

Commissioner's Monthly Report September 2022

Christine Beyer Commissioner



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Sustainability & Exit Plan Performance as of December 2020

TO BE MAINTAINED Successfully Maintained Measure Description Target Performance							
	Intake Workers Caseload (Local Offices)	95%	100%	√			
	Intake Workers Caseload	90%	100%	⋖			
	Permanency Workers Caseload (Local Offices)	95%	100%	V			
	Permanency Workers Caseload	95%	100%	⋖			
Caseloads	Adoption Workers Caseload (Local Offices)	95%	100%	⋖			
Cas	Adoption Workers Caseload	95%	99%	⋖			
	Supervisor/Worker Ratio	95%	100%	⋖			
	IAIU Investigators Caseload	95%	100%	⋖			
	Adequacy of DAGs Staffing	100%	99%	⋖			
	Child Health Units	Met	Met	⋖			
	Timeliness of Investigation Completion (60 days)	85%	90%	<			
	Timeliness of Investigation Completion (90 days)	95%	97%	⋖			
	IAIU Timeliness of Investigation Completion (60 days)	80%	78%	⋖			
	Initial Family Team Meetings	80%	82%	⋖			
sanres	Subsequent FTMs within 12 months	80%	80%	⋖			
Process Measures	Subsequent FTMs after 12 months Reunification Goal	90%	96%	V			
Proc	Subsequent FTMs after 12 months Other than Reunification Goal	90%	88%	⋖			
	Initial Case Plans- for Children Entering Placement	95%	87%	⋖			
	Timeliness of Current Plans	95%	97%	⋖			
	Caseworker Contacts with Children – NewPlacement/Placement Change	93%	92%	⋖			
	Child Visits with Siblings	85%	83%	V			

TO BE MAINTAINED CONT. Successfully Maintained						
	Measure Description	Target	Performance			
Process Measures	Caseworker Contact with Children in Placement	93%	97%	⋄		
	Parent-Child Visits –weekly	60%	81%	◆		
	Parent-Child Visits – biweekly	85%	94%	⋄		
Pro	Independent Living Assessments	90%	87%	 ✓		
ually	Educational Needs (CY 2019)	80%	86%	ℯ		
s Ann	Quality of Case Planning and Services	75%	67%	 ✓		
easu/e	Housing (July-December 2020)	95%	92%	⋄		
Quality Measures Annually	Employment/Education (Jan-Dec 2020)	85%	85%	❖		
Qua	Quality Investigations (February 2020)	85%	91%	◆		
	Placing Siblings groups of 2 & 3 (CY 2020)	80%	81%	⋄		
	Placing Siblings groups of 4 or More (CY 2020)	80%	95%	⋄		
	Recruitment for Sibling Homes Serving Four or More (Jul-Dec 2020)	Met	Met	❖		
	Placement Stability- First 12 Months in Care (CY 2019)	84%	87%	 ✓		
nually	Placement Stability- Children in Care 13 –24 Months (CY 2018)	88%	96%	⋄		
Outcome Measures Annually	Abuse and Neglect of Children in Foster Care (CY 2020)	0.49%	0.12%	⋄		
Meası	Repeat Maltreatment In-home (CY 2019)	7.2%	5.1%	 ✓		
ome I	Maltreatment Post-Reunification (CY 2017)	6.9%	5.1%	❖		
Outc	Permanency within 12 Months (CY 2019)	42%	37%	◆		
	Permanency within 24 Months (CY 2018)	66%	67%	 ✓		
	Permanency within 36 Months (CY 2017)	80%	84%	 ✓		
				^		
	Permanency within 48 Months (CY 2016)	86%	89%	V		
	Permanency within 48 Months (CY 2016) Re-entry to Placement (CY 2018)	86% 9%	9.8%	∜		

FOUNDATIONAL ELEMENTS	
Data Transparency successfully maintained	◆
Case Practice Model successfully maintained	⋄
State Central Registry successfully maintained	◆
Appropriate Placements successfully maintained	⋄
Service Array successfully maintained	◆
Medical/Behavioral Health Services successfully maintained	⋄
Training successfully maintained	⋄
Flexible Funding successfully maintained	⋄
Resource Family Care Support Rates successfully maintained	◆
Permanency successfully maintained	ℯ
Adoption Practice successfully maintained	◆

	TO BE ACHIEVED						
	Measure Description	Target	Performance				
Process Measures Monthly	Caseworker Contacts with Family When Goal is Reunification	90%	83%	-			
unnually	Quality of Teaming (CY 2019)	75%	62%				
Quality Measures Annually	Quality of Case Plans (CY 2019)	80%	58%				
	Services to Support Transitions (CY 2019)	80%	74%				





