Quarterly Indicators Report: Definitions

This document provides definitions for each of the analyses in the Quarterly Indicators Report and is intended to help readers better understand: (1) which populations are included in each analysis, (2) the units of analysis (e.g., report, case, or child), and (3) the calculations used to track rates over time. The organization of this document mirrors the Quarterly Indicators Report; definitions are listed in order of the analyses included in the Report.

Hotline

Hotline Reports- Contact events related to child safety and welfare that require DHS staff to make a decision about whether the family is in need of DHS intervention. Each report receives a unique reference number and contains at least one allegation. There may be more than one report per case family. Hotline reports can be accepted for investigation or screened out. A small proportion of reports are referred to law enforcement or to other jurisdictions, contain supplemental information on an investigation, or log general information pertaining to the case family.

> **Screen Out-** Reports that do not meet the requirements for formal investigation by DHS. Screen outs may be referred to DHS's division of Community Based Prevention Services.

> **Accept for Investigation-** Reports that meet the requirements for investigation by DHS social work services staff.

> **Other Reports-** Reports that are for law enforcement only, other jurisdictions, information only, or contain supplemental information on a prior report.

Investigations

Investigations- Reports that were accepted for investigation by DHS. These reports include at least one CPS or GPS allegation. Investigations can take place on cases already receiving services, cases not previously known to DHS, and cases known to DHS but not currently receiving services. Following state law, DHS expects decisions about the allegations ("determinations") to be made on each investigation within 60 days of the receipt of the report. Investigations can result in cases being accepted for service (eligible for DHS service) or closed; closed investigations can be referred for DHS Prevention services. If an investigation occurs on a case already open for service, the investigation may inform whether different or additional services need to be put in place.

> **CPS Reports-** Reports with allegations of child maltreatment that meet the definition of child abuse outlined in the Child Protective Services Law (CPSL). There is only one victim child per CPS report; in situations involving multiple victim children, multiple reports will be generated.

> **GPS Reports-** Reports with allegations relating to the potential for harm for a child which do not meet the CPSL definition of child abuse. A single GPS report can include multiple subject children within the same case family.

> **Determination-** Investigator's conclusion regarding the presence or absence of evidence to support the report allegation(s). If sufficient evidence is found, the report is determined as valid (GPS reports) or indicated/founded (CPS reports). If there is insufficient evidence, the report is determined as invalid (GPS reports) or unfounded (CPS reports).

Repeat Maltreatment- There are two ways in which repeat maltreatment is calculated. The federal measure looks at the number of children found to be victims of an indicated CPS report within a 12-month period and examines how many children had another indicated CPS report within the *following* year. The state measure looks at the number of CPS victim children who had a *previous* indicated report of abuse (no time limit).

> **Suspected re-abuse-** Count of CPS reports, irrespective of determination, that involved an alleged victim child who was also identified as a victim child on a previously indicated CPS report.

> **Indicated re-abuse-** Count of reports of suspected re-abuse that were determined to be indicated/founded.

Services

Demographics- The age, gender, race, and ethnicity of dependent youth receiving in-home or placement services, as indicated in their electronic case file.

Case- Family as determined by mother. Each case has at least one child or youth.

> **Case Accepted for Service-** Cases not receiving DHS services at the time of the investigation that were determined to need DHS services.

> > **Case Accepted for Service within 60 Days-** Count of cases with 60 or fewer days elapsing between the date of the report and the date the family was accepted for service.

> **Cases already Open-** Cases receiving DHS services at the time a new report was generated.

> **Case Closed-** Case no longer receiving DHS dependent services. A case could be considered "closed" but still receive delinquent or subsidy services.

> **Open Case-** Case receiving dependent services. This excludes cases that are exclusively receiving or are in the process of being transferred to delinquent or subsidy services.

Service- Type of support DHS is providing to a youth and/or family.

> **In-Home Service-** Dependent youth remain in their home and receive either safety or non-safety supports.

> > **Pending-** In-home service, but specific type of service not entered into the electronic database at the time the data were analyzed.

> **Placement Service-** Dependent youth receiving services outside of their home either in a family or congregate care setting.

> > **Family Foster Care-** Home-based setting, including foster care, kinship care, and emergency foster care.

> > > **Kinship Care-** Relative or kin placement setting.

> > > **Foster Care-** Non-relative, non-kin placement setting.

> > > **Emergency Foster Care-** Short-term, non-relative, non-kin placement setting.

> > **Congregate Care-** Residential facility, including group homes, institutions, Community Behavioral Health (CBH)-funded Residential Treatment Facilities (RTF), and emergency shelters.

Supervised Independent Living- Housing, typically an apartment, for older youth that provides youth with more autonomy than other placement services but still provides a level of adult support and supervision.

Pending- Placement service, but specific type of service not entered into the electronic database at the time the data were analyzed.

Delinquent Placement Service- Support DHS is providing to youth who are delinquent and not residing in their home. These youth may or may not be receiving DHS/CUA case management for dependent services in addition to their delinquent placement. Youth in delinquent placements may reside in a congregate care facility, Community Behavioral Detention Services (CBDS) facility, the Philadelphia Juvenile Justice Services Center (PJJSC) or another community placement.

Congregate Care- Residential facility including group homes, state institutions, CBH-funded RTFs, and non-CBH non-state institutions.

Other Community Placement- Foster care and Supervised Independent Living.

Distance from Home- Shortest (Euclidian) distance between a child's home of origin and his/her foster or kinship care home address.

Caseload- Calculation of the average and median number of cases per case manager based on active case workers (i.e., excludes vacant positions and case managers on extended leave) and cases assigned to them (i.e., excludes cases assigned to supervisors or cases that case managers are currently managing but not assigned to them in the electronic database).

Visitation Rate- Calculation of the number of eligible youth who were visited within a calendar month divided by the number of youth requiring a visit. Eligible youth include those receiving dependent services (not runaways) who are 20 years old or younger, are not in the delinquent or subsidy queues, do not have an adoption finalization date, and do not receive a PLC or adoption subsidy. Visits are identified using electronic case data (Structured Progress Notes for CUAs or the Visitation Tracking System for DHS) that indicate the date of the visit. A visit is only counted if the note indicates that the visit included group and/or alone time and if the note was uploaded prior to the analysis date. CUAs must visit eligible youth monthly. DHS must visit children with no service and/or those under 5 years old monthly, children in placement every 6 months, and children with in-home services every 3 months.

Permanency

Permanency- Expected outcome for dependent youth in placement including reunification, adoption, and permanent legal custodianship (PLC).

> **Permanency Rate-** Calculation of the number of dependent youth in placement who achieved permanency divided by total dependent youth in placement. Youth are only counted once per fiscal year (even if they achieve permanency multiple times) and are counted in the numerator regardless if they re-enter placement at a later date.

> **Permanency Timeliness Rate-** Calculation of the number of dependent youth in placement who achieved permanency during a fiscal year and did so within a set amount of time from entering placement divided by total number of dependent youth in placement who achieved permanency that fiscal year. For example, imagine that 100 youth were adopted in Fiscal Year 2018. Of those youth, 10 were in placement for less than 2 years and 30 were in placement for 2-3 years. The 2-year adoption rate would be 10% (10 divided by 100), and the 3-year adoption rate would be 40% (10+30 divided by 100).

> **Service prior to Adoption-** Last placement service youth received prior to being adopted.

Re-Entry Rate- Calculation of all the youth who were reunified but returned to care within one year of reunification divided by the total youth who reunified in a given fiscal year. For example, if 100 youth were reunified in Fiscal Year 2017, and 15 of them re-entered care within 12 months (rolling) of reunifying, the Fiscal Year 2017 re-entry rate would be 15%.

Purpose

The Quarterly Indicators Report highlights trends in essential Philadelphia Department of Human Services (DHS) and Community Umbrella Agency (CUA) functions, key outcomes, and progress toward the four primary goals of Improving Outcomes for Children (IOC):

More children and youth maintained safely in their own homes and communities

A reduction in the use of congregate care

More children and youth achieving timely reunification or other permanence

Improved child, youth, and family functioning

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Executive Summary

Strengths
- **More cases closed than accepted for service.** Since the second quarter of Fiscal Year 2018, DHS has continued to close more cases than it has accepted for service.
- **Emphasis on kinship care and decrease in congregate care.** More than half of the youth in family foster care on June 30, 2018 were in kinship care, and only 11% of dependent youth in placement were in congregate care.
- **Many youth live close to home.** Over half (61%) of youth in kinship care or foster care on March 31, 2018 lived within 5 miles of their home, and most (81%) lived within 10 miles.
- **Continued focus on permanency.** There were more permanencies in the first three quarters of Fiscal Year 2018 than there were in the full Fiscal Years of 2013, 2014, and 2015.

Areas for Improvement
- **Declines in caseloads, but slightly higher than DHS' goal.** CUA case management workers carry an average of 11 cases– a decrease from previous years, but higher than the DHS funded ratio of 1:10. CUA case management staff recruitment and retention contributes to the slightly higher ratio at CUAs.
- **Decreases in adoption and PLC timeliness.** The two-year and three-year rates for adoption and PLC continue to decline.

