



# Commissioner's Dashboard July 2014

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Commissioner

August 20, 2014

*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 July 31, 2014

DCF At a Glance		CSOC <sup>6</sup> Quick Facts	
DCF: Total Children Served in the Month <sup>1</sup>	88,379	Youth Open with CSOC (unduplicated count)	38,583
CP&P: Children/Youth Served	49,796	DD Eligible Children (unduplicated count)	17,166
OOH Setting (< 18)	7,226	MRSS: Dispatches in the month	831
In-Home Setting (< 18)	40,452	MRSS: Interventions (includes prior dispatches)	1,643
Youth 18-21	2,118	Remained in same Living situation	97%
Youth Open with CSOC <sup>2</sup>	38,583		
		Care Management: Children Served	9,954
FCP: Total Clients Served <sup>3</sup>	12,878	OOH Behavioral Health Settings: Children Served	1,673
DOW: Total Clients Served <sup>4</sup> (Monthly Average)	723	Placed out of State	3
DCF: Families Served in the Month <sup>5</sup>	26,749	PerformCare Calls	7,390
CP&P	24,776	DD Related Calls	2,060
FCP (Family Success Centers & Home Visiting)	1,973	Sandy Related Calls	553

CP&P Quick Facts		FCP & DoW Quick Facts <sup>7</sup>	
Hotline Referrals	13,784	FSCs: Families Served (June)	1,719
CPS Reports	31%	Home Visiting: Families Served (June)	254
CWS Referrals	9%	SBYSP: Clients Served (June)	9,613
Number of Human Trafficking Referrals <sup>8</sup>	11	DV Services: Clients Served (June)	1,292
Response Timeliness	95%	Residential	16%
Monthly Staff Contacts/Children OOH	90%	Non-Residential	84%
Entries to Care	483		
Caseload: Intake	93%	SAARC: Clients Served (April- June 2014)	1,375
Caseload: Permanency	98%	Displaced Homemaker: Clients Served (April- June 2014)	795
Caseload: Adoption	90%	New Clients	63%
Subsidized Adoptions/KLG (Includes Subsidized Adoptions and subsidized KLGs)	15,649	RPE: Doses/Activities provided at Implementation Sites (Nov-Jan)	83

<sup>1</sup> 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.

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

<sup>3</sup> 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.

<sup>4</sup> 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.

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

<sup>6</sup> CSOC Children may receive multiple services and are counted multiple times.

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

<sup>8</sup> The cumulative number of human trafficking referrals between Nov and July 2014 was 99.

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.

<b>MSA Updates</b>					
<b>Comparing December 2013 to July 2014</b>					
	<b>December 2013</b>	<b>July 2014</b>	<b>Δ from Dec 2013</b>	<b>MSA Target</b>	
Initial FTMs (June 2014)	69%	74%	5%	90%	
Quarterly FTMs	54%	73%	19%	90%	
Initial Case Plans (June 2014)	97%	93%	-4%	95%	
Ongoing Case Plans	98%	95%	-3%	95%	
CW visits Child Monthly (at placement site)	94%	90%	-4%	98%	
CW visits Child 2x/Mo 1st2Mo (May 2014)	89%	89%	0%	95%	
CW visits Parent 2x/Mo	74%	72%	-2%	95%	
Parent visits Child 4x/Mo	56%	53%	-3%	60%	
Response Timeliness	97%	95%	-2%	98%	
Investigation Timeliness CP&P (May 2014)	63%	75%	12%	98%	
Investigation Timeliness IAIU (June 2014)	85%	85%	0%	80%	
Ind. Living Assessments 14-18 yrs	96%	89%	-7%	95%	
Caseloads: Intake	87%	93%	6%	95%	
Caseloads: Permanency	95%	98%	3%	95%	
Caseloads: Adoption	87%	90%	3%	95%	
<i>This table compares performance in the most current month to the last month of the previously published monitoring report (December 2013)</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>					

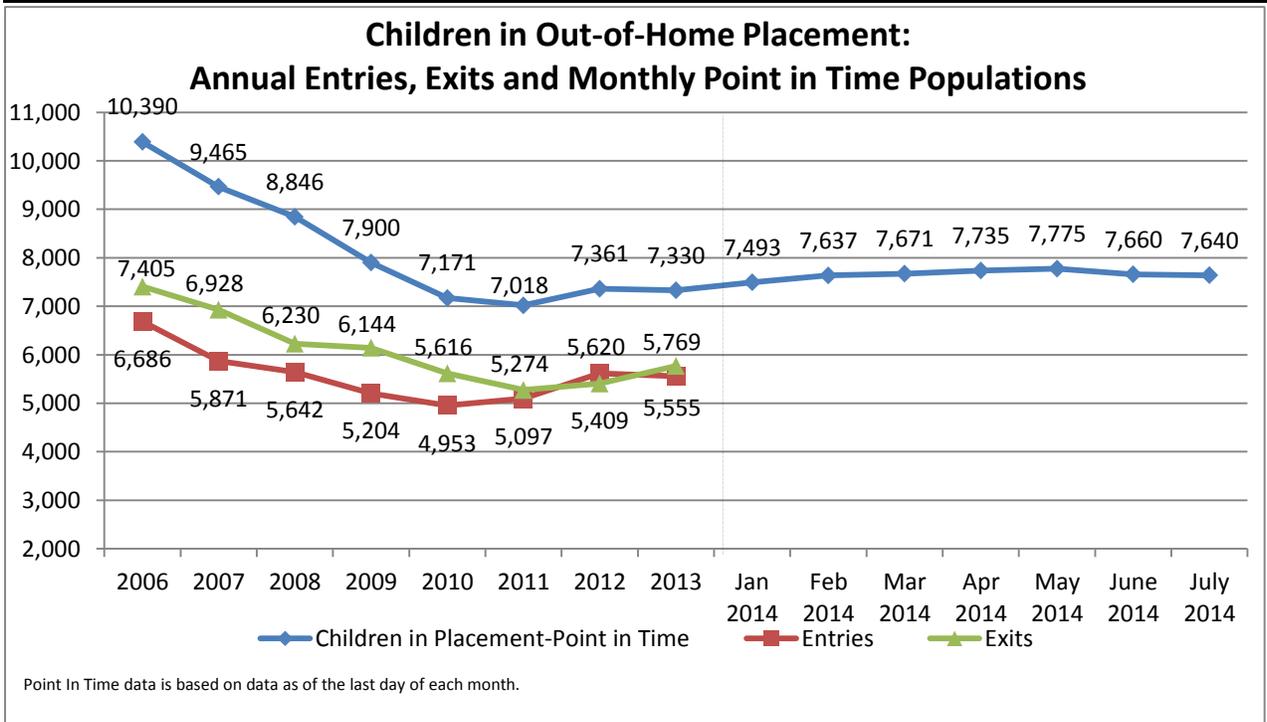
Caseworker visits with Child (all locations) July: 97%

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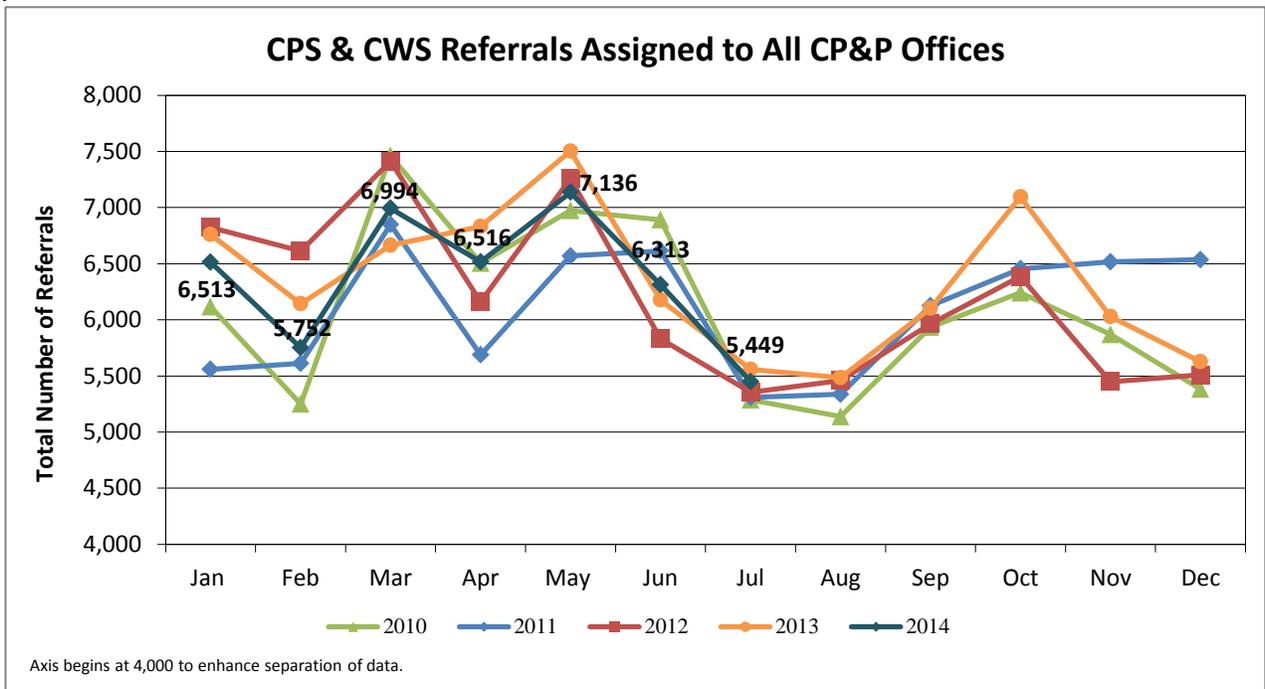
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## Section I: Child Protection & Permanency

CP&P Quick Facts		
<i>Data in this chart includes children up to age 20.99</i>	<b>n for 7/2014</b>	<b>Δ from 7/2013</b>
<b>Families Under CP&amp;P Supervision</b>	24,776	-1%
<b>Children Under CP&amp;P Supervision</b>	49,796	-1%
<b>Children Receiving CP&amp;P In-Home Services</b>	42,156	-1%
<b>Children in CP&amp;P Out-of-Home Placement</b>		
Resource Family (non-Kin) (53%)		
Resource Family Kinship (38%)	7,640	1%
Group and Residential (7%)		
Independent Living (1%)		
<b>Children Legally Free for Adoption (Excludes TPR Appeals)</b>	1,180	12%
<b>Finalized Adoptions to date (CY 2014)</b>	424	7%
<b>Children in Subsidized Kinship Legal Guardianship</b>	1,991	-4%
<b>Children in Subsidized Adoptions</b>	13,658	1%
<b>Entries to Care</b>	483	18%
<b>Exits from Care</b>	398	-13%