SUSTAINABILTY AND EXIT PLAN Key Performance Indicators On or About July 31st, 2022

"To Be Achieved" Measures							
	Month	¹ Performance	Exit Plan Target	% to Meet Target			
CW Visits with Parent 2x/Month	July '22	71%	90%	-19%			
"То Ве	Maintained"	Measures					
	Month	Performance	Exit Plan Target	% to Meet Target			
Initial FTMs within 45 days	June'22	83%	80%	0%			
Subsequent FTMs within 12 Months	July '22	87%	80%	0%			
Subsequent FTMs after 12 Months - Reunification Goal (n=20)	July '22	85%	90%	-5%			
Subsequent FTMs after 12 Months - Other than Reunification Goal	July '22	92%	90%	0%			
Investigation Timeliness CP&P 60 Days	May'22	86%	85%	0%			
Investigation Timeliness CP&P 90 Days	May'22	95%	95%	0%			
Investigation Timeliness IAIU	July '22	85%	80%	0%			
Initial Case Plans	July '22	96%	95%	0%			
Ongoing Case Plans	July '22	95%	95%	0%			
Child Visit with Siblings	July '22	81%	85%	-4%			
Parent-Child Weekly Visit ²	July '22	56%	60%	-4%			
Parent-Child Visits Bi-weekly	July '22	67%	85%	-18%			
CW Visits Child Monthly (at placement site) ³	July '22	94%	93%	0%			
CW Visits Child 2x/Month for first 2 Months in Placement	May '22	87%	93%	-6%			
Ind. Living Assessments 14-18 Years Old	July '22	91%	90%	0%			
Supervisor Worker Ratio	July '22	100%	95%	0%			
Caseloads: IAIU Investigators	July '22	100%	95%	0%			
Caseloads: Intake	July '22	98%	90%	0%			
Caseloads: Permanency	July '22	100%	95%	0%			
Caseloads: Adoption	July '22	99%	95%	0%			

The red bar indicates the difference between the current performance and the Exit Plan target.

¹Reported performance understates actual performance in some measures because data does not exclude all instances where an event could not occur.

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

 $^{^{3}}$ Caseworker visits with Children in Placement (all locations) July 2022: 98% .



DCF At A Glance Dashboard

On or About July 31th, 2022

DCF At a Glance			
DCF: Total Children Served in the Month ¹	68,815		
CP&P: Children/Youth Served	30,810		
Children Under 18	28,724		
OOH Setting (< 18)	2,854		
In-Home Setting (< 18)	25,870		
Youth 18-21	2,086		
OOH Setting (>18)	249		
In-Home Setting (>18)	1,837		
FCP: Total Clients Served ³ (June)	12,798		
DOW: Total Clients Served (June) (Excludes Displaced Homemaker)	3,823		
DCF: Families Served in the Month ⁴	22,063		
CP&P	15,844		
FCP (Family Success Centers & Home Visiting) (June)	6,219		

CSOC ⁵ Quick Facts					
Youth Open with CSOC ² (unduplicated count)	38,005				
DD Eligible Children (unduplicated count)	13,157				
MRSS: Dispatches in the month	1,412				
MRSS: Interventions (includes prior dispatches)	2,778				
Remained in same Living situation	99%				
•					
Care Management: Children Served 16,488					
OOH Behavioral Health Settings: Children Served	729				
Placed out of State	0				
PerformCare Calls	7,554				
DD Related Calls	1,531				

CP&P Quick Facts			
Hotline Referrals	11,445		
CPS Reports	37%		
CWS Referrals	5%		
Number of Human Trafficking Referrals (July 2022)	14		
Response Timeliness	99%		
Monthly Staff Contacts/Children OOH-Placement Site	94%		
Entries to Care	111		
Exits from Care	128		
Subsidized Adoptions/KLG (Includes Subsidized Adoptions and subsidized KLGs)	13,646		

FCP & DoW Quick Facts ⁷	
FSCs: Families Served (June)	3,081
Home Visiting: Families Served (June)	3,138
SBYSP: Clients Served (June)	6,579
DV Services: Clients Served (June)	2,345
Residential	23%
Non-Residential	77%
SAARC: Clients Served (June)	1,478
Displaced Homemaker: Clients Served ⁹ (October)	1,555
New Clients	10%

¹Some 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 Families served by DCF includes CP&P families and FCP families. FCP families served data has a one month lag.

⁵CSOC Children may receive multiple services and are counted multiple times.

