



Commissioner's Dashboard

April 2015

Allison Blake, Ph.D., L.S.W
Commissioner

May 20, 2015

The data contained in this dashboard is considered preliminary and as a result, these figures might be different than the final reported figures. The data is produced for continuous quality improvement across DCF.

On or About April 30, 2015

| DCF At a Glance | | CSOC ⁶ Quick Facts | |
|--|---------------|--|---------------|
| DCF: Total Children Served in the Month¹ | 93,034 | Youth Open with CSOC (unduplicated count) | 41,234 |
| CP&P: Children/Youth Served | 51,800 | DD Eligible Children (unduplicated count) | 17,730 |
| OOH Setting (< 18) | 7,114 | MRSS: Dispatches in the month | 1,654 |
| In-Home Setting (< 18) | 42,587 | MRSS: Interventions (includes prior dispatches) | 1,797 |
| Youth 18-21 | 2,099 | Remained in same Living situation | 97% |
| Youth Open with CSOC² | 41,234 | | |
| | | Care Management: Children Served | 11,246 |
| FCP: Total Clients Served³ | 16,893 | OOH Behavioral Health Settings: Children Served | 1,608 |
| DOW: Total Clients Served⁴ (Monthly Average) | 881 | Placed out of State | 1 |
| | | | |
| DCF: Families Served in the Month⁵ | 28,201 | PerformCare Calls | 9,764 |
| CP&P | 25,625 | DD Related Calls | 2,381 |
| FCP (Family Success Centers & Home Visiting) | 2,576 | Sandy Related Calls | 580 |

| CP&P Quick Facts | | FCP & DoW Quick Facts ⁷ | |
|--|---------------|--|---------------|
| Hotline Referrals | 15,107 | FSCs: Families Served (March) | 2,332 |
| CPS Reports | 33% | Home Visiting: Families Served (March) | 244 |
| CWS Referrals | 9% | SBYSP: Clients Served (March) | 13,008 |
| Number of Human Trafficking Referrals ⁸ | 15 | DV Services: Clients Served (March) | 1,309 |
| Response Timeliness | 97% | Residential | 18% |
| Monthly Staff Contacts/Children OOH | 93% | Non-Residential | 82% |
| Entries to Care | 442 | | |
| Caseload: Intake | 84% | SAARC: Clients Served (Jan - Mar 2015) | 1,265 |
| Caseload: Permanency | 99% | Displaced Homemaker: Clients Served (Jan - Mar 2015) | 1,379 |
| Caseload: Adoption | 88% | New Clients | 34% |
| Subsidized Adoptions/KLG (Includes Subsidized Adoptions and subsidized KLGs) | 16,116 | RPE: Doses/Activities provided at Implementation Sites (Nov '13 - Jan '14) | 83 |

¹ Some children may be served by both CP&P and CSOC and are over-represented in the final count of children served in the month.

² The definition for "Youth Open with CSOC" reflects youth who are involved and eligible to receive services through CSOC.

³ FCP measures clients served in SBYSP and DV Services. Since Family Success Centers and Home Visitation programs report data in terms of families served, each family is assumed to have at least one client.

⁴ DoW measures clients served in SAARC and Displaced Homemakers. RPE measures doses or activities provided and does not allow for an unduplicated count of clients served.

⁵ Families served by DCF includes CP&P families and FCP families. FCP families served data has a one month lag.

⁶ CSOC Children may receive multiple services and are counted multiple times.

⁷ FCP quick facts are based on new clients/families. DoW quick facts are based on new and ongoing clients/families served.

⁸ The cumulative number of human trafficking referrals between November 2013 and April 2015 was 165.

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The data is produced for continuous quality improvement across DCF.

| MSA Updates | | | | | |
|--|------------------|-------------------|------------------------|-------------------|---|
| Comparing June 2014 to April 2015 | | | | | |
| | June 2014 | April 2015 | Δ from Jun 2014 | MSA Target | |
| Initial FTMs (March 2015) | 74% | 76% | 2% | 90% |  |
| Quarterly FTMs | 79% | 80% | 1% | 90% |  |
| Initial Case Plans (March 2015) | 92% | 94% | 2% | 95% |  |
| Ongoing Case Plans | 98% | 98% | 0% | 95% |  |
| CW visits Child Monthly (at placement site) ¹ | 93% | 93% | 0% | 98% |  |
| CW visits Child 2x/Mo 1st2Mo (February 2015) | 92% | 94% | 2% | 95% |  |
| CW visits Parent 2x/Mo | 78% | 73% | -5% | 95% |  |
| Parent Child Weekly Visits ² | 68% | 62% | -6% | 60% |  |
| Response Timeliness | 98% | 97% | -1% | 98% |  |
| Investigation Timeliness CP&P (February 2015) | 76% | 80% | 4% | 98% |  |
| Investigation Timeliness IAIU | 85% | 87% | 2% | 80% |  |
| Ind. Living Assessments 14-18 yrs | 90% | 91% | 1% | 95% |  |
| Caseloads: Intake | 85% | 84% | -1% | 95% |  |
| Caseloads: Permanency | 96% | 99% | 3% | 95% |  |
| Caseloads: Adoption | 83% | 88% | 5% | 95% |  |
| <i>This table compares performance in the most current month to the last month of the previously published monitoring report (June 2014)</i> | | | | | |
|  <p>The blue bar indicates DCF performance in the current month. The red bar indicates the difference between the current performance and the MSA target. Measures with a 30 or 60 day lag are noted next to the description of the measure.</p> | | | | | |

¹Caseworker visits with Child in Placement (all locations) April: 97%

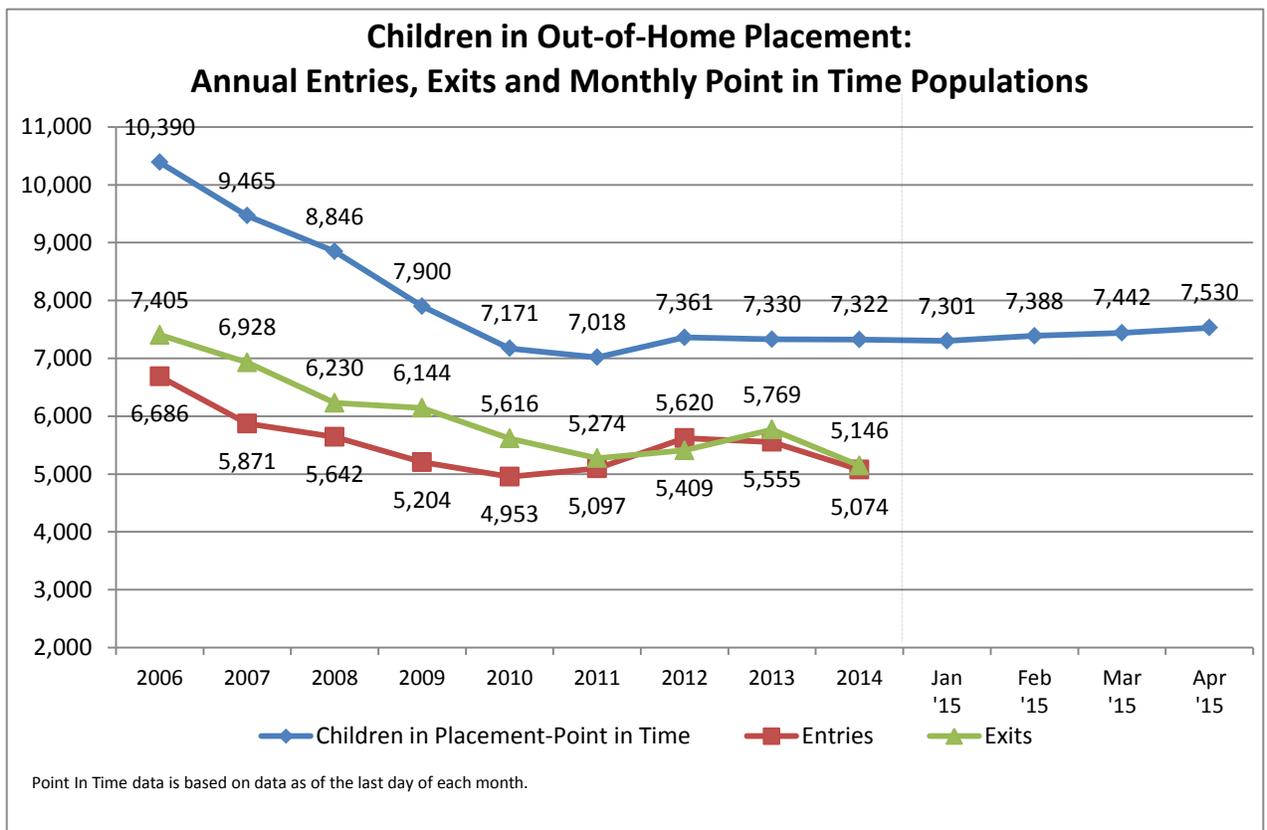
²Compliance for Parent-Child Weekly Visits is measured by percent of children with weekly visits averaged over the number of weeks in the month.

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Section I: Child Protection & Permanency

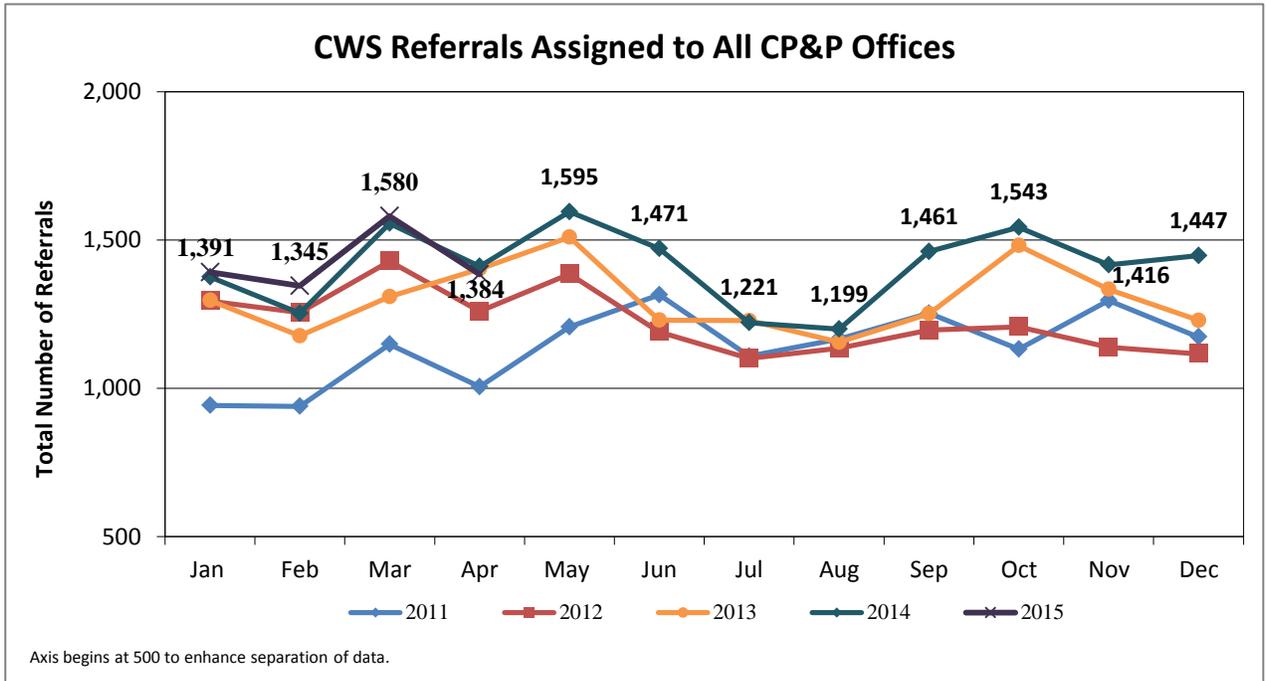
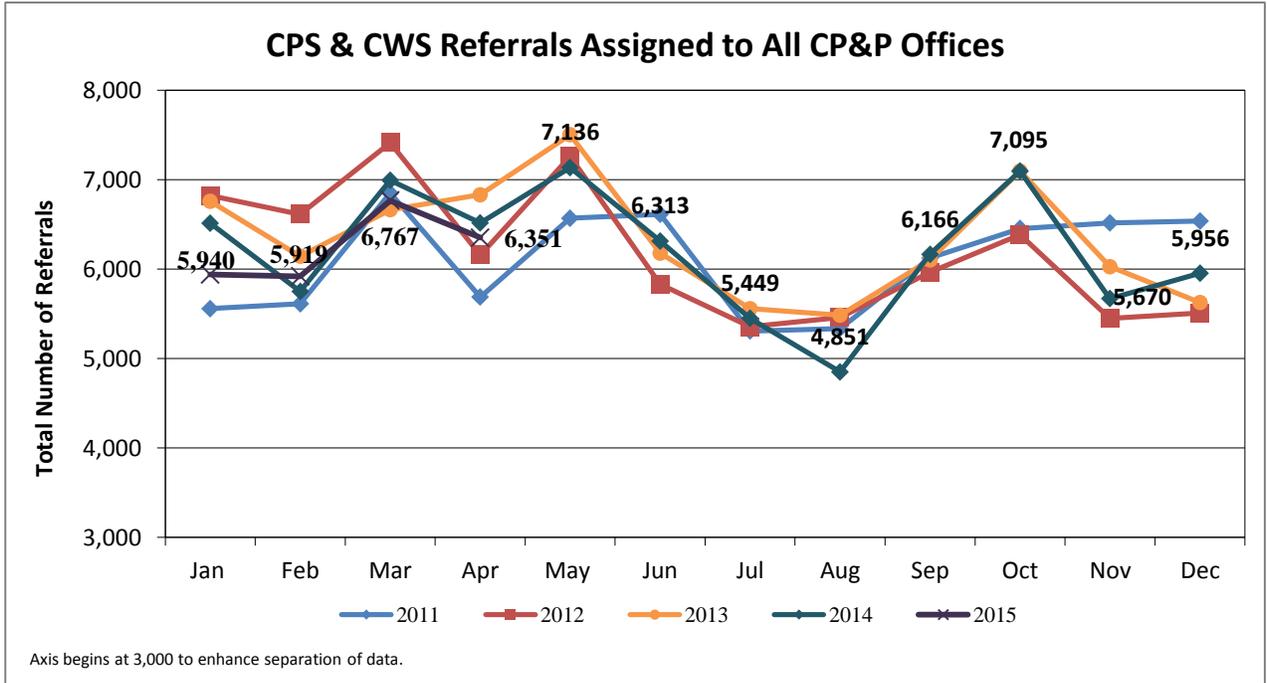
| CP&P Quick Facts | | |
|--|-------------------------|--------------------------|
| <i>Data in this chart includes children up to age 20.99</i> | n for 4/2015 | Δ from 4/2014 |
| Families Under CP&P Supervision | 25,625 | 0% |
| Children Under CP&P Supervision | 51,800 | 1% |
| Children Receiving CP&P In-Home Services | 44,270 | 1% |
| Children in CP&P Out-of-Home Placement | | |
| Resource Family (non-Kin) (53%) | | |
| Resource Family Kinship (38%) | 7,530 | -3% |
| Group and Residential (7%) | | |
| Independent Living (1%) | | |
| Children Legally Free for Adoption (Excludes TPR Appeals) | 1,136 | 8% |
| Finalized Adoptions to date (CY 2015) | 197 | 13% |
| Children in Subsidized Kinship Legal Guardianship | 1,989 | -2% |
| Children in Subsidized Adoptions | 14,127 | 1% |
| | | |
| Entries to Care | 442 | 3% |
| Exits from Care | 335 | 6% |