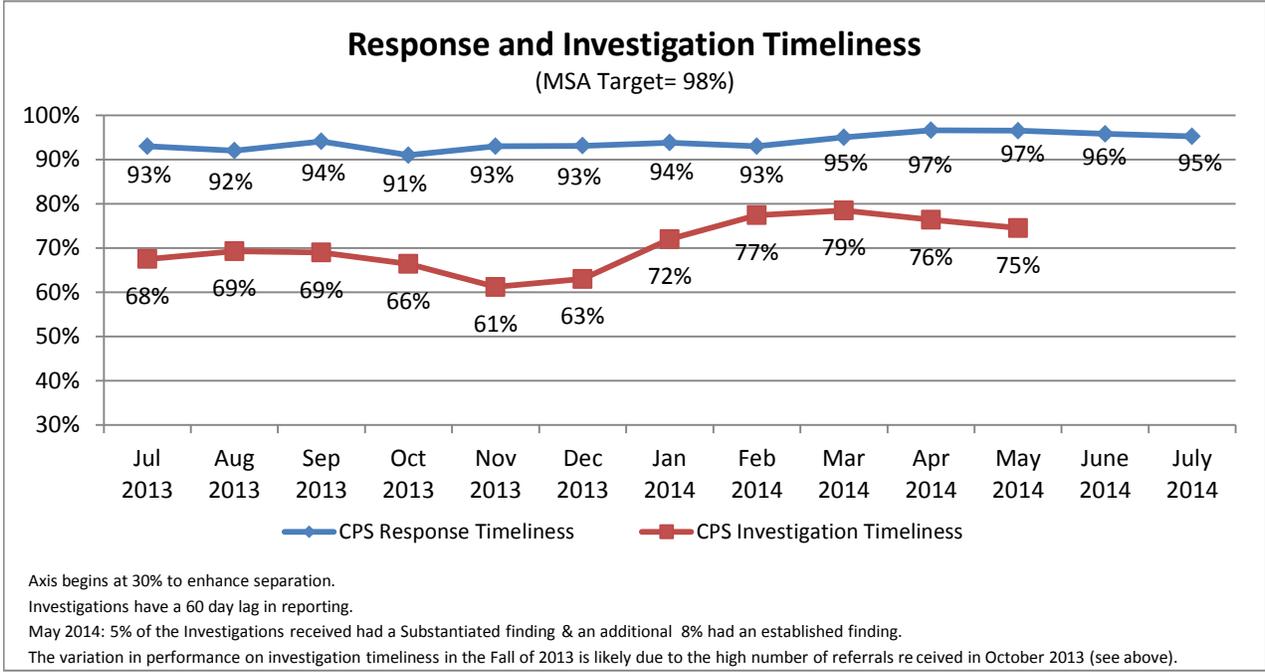


## Section I: Child Protection & Permanency



### State Central Registry Statistics

<b>Total SCR Intakes Recorded in NJ SPIRIT</b>	<b>13,784</b>
CPS Reports	30.5%
CWS Referrals	9.0%
Non CPS/CWS Child Related Calls	60.5%

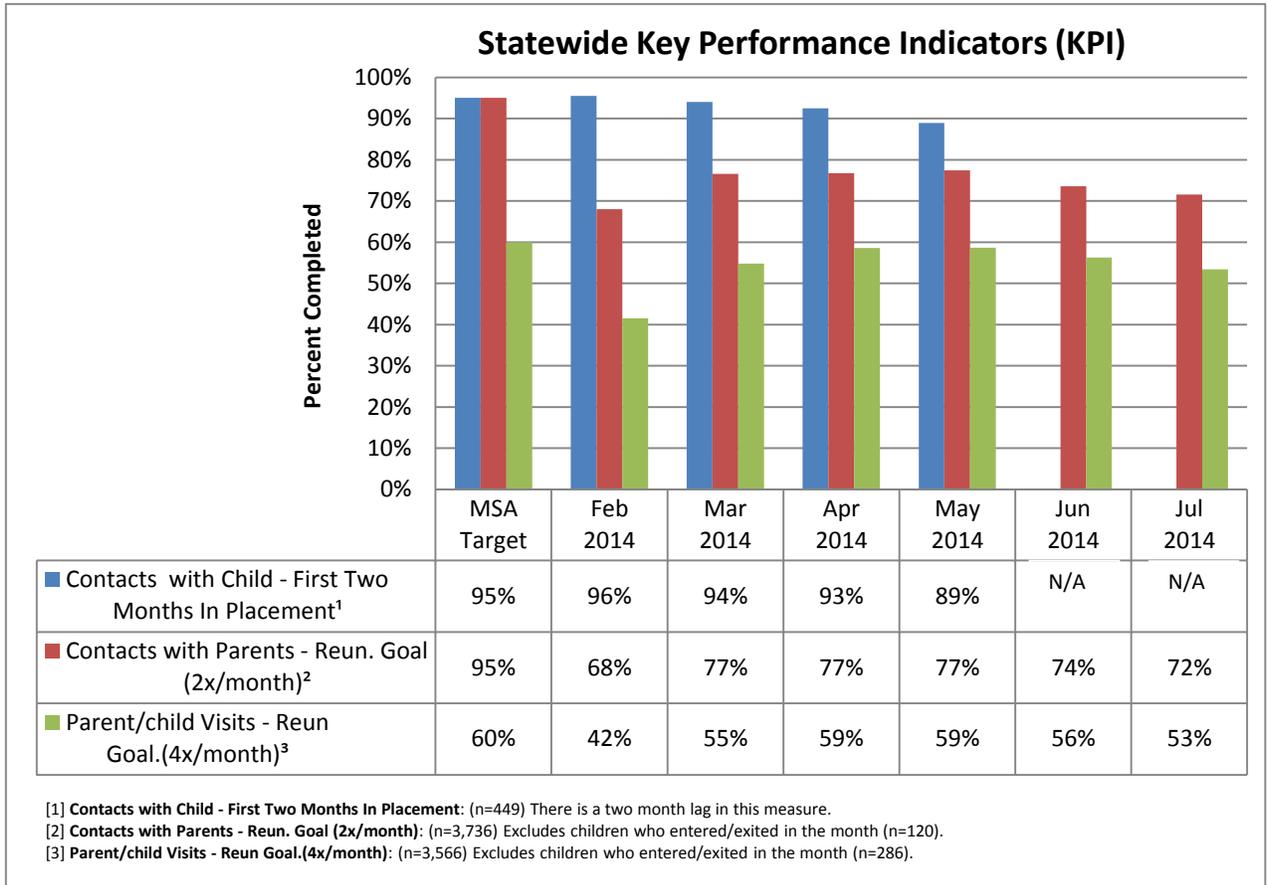
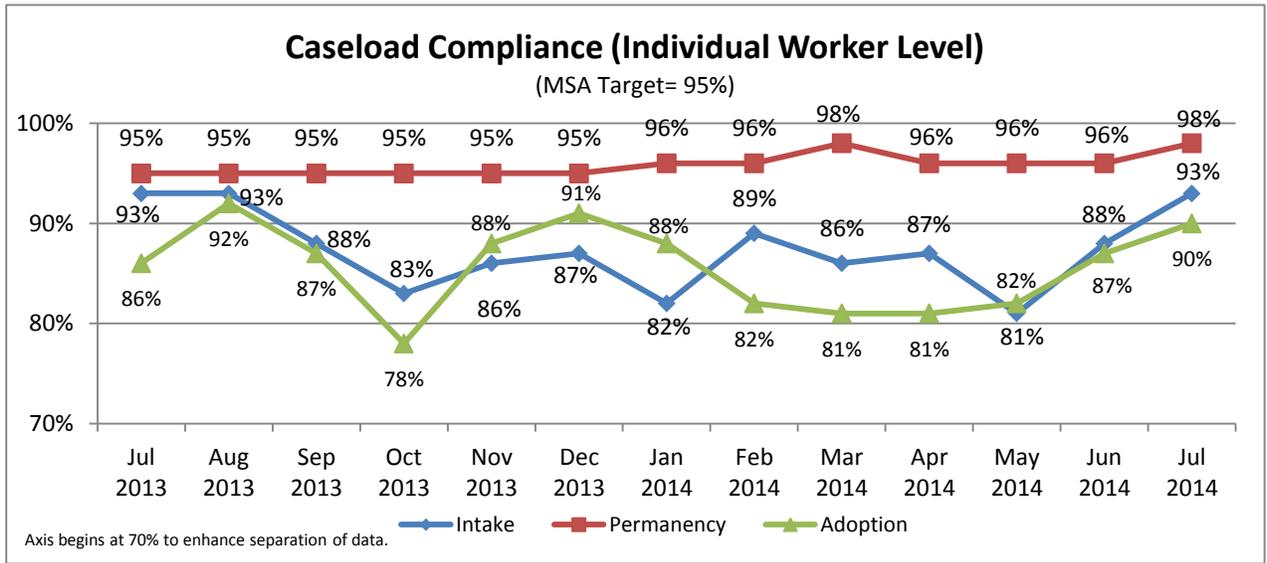


## Section I: Child Protection & Permanency

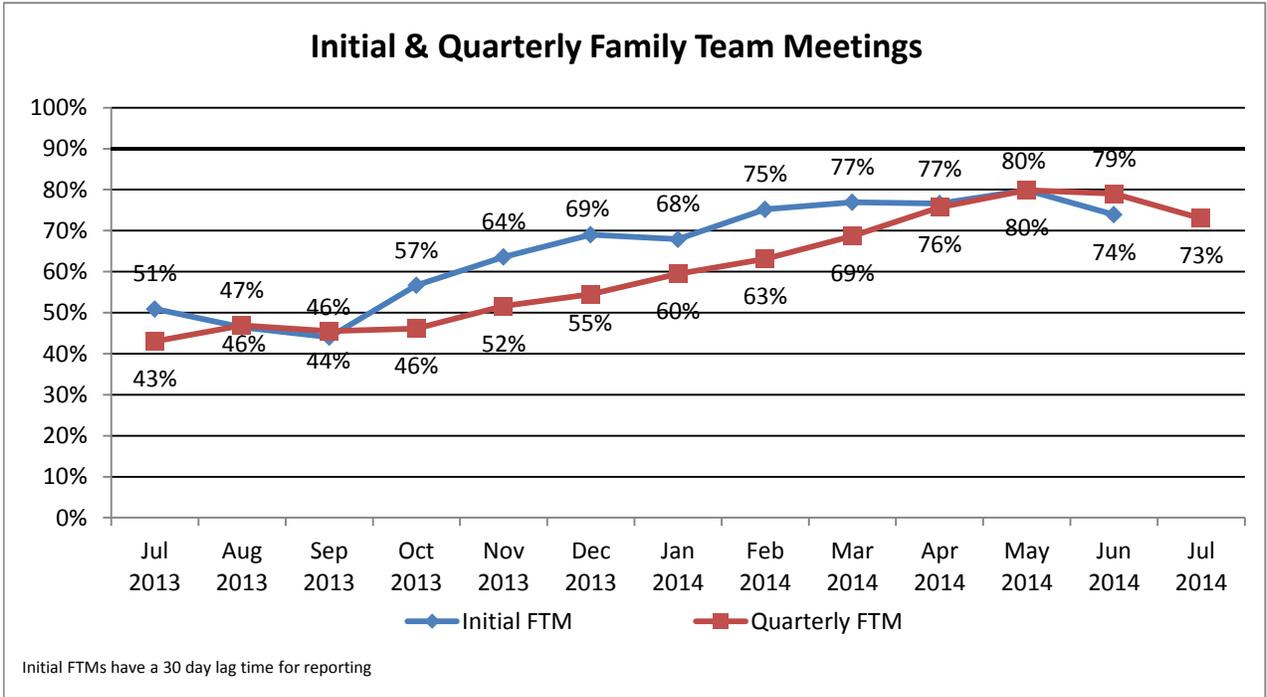
**Monthly Staff Contacts (MSA Target for Out of Home Children = 98%)**