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Focus Areas

1	Hotline
2	Investigations
3	Services
4	Permanency
5	DHS Priorities and Preview of New Initiatives & Analyses

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Hotline

Call Volume

Figure 1. Total Hotline Reports
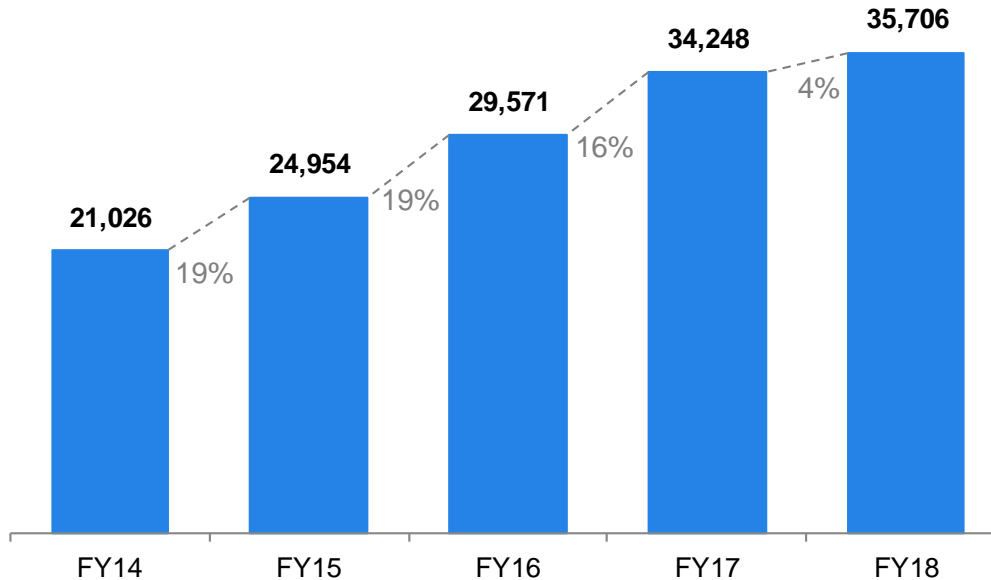
- Continued increase in Hotline reports

- 4% increase from FY17 to FY18; lower rate increase than in previous fiscal years
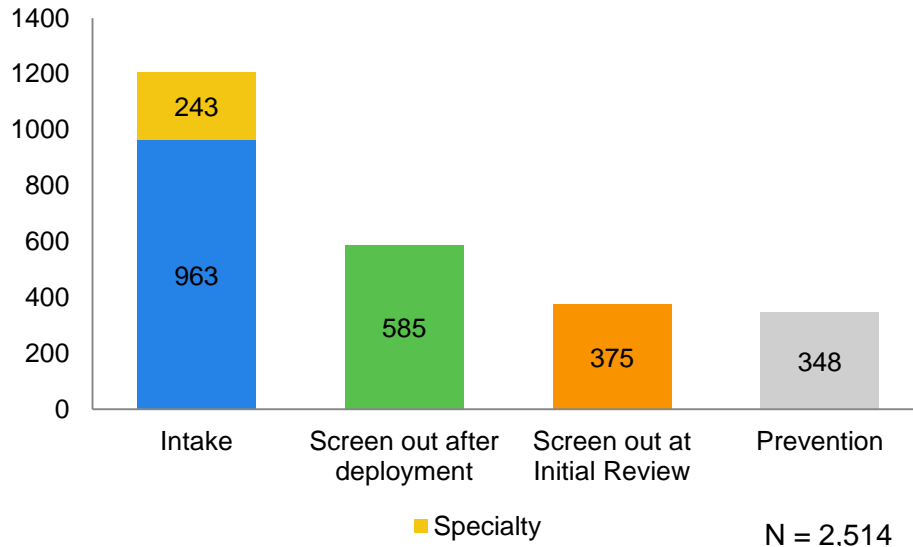
Hotline Decisions

Figure 2. Total Screen Outs
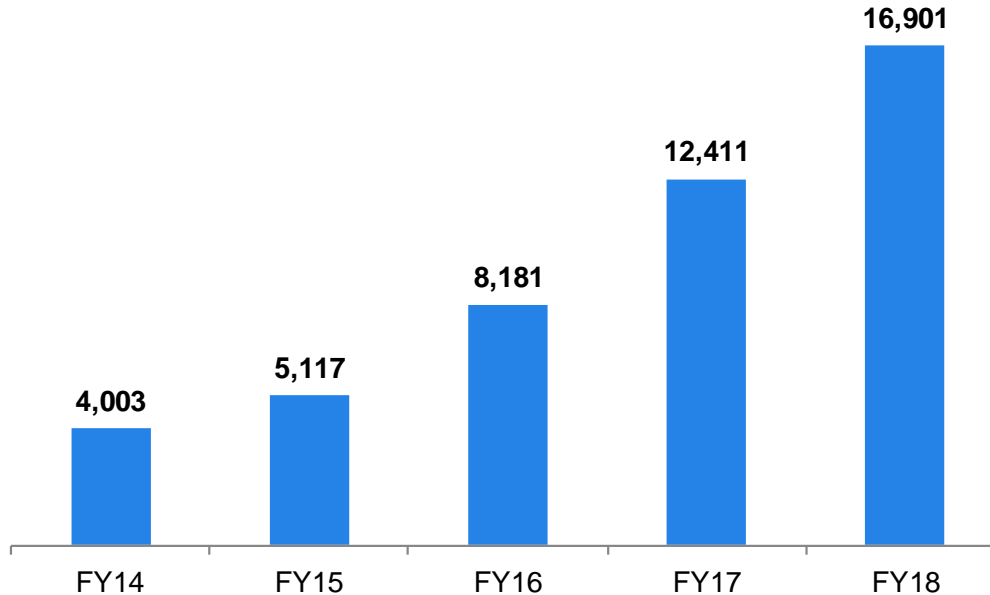
- Continued increase in screen outs

- Four times as many screen outs in FY18 than in FY14

Hotline Administrators review monthly samples of screened out reports to ensure the screen outs are appropriate.

Hotline Decisions

Figure 3. Secondary Screen Outs (8/31/17 – 3/2/18)

N = 2.514

- About half (48%) of secondary screen out cases were sent to intake
- Nearly 40% of the cases were screened out (23% after deployment and 15% after the initial review)
- 14% of secondary screen outs were sent to prevention

DHS created the Secondary Screen Out unit in late Summer 2017 to review GPS reports with a 3-7 day priority that were not immediately accepted for investigation. The unit may confirm the decision to screen out a case after an initial review (with or without a referral to prevention services) or the unit may deploy a hotline worker for screening. Deployed hotline workers may choose to send a case to intake for investigation or screen it out.

Hotline Decisions

Figure 4. Hotline Action
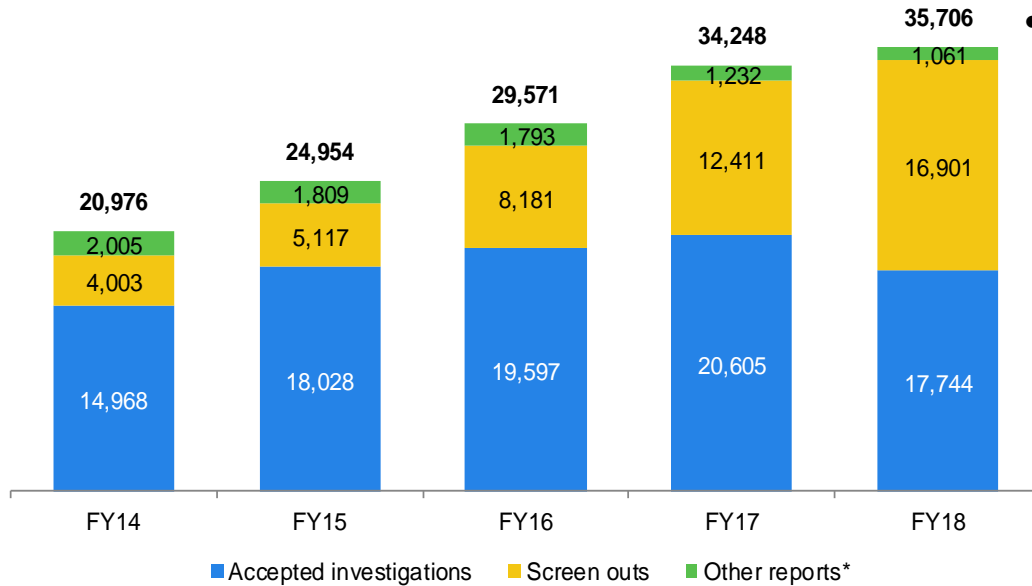
- Larger proportion of reports screened out (47%) in FY18 than previous four fiscal years

	FY14	FY15	FY16	FY17	FY18
Total	20,976	24,954	29,571	34,248	35,706
Other reports*	2,005	1,809	1,793	1,232	1,061
Screen outs	4,003	5,117	8,181	12,411	16,901
Accepted investigations	14,968	18,028	19,597	20,605	17,744

■ Accepted investigations ■ Screen outs ■ Other reports*

*Other reports include referrals for law enforcement only, other jurisdictions, information only, and follow-up on a prior report
Data run 7/23/18