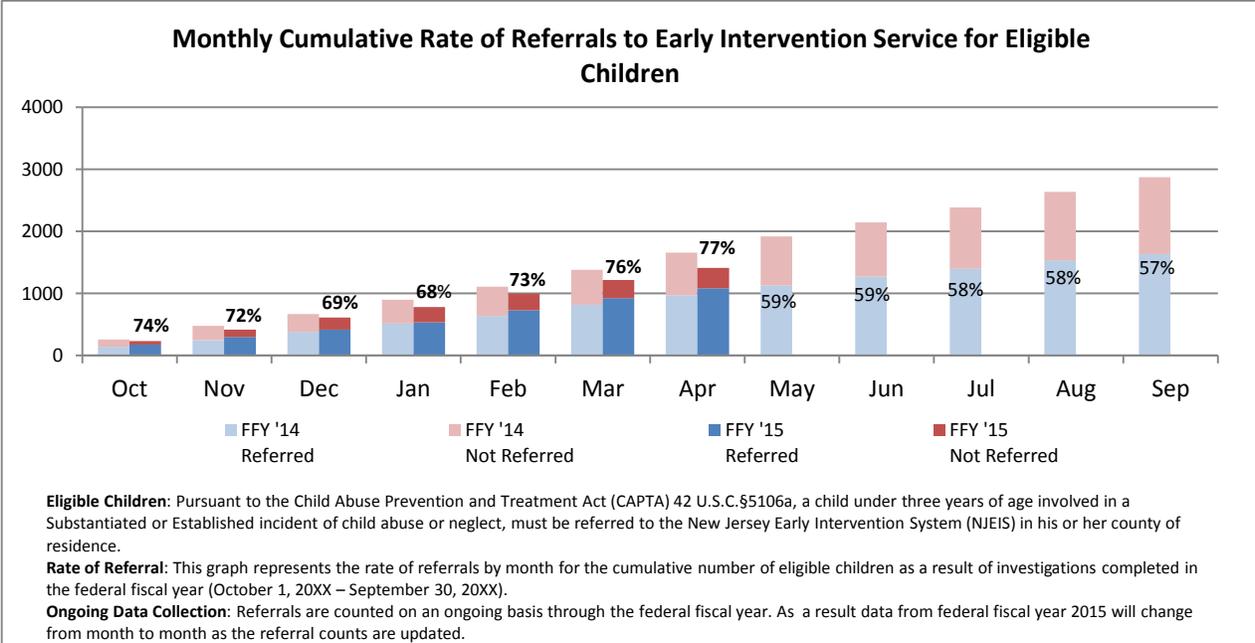
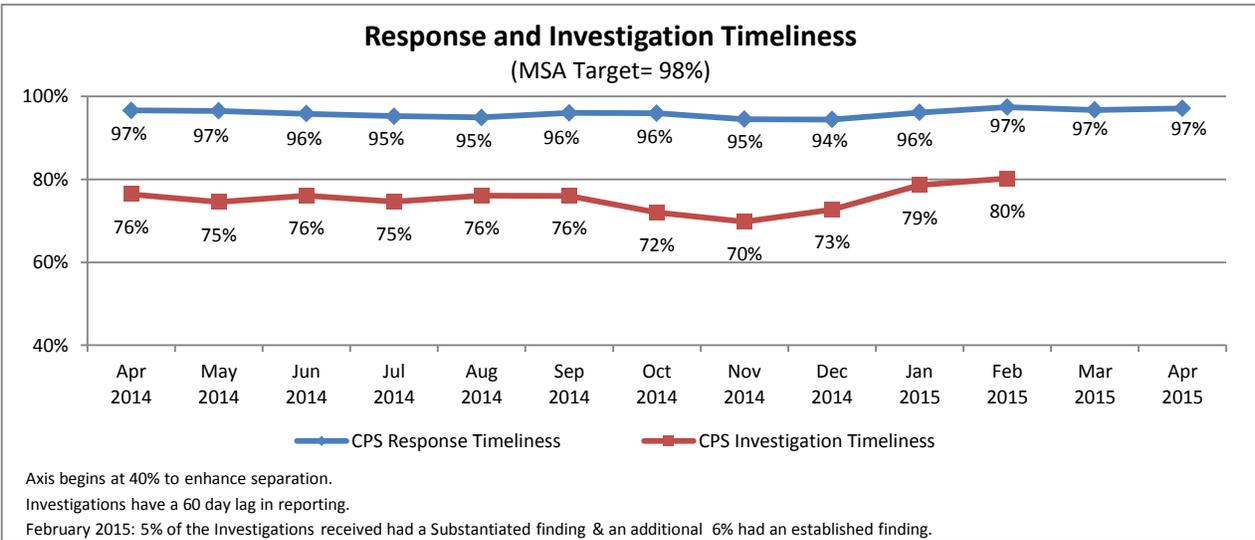
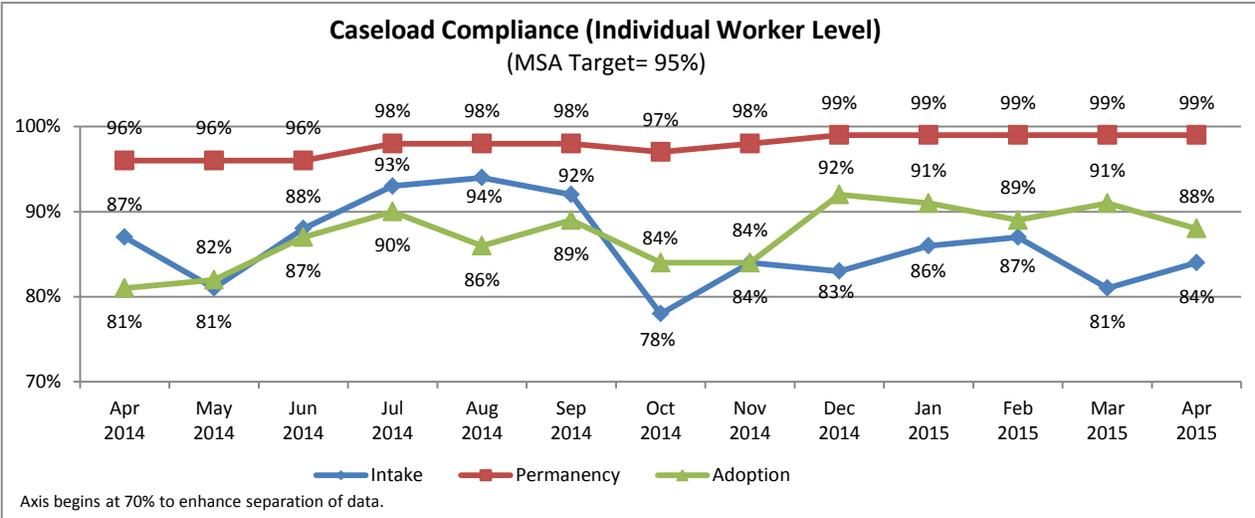
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Section I: Child Protection & Permanency

| State Central Registry Statistics | |
|--|---------------|
| Total SCR Intakes Recorded in NJ SPIRIT | 15,107 |
| CPS Reports | 32.9% |
| CWS Referrals | 9.1% |
| Non CPS/CWS Child Related Calls | 58.0% |



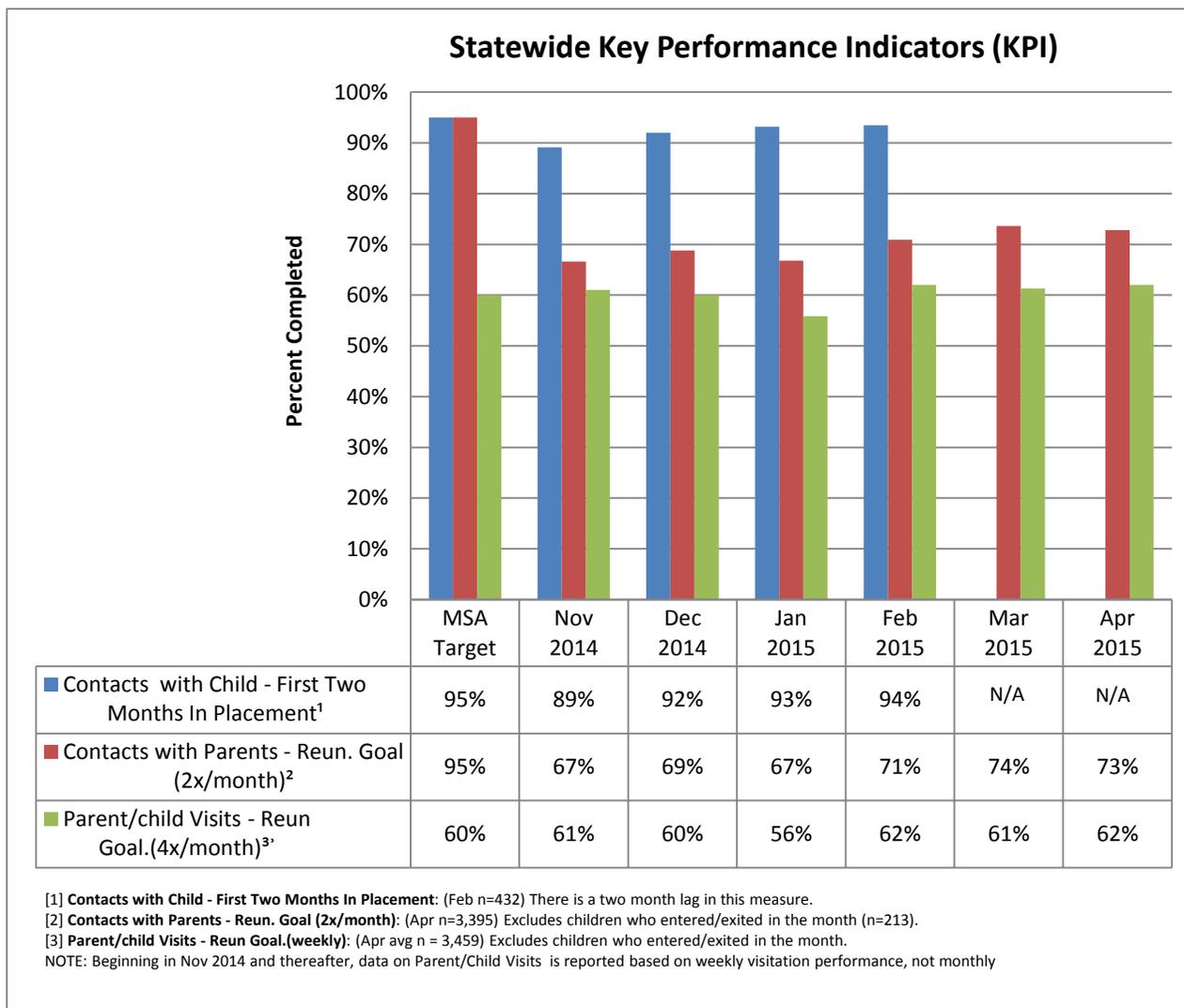
Section I: Child Protection & Permanency