	Feb 2014	Mar 2014	Apr 2014	May 2014	June 2014	Jul 2014	Δ from MSA	6 Months Average
<b>In Home</b>	92%	95%	95%	95%	92%	91%	N/A	<b>93%</b>
<b>Out of Home</b>	90%	93%	92%	92%	90%	90%	<b>-8%</b>	<b>91%</b>

Monthly Staff Contacts: In Home (n=22,349), Out-of-Home (n=7,294).

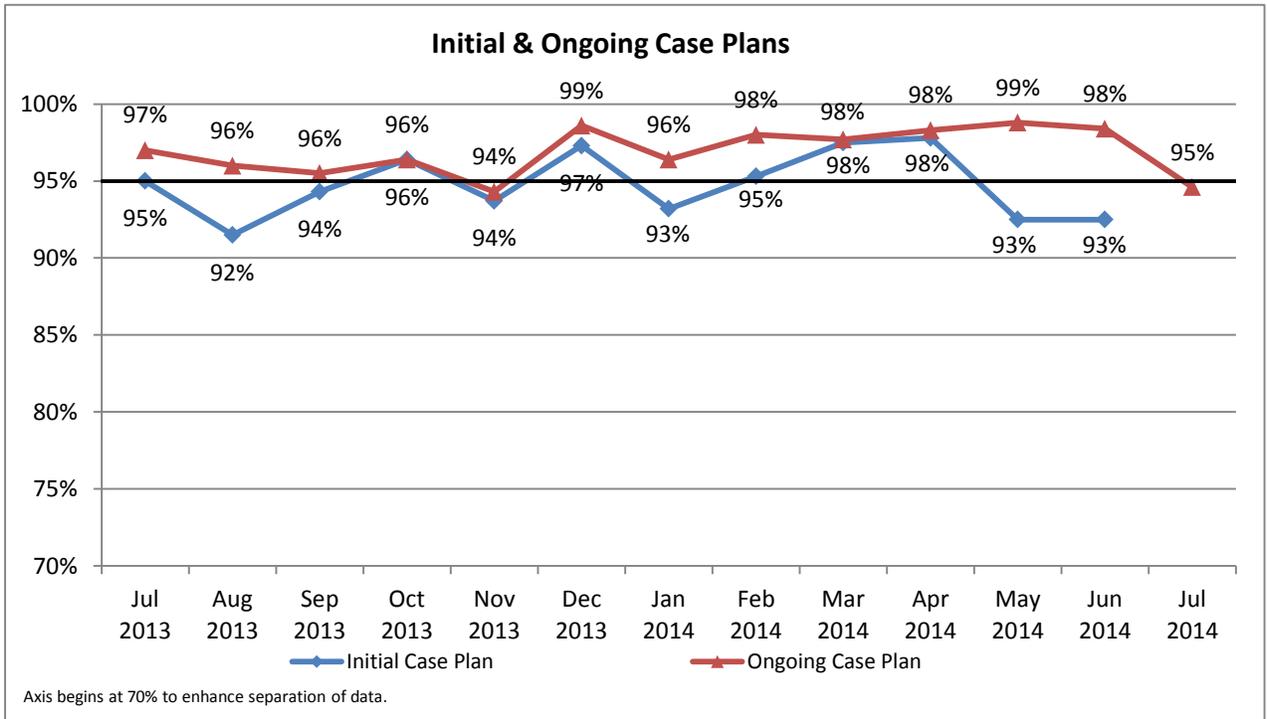


## Section I: Child Protection & Permanency



Initial FTMs: (n=345) Compliance excludes children who exited within 30 days of removal.

Quarterly FTMs: (n=1866) Compliance excludes children who exited.

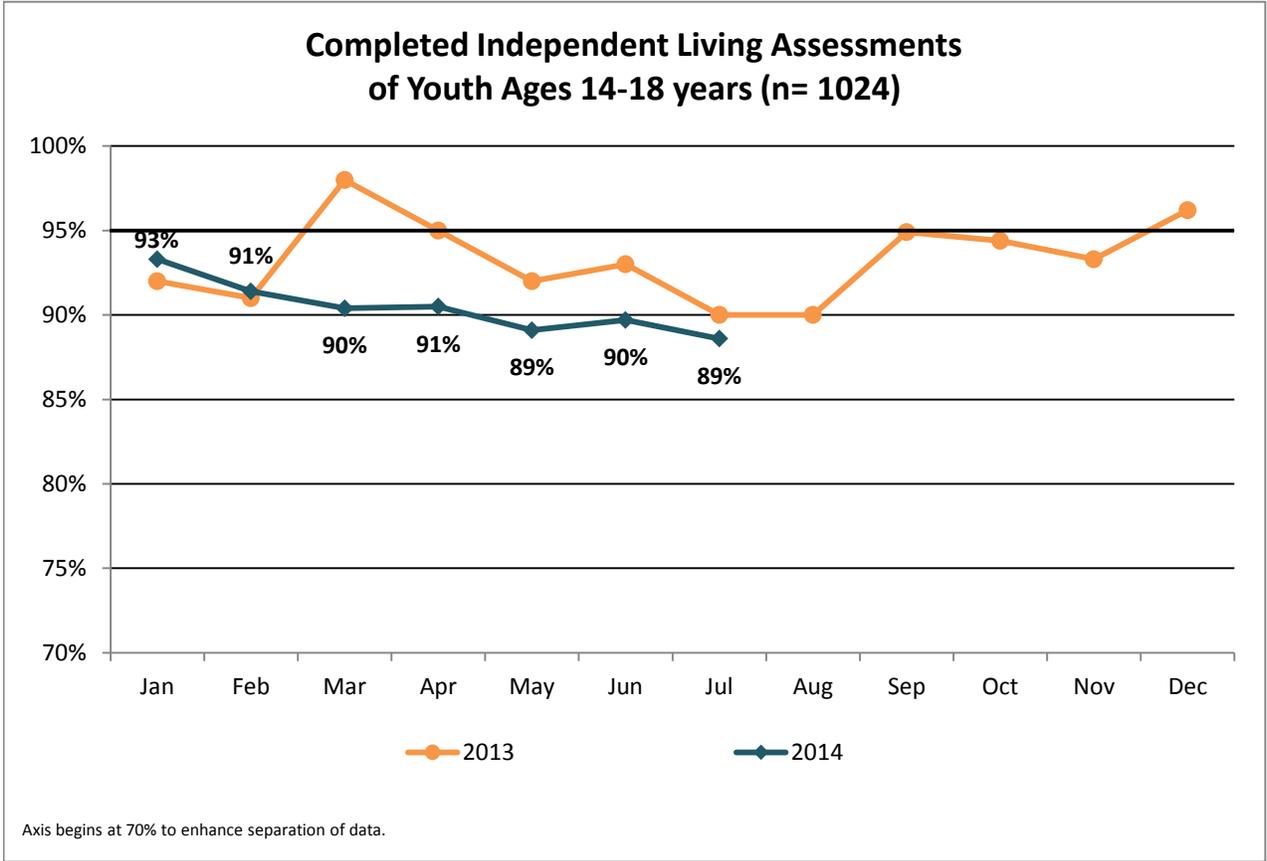


Initial Case Plans: (n=347) Compliance excludes children who exited. 6 months average for Initial Case Plans is 95%.

Ongoing Case Plans (n=1153) Compliance excludes children who exited in the last six months. 6 months average for Ongoing Case Plans is 98%.