⁶FCP quick facts are based on new families for FSCs, but both new and ongoing clients for Home Visiting and SBYSP. DoW quick facts are based on new clients for DV Services, but both new and ongoing clients served for SAARC, Displaced Homemakers and Rape Prevention Education.

⁷The cumulative number of human trafficking referrals between November 2013 and July 2022 was 1,205. This figure could change depending on when the data is extracted.

⁸ Appropriate use of shelters include 1) alternative to detention 2) short term placement of an adolescent in crisis not to extend beyond 30 days 3) a basic center for homeless youth.

OOH Behavioral Health Settings: Children Served - Excludes Youth in Detention Alternatives and Diagnostic Settings.

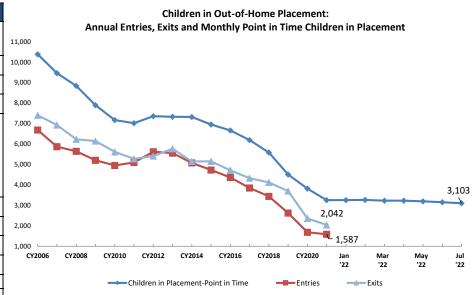
Effective June 2017, All DoW data is reported Monthly except for Residential DV shelters and Unmet Needs Data.

⁹ Due to system upgrades within DCF, Displaced Homemaker data will not be available beginning November 2021 . DCF will resume reporting on these data after the new systems have been updated with these data.



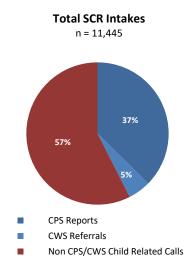
Section I: Child Protection & Permanency

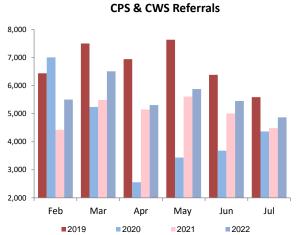
CP&P Quick Facts						
			Jul-22	Δ from July '21		
Families Under CP&P Supervision			15,844	-5%		
Children Under CP&P Supervision			30,810	-5%		
Children Receiving CP&P In-Home Services			27,707	-4%		
Children in CP&P Out-of-Home Placement						
Resource Family (non-Kin)	43%	1,332				
Resource Family Kinship	46%	1,430	3,103	-13%		
Group and Residential	9%	279				
Independent Living	2%	62				
Children Legally Free for Adoption (Excludes TPF	Appeals)		534	-19%		
Finalized Adoptions to date (CY2022) - As of 7/3	1/2022		289	16%		
Children in Subsidized Kinship Legal Guardiansh	ip		1,245	-7%		
Children in Subsidized Adoptions			12,401	-4%		
Entries to Care			111	-17%		
Exits from Care			128	-14%		

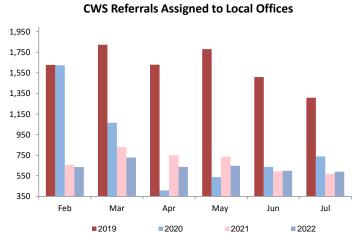


Point In Time data is based on data as of the last day of each month.

Axis begins at 2.000 to enhance separation of data.

