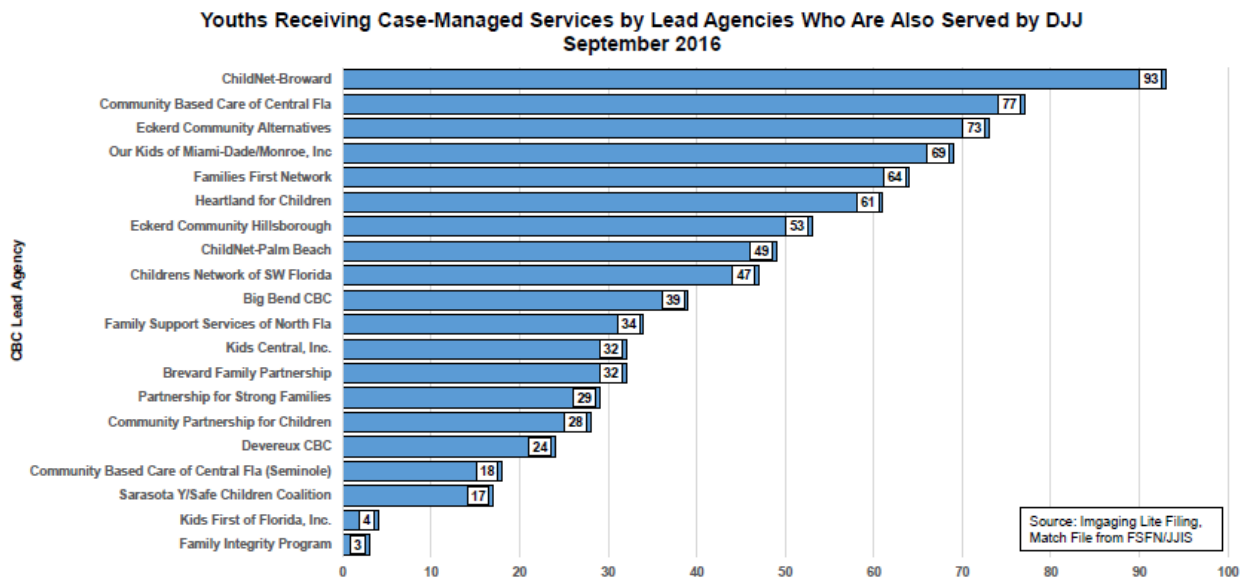
Statewide Trend: Youths Served by CBC Lead Agencies and Juvenile Justice

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

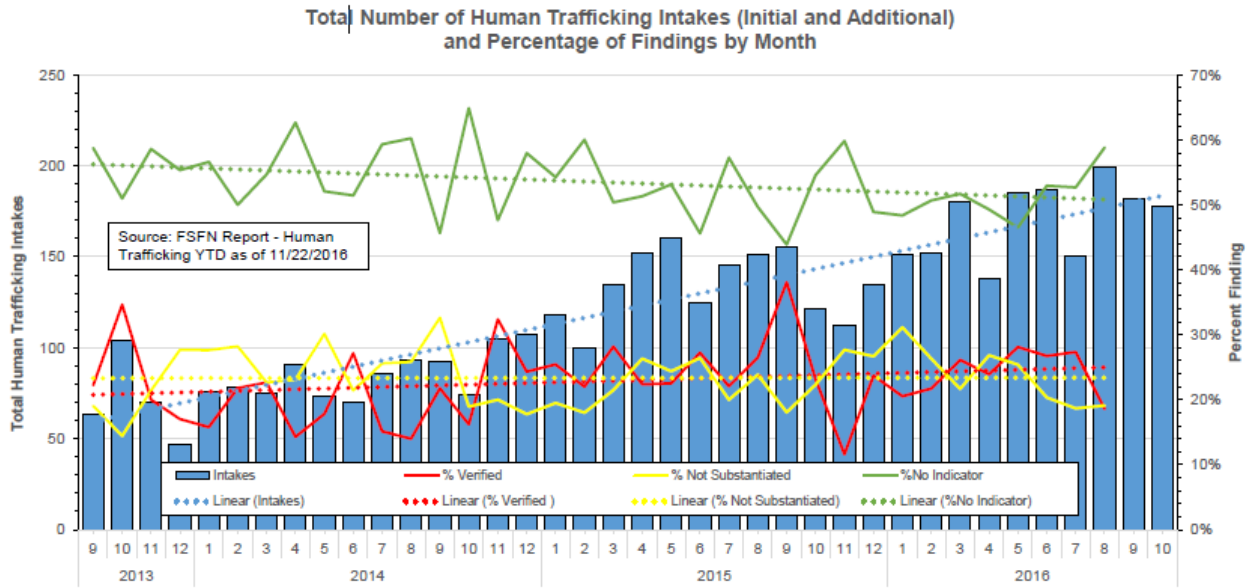
The number of youths served by both systems is variable among the lead agencies, but is related to the total number of youths served by each lead agency.