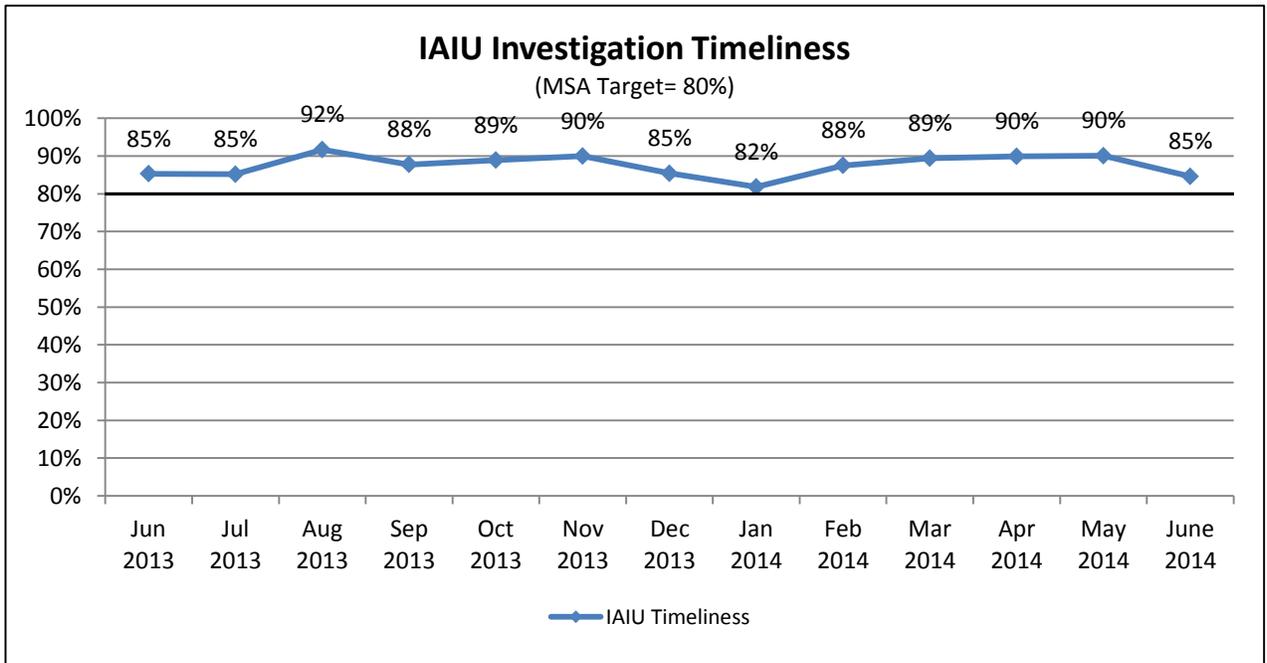
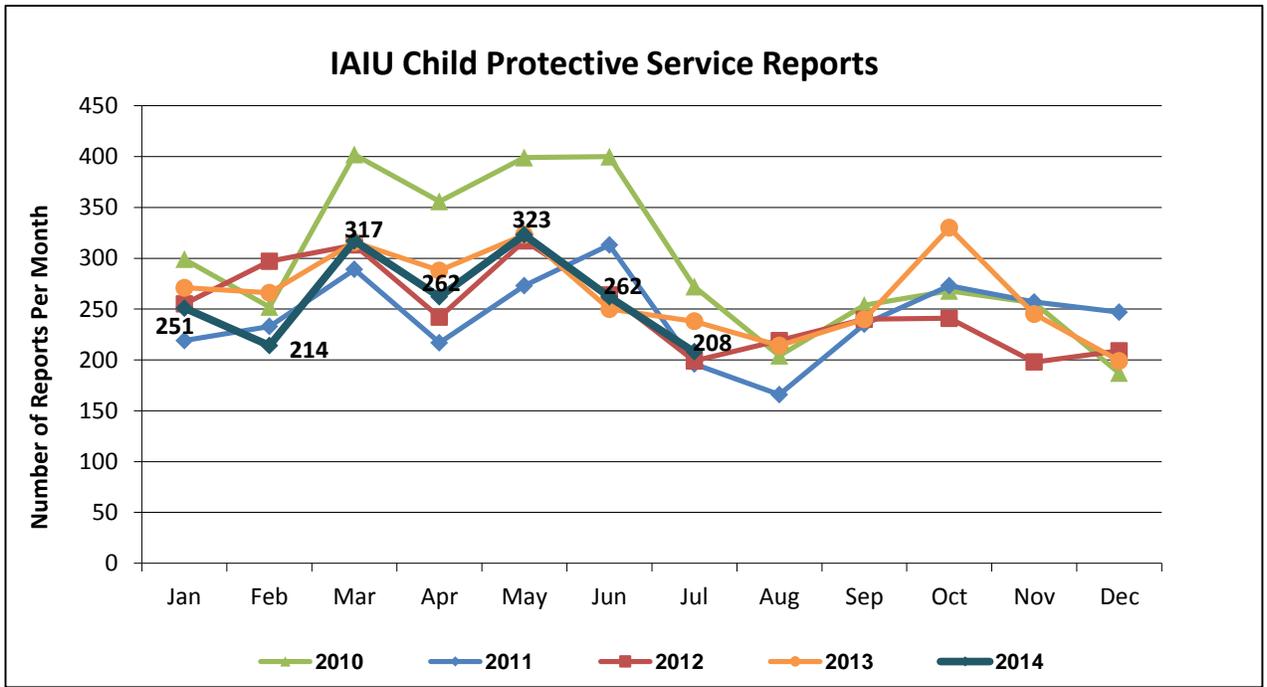
## Section II: Adolescent Services

OAS Quick Facts Youth 18-21	
<b>Youth 18-21 years old served by CP&amp;P<sup>4</sup></b>	<b>2,118</b>
<b>Youth served "In Home" living with a parent/relative or living independently<sup>5</sup></b>	<b>1,704</b>
<b>Youth served "Out-of-Home"</b>	<b>414</b>
Family Based Setting (56%)	
Congregate Care Setting (27%)	
Independent Living (17%)	
<b>Youth Receiving Adoption or KLG Subsidy</b>	<b>516</b>

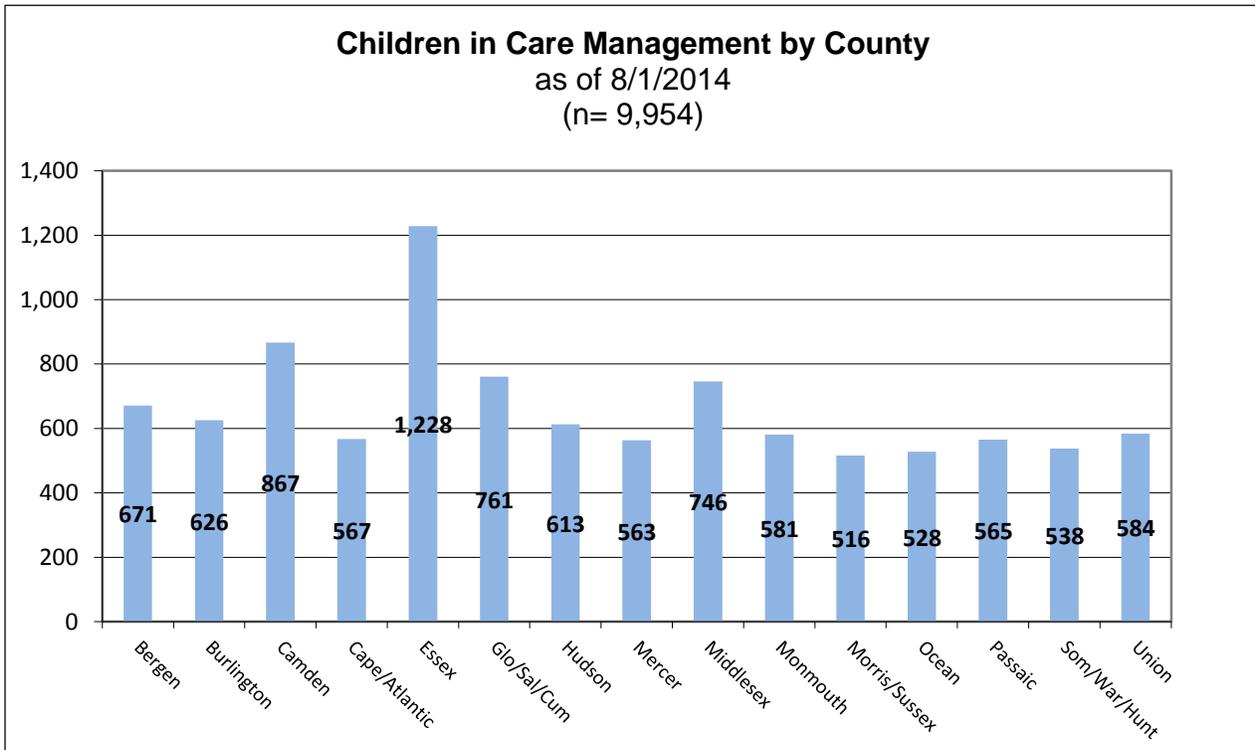
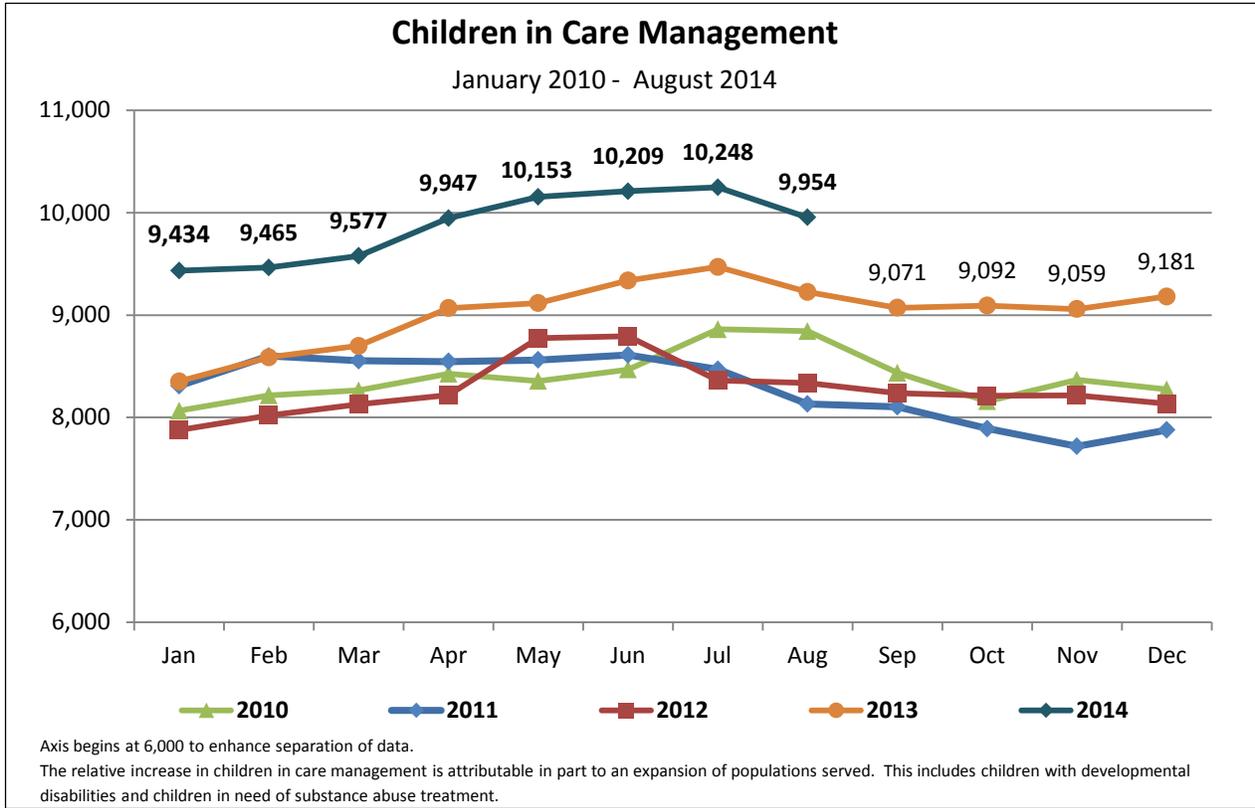


[4] The data includes all 18-21 year olds who are active participants in an open CP&P case as of the end of the month.  
 [5] The terms "out-of-home" and "in-home" may not be appropriate for all 18-21 year olds. Youth identified as "in-home" can either be residing with a parent/relative, or living independently. 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.

