



# CHILD AND FAMILY SERVICES – PERFORMANCE MEASURES

SOCIAL SERVICES APPROPRIATIONS SUBCOMMITTEE  
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ISSUE BRIEF

## SUMMARY

A nine year history of measures is included in the appendix. This brief highlights changes from information presented a year ago and identifies measures that have improved or declined by more than 5 percent.

## LEGISLATIVE ACTION

No Legislative action is required. This brief is presented for informational purposes only

## HUMAN SERVICES OVERALL GOALS

The Department of Human Services has the following four department-wide goals:

- *collaborate with community partners and within the Department on issues that cut across divisions*
- *maintain and improve transparency regarding Department finances and operations in the community*
- *foster creativity, innovation and adoption of best models and practices*
- *improve outcomes and results by using measures which lead to good decisions that drive success*

## ANALYSIS OF DIVISION OF CHILD AND FAMILY SERVICES PERFORMANCE MEASURES

The Division of Child and Family Services (DCFS) removed three measures from those presented in the 2013 General Session. All three measures had been discontinued in 2010. Other than these three measures, DCFS made no changes to the measures it presented in the 2013 General Session.

### DCFS measures showing greater than 5% improvement

- #1 – **Administration** - % satisfactory outcomes on qualitative case reviews: child status (+5%)
- #12 – **Service Delivery** - Case Process Review: initial/annual mental health assessment conducted on time? (+7%)
- #25 – **Children's Account** - Children and adults served via Children's Account (+85%)
- #27 – **Child Welfare MIS** - SAFE System: Meets needs of multiple users (# users) (+6%)

### DCFS measures showing greater than 5% decline:

- #23 – **Domestic Violence** - # of persons sheltered (-10%)

### Other DCFS measures of note:

- #7 - **Service Delivery** – Total number of foster children served (-2%)  
DCFS has an initiative to reduce the number of children in foster care and instead increase the number of Children served using n-home services. Thus far, the number of foster children served has not been significantly affected. Measure #21 should also be affected by these efforts in future periods.
- #26 - **Adoption Assistance** – # adopted children receiving adoption assistance who returned to custody (+3%)  
Although this measure increased by one child from 2012 to 2013, the Analyst notes the significant pattern of improvement since FY 2005.

## APPENDIX: DIVISION OF CHILD AND FAMILY SERVICES AGENCY PERFORMANCE MEASURES

The table included in the appendix for the Division of Child and Family Services shows a nine year comparison of performance measures along with a description of each measure and benchmarking where applicable. Measures are also associated with the dollar amount of appropriation involved.

## Division of Child and Family Services - Output and Outcome Measures - FY05 Through FY 13

FY13 Total Expenditures	Appropriation Unit	Unit		Performance Measure	Measure Target	Measure FY 05	Measure FY 06	Measure FY 07	Measure FY 08	Measure FY 09	Measure FY 10	Measure FY 11	Measure FY 12	Measure FY 13	Measure can be benchmarked to performance by others?	If yes, who are you using to benchmark against?
<b>\$158,847,100</b>	<b>CHILD AND FAMILY SERVICES:</b>															
\$4,033,200	KHA ADMINISTRATION	HAMS DCFS ADMINISTRATION	1	Admin: % satisfactory outcomes on qualitative case reviews: child status / system performance	85%/85%	91% / 86%	94% / 82%	96% / 90%	91% / 89%	91%/93%	89%/89%	89%/84%	86%/82%	91%/83%	No	Standard was set during David C lawsuit and we keep that Standard.
			2	Admin: caseworker turnover rate:	No target set	17.0%	19.0%	19.0%	13.0%	18.3%	13.5%	16.7%	19.9%	16.5%	Yes	We monitor our trend over time and periodically compare to national data that is reported by CWLA or other sources
\$71,385,800	KHB SERVICE DELIVERY	HCPS DCFS CPS INVESTIGATIONS	3	Child Protective Services: Absence of maltreatment recurrence within 6 months:	94.6%	94.0%	94.0%	92.0%	94.0%	93.0%	94.0%	94.0%	94.0%	94.0%	Yes	The Measure target is a federal standard and reports are produced that include all other states and two territories
			4	Child Protective Services: Percent on-time response to referrals - all referrals together	90.0%	80.0%	84.0%	85.0%	86.0%	88.0%	89.0%	88.0%	89.0%	89.0%	No	
			5	Dom. Viol.: Substantiated CPS cases that involve domestic violence:	No target	2,538	2,386	2,427	2,631	2,616	2,767	2,537	1,055	1,094	No	
			6	Child Prot. Svc: New cases investigated		21,149	19,993	20,340	19,878	20,649	19,838	19,544	18,831	19,068	Yes	Periodically we look at per capita ratios and compare that to others states, however because states define abuse/neglect differently and also define the scope of responsibility of the child welfare agency different comparison is difficult.
			7	Total number of foster children served	No target	3,860	4,040	4,263	4,401	4,532	4,652	4,664	4,549	4,693	No	
		FOSTERING HEALTHY CONNECTIONS	8	Total number of encounters by FHC staff				80,414	85,358	84,154	84,080	84,888	82,288	80,551	No	
			9	Quality Case Review: Health			99%	99%	100%	99%	99%	100%	97%	99%	Yes	Federal reviews look at whether health needs are assessed and services designed to meet needs provided, however there isn't national data comparable to what we look at here.
			10	Quality Case Review: Mental Health			89%	91%	85%	91%	87%	88%	83%	83%		
			11	Case Process Review: was the initial or annual comprehensive health assessment conducted on time?	85%		85%	94%	89%	88%	89%	86%	85%	83%		
			12	Case Process Review: was an initial or annual mental health assessment conducted on time?	85%		67%	91%	95%	93%	92%	85%	80%	87%		
			13	Case Process Review: was an initial or annual dental assessment conducted on time.	85%		71%	93%	92%	98%	94%	88%	90%	87%		
\$2,243,000	KHD IN-HOME SERVICES	HIHS DCFS IN HOME SERVICES	14	Percent of in-home child clients with a subsequent SCF case within 12 months	No target set	5.6%	5.3%	4.8%	5.2%	5.2%	5.6%	5.8%	5.0%	Not yet available	No	
			15	In-home Services: % children exiting in-home services who later had a supported CPS case within 12 months	No target set	12.4%	10.8%	11.2%	11.4%	11.4%	11.5%	10.0%	8.2%	Not yet available	No	
\$40,091,600	KHE OUT-OF-HOME SERVICES	DCFS VARIOUS FOSTER CARE/GROUP CARE	16	Out-of-home services: % of children who reunify within 12 months	74.2%	Not calculated, newer federal measure	83.3%	78.2%	75.6%	76.6%	75.3%	77.1%	76.4%	Not yet available	Yes	The Measure target is a federal standard and reports are produced that include all other states and two territories
			17	Out-of-home services: % of children who re-enter foster care within 12 months	9.9%	Not calculated, newer federal measure	18.9%	16.2%	14.4%	14.1%	10.3%	11.4%	10.9%	Not yet available	Yes	The Measure target is a federal standard and reports are produced that include all other states and two territories