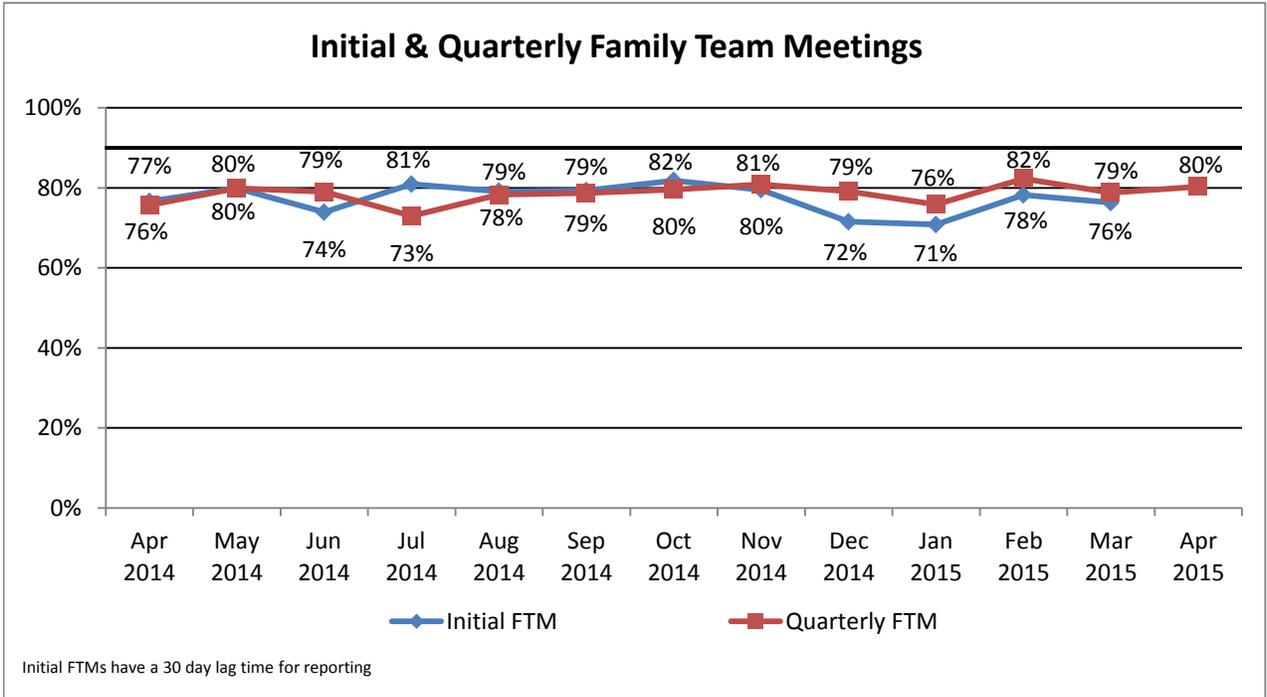
Section I: Child Protection & Permanency

| Monthly Staff Contacts (MSA Target for Out of Home Children = 98%) | | | | | | | | |
|--|----------|----------|----------|----------|----------|----------|------------|------------------|
| | Nov 2014 | Dec 2014 | Jan 2015 | Feb 2015 | Mar 2015 | Apr 2015 | Δ from MSA | 6 Months Average |
| In Home | 90% | 91% | 90% | 93% | 93% | 93% | N/A | 92% |
| Out of Home Visits at Plcmnt Site | 92% | 93% | 91% | 93% | 93% | 93% | -5% | 93% |

Monthly Staff Contacts: In Home (n=20,290), Out-of-Home (n=6,679).

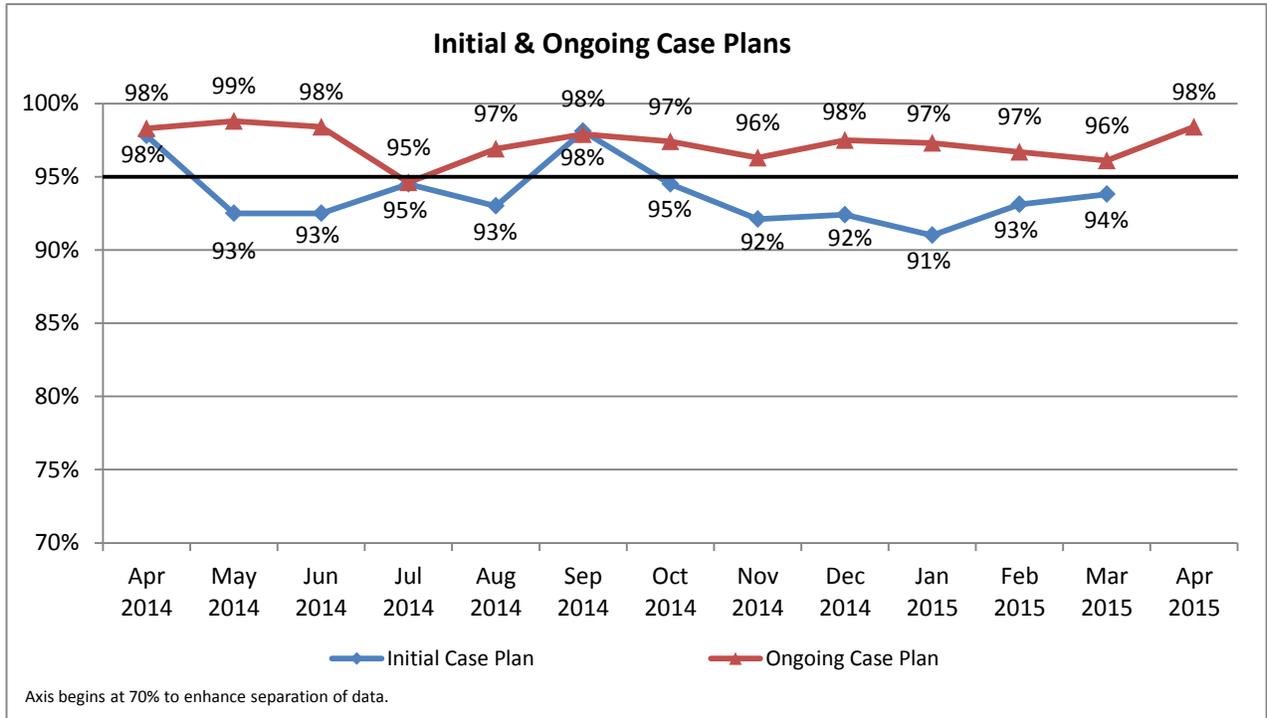


Section I: Child Protection & Permanency



Initial FTMs: (n=379) Compliance excludes children who exited within 30 days of removal.

Quarterly FTMs: (n=1718) Compliance excludes children who exited.



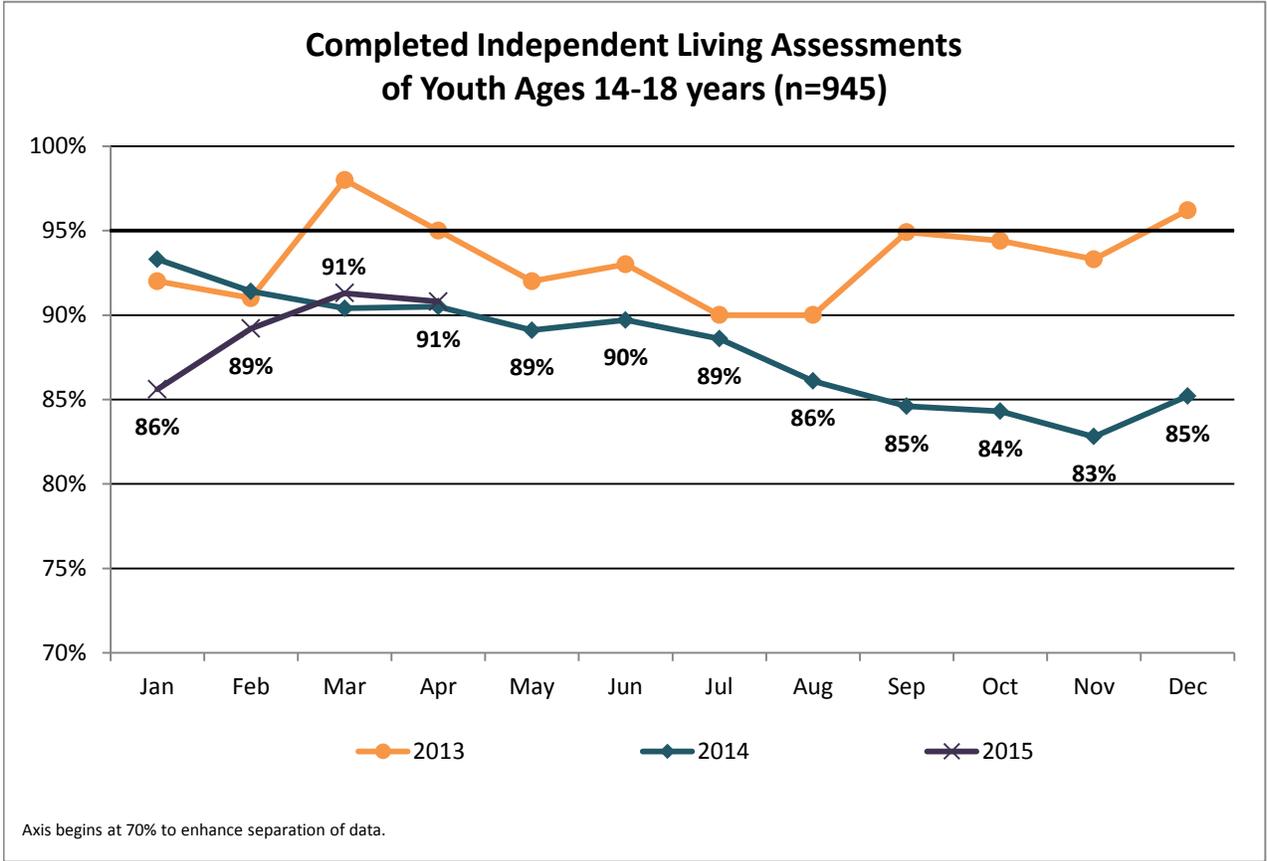
Initial Case Plans: (n=386) Compliance excludes children who exited. 6 months average for Initial Case Plans is 93%.

Ongoing Case Plans (n=991) Compliance excludes children who exited in the last six months. 6 months average for Ongoing Case Plans is 97%.