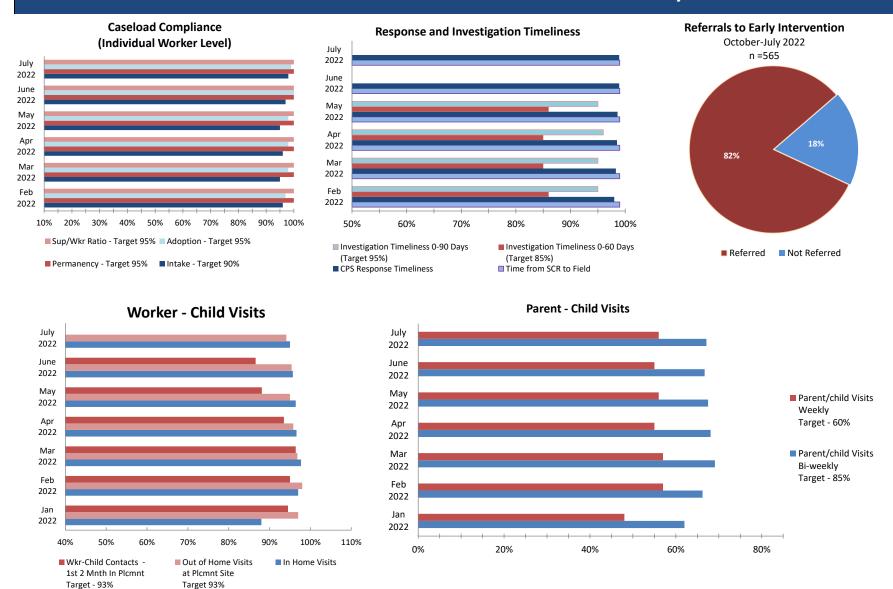






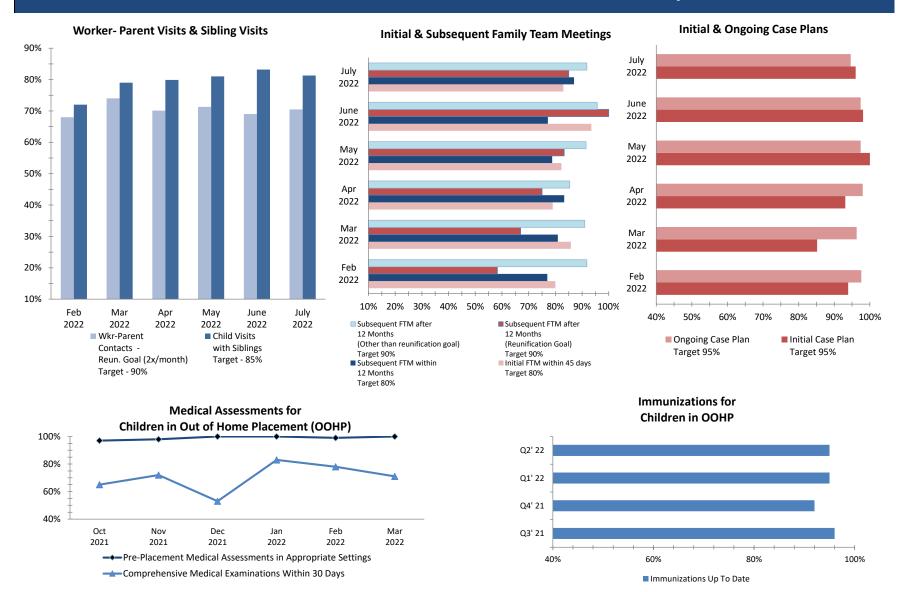


Section I: Child Protection & Permanency





Section I: Child Protection & Permanency





Section II: Adolescent Services

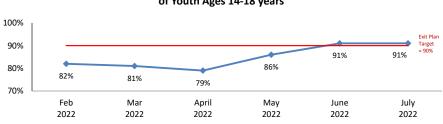
OAS Quick Facts (July 2022) Youth 18-23

Youth 18-21 years old served by CP&P ¹							
Youth served "In Home" living with a parent/relative or living							
independently ²			1,837				
Youth served "Out-of-Home"							
Resource Family (non-Kin)	(37.3%)	93					
Resource Family Kinship	Resource Family Kinship (12.9%) 32						
Congregate Care Setting	(28.1%)	70					
Independent Living	(21.7%)	54					
Youth Receiving Adoption or KLG Subsidy			532				

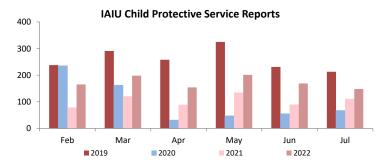


² The terms "out-of-home" and "in-home" may not be appropriate for all 18-21 year olds. Youth identified as "in-home" can either be residing with a parent/relative, or living independently. Any of these youth may be receiving services. These definitions are currently being reviewed to better understand how we capture DCPs work with his 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.

Completed Independent Living Assessments of Youth Ages 14-18 years

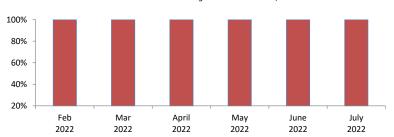


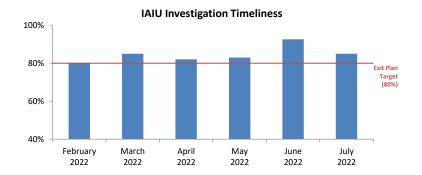
Section III: Institutional Abuse Investigation Unit



IAIU Caseload Report Statewide

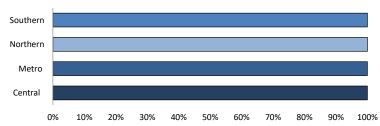
No more than 8 new investigations and 12 cases/month