Investigations

Investigations

Figure 5. Total Investigations
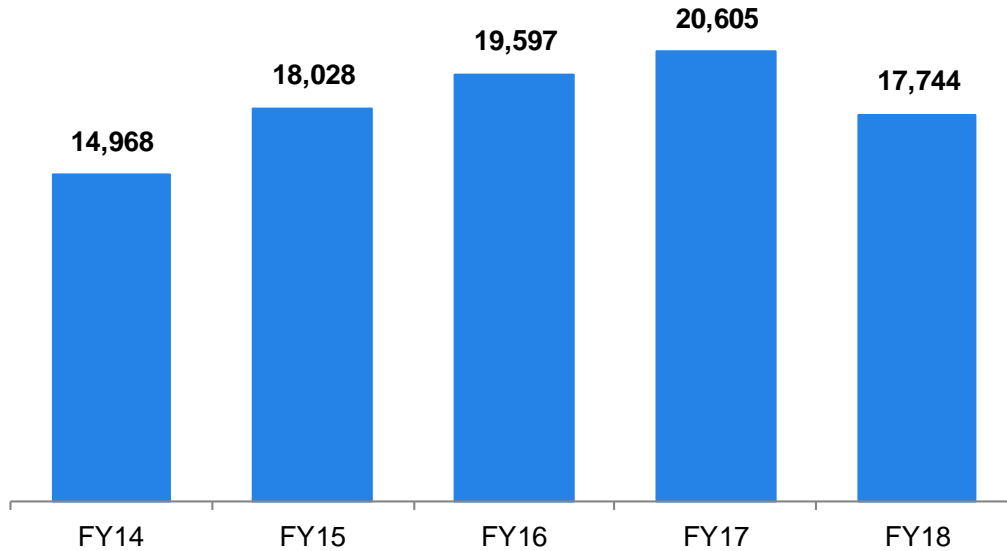
- Decrease in investigations for the first time in IOC history

- 14% decrease from FY17 to FY18

Indicated CPS Reports

Figure 6. FY15 – 18 Indication Rate for CPS Reports
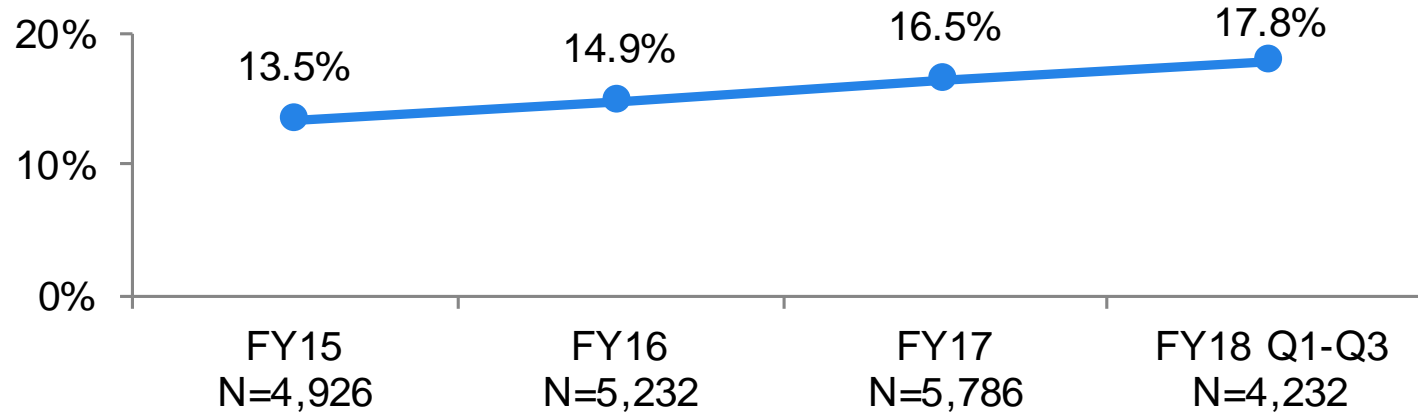
- The indication rate for CPS reports has steadily increased every year since FY15

Repeat Maltreatment: Federal Measure

The federal measure for repeat maltreatment looks at the number of indicated CPS victims within a 12-month period and examines how many had another indicated report within the following year.

Figure 7. FY15 – 17 Repeat Maltreatment: Federal Measure
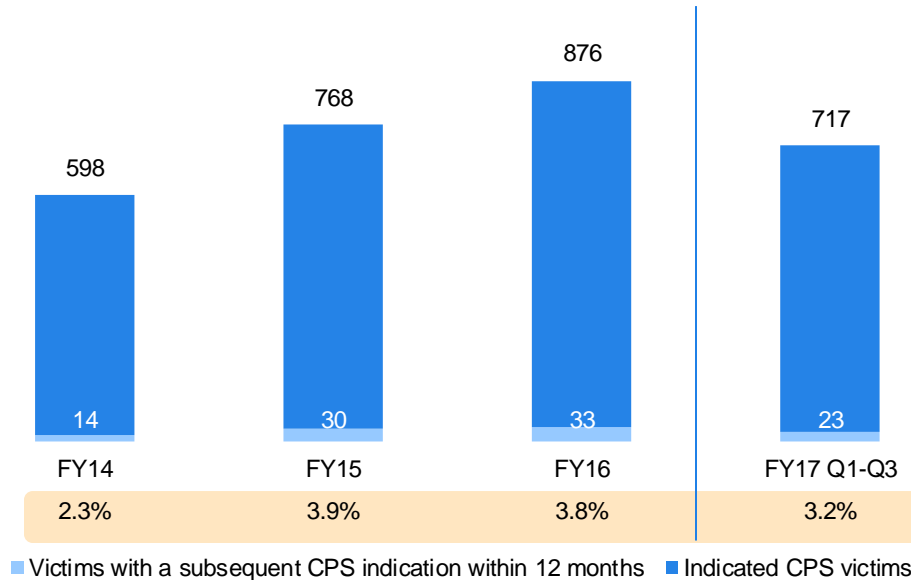
- First three quarters of FY17 had a slightly lower repeat maltreatment rate (3.2%) than FY15 and 16

	FY14	FY15	FY16	FY17 Q1-Q3
Indicated CPS victims	598	768	876	717
Victims with a subsequent CPS indication within 12 months	14	30	33	23
Federal repeat maltreatment indicator	2.3%	3.9%	3.8%	3.2%

■ Victims with a subsequent CPS indication within 12 months   ■ Indicated CPS victims

Data run 6/29/18
FY18Q4 data not available until early September to allow sufficient time for investigation determination

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Repeat Maltreatment: State Measure

The Pennsylvania measure for repeat maltreatment looks at the number of CPS reports received during a specific time-period and identifies those children who had a *previous* indication of abuse.

Figure 8. CPS Reports with Suspected Re-Abuse

- **Slightly higher rate of suspected re-abuse than previous FYs**

Figure 9. Indicated CPS Reports with Re-Abuse

- **Slight increase in rate of indicated reports with re-abuse**

Data run 6/29/18
FY18Q4 data not available until early September to allow sufficient time for investigation determination

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Investigation

Figure 10. Rate of Investigated Cases that Are already Open

| FY14 N=12,031 | FY15 N=13,628 | FY16 N=14,451 | FY17 N=14,898 | FY18 Q1-Q3 N=10,337 |

12%   14%   15%   14%   14%

Fiscal Year
Distinct Count of Cases with Investigations

Figure 11. Rate of Investigated Cases Accepted for Service within 60 Days of Being Reported

18%   21%   17%   17%   17%

| FY14 N=12,031 | FY15 N=13,628 | FY16 N=14,451 | FY17 N=14,898 | FY18 Q1-Q3 N=10,337 |

Fiscal Year
Distinct Count of Cases with Investigations
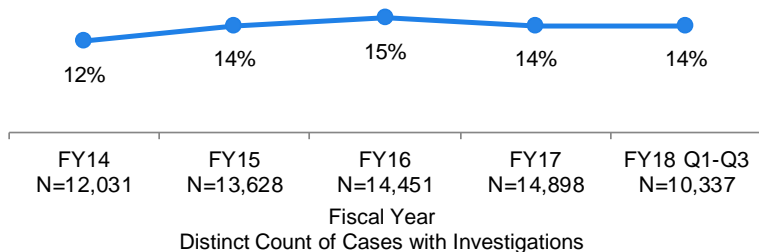
• For the past five fiscal years, approximately 1 in 7 cases under investigation were already receiving DHS services
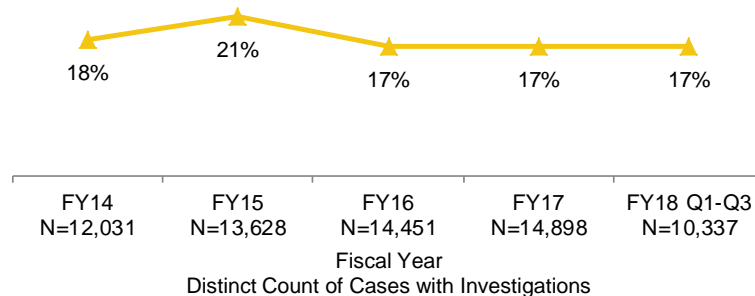
• Since FY16, approximately 1 in 6 cases under investigation were accepted for service within 60 days of being reported

Data run 6/29/18
FY18Q4 data not available until early September to allow sufficient time for investigation determination
Cases with multiple investigations are only counted once