Section II: Adolescent Services

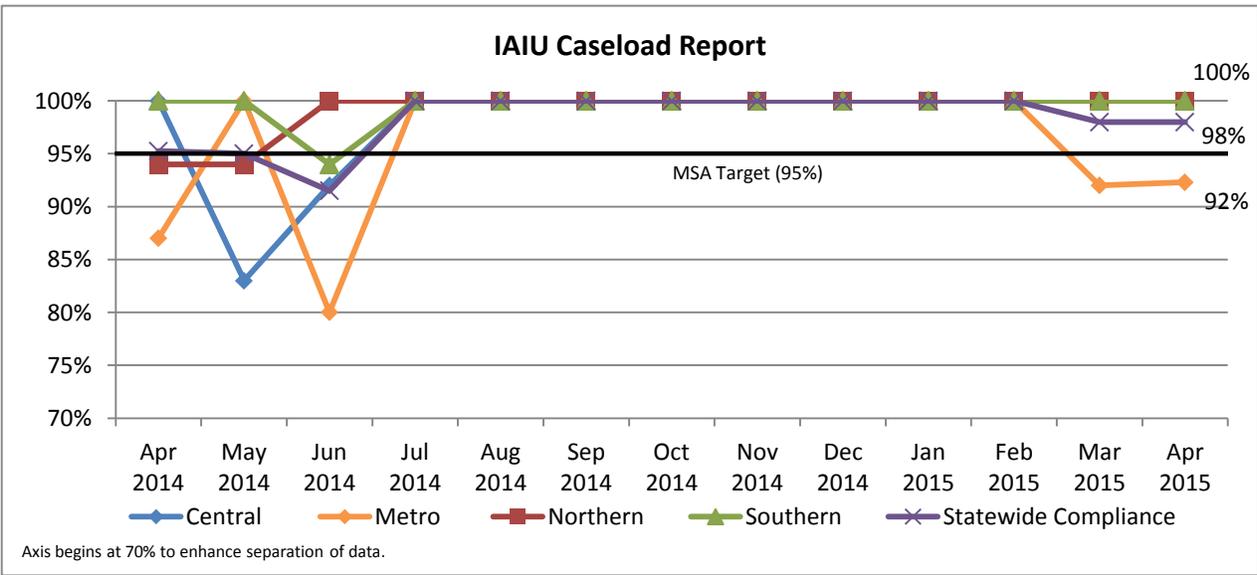
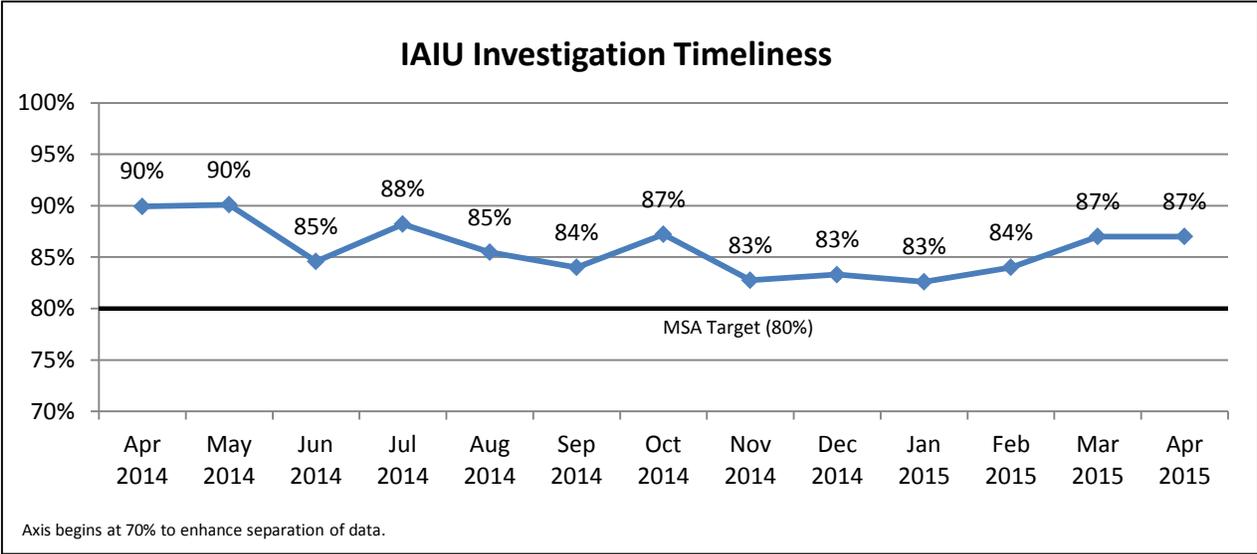
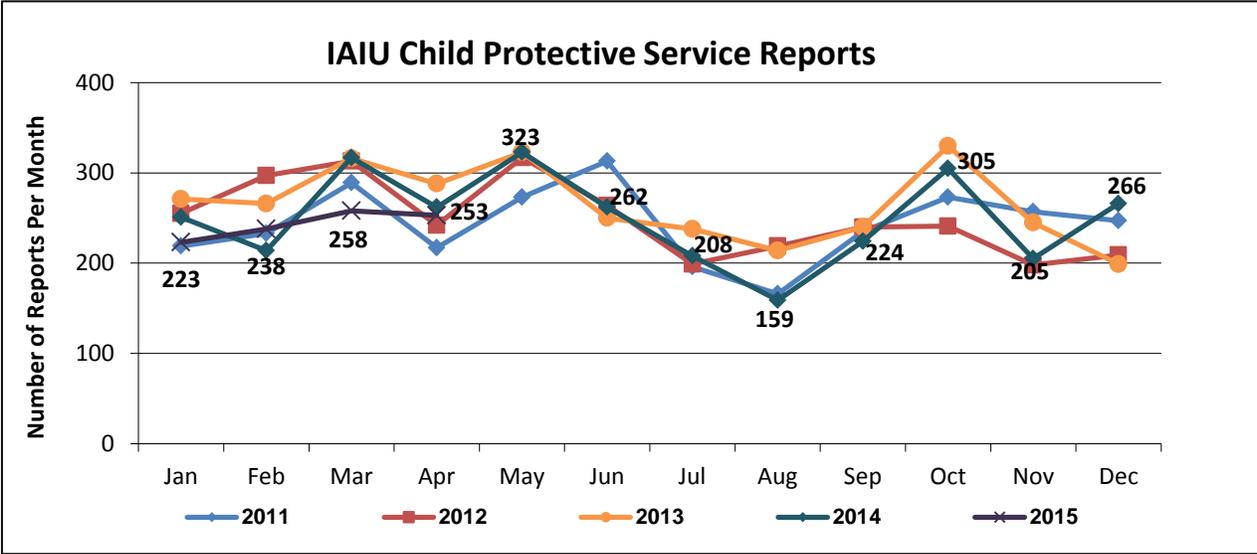
OAS Quick Facts Youth 18-21

| | |
|---|--------------|
| Youth 18-21 years old served by CP&P⁴ | 2,099 |
| Youth served "In Home" living with a parent/relative or living independently⁵ | 1,683 |
| Youth served "Out-of-Home" | 416 |
| Family Based Setting (57%) | |
| Congregate Care Setting (24%) | |
| Independent Living (20%) | |
| Youth Receiving Adoption or KLG Subsidy | 1,032 |



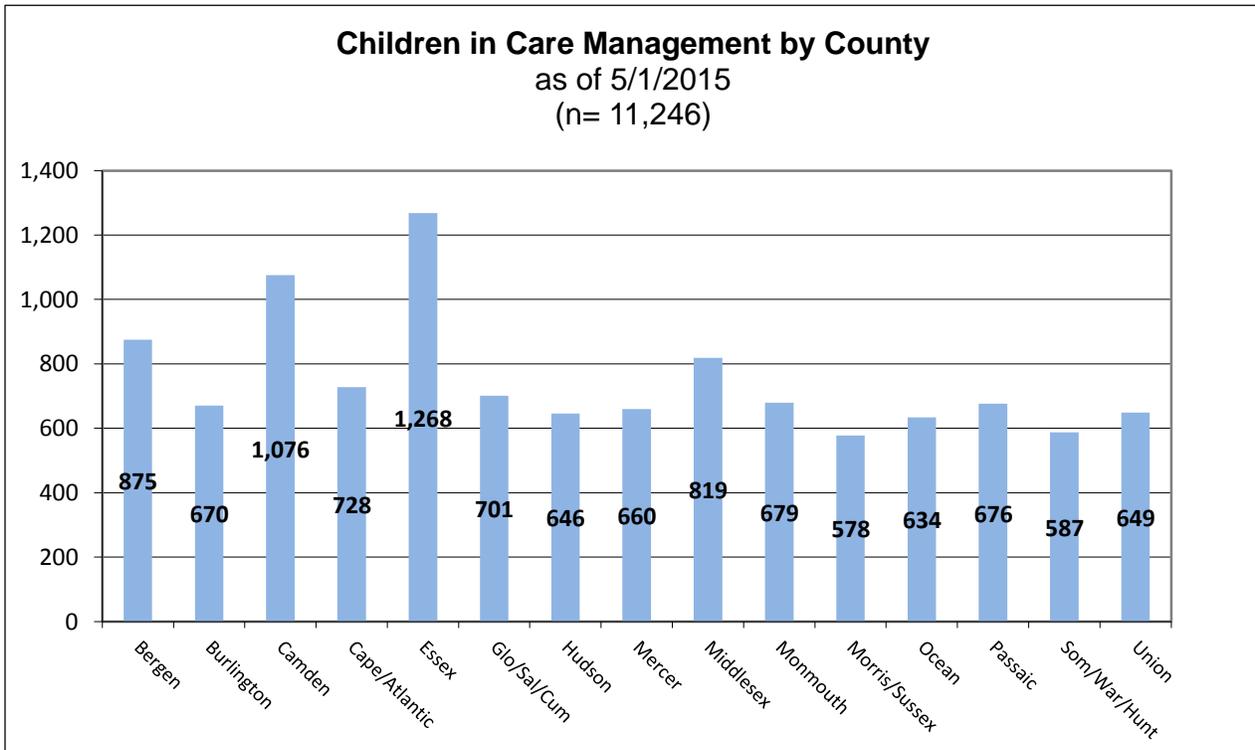
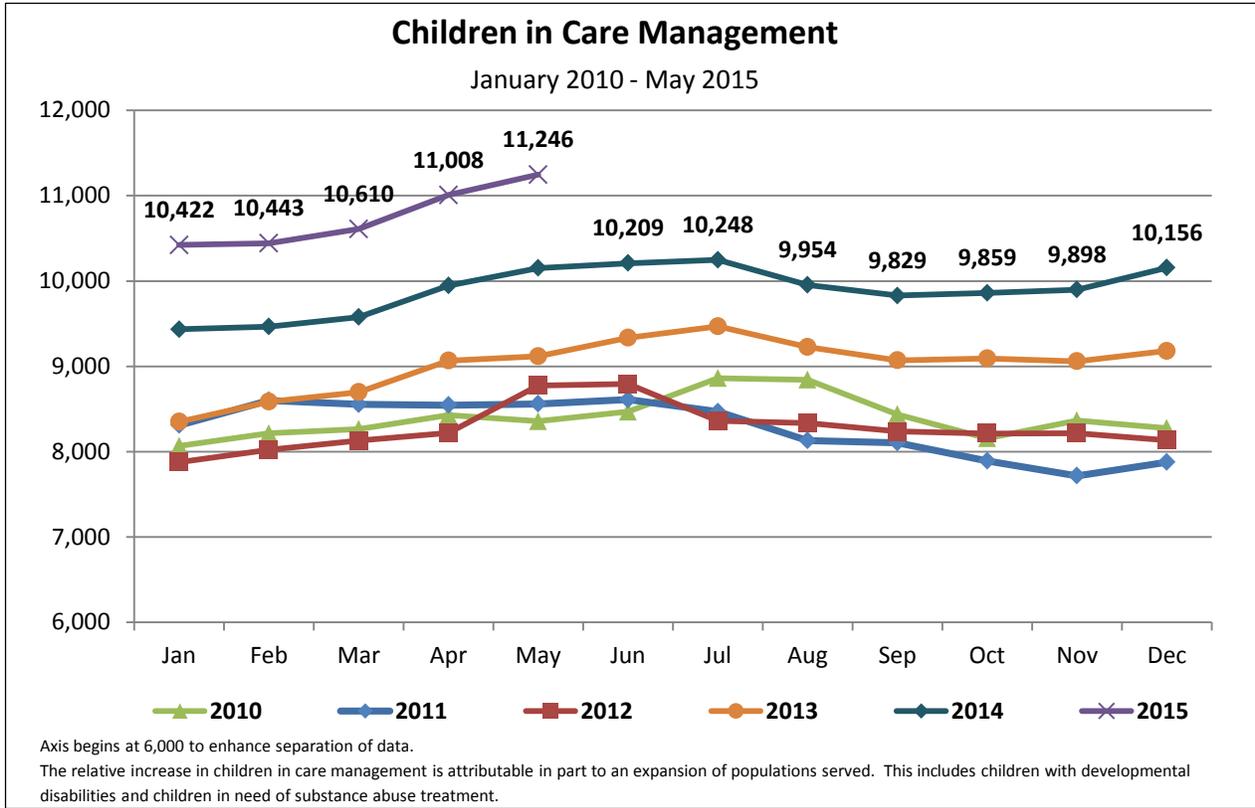
[4] The data includes all 18-21 year olds who are active participants in an open CP&P case as of the end of the month.
 [5] The terms "out-of-home" and "in-home" may not be appropriate for all 18-21 year olds. Youth identified as "in-home" can either be residing with a parent/relative, or living independently. Any of these youth may be receiving services. These definitions are currently being reviewed to better understand how we capture DCF's work with this population. The goal of this ongoing work is to create three meaningful categories for 18-21 year olds 1) Youth in a formal out-of-home placement setting, 2) Youth that achieved permanency, and 3) Youth that never achieved permanency.