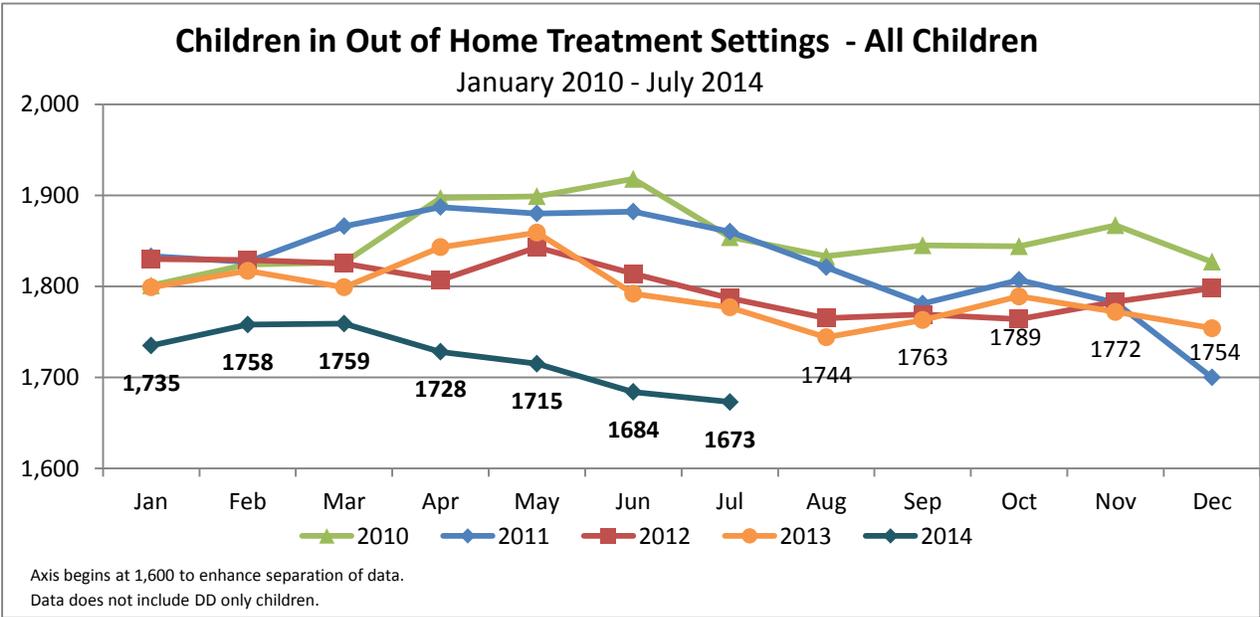
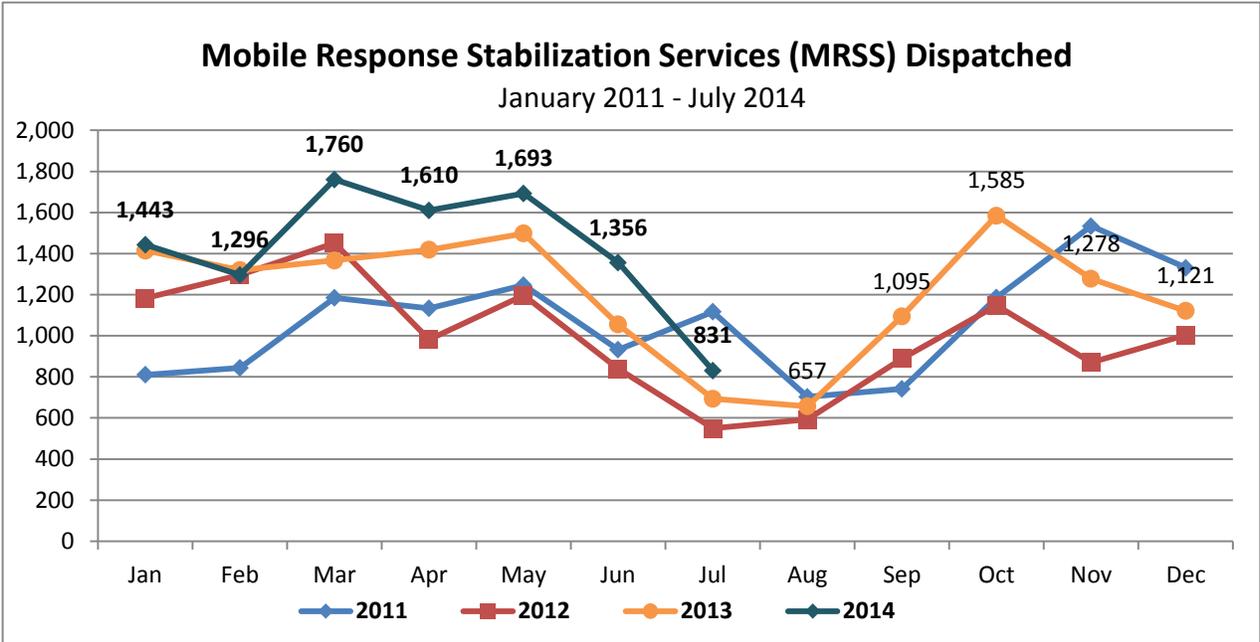
## Section III: Institutional Abuse Investigation Unit



## Section IV: Children's System of Care



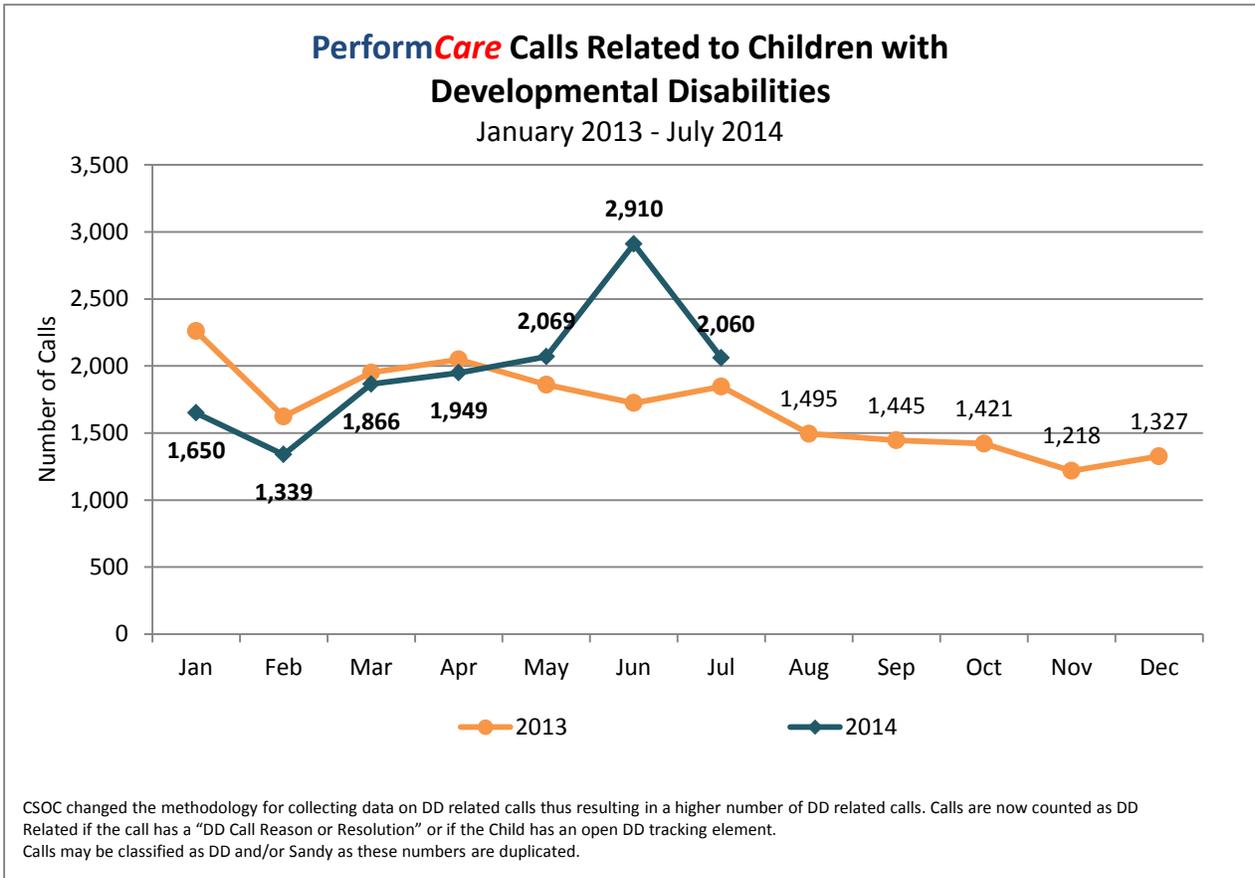
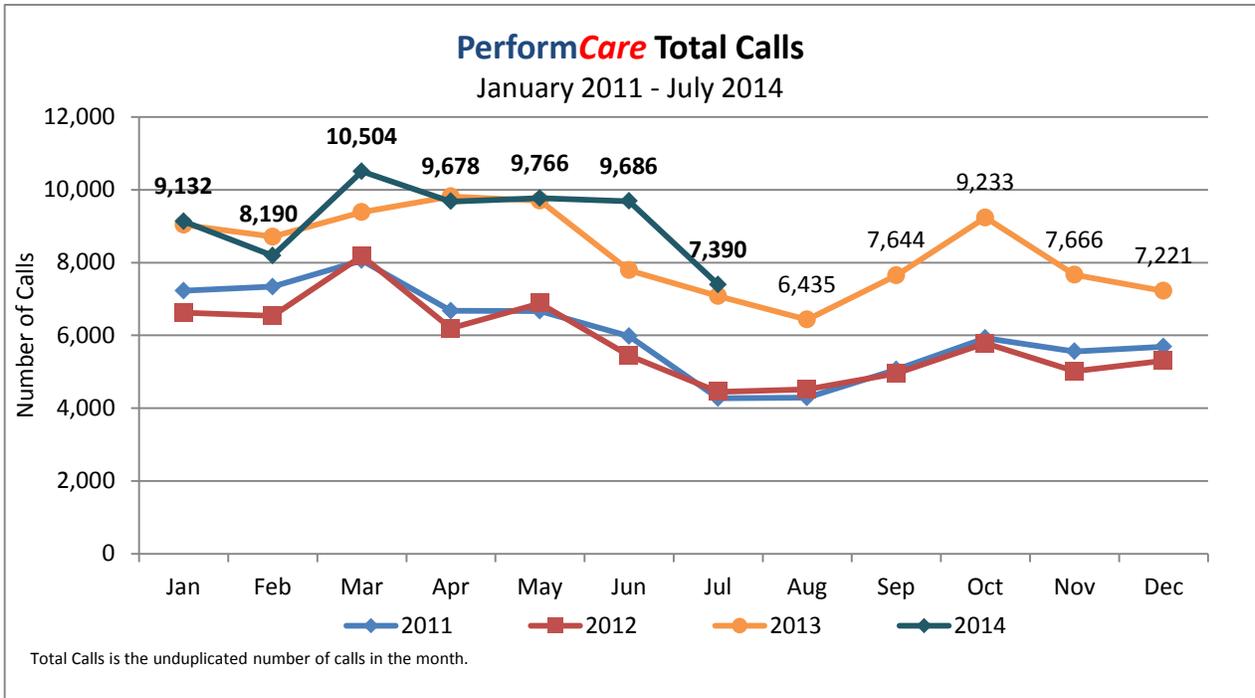
## Section IV: Children's System of Care