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Services

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Dependent Youth Demographics – June 30, 2018

Figure 12. Gender

Female 50%
Male 50%

N=10,110

Figure 13. Age

18+ 5%
Under 5 33%
11-17 37%
6-10 25%

N=10,115

Figure 14. Race & Ethnicity

7,319
2,309
256
108
126

	Black	White	Multiple	Unable to Determine	Other
Total	7,319	2,309	256	108	126
Hispanic	373	1,173	63	55	16
Non-Hispanic	6,934	1,133	193	44	110
Unknown	12	3		9	
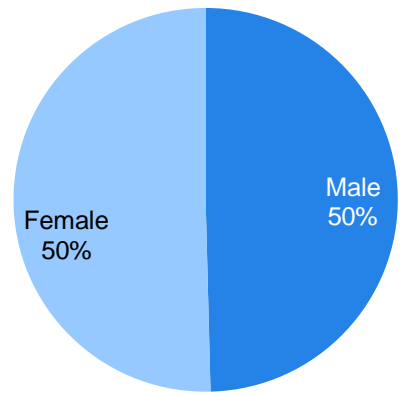
- Half of the dependent youth on 6/30/18 were female
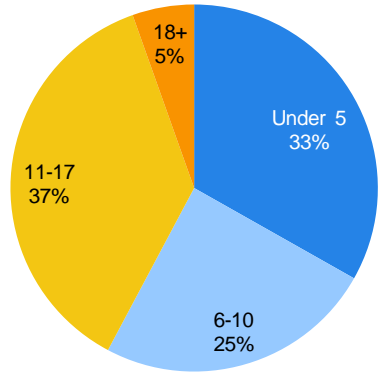
- Just over half of the dependent youth on 6/30/18 were 10 years old or younger
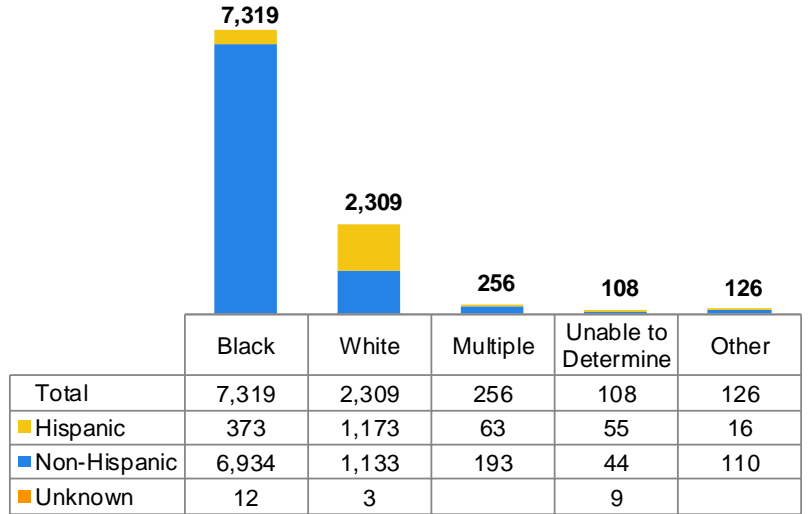
- Nearly three quarters (72%) of dependent youth on 6/30/18 identified as Black
- Approximately 1 in 6 (17%) were Hispanic

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Cases Accepted for Service and Cases Closed

Figure 15. Cases Accepted and Closed by Month

Figure 16. Cases Accepted and Closed by FY
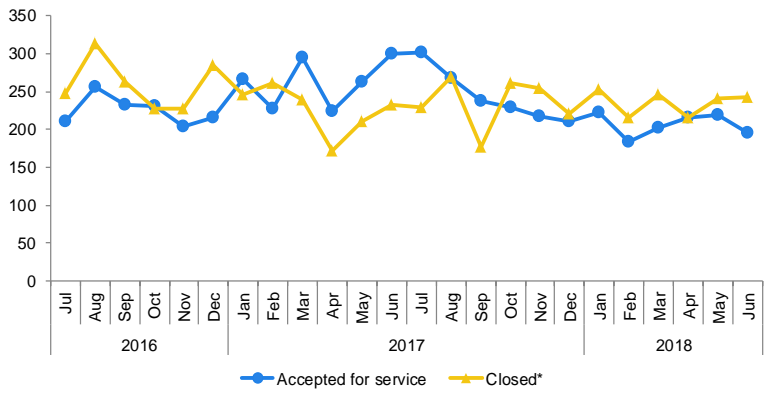
- After increasingly more cases were accepted for service by month in FY17, there was a decrease in FY18
- Since October 2017, more cases have been closed than opened each month
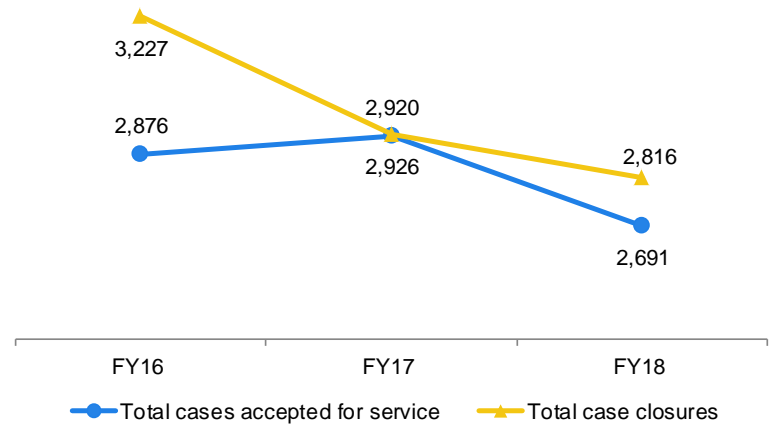
- The number of cases accepted for service and the number of cases closed have both decreased

*Case Closed or Transferred to Open for Non-CYD Services (Delinquent or Subsidy)
Data run 7/26/18

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Total Cases

Figure 17. Total Open Cases on June 30th
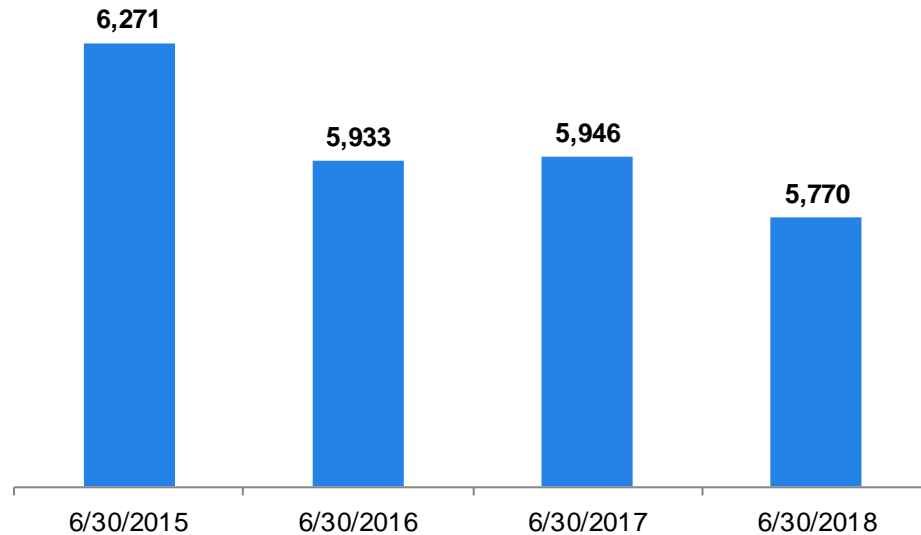
- The total number of open cases on June 30 continue to decline
- There were 8% fewer cases open on June 30, 2018 than there were on June 30, 2015

In-Home Services

Figure 18. Total Cases with In-Home Services

Figure 18. Total Cases with In-Home Services

Figure 19. Total Children with In-Home Services

Figure 19. Total Children with In-Home Services
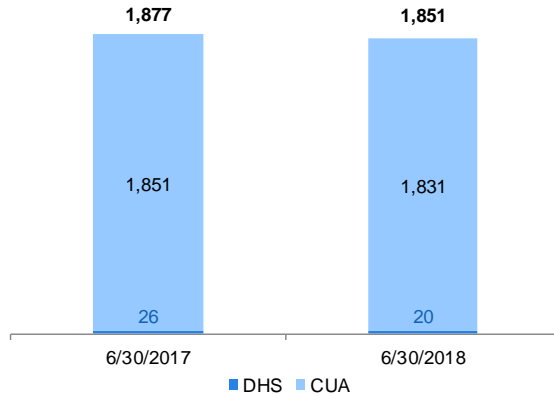
- The total number of in-home cases on 6/30/18 was almost similar to the total on 6/30/17

- On 6/30/17 and 6/30/18, 99% of in-home cases were managed by CUAs
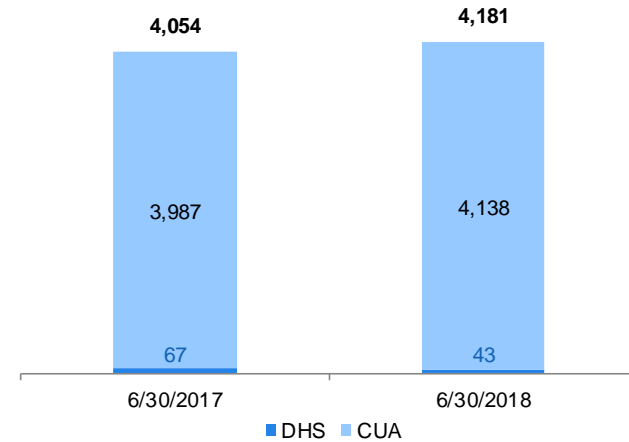
- There were 127 more youth with in-home services on 6/30/18 than there were on 6/30/17, a 3% increase