Section III: Institutional Abuse Investigation Unit

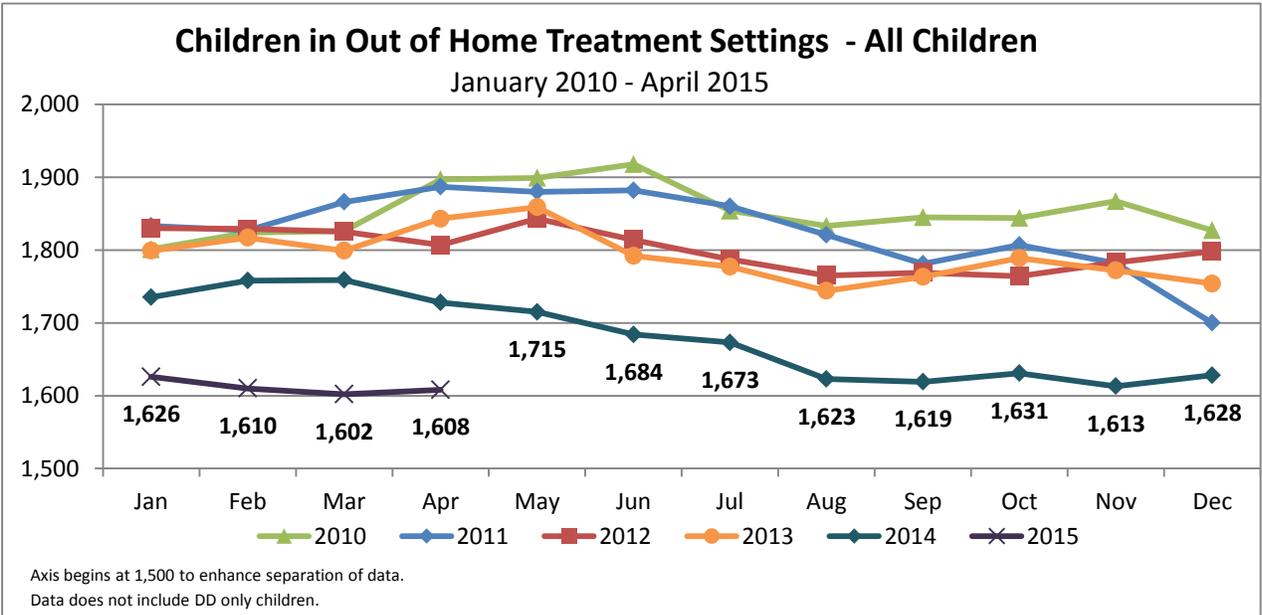
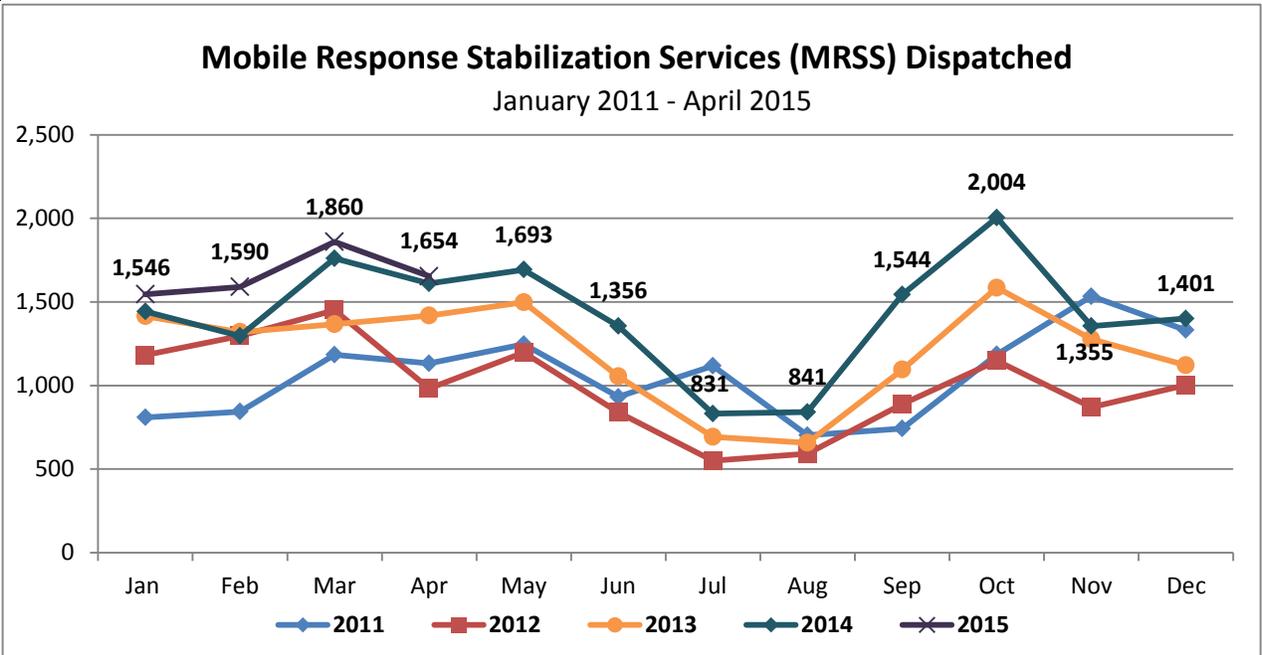


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Section IV: Children's System of Care



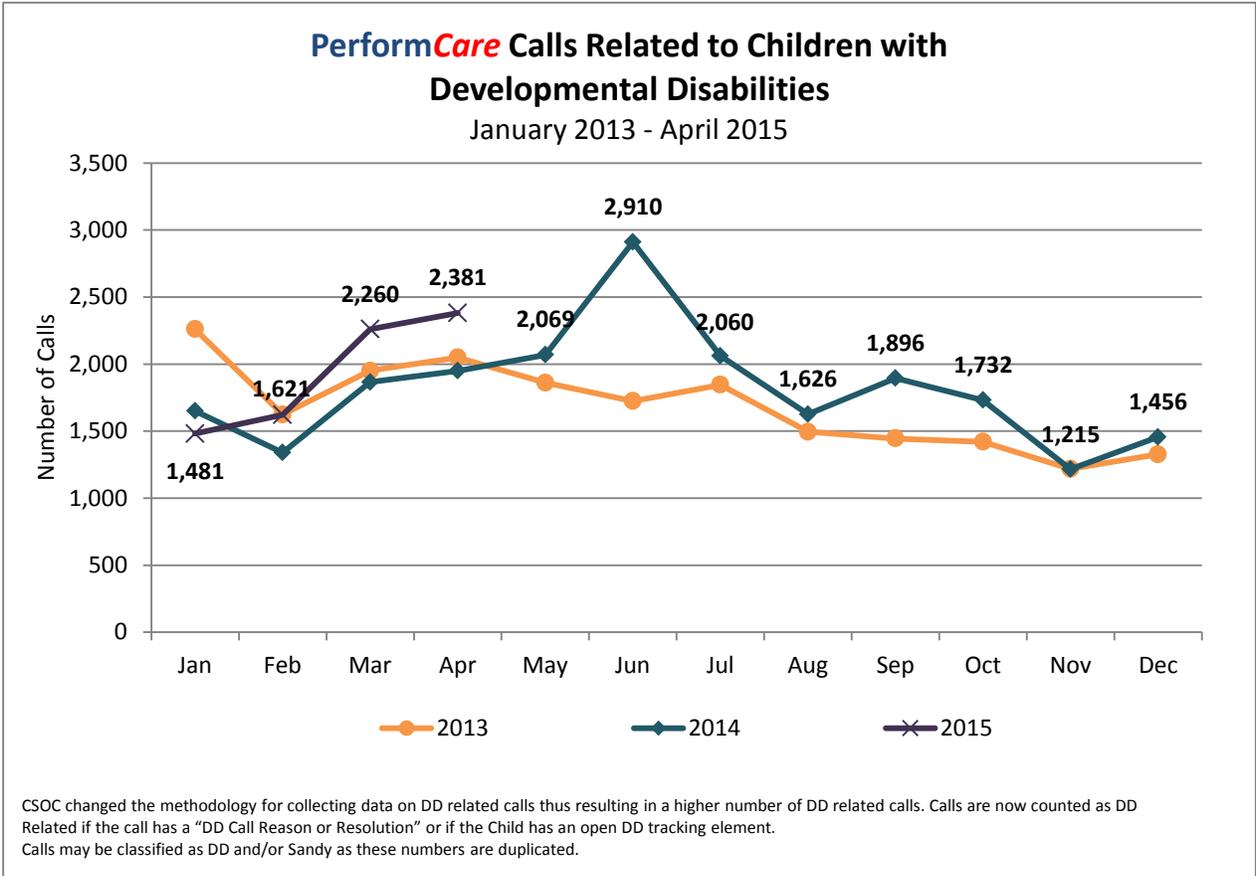
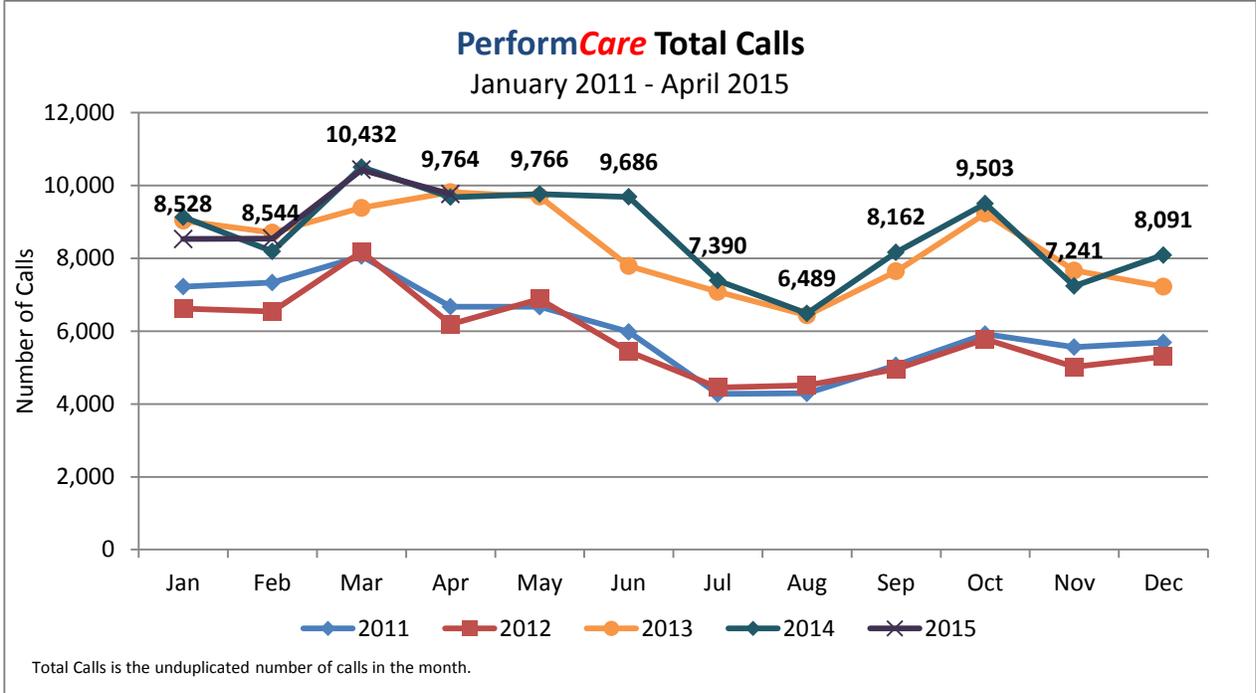
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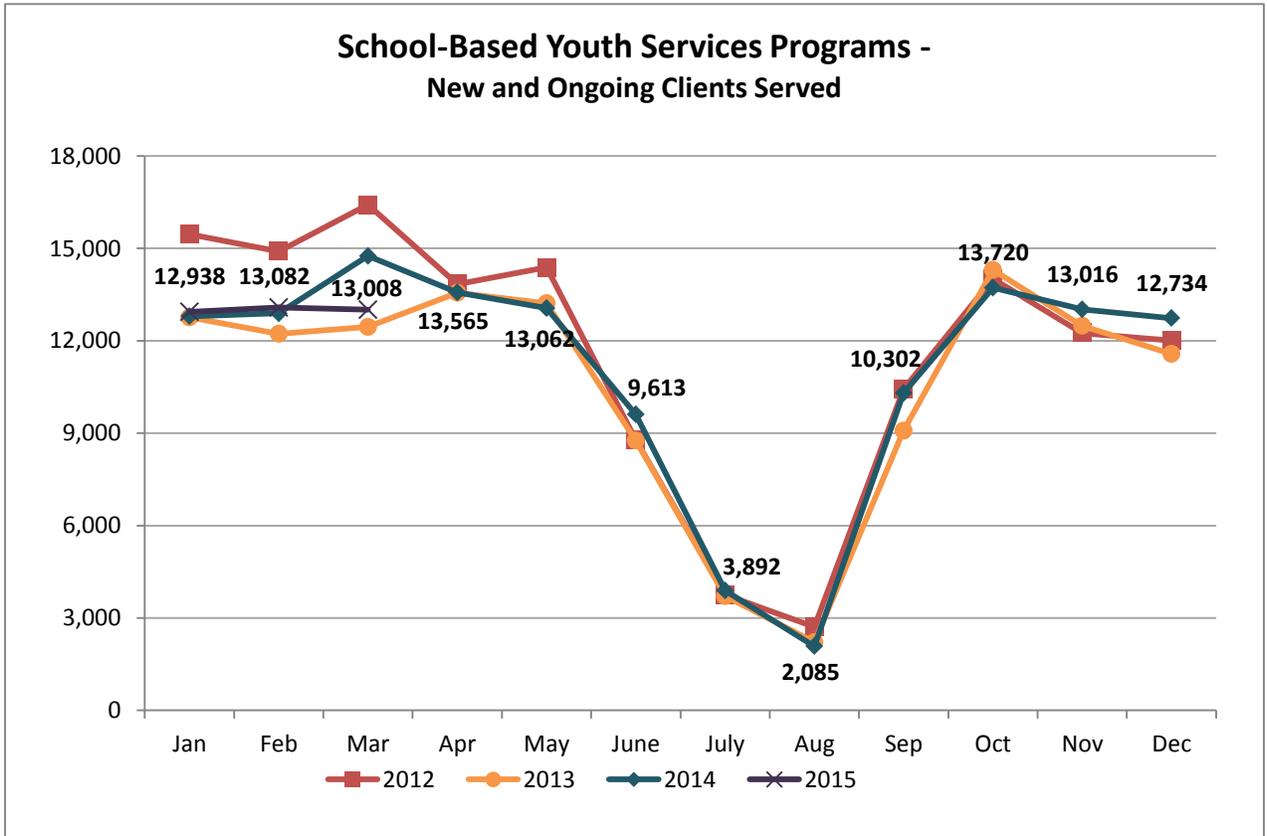
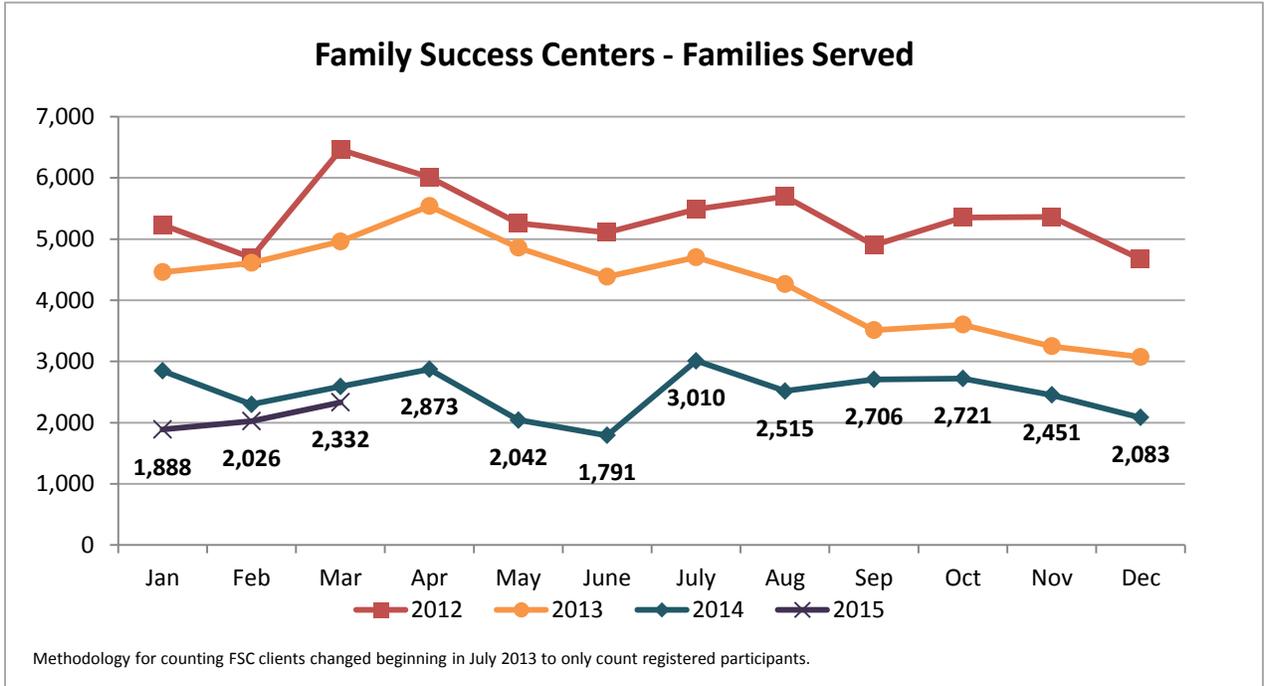
| Children in Out-of-Home Treatment Settings - CSOC | |
|---|-------|
| Total | 1,608 |
| Treatment Home | 24% |
| Residential Treatment Center | 28% |
| Specialty Bed | 22% |
| Group Home | 9% |
| Psychiatric Comm. Residence | 12% |
| Intensive Residential Treatment | 4% |
| Detention Alternative | 1% |