				18	Median Months to Reunification of Children who Reunify	5.4	Not calculated, newer federal measure	4.5	6.6	7.8	7.7	7.7	8.6	7.4	Not yet available	Yes	The Measure target is a federal standard and reports are produced that include all other states and two territories	
				19	Adoption: Median # months to adoption	27.3		15.0	16.0	15.0	14.0	16.0	14.0	12.0	15.0	13.0	Yes	The Measure target is a federal standard and reports are produced that include all other states and two territories. This measure was changed from mean to median so that we can benchmark it to national data
				20	Adoption: # successful adoptions from foster care			300	385	393	445	479	539	520	525	543	No	
	\$3,559,800	KHG FACILITY BASED SERVICES	HCSN DCFS CRISIS NURSERY	21	Number of children and parents receiving crisis/respice services	No target set		15,103	14,943	12,152	12,584	14,970	15,781	20,827	16,362	19,300	No	
	\$6,223,700	KHH MINOR GRANTS	HETV DCFS ED & TRAINING VOUCHER GRANT	22	# of youth exiting foster care who receive ETV funds while in college or vocational training			59	103	111	65	93	89	109	107		No	
	\$4,103,200	KHK SELECTED PROGRAMS																
	\$1,915,300	KHL SPECIAL NEEDS																
	\$4,804,100	KHM DOMESTIC VIOLENCE																
				23	Dom. Viol.: Number of persons sheltered	No target	data not avail.	3,556	3,400	3,385	3,450	2,965	3,062	3,257	2,925		No	
				24	Dom. Viol.: % supported victims that do not experience repeated abuse within 6 months	No target	95%	95%	93%	96%	93%	95%	97%	95%	98%		No	
	\$400,000	KHN CHILDREN'S ACCOUNT		25	Children & adults served via Children's Account			36,949	34,508	45,779	51,108	58,573	62,330	62,381	35,170	65,106	No	
	\$14,721,400	KHP ADOPTION ASSISTANCE		26	Adoption Assistance: Number of adopted children who received adoption assistance who came back into custody	No target		19	10	20	8	5	4	1	1	2	No	
	\$5,366,000	KHS CHILD WELFARE MIS	HMSO DCFS SAFE OPERATIONS	27	SAFE: Meets needs of multiple users & agencies (# users / # concurrent users)	No target	1,631 / 471	1,640 / 485	1,819 / 505	18,07 / 545	1,637 / 538	1537/491	1495/491	1603/458	1706/473		No	
			HMSO DCFS SAFE OPERATIONS	28	SAFE: Meets federal data requirements	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes	Yes	Feds track who is in compliance and able to report AFCARS, NCANDS, and soon NYTD data.