- On 6/30/17 and 6/30/18, less than 2% of in-home youth had DHS case managers

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In-Home Services

Figure 20. Total Cases with In-Home Services by Service Type

	6/30/2017	6/30/2018
Total	1,877	1,899
Pending type		59
In-home safety	773	583
In-home non-safety	1,104	1,257
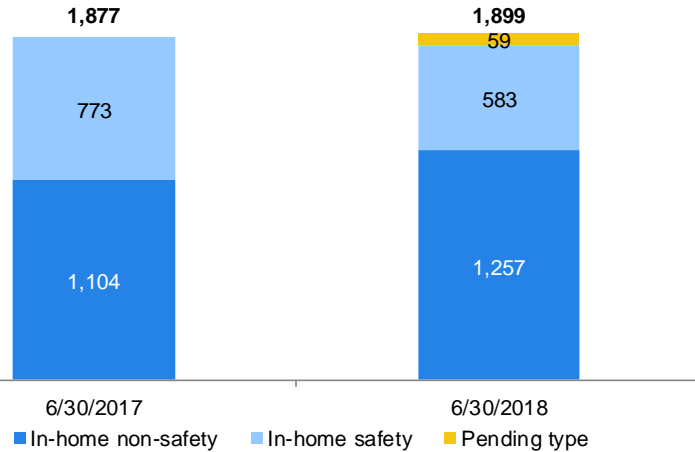
Figure 21. Total Children with In-Home Services by Service Type

	6/30/2017	6/30/2018
Total	4,054	4,181
Pending type		95
In-home safety	1,744	1,317
In-home non-safety	2,310	2,769

■ In-home non-safety ■ In-home safety ■ Pending type
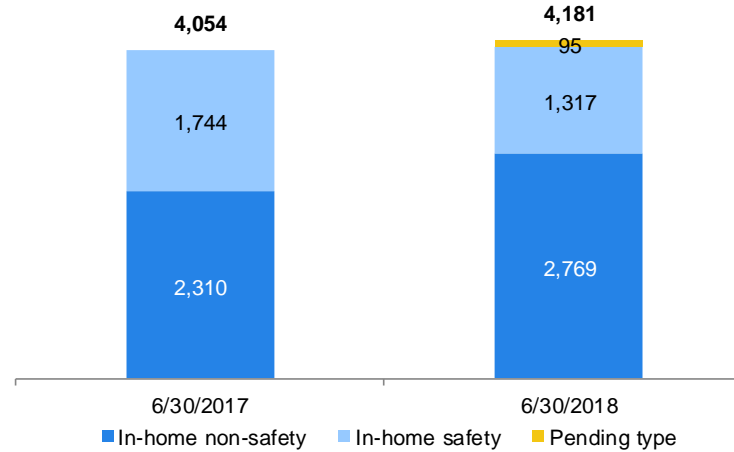
- There were fewer cases and fewer youth with in-home safety services on 6/30/18 than on 6/30/17, but more cases and more youth with in-home non-safety services

- A higher proportion of cases had in-home non-safety services on 6/30/18 (66%) than on 6/30/17(59%). The same was true for youth (57% in 2017 and 66% in 2018)

"If case included in-home safety and in-home non-safety services, case was counted twice.
Data run 7/26/18

In-Home Services

Figure 22. Length of In-Home Services for youth receiving In-Home Safety Services on June 30, 2018
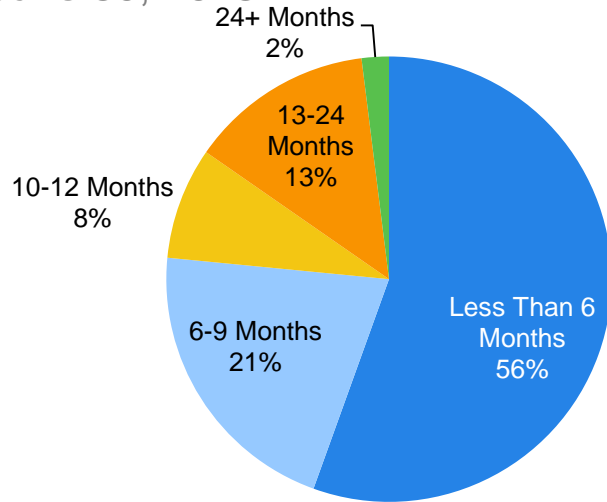
Figure 23. Length of In-Home Services for youth receiving In-Home Non-Safety Services on June 30, 2018

24+ Months
2%

13-24 Months
13%

10-12 Months
8%

6-9 Months
21%

Less Than 6 Months
56%

N = 1,317

24+ Months
6%

13-24 Months
17%

10-12 Months
12%

6-9 Months
17%

Less Than 6 Months
48%
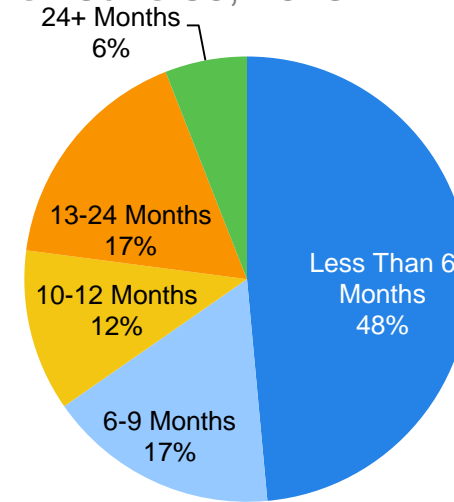
N = 2,769

- For both in-home safety and non-Safety services, approximately half of the youth were receiving in-home services for less than 6 months

Placement Services

Figure 24. Total Cases with Placement Services
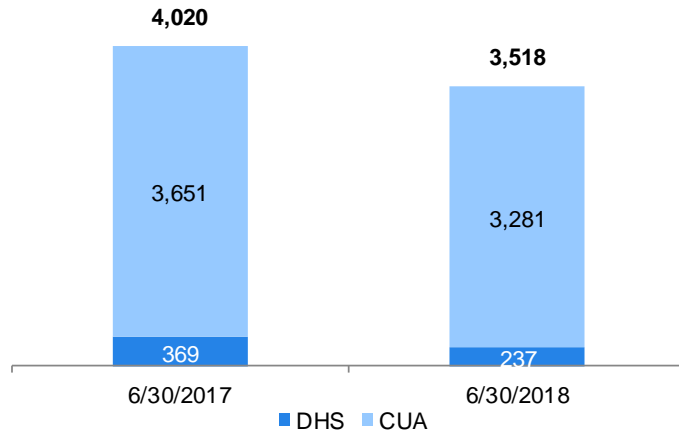
Figure 25. Total Children in Placement
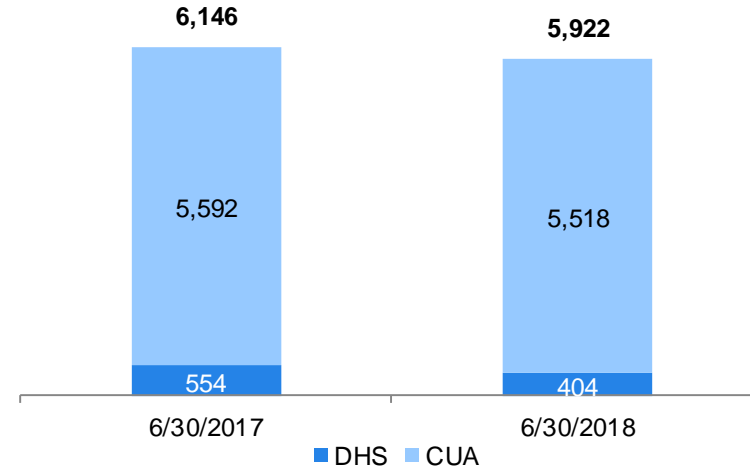
- The total number of placement cases and youth in placement declined slightly from 2017 to 2018