Total includes 1 child placed out-of-state.

Section IV: Children's System of Care



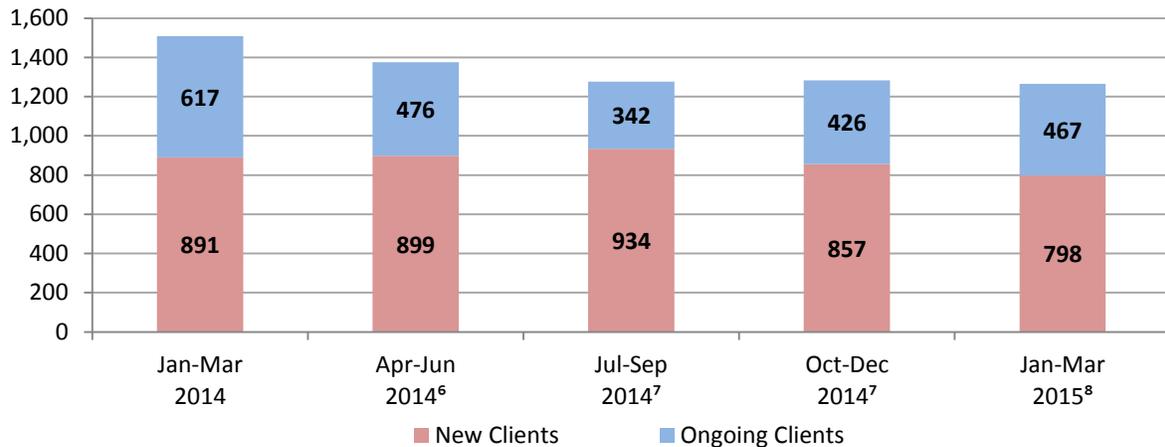
Section V: Family & Community Partnerships



DCF's Strategic Priorities for 2014-2016 include developing a data system for Family & Community Partnership and the Division on Women to ensure the timeliness, consistency and quality of data collected from providers.

Section VI: Division on Women

Sexual Assault, Abuse and Rape Care Programs (SAARC)



| | Jan-Mar 2014 | Apr-Jun 2014 ⁶ | Jul-Sep 2014 ⁷ | Oct-Dec 2014 ⁷ | Jan-Mar 2015 ⁸ |
|--|--------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Total Number of SAARC Programs | 21 | 21 | 21 | 21 | 21 |
| New Victims Served | 786 | 752 | 755 | 713 | 637 |
| Ongoing Victims Served | 554 | 408 | 284 | 345 | 381 |
| New Significant Others Served | 105 | 147 | 179 | 144 | 161 |
| Ongoing Significant Others Served | 63 | 68 | 58 | 81 | 86 |
| Total SAARC Served | 1,508 | 1,375 | 1,276 | 1,283 | 1,265 |
| Hotline/Email Services Provided | 3,386 | 3,133 | 2,902 | 3,120 | 3,001 |
| Accompaniments | 355 | 421 | 441 | 366 | 305 |
| Volunteer Confidential Sexual Violence Advocates | 464 | 548 | 390 | 511 | 355 |

| Rape Prevention & Education Programs (RPE)⁹ | Nov-Jan 2013 | Feb-April 2013 ⁶ | May-July 2013 ¹⁰ | Aug-Oct 2013 ⁶ | Nov-Jan 2014 ⁶ |
|---|--------------|-----------------------------|-----------------------------|---------------------------|---------------------------|
| Number of Doses/Activities Provided at Implementation Sites | 107 | 128 | 165 | 72 | 83 |
| Number of Recruitment Presentations & One-Time Education Sessions | 167 | 249 | 135 | 181 | 61 |

| Displaced Homemaker Program | Jan-Mar 2014 | Apr-Jun 2014 | Jul-Sep 2014 | Oct-Dec 2014 | Jan-Mar 2014 |
|---------------------------------------|--------------|--------------|--------------|--------------|--------------|
| Number of New Clients Served | 523 | 502 | 481 | 448 | 464 |
| Number of Ongoing Clients Served | 316 | 293 | 1328 | 914 | 915 |
| Total Number of Clients Served | 839 | 795 | 1809 | 1362 | 1379 |

⁶ Missing information from 1 county.

⁷ Provider reports were updated for the April 2015 dashboard. DOW reporting requirements changed for this reporting period. The method of calculating ongoing victims/significant others and volunteers changed, resulting in an underestimate. This will be adjusted in a future reporting period.

⁸ 1 county did not submit reports. The method of calculating ongoing victims/significant others and volunteers remains underestimated. This will be adjusted in a future reporting period.

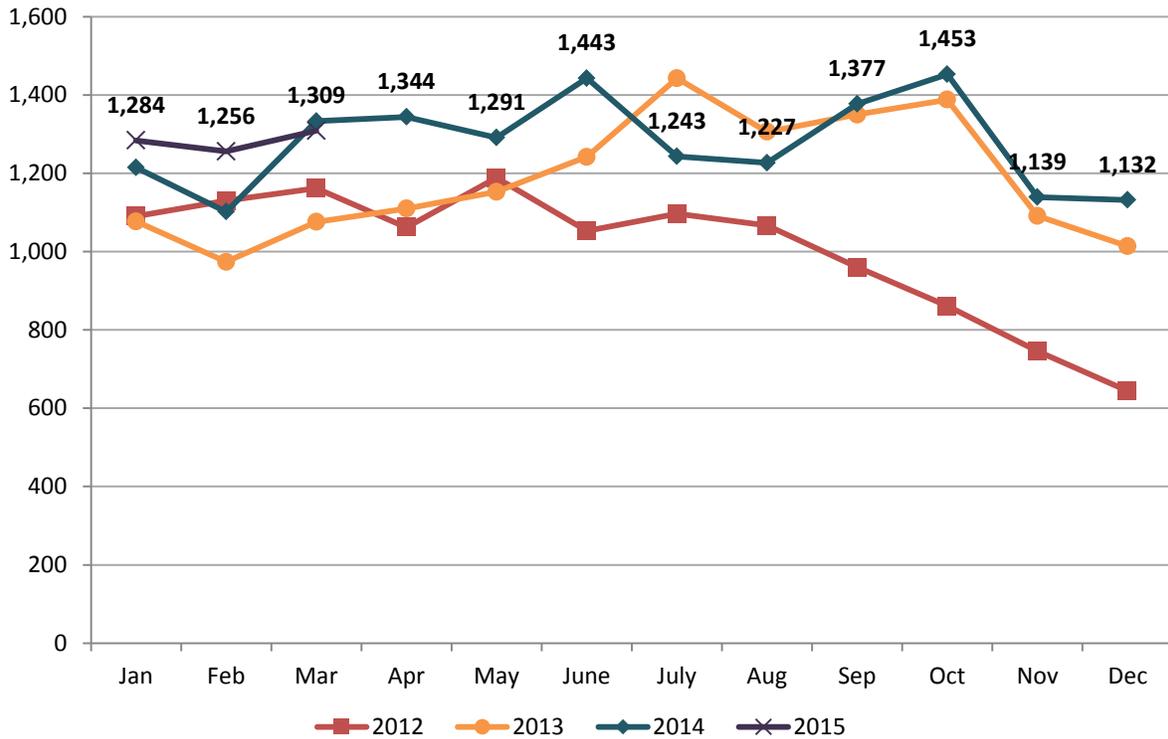
⁹ RPE reporting requirements are under revision. Data for the February 2014 - present will be available at a later date.

¹⁰ Missing information from 2 counties.

DCF's Strategic Priorities for 2014-2016 include developing a data system for Family & Community Partnership and the Division on Women to ensure the timeliness, consistency and quality of data collected from providers.