Human Trafficking

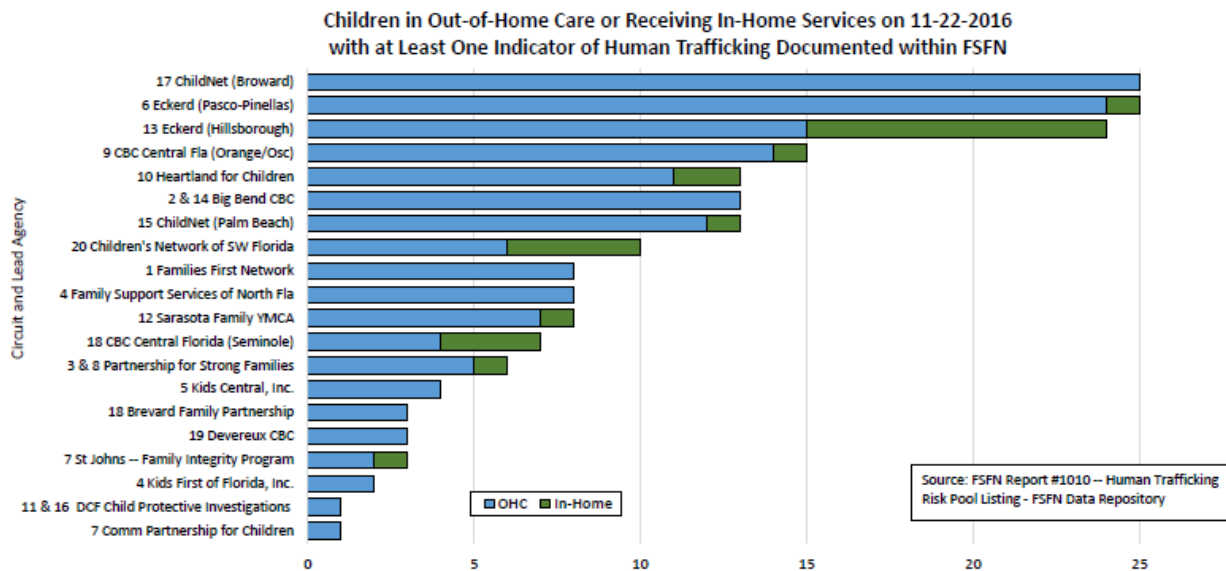
Human Trafficking Intakes Trend

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 FSNF 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.

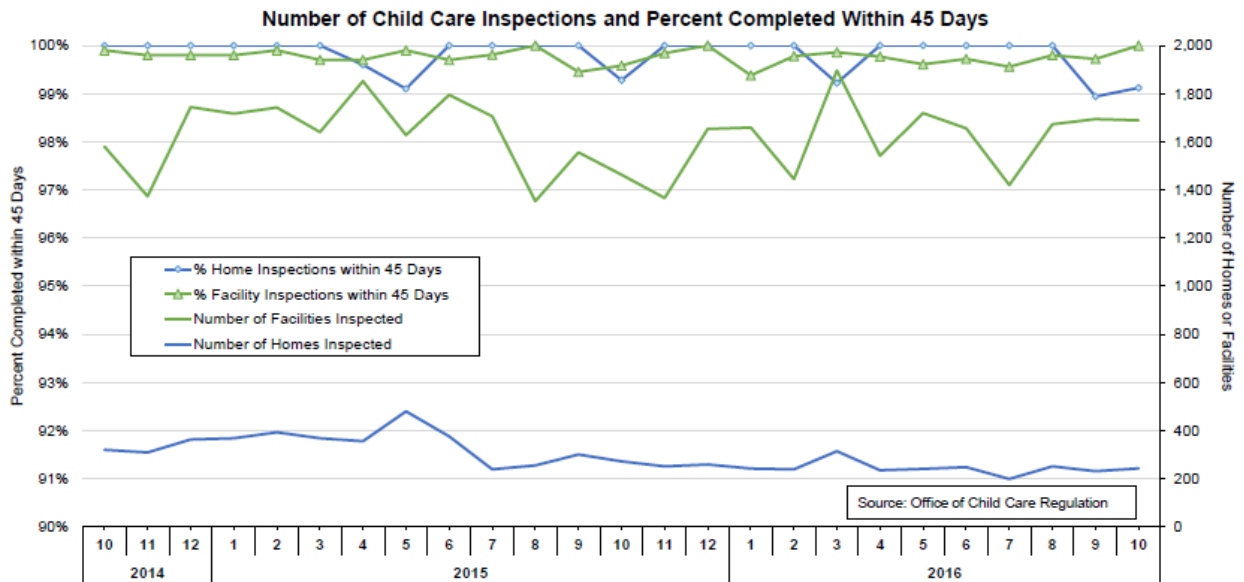


Child Care and Domestic Violence

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 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.