- CUA continued to manage over 90% of the placement cases and placement youth

Placements

Figure 26. Dependent Placements on June 30th of Each Year
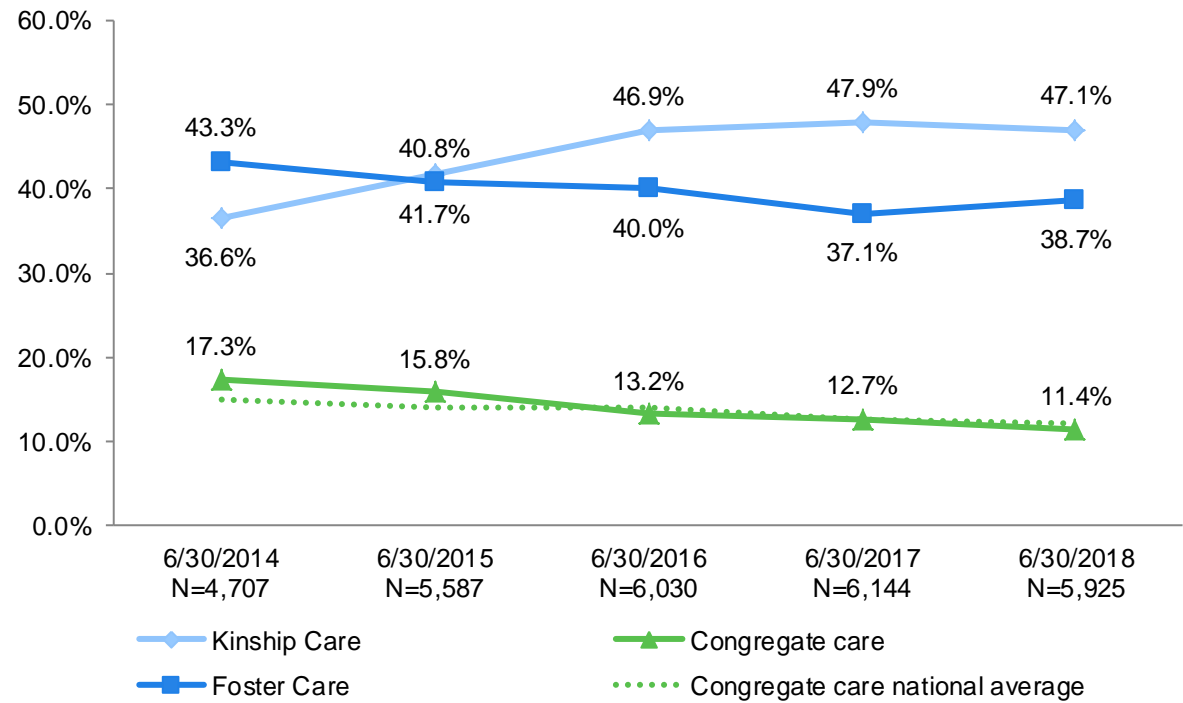
- The percentage of youth in kinship care has remained steady since 6/30/16

- The percentage of youth in congregate care continues to decline

- The total number of youth in placement declined slightly– dipping below 6,000 on 6/30/18

Data run 8/2/2018
Congregate Care national average was calculated by aggregating national institution and group home totals reported in AFCARS Reports.

Placement Services

Figure 27. Children in Dependent Placements on June 30, 2018
by Placement Type

- Family foster care
- Congregate care
- Supervised independent living
- Pending

5,087
86%

677
11%

148
3%

5
<1%

N=5,917
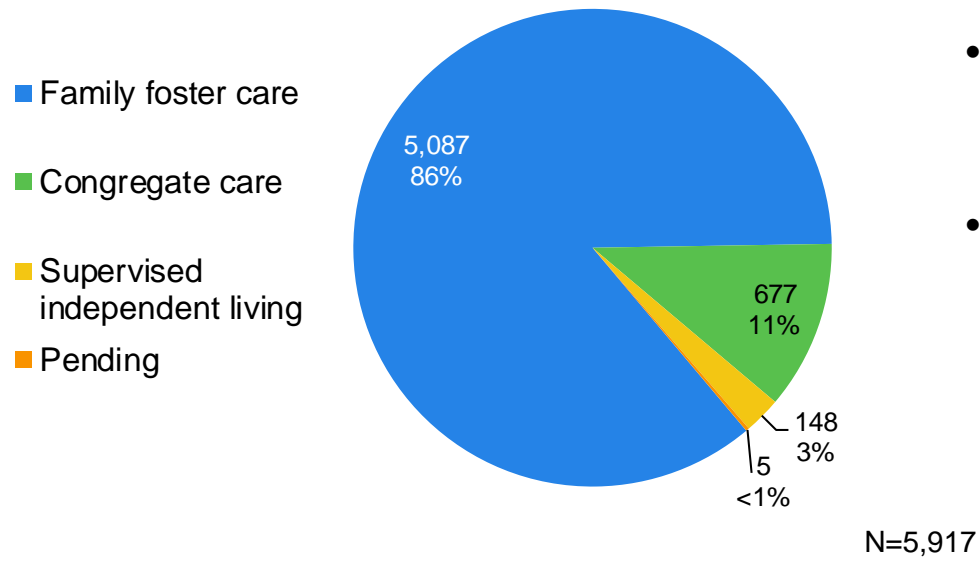
- A large majority (86%) of youth in placement were in family foster care
- Approximately 1 in 10 (11%) youth in placement were in congregate care

*Pending youths' service information had yet to be entered into the electronic database as of the date the data were run

Placement Services

Figure 28. Children in Dependent Family Foster Care and Congregate Care on June 30, 2018
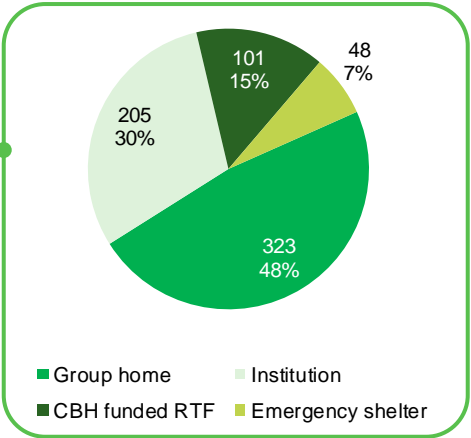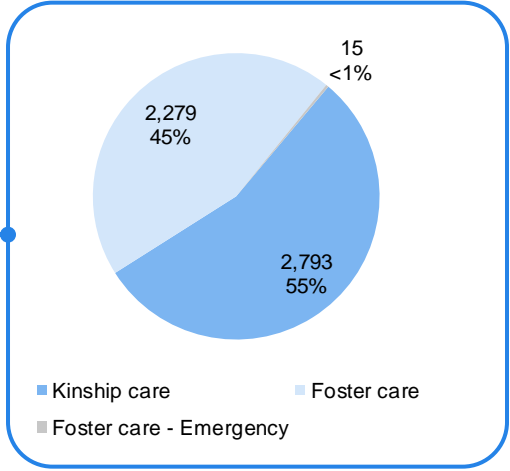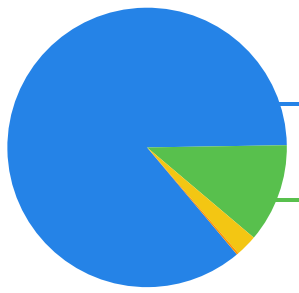
- More than half (55%) of family foster care youth were in kinship care

- Nearly half (48%) of congregate care youth were in a group home and 15% were in a CBH-funded RTF

Delinquent Placement Services

Figure 29. Children in Delinquent Placements on June 30, 2018 by Placement Type

Congregate care

Community Based Detention Services

Philadelphia Juvenile Justice Services Center

Other Community Placement

608
79%

39
5%

117
15%

8
1%
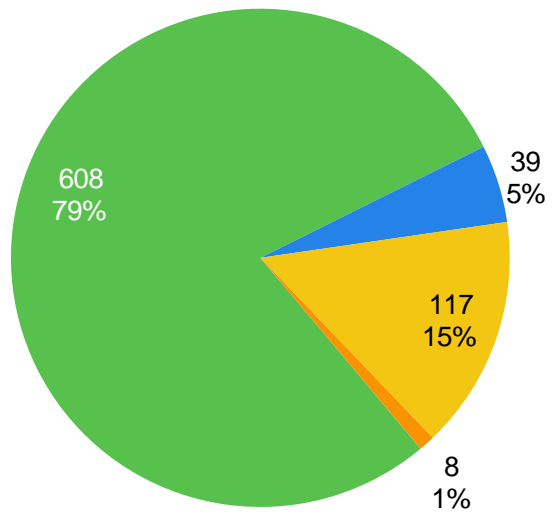
N=772

- Nearly 4 in 5 (79%) youth in delinquent placements were in congregate care

- Of the 772 youth in a delinquent placement, 117 (15%) were housed at the PJJSC

Other community placements include foster care and supervised independent living
Data run 8/2/18