Section VI: Division on Women

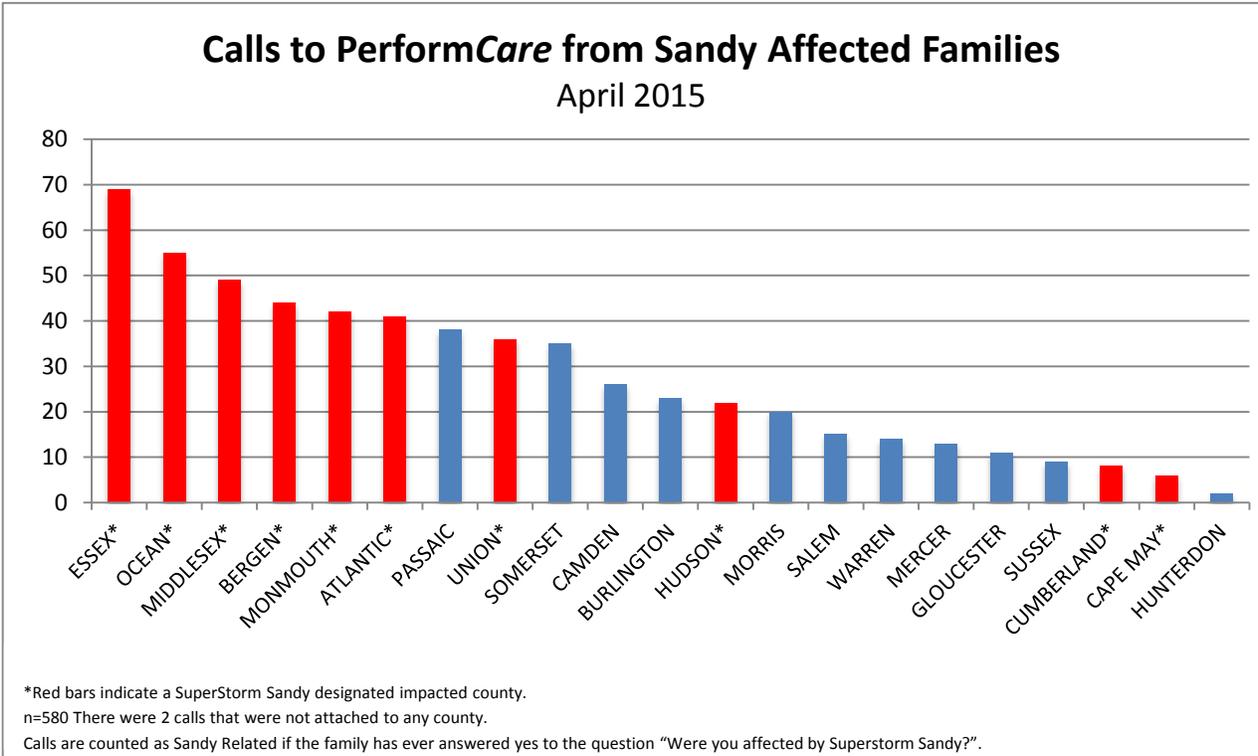
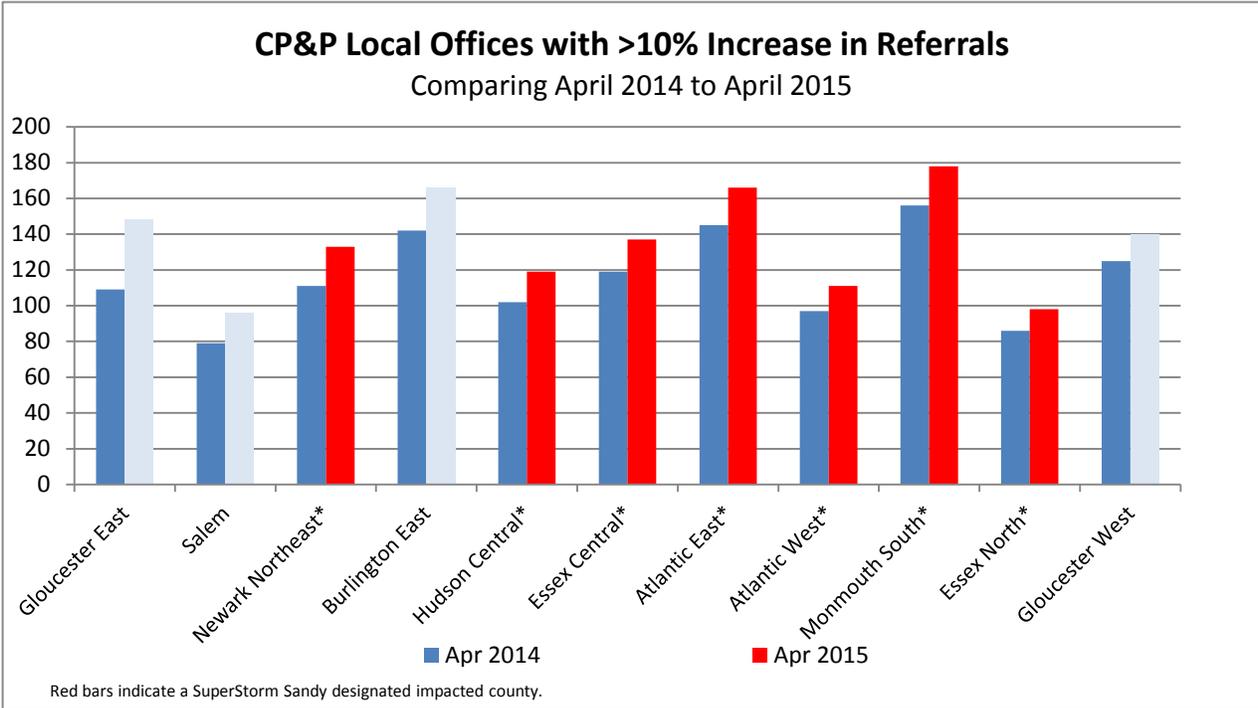
**Domestic Violence Services - Adults and Children
Admitted to Residential and Non-Residential Services
Total New Clients**



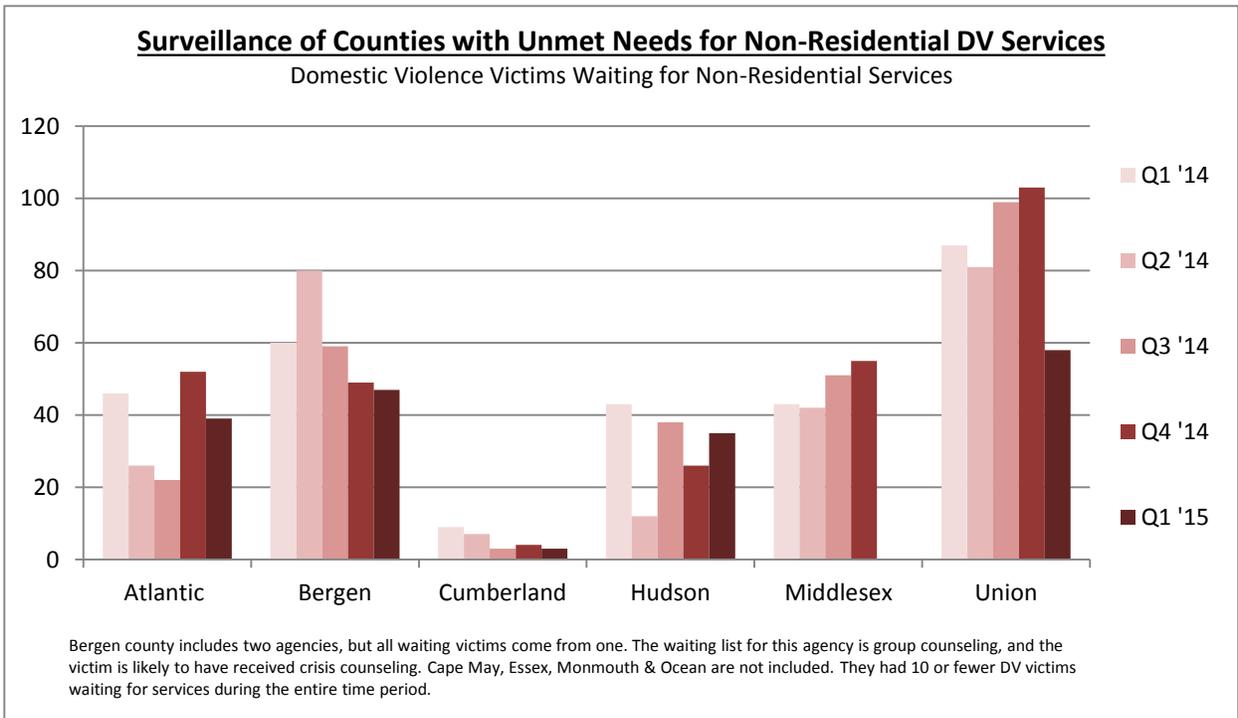
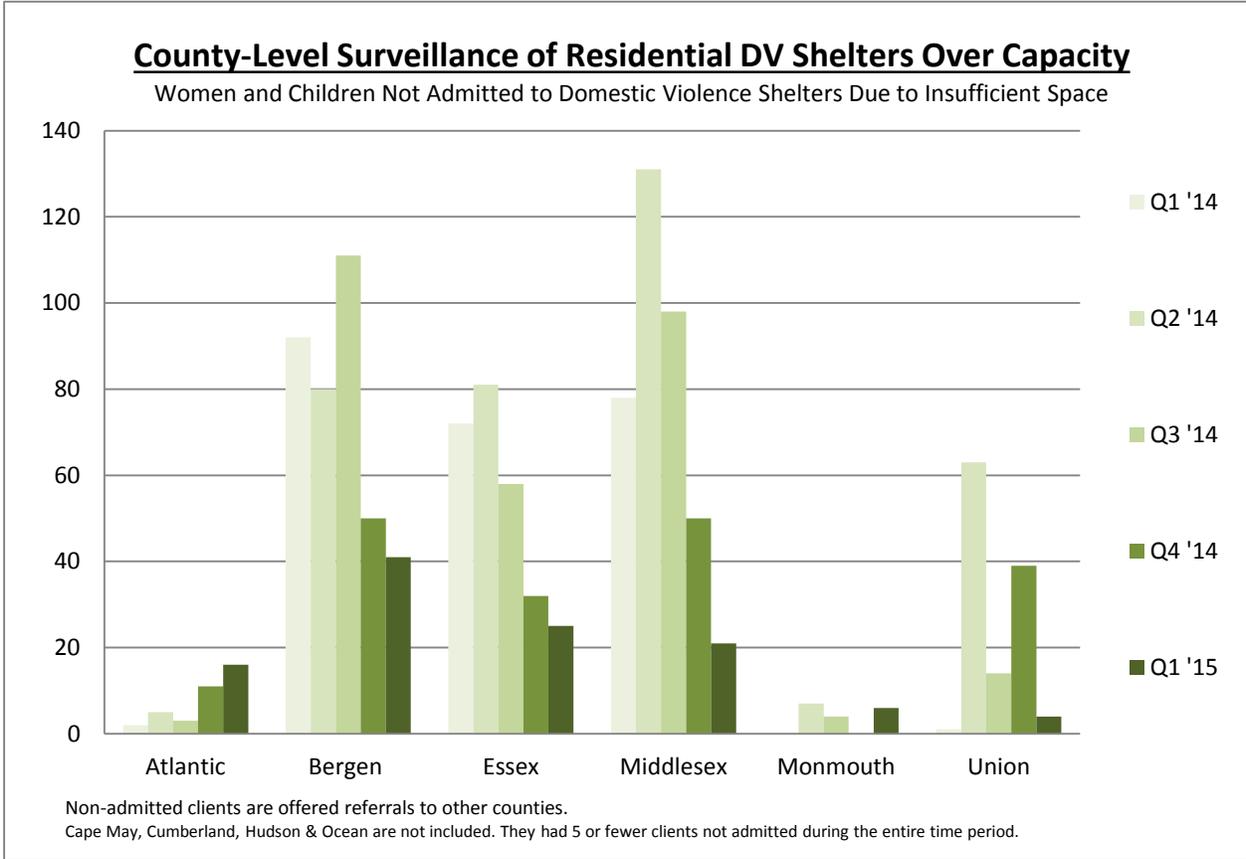
The Domestic Violence data is different from the August 2014 dashboard because of provider data entry changes.