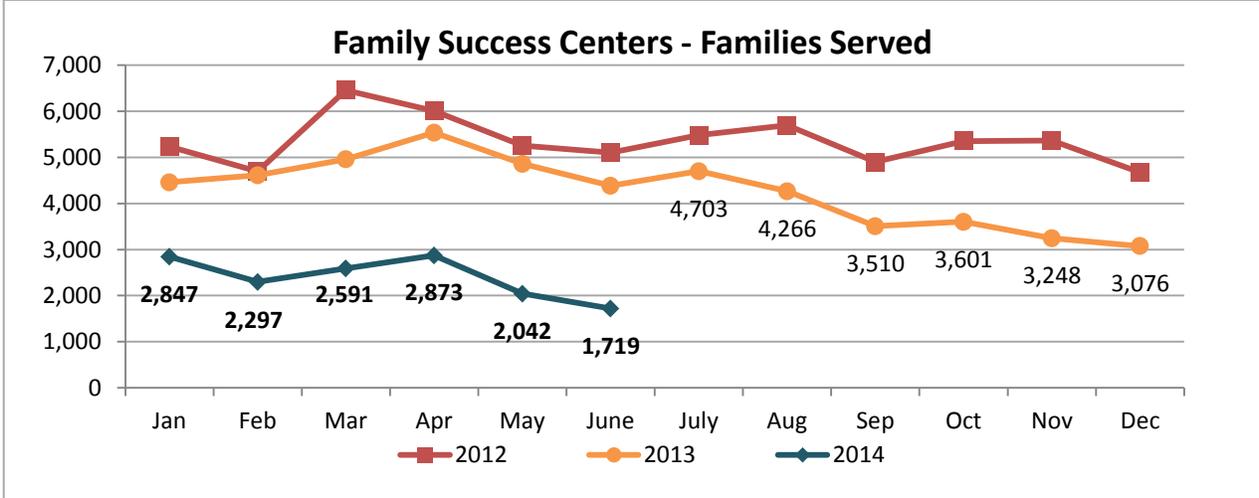
Children in Out-of-Home Treatment – July 2014	
Out-of-Home Treatment Settings	n= 1,673
Treatment Home	26%
Residential Treatment Center	28%
Specialty Bed	21%
Group Home	8%
Psychiatric Comm. Residence	13%
Intensive Residential Treatment	3%
Detention Alternative	1%

\*n includes 3 children placed out-of-state.

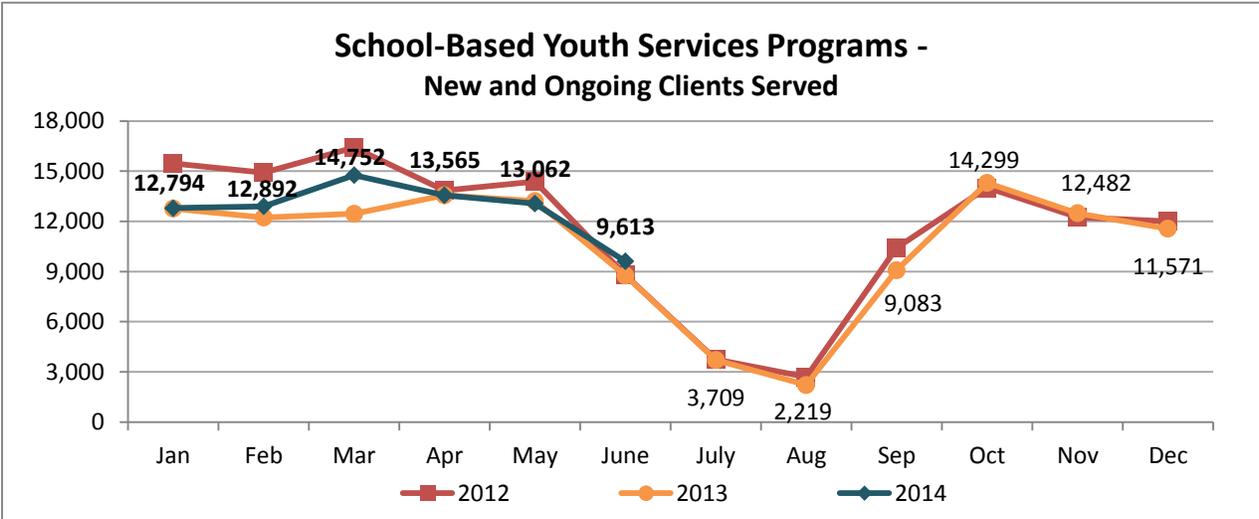
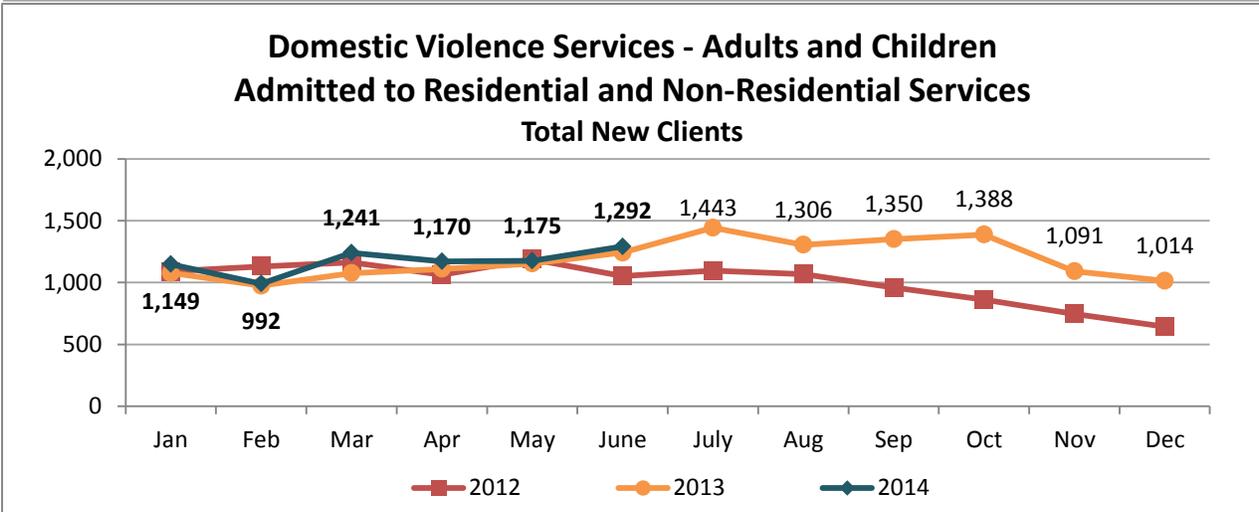
## Section IV: Children's System of Care



## Section V: Family & Community Partnerships

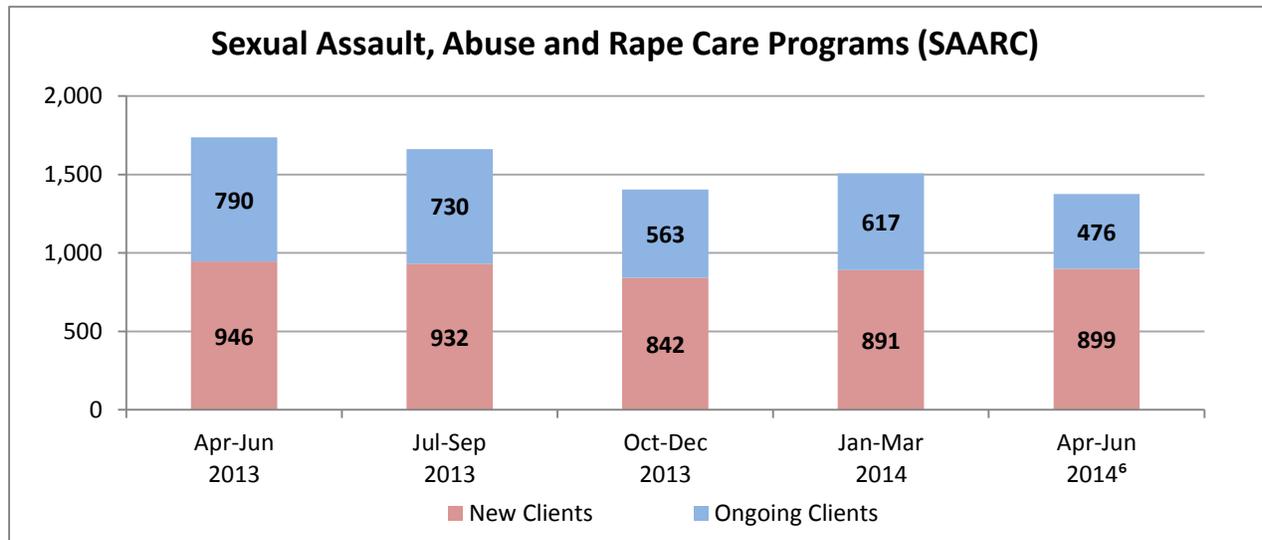


Methodology for counting FSC clients changed beginning in July 2013 to only count registered participants.



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



	Apr-Jun 2013	Jul-Sep 2013	Oct-Dec 2013	Jan-Mar 2014	Apr-Jun 2014 <sup>6</sup>
<b>Total Number of SAARC Programs</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>
New Victims Served	815	788	709	786	752
Ongoing Victims Served	681	597	490	554	408
New Significant Others Served	131	144	133	105	147
Ongoing Significant Others Served	109	133	73	63	68
<b>Total SAARC Served</b>	<b>1736</b>	<b>1662</b>	<b>1405</b>	<b>1508</b>	<b>1375</b>
Hotline/Email Services Provided	3505	2940	3173	3386	3133
Accompaniments	416	410	375	355	421
Volunteer Confidential Sexual Violence Advocates	539	477	537	464	548

<b>Rape Prevention &amp; Education Programs (RPE)</b>	Nov-Jan 2013	Feb-April 2013	May-July 2013	Aug-Oct 2013	Nov-Jan 2014 <sup>8</sup>
Number of Doses/Activities Provided at Implementation Sites	107	128 <sup>6</sup>	165 <sup>7</sup>	72 <sup>6</sup>	83 <sup>6</sup>
Number of Recruitment Presentations & One-Time Education Sessions	167	249 <sup>6</sup>	135 <sup>7</sup>	181 <sup>6</sup>	61 <sup>6</sup>

<b>Displaced Homemaker Program</b>	Apr-Jun 2013	Jul-Sep 2014	Oct-Dec 2014	Jan-Mar 2014	Apr-Jun 2014
Number of New Clients Served	484	455	431	523	502
Number of Ongoing Clients Served	334	687	330	316	293
<b>Total Number of Clients Served</b>	<b>818</b>	<b>1142</b>	<b>761</b>	<b>839</b>	<b>795</b>

<sup>6</sup> Missing information from 1 county.