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Placement Services

Figure 30. Children in Delinquent Congregate Care
on June 30, 2018
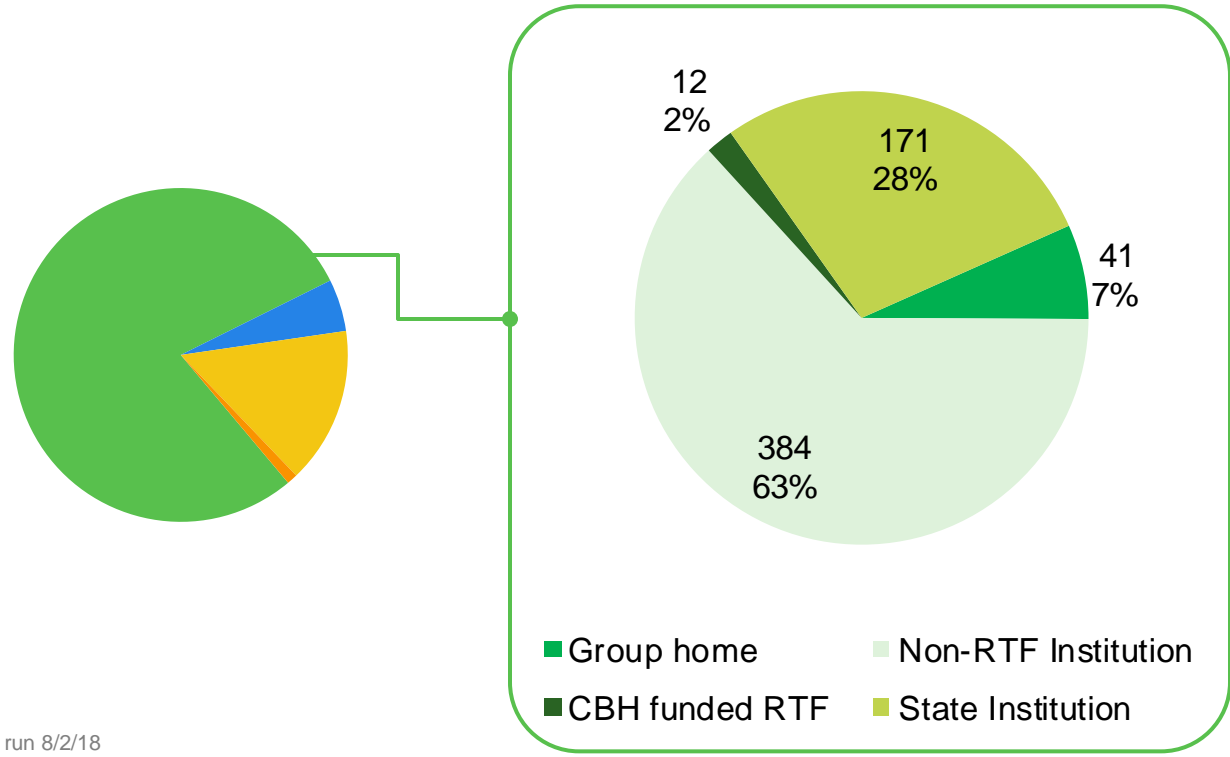
- Over half (63%) of youth in delinquent congregate care were in a non-RTF institution

- Just over a quarter (28%) of youth in delinquent congregate care were in a state institution

Legend:
- Group home
- CBH funded RTF
- Non-RTF Institution
- State Institution

Pie chart values:
- 12 2%
- 171 28%
- 41 7%
- 384 63%

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Distance from Home

Figure 31. Distance from Home for CUA Youth in Foster & Kinship Care as of March 31, 2018

All CUAs

Unable to Determine Distance* 1%

10+ miles 14%

5-10 miles 24%

0-2 miles 32%
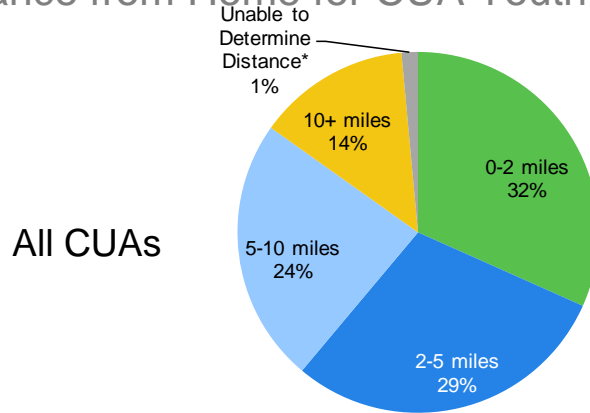
2-5 miles 29%

- A majority (61%) of family foster care youth lived within 5 miles of their home of origin, and 85% lived within 10 miles

CUA	0-2 miles	2-5 miles	5-10 miles	10+ miles	Unable to Determine Distance*
01 - NET (N=462)	33%	34%	18%	14%	1%
02 - APM (N=583)	34%	27%	26%	12%	1%
03 - TPFC (N=587)	32%	31%	18%	18%	1%
04 - CCS (N=381)	31%	25%	23%	17%	3%
05 - TPFC (N=699)	34%	33%	21%	11%	1%
06 - TABOR (N=329)	36%	26%	23%	12%	2%
07 - NET (N=432)	22%	34%	27%	14%	2%
08 - BETH (N=357)	26%	27%	29%	17%	1%
09 - TPFC (N=512)	30%	26%	31%	11%	2%
10 – TPFC (N=507)	35%	27%	23%	12%	2%

*Invalid home addresses include those outside of Philadelphia or incomplete addresses that could not be geocoded. Distances were calculated using ArcMap10.5 GIS software.

Caseload

Table 1. CUA Case Management Workers' Caseload Distribution on June 30, 2018

CUA	Total workers	Total cases	Median caseload	Average caseload
01 – NET	41	498	12	12.1
02 – APM	43	513	12	11.9
03 – TPFC	48	557	12	11.6
04 – CCS	46	430	9	9.3
05 – TPFC	73	872	13	11.9
06 – TABOR	34	402	12	11.8
07 – NET	52	471	10	9.1
08 – BETH	35	375	13	10.7
09 – TP4C	54	506	10	9.4
10 – TPFC	52	565	11	10.9
Overall	478	5,189	11	10.9

Table 2. DHS Ongoing Service Region Case Management Workers' Caseload Distribution on June 30, 2018

DHS	Total workers	Total cases	Median caseload	Average caseload
OSR	18	194	12	10.8

- CUA and DHS staff had an average caseload of 11

- NET-7 had the lowest average caseload (9.1), and NET-1 had the highest (12.1)

Data run 6/28/18
Cases that did not have a case manager designated in the electronic database at the time the data were run were excluded from the analysis

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Monthly Visitation

Figure 32. DHS and CUA Visitation Rates by Month
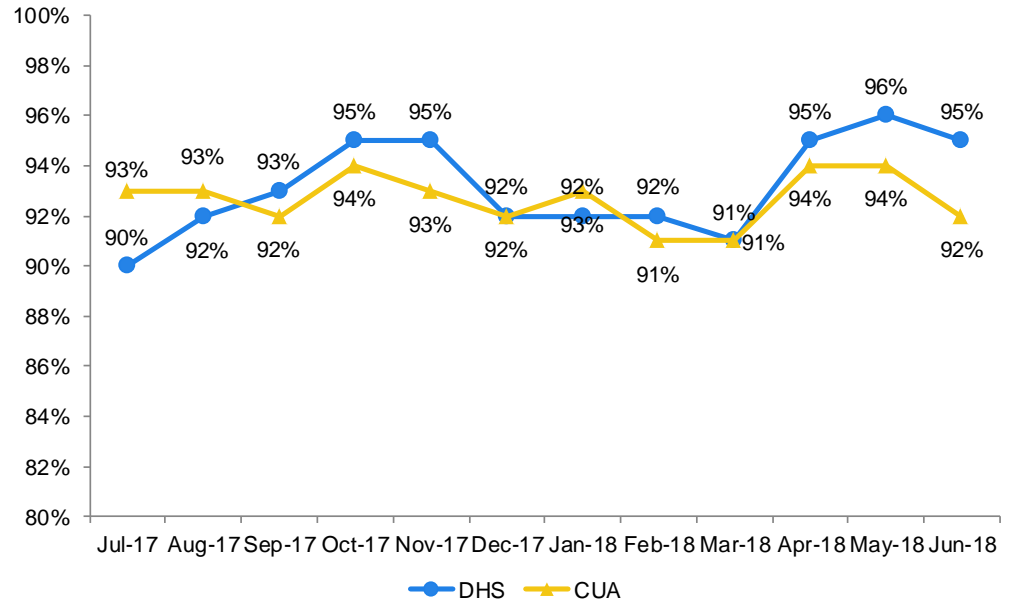
- CUAs and DHS have maintained visitation rates above 90% in FY18

Figure 33. Visitation Rates by CUA
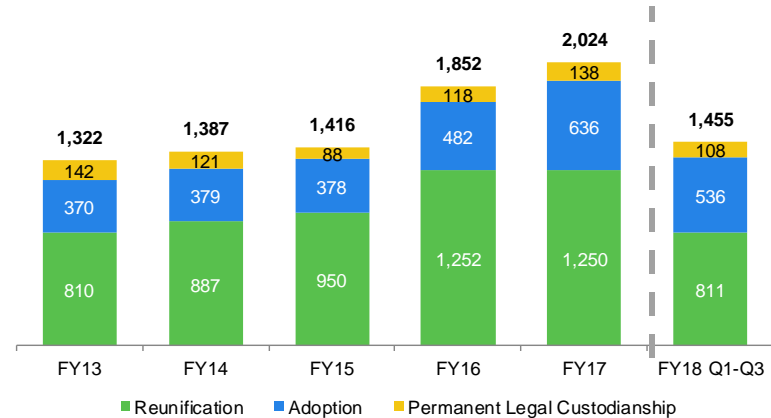
Permanency