Section VII: Tracking Data after SuperStorm Sandy

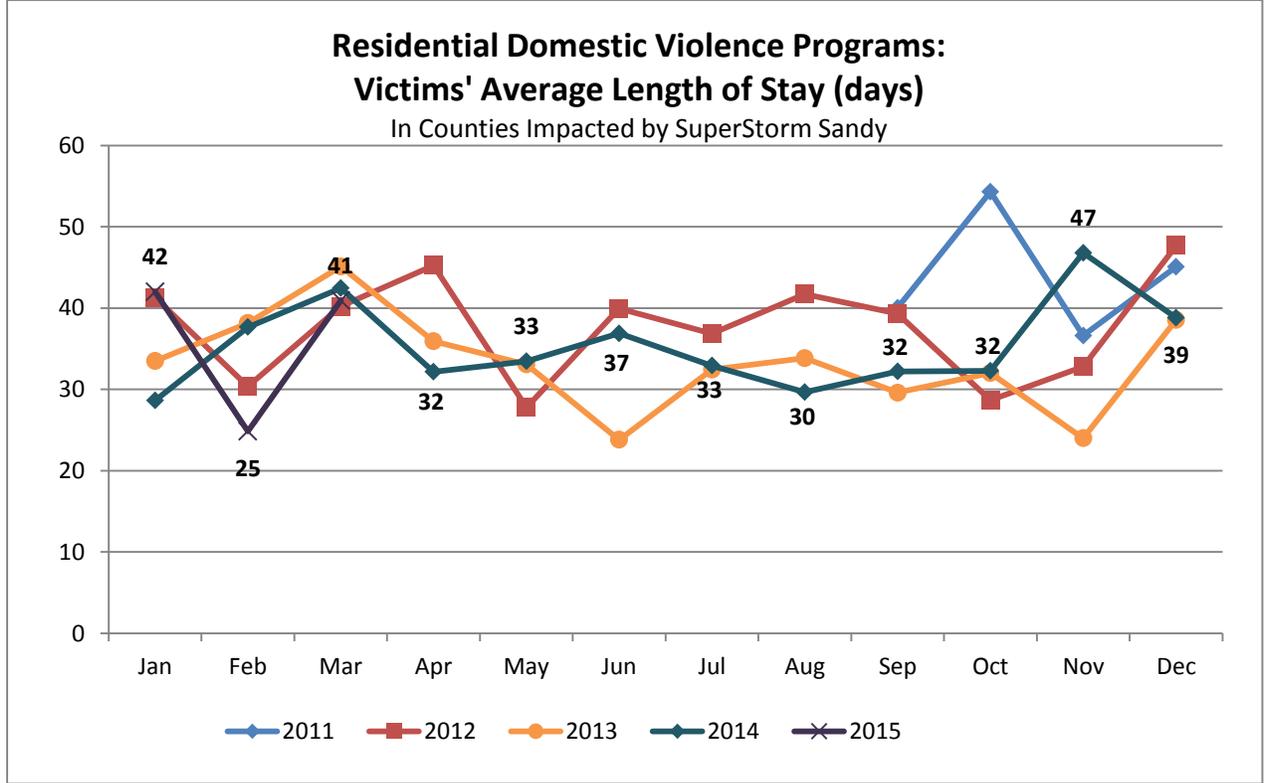
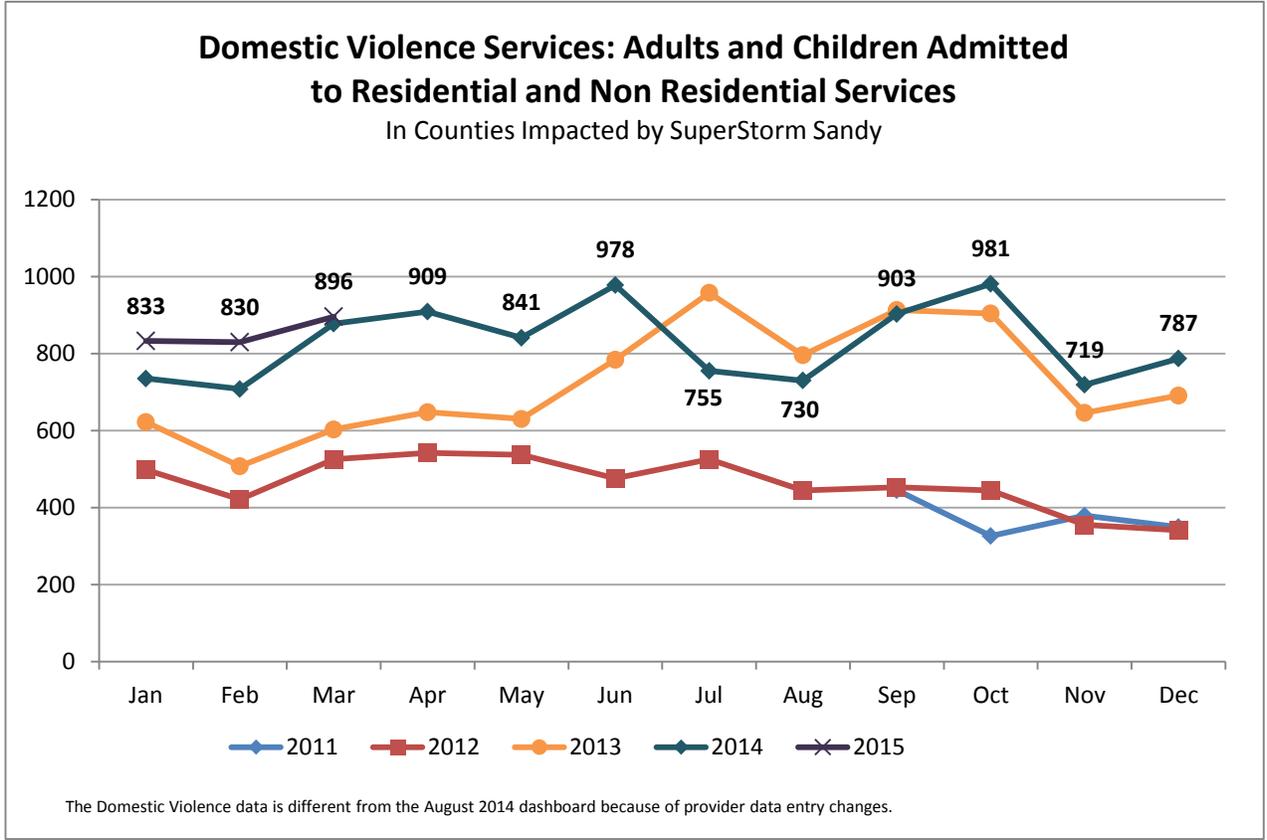
10 Most Impacted Counties



Section VII: Tracking Data after SuperStorm Sandy



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Key Performance Indicators by CPP Local Office May '14 - April '15

(Unless otherwise indicated in the footnote table)

| | Met Target | Within 10% of Meeting Target | < 60% of Final Target | | | | | | | | | |
|--------------------|------------|------------------------------|-----------------------|------------|------------|------------|------------|------------|------------|---------------------|------------|-----------------|
| Local Office | M# 3b | M# 4 | M# 7a | M# 7b | M# 10 | M# 11 | M# 16 | M# 17 | M# 18 | M# 20a ¹ | M#20b | Intake Caseload |
| Atlantic East | 97% | 67% | 92% | 91% | 98% | 99% | 97% | 96% | 71% | 64% | 76% | 60% |
| Atlantic West | 96% | 60% | 76% | 83% | 88% | 96% | 92% | 92% | 77% | 68% | 82% | 57% |
| Bergen Central | 95% | 90% | 97% | 98% | 96% | 100% | 97% | 96% | 85% | 72% | 86% | 98% |
| Bergen South | 98% | 82% | 86% | 99% | 98% | 100% | 96% | 95% | 84% | 68% | 84% | 96% |
| Burlington East | 95% | 69% | 61% | 81% | 98% | 98% | 86% | 86% | 74% | 67% | 85% | 80% |
| Burlington West | 98% | 75% | 80% | 84% | 93% | 99% | 94% | 90% | 80% | 64% | 82% | 87% |
| Camden Central | 95% | 62% | 70% | 59% | 85% | 93% | 84% | 91% | 66% | 44% | 63% | 76% |
| Camden East | 95% | 72% | 74% | 68% | 92% | 97% | 87% | 96% | 72% | 57% | 74% | 99% |
| Camden North | 87% | 55% | 57% | 48% | 96% | 95% | 76% | 92% | 74% | 58% | 78% | 71% |
| Camden South | 98% | 84% | 72% | 61% | 98% | 97% | 94% | 97% | 69% | 71% | 82% | 83% |
| Cape May | 95% | 85% | 78% | 85% | 99% | 96% | 93% | 91% | 72% | 68% | 82% | 97% |
| Cumberland East | 84% | 67% | 67% | 70% | 96% | 95% | 93% | 94% | 54% | 48% | 59% | 78% |
| Cumberland West | 95% | 68% | 77% | 83% | 96% | 99% | 97% | 96% | 79% | 62% | 76% | 96% |
| Essex Central | 100% | 98% | 89% | 84% | 92% | 96% | 86% | 96% | 66% | 60% | 70% | 100% |
| Essex North | 98% | 72% | 47% | 59% | 82% | 98% | 81% | 92% | 69% | 58% | 77% | 97% |
| Essex South | 97% | 85% | 58% | 70% | 88% | 91% | 92% | 87% | 68% | 55% | 72% | 100% |
| Gloucester East | 90% | 51% | 85% | 83% | 97% | 92% | 91% | 90% | 67% | 60% | 73% | 55% |
| Gloucester West | 98% | 86% | 82% | 70% | 94% | 99% | 96% | 96% | 74% | 67% | 82% | 91% |
| Hudson Central | 90% | 67% | 93% | 95% | 98% | 98% | 98% | 96% | 78% | 75% | 85% | 85% |
| Hudson North | 99% | 96% | 91% | 90% | 91% | 96% | 100% | 97% | 89% | 77% | 85% | 99% |
| Hudson South | 97% | 66% | 78% | 69% | 95% | 97% | 96% | 95% | 75% | 65% | 79% | 91% |
| Hudson West | 95% | 78% | 91% | 85% | 97% | 99% | 92% | 88% | 77% | 64% | 72% | 98% |
| Hunterdon | 99% | 87% | 92% | 92% | 97% | 100% | 85% | 89% | 81% | 58% | 79% | 100% |
| Mercer North | 97% | 79% | 98% | 95% | 95% | 98% | 97% | 93% | 79% | 71% | 84% | 94% |
| Mercer South | 98% | 70% | 90% | 94% | 94% | 97% | 91% | 94% | 77% | 64% | 80% | 98% |
| Middlesex Central | 98% | 88% | 58% | 84% | 100% | 96% | 92% | 93% | 78% | 61% | 77% | 96% |
| Middlesex Coastal | 99% | 95% | 85% | 87% | 94% | 98% | 98% | 96% | 80% | 63% | 80% | 86% |
| Middlesex West | 96% | 78% | 82% | 80% | 83% | 92% | 94% | 95% | 64% | 58% | 73% | 95% |
| Monmouth North | 95% | 70% | 60% | 73% | 97% | 99% | 96% | 89% | 57% | 56% | 65% | 58% |
| Monmouth South | 97% | 75% | 76% | 73% | 98% | 99% | 93% | 94% | 73% | 62% | 76% | 44% |
| Morris East | 98% | 91% | 85% | 93% | 93% | 100% | 100% | 97% | 82% | 71% | 87% | 96% |
| Morris West | 98% | 75% | 63% | 69% | 86% | 95% | 93% | 91% | 68% | 64% | 83% | 90% |
| Newark Center City | 93% | 85% | 67% | 73% | 88% | 97% | 87% | 92% | 65% | 51% | 66% | 94% |
| Newark Northeast | 93% | 81% | 87% | 82% | 91% | 97% | 94% | 92% | 80% | 66% | 83% | 79% |
| Newark South | 91% | 86% | 93% | 89% | 93% | 99% | 95% | 88% | 61% | 52% | 69% | 75% |
| Ocean North | 97% | 62% | 75% | 77% | 92% | 94% | 94% | 94% | 74% | 67% | 83% | 93% |
| Ocean South | 98% | 79% | 73% | 73% | 96% | 97% | 92% | 95% | 67% | 64% | 75% | 84% |
| Passaic Central | 96% | 51% | 69% | 73% | 91% | 100% | 87% | 89% | 65% | 62% | 77% | 47% |
| Passaic North | 97% | 85% | 82% | 81% | 96% | 99% | 95% | 95% | 72% | 62% | 78% | 84% |
| Salem | 95% | 52% | 52% | 53% | 79% | 96% | 95% | 96% | 76% | 66% | 82% | 82% |
| Somerset | 98% | 75% | 73% | 82% | 93% | 99% | 86% | 95% | 72% | 66% | 76% | 96% |
| Sussex | 98% | 83% | 68% | 71% | 98% | 98% | 97% | 98% | 69% | 59% | 78% | 89% |
| Union Central | 95% | 78% | 87% | 90% | 87% | 96% | 94% | 95% | 67% | 65% | 69% | 98% |
| Union East | 96% | 76% | 87% | 91% | 91% | 99% | 94% | 92% | 75% | 68% | 84% | 99% |
| Union West | 98% | 83% | 95% | 83% | 89% | 100% | 97% | 87% | 78% | 60% | 76% | 100% |
| Warren | 96% | 74% | 70% | 59% | 93% | 92% | 82% | 82% | 62% | 61% | 73% | 98% |
| Statewide | 96% | 75% | 78% | 79% | 94% | 97% | 92% | 93% | 72% | 63% | 77% | 86% |

| Measure # | Description of the Measure | Final Target | Time Period Analyzed |
|---------------------|---|--------------|----------------------|
| M# 3b | Timeliness of Response (investigations commenced in required response time) | 98% | May '14 - Apr '15 |
| M# 4 | Timeliness of Completion (investigations in 60 days) | 98% | Mar '14 - Feb '15 |
| M# 7a. | FTM (initial) | 90% | Apr '14 - Mar '15 |
| M# 7b. | FTM (quarterly) | 90% | May '14 - Apr '15 |
| M# 10 | Case Plans (initial) | 95% | Apr '14 - Mar '15 |
| M# 11 | Case Plans (ongoing) | 95% | May '14 - Apr '15 |
| M# 16 | Wkr-Child Visits (first 2 months OOHP) | 95% | Mar '14 - Feb '15 |
| M# 17 | Monthly Wkr-Child Visits at the Placement Site (Includes Out of State Children) | 98% | May '14 - Apr '15 |
| M# 18 | Wkr-Parent Visits (Reunification goal; 2x monthly) | 95% | May '14 - Apr '15 |
| M# 20a ¹ | Parent-Child Visits (weekly) Average weekly visits for 12 weeks. | 60% | 2/7/15 - 4/25/15 |
| M# 20b | Parent-Child Visits (bi-weekly) | 85% | May '14 - Apr '15 |
| Intake Caseload | Intake Worker Caseload | 95% | May '14 - Apr '15 |

¹Compliance for Parent-Child Weekly Visits is now measured by percent of children with weekly visits averaged over 12 weeks.

The data contained in this dashboard is considered preliminary and as a result, these figures might be different than the final reported figures. The data is produced for continuous quality improvement across DCF.