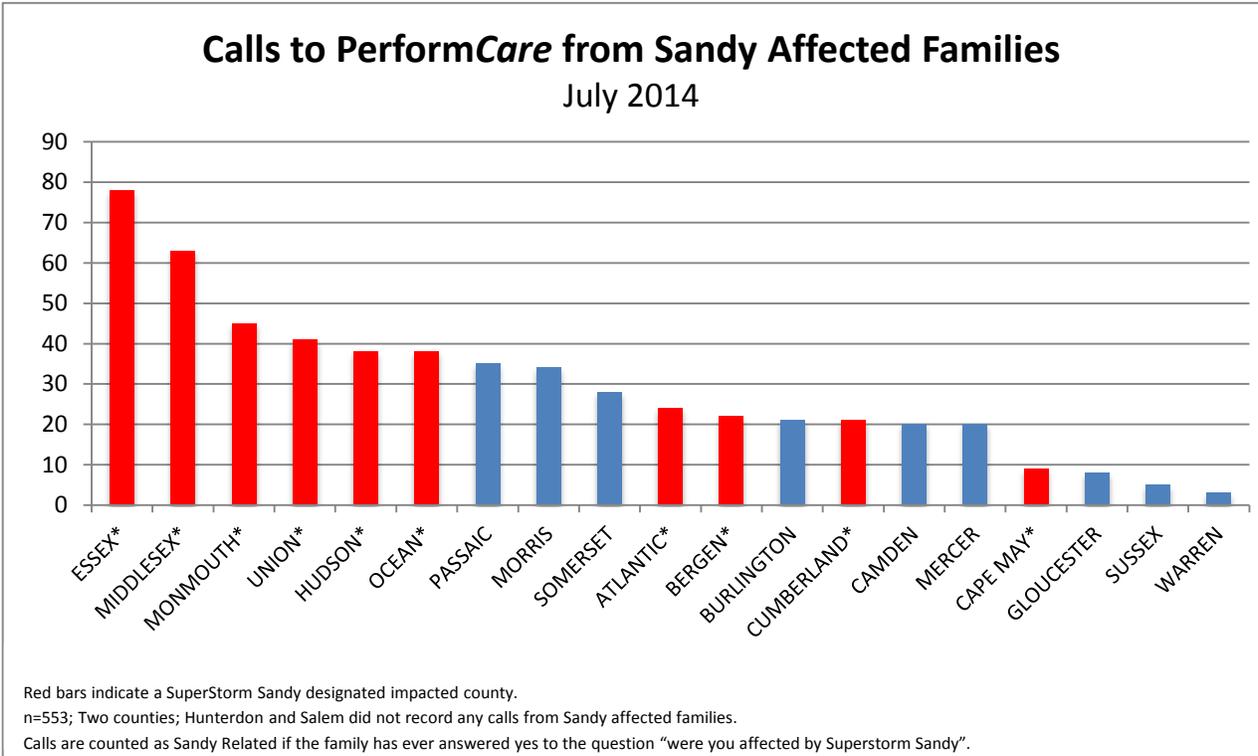
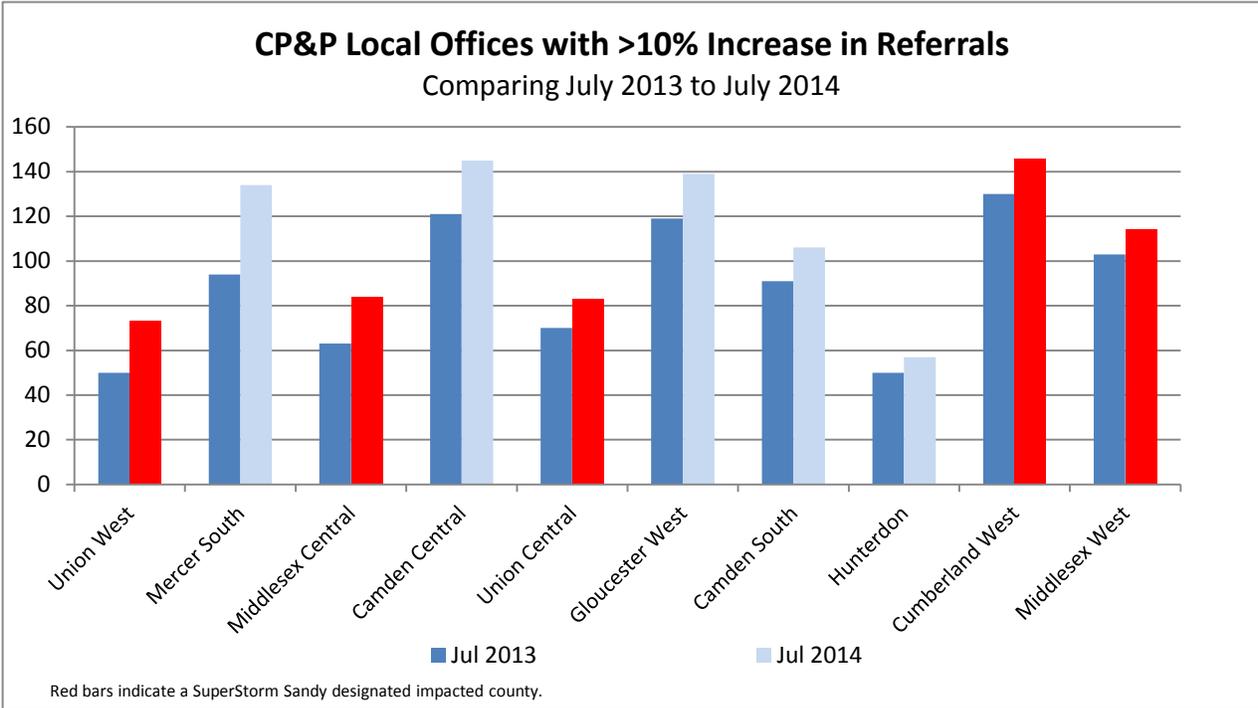
<sup>7</sup> Missing information from 2 counties. In addition, there are some ongoing data quality issues. DoW Coordinators are providing TA to improve the data going forward.

<sup>8</sup> RPE reporting requirements are under revision. Data for the Feb-Apr 2014 quarter will be available at a later date.

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 VII: Tracking Data after SuperStorm Sandy

### 10 Most Impacted Counties



## Section VII: Tracking Data after SuperStorm Sandy

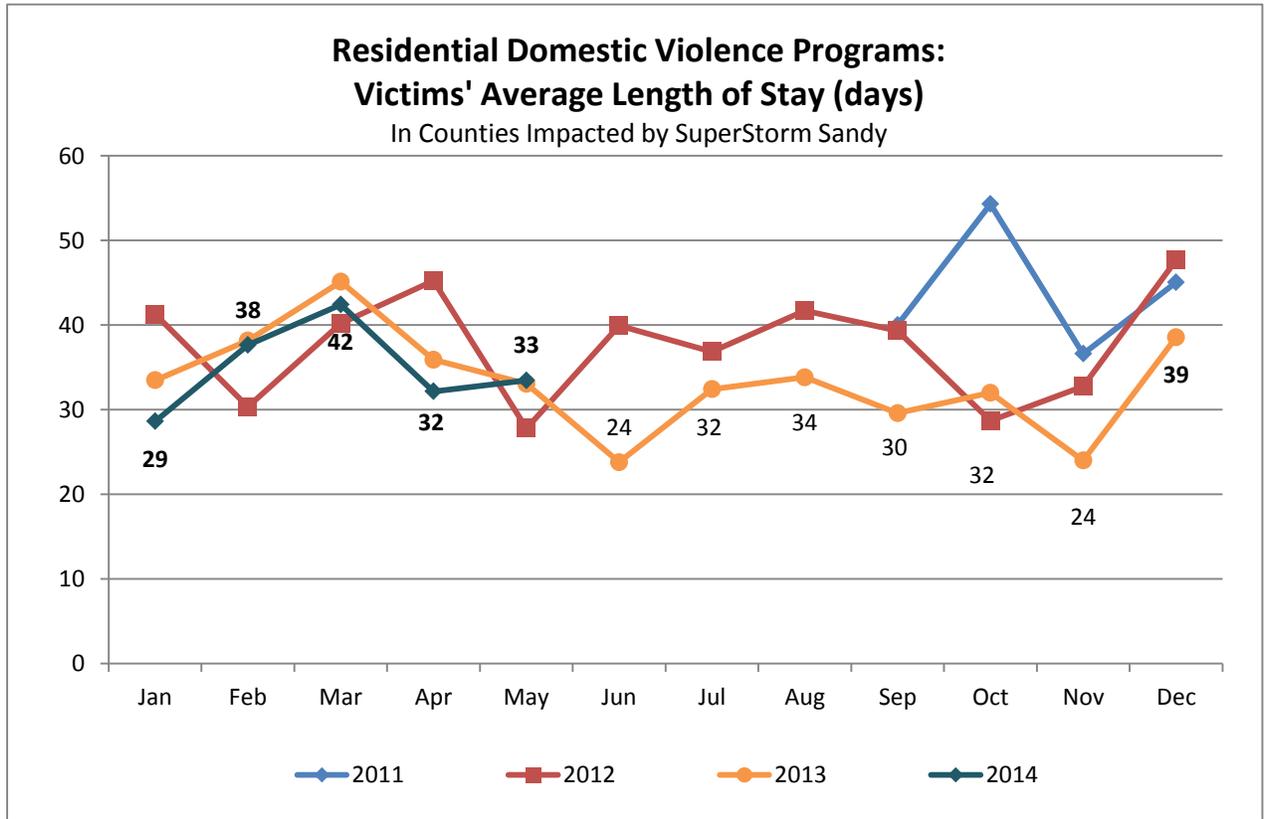
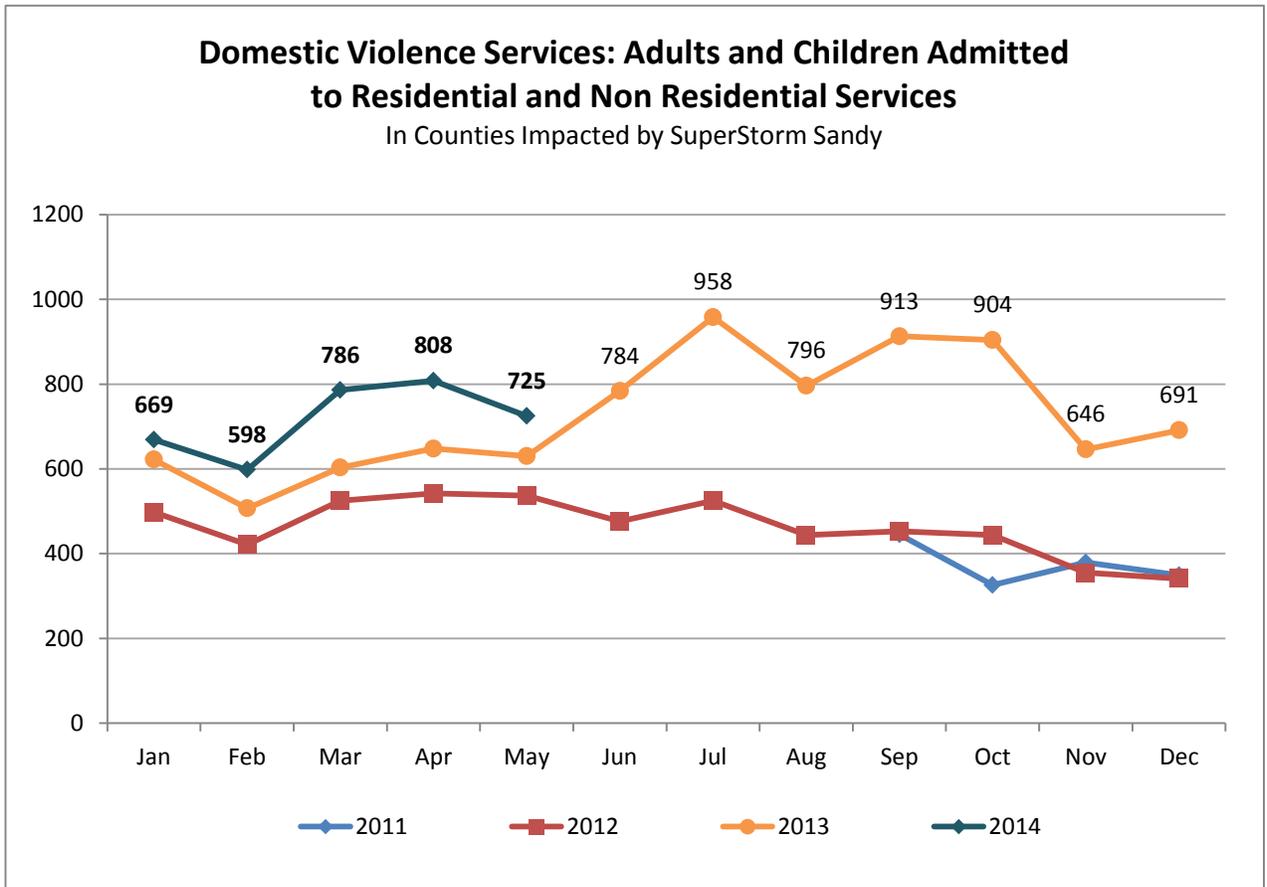
Women and Children Not Admitted to DV Shelters Due to Insufficient Space								
County	Q3 '12	Q4 '12	Q1 '13	Q2 '13	Q3 '13	Q4 '13	Q1 '14	Q2 '14
Atlantic	1	1	0	0	1	0	2	5
Bergen	89	34	33	50	41	32	92	80
Cape May	0	0	0	0	0	0	0	2
Cumberland	25	40	10	0	0	0	0	0
Essex	47	20	22	62	86	92	72	81
Hudson	0	1	0	0	4	2	0	0
Middlesex	83	66	58	56	114	105	78	131
Monmouth	28	0	15	13	29	5	0	7
Ocean	18	0	0	1	6	0	1	2
Union	38	50	0	51	15	0	1	63