Permanency Rates and Totals

Figure 34. Permanency Rates by CUA for FY18Q1 – Q3
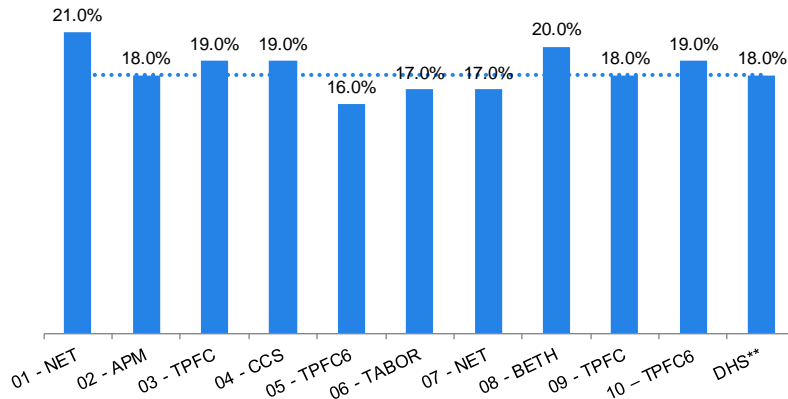
- The average permanency rate for FY18 Q1-Q3 was 18%

Figure 35. Permanency Totals by Permanency Type

- Since FY13, permanencies have continued to increase

- There were more permanencies in the first three quarters of FY18 than in all of FY13, FY14, or FY15

** The DHS permanency rate only includes youth for whom DHS was providing case management services – Based on unreconciled data from the FACTS2 database
FY18Q4 data will be available in September after the reconciliation process is completed
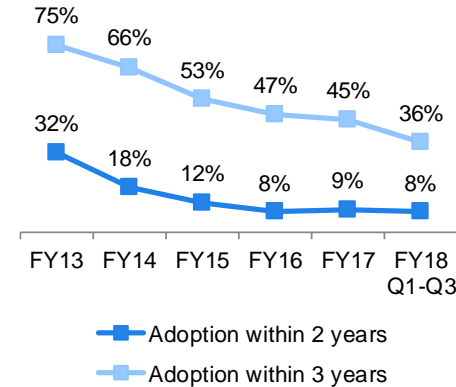Data run 6/29/18

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Permanency Timeliness

Figure 36. Timeliness of Permanency for FY13 – FY18
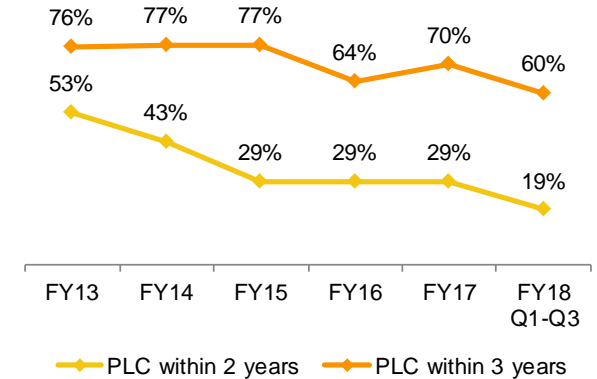
Reunification

- Reunification within 1 year
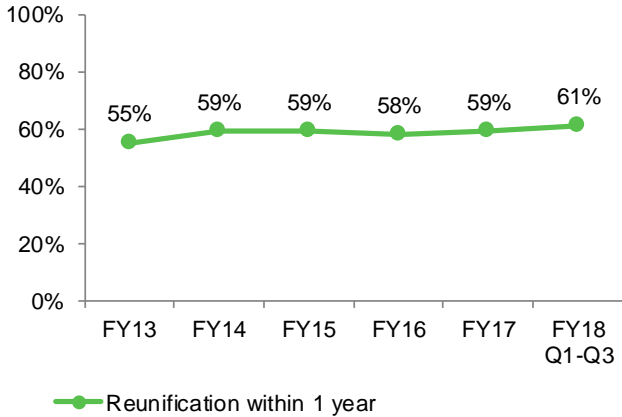
- Reunification rates have increased slightly

Adoption

- Adoption within 2 years
- Adoption within 3 years

- Adoption rates continue to decrease

Permanent Legal Custodianship

- PLC within 2 years   - PLC within 3 years
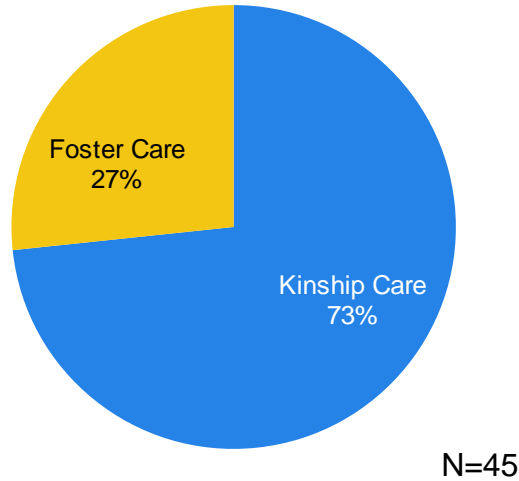
- PLC rates continue to decrease

Timely Adoptions and Previous Services

Figure 37. Last Service before 2-Year Adoption

Foster Care 27%
Kinship Care 73%

N=45

Figure 38. Last Service before 3-Year Adoption

Foster Care 36%
Kinship Care 64%

N=193

- Nearly three quarters of the youth adopted within 2 years had a final placement with kin
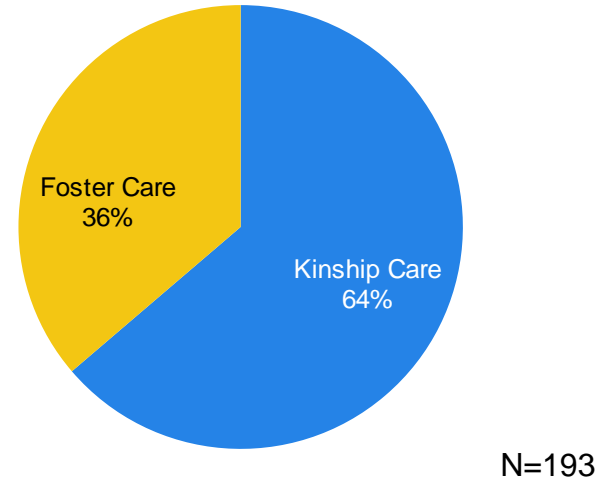
- Nearly two thirds of the youth adopted within 3 years had a final placement with kin

Re-Entry

Figure 39. Re-Entry Rate within One Year of Reunification
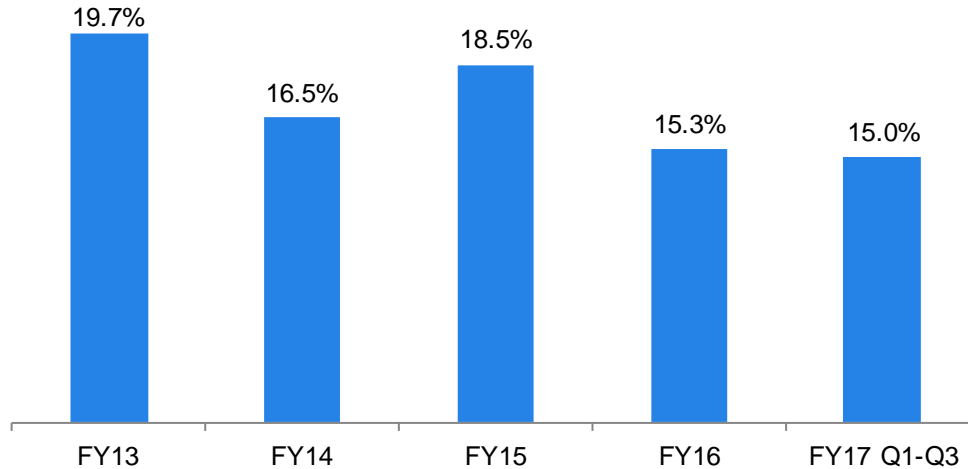
- The re-entry rate has decreased by almost 5% since FY13

*FY18 data is not included because a full year must elapse from the reunification date
Data run 6/28/18

DHS FY19 Priorities

Right Sizing the System

- Continue reducing congregate care
- Recruit more foster families willing to take older youth
- Increase and enhance prevention resources
- Move children more quickly to reunification and other permanencies
- New approaches to connect youth to permanency before they age out
- Increase alternatives to placements for youth in delinquency

Coming soon!

- **2018 CUA Scorecard**—the first year.

- Baseline year **DHS Investigations Scorecard.**

- Evaluation and Analysis of **Adoption Process.**

- **Performance-Based Contracting Tracking Pilot** – using federal measures of permanency to: (1) track eligible population in FY19, and (2) plan for FY20.

Appendix

Appendix

This report was produced by the Data Analytics Unit within DHS' Performance Management and Technology Division using data from the FACTS2 database. This database is a live system that updates daily to reflect the most up-to-date information for youth in DHS and CUAs' care.

Timing of Analysis
The Data Analytics Unit does not analyze data until at least a week following the close of the quarter to allow time for CUA and DHS staff to upload documentation and finalize practice decisions, particularly related to case closure and permanency. The Data Analytics Unit also reconciles data with the CUAs when necessary. In almost all cases, the lag time and reconciliation process allow the Data Analytics Unit to use data that will not change over time. However, there may be some instances in which data uploaded at a later date have marginal impacts on overall rates. For example, some Q1-Q3 permanency rates by CUA (Slide 34) may increase by a fraction of a percentage point if these rates are run at a later date.

Report Definitions
Additional information regarding report definitions, including populations, units of measurement, and calculations can be found in the "Quarterly Indicators Reports: Definitions" document.

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