DV Victims Waiting for Non-Residential Services <sup>9</sup>								
County	Q3 '12	Q4 '12	Q1 '13	Q2 '13	Q3 '13	Q4 '13	Q1 '14	Q2 '14
Atlantic	24	27	37	48	51	22	46	26
Bergen <sup>10</sup>	77	62	84	124	99	66	60	80
Cape May	0	0	0	0	0	0	0	0
Cumberland	0	0	0	2	6	14	9	7
Essex <sup>10</sup>	0	0	0	0	0	0	0	0
Hudson	42	29	41	28	41	33	43	12
Middlesex	0	0	97	68	84	72	43	42
Monmouth	0	0	0	0	0	2	0	0
Ocean	0	0	0	0	0	0	0	0
Union	148	222	161	73	31	41	87	81

<sup>9</sup>The numbers in this table have changed from previous dashboards. In past dashboards both victim and batterer services were included. Since batterer services are a different type of service, they were removed from the table.

<sup>10</sup>Essex and Bergen county each have two agencies.

## Section VII: Tracking Data after SuperStorm Sandy



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**Key Performance Indicators by CPP Local Office**  
**July 2014**

(Unless otherwise indicated in the footnote table)

Local Office	M# 3b	M# 4	M# 7a	M# 7b	M# 10	M# 11	M# 16	M# 17	M# 18	M# 20	Intake Caseload
Atlantic East	99%	72%	100%	90%	100%	100%	100%	97%	71%	52%	65%
Atlantic West	92%	60%		68%		100%	82%	90%	63%	41%	71%
Bergen Central	91%	91%	100%	96%	100%	100%	100%	93%	85%	74%	100%
Bergen South	95%	68%	92%	100%	92%	100%	82%	89%	74%	59%	100%
Burlington East	92%	59%	32%	73%	95%	100%	76%	88%	69%	68%	76%
Burlington West	96%	75%	62%	77%	100%	100%	88%	86%	81%	56%	96%
Camden Central	90%	70%	59%	50%	67%	70%	75%	90%	77%	40%	88%
Camden East	96%	72%	67%	67%	75%	100%	100%	98%	70%	44%	100%
Camden North	92%	52%	52%	47%	96%	100%	58%	87%	82%	58%	95%
Camden South	98%	83%	91%	71%	100%	94%	91%	97%	63%	48%	100%
Cape May	88%	86%	80%	68%	100%	100%	100%	86%	71%	45%	100%
Cumberland East	80%	88%	0%	41%	100%	100%	100%	91%	58%	47%	91%
Cumberland West	87%	47%	50%	72%	100%	100%	100%	97%	71%	55%	97%
Essex Central	100%	98%	75%	88%	100%	78%	100%	93%	68%	48%	100%
Essex North	100%	75%	100%	87%	100%	94%	100%	93%	71%	48%	100%
Essex South	98%	79%	0%	53%	100%	82%	100%	90%	56%	50%	100%
Gloucester East	96%	47%	91%	97%	91%	91%	100%	90%	67%	46%	75%
Gloucester West	98%	89%	100%	83%	100%	100%	93%	94%	82%	60%	86%
Hudson Central	85%	64%	100%	97%	100%	86%	86%	95%	68%	56%	100%
Hudson North	98%	99%	100%	73%	100%	100%	100%	94%	80%	67%	100%
Hudson South	100%	53%	29%	57%	71%	94%	90%	93%	75%	57%	96%
Hudson West	100%	80%	100%	82%	83%	100%	80%	84%	68%	53%	100%
Hunterdon	100%	84%		100%		100%	100%	89%	83%	54%	100%
Mercer North	99%	84%	100%	91%	100%	100%	100%	91%	75%	59%	95%
Mercer South	99%	69%	100%	83%	92%	100%	77%	92%	76%	64%	96%
Middlesex Central	92%	80%	50%	92%	100%	100%	100%	89%	80%	66%	93%
Middlesex Coastal	98%	93%	75%	92%	75%	97%	100%	89%	73%	47%	95%
Middlesex West	92%	64%	75%	65%	100%	76%	100%	89%	53%	48%	96%
Monmouth North	92%	75%	40%	35%	100%	100%	84%	86%	59%	51%	84%
Monmouth South	97%	76%	100%	66%	100%	100%	80%	96%	74%	53%	81%
Morris East	99%	95%	100%	100%	100%	100%	100%	93%	69%	62%	94%
Morris West	100%	78%	100%	64%	20%	95%	75%	79%	56%	56%	95%
Newark Center City	97%	89%	50%	56%	50%	97%	82%	94%	66%	50%	100%
Newark Northeast	98%	89%	100%	73%	100%	91%	100%	90%	87%	61%	100%
Newark South	93%	88%	86%	91%	100%	100%	100%	91%	72%	53%	76%
Ocean North	94%	63%	75%	78%	100%	100%	100%	92%	81%	62%	94%
Ocean South	98%	76%	55%	61%	100%	98%	40%	92%	66%	42%	100%
Passaic Central	96%	55%	80%	79%	100%	100%	86%	79%	78%	40%	81%
Passaic North	98%	82%	86%	85%	83%	100%	86%	88%	81%	54%	90%
Salem	97%	59%	56%	41%	100%	80%	100%	97%	79%	54%	93%
Somerset	99%	83%	70%	75%	100%	100%	92%	90%	44%	38%	100%
Sussex	95%	83%	83%	57%	100%	91%	89%	98%	79%	59%	94%
Union Central	98%	81%	100%	100%	100%	100%	100%	93%	65%	37%	100%
Union East	94%	73%	78%	75%	100%	100%	100%	88%	78%	62%	100%
Union West	98%	85%	100%	67%	100%	100%	100%	88%	90%	67%	100%
Warren	94%	76%	33%	44%	67%	42%	67%	66%	47%	35%	100%
<b>Statewide</b>	95%	75%	74%	73%	93%	95%	89%	90%	72%	53%	93%

Blank indicates that there were no children eligible for the measure in that office

Measure #	Description of the Measure	Final Target	Month Reported	Extract Date
M# 3b	Timeliness of Response (investigations commenced in required response time)	98%	July	8/10/14
M# 4	Timeliness of Completion (investigations in 60 days)	98%	May	8/10/14
M# 7a.	FTM (initial)	90%	June	8/10/14
M# 7b.	FTM (quarterly)	90%	July	8/10/14
M# 10	Case Plans (initial)	95%	June	8/10/14
M# 11	Case Plans (ongoing)	95%	July	8/10/14
M# 16	Wkr-Child Visits (first 2 months OOHP)	95%	May	8/10/14
M# 17	Monthly Wkr-Child Visits at the Placement Site (Includes Out of State Children)	98%	July	8/09/14
M# 18	Wkr-Parent Visits (Reunification goal; 2x monthly)	95%	July	8/10/14
M# 20	Parent-Child Visits (weekly)	60%	July	8/10/14
Intake Caseload	Intake Worker Caseload	95%	July	8/05/14

Met Target
  Within 10% of Meeting Target
  < 50% of Final Target

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.