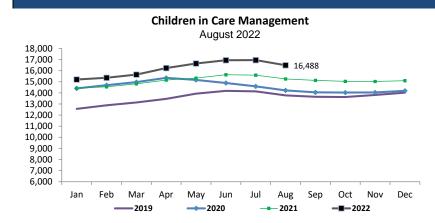
IAIU Caseload Report by Region

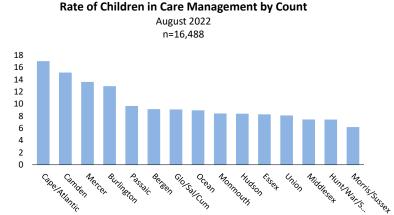
July 2022

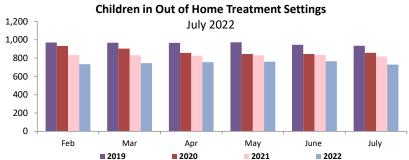


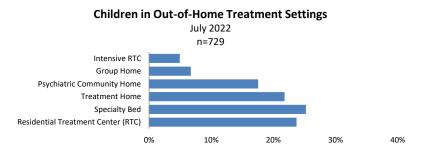


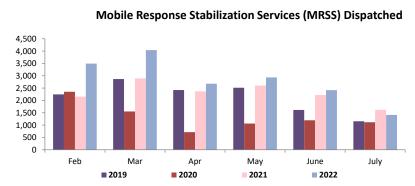
Section IV: Children's System of Care

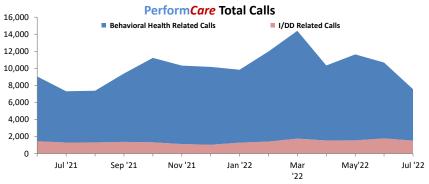






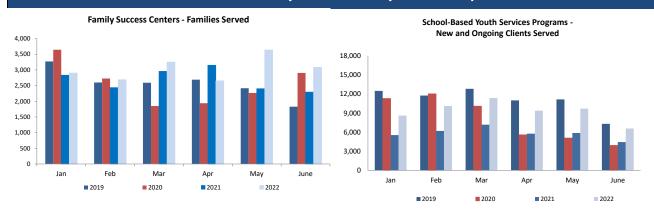






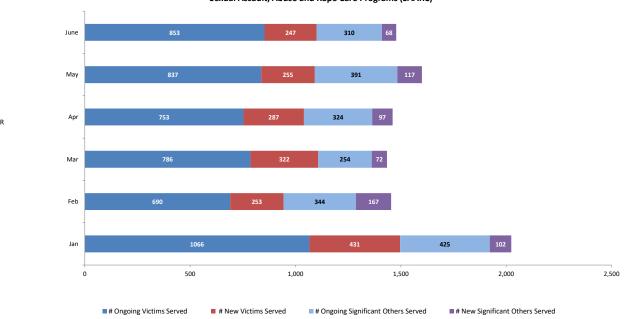


Section V: Family & Community Partnerships



Section VI: Division on Women

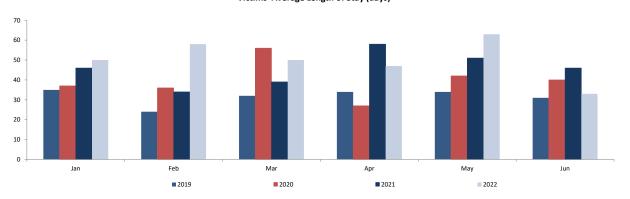
Sexual Assault, Abuse and Rape Care Programs (SAARC)



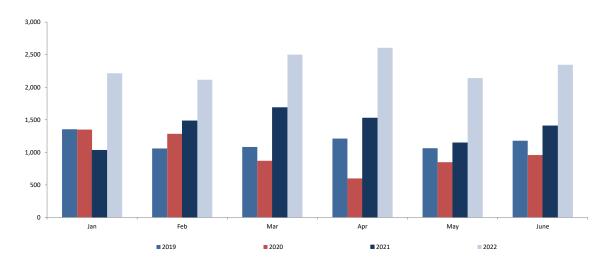


Section VI: Division on Women

Residential Domestic Violence Programs: Victims' Average Length of Stay (days)



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



CP&P Key Performance Indicators by Local Office - 6 Months View

		Met '	Target			Within 10%	of Meeting Ta	rget		< 60%	of Final Targe	t		
Local Office	Measure	Measure	Measure	Measure	Measure	Measure	Measure	Measure	Measure	Measure	Measure	Measure	Measure	Measure
Local Office	6	9	10	13	14	16	17	18	19	22	28	29	30	31
Atlantic East	98%	81%	97%	92%	95%	95%	71%	50%	84%	100%	57%	52%	65%	75%
Atlantic West	92%	100%	100%	91%	98%	100%	55%		100%	100%	76%	68%	72%	57%
Bergen Central	95%	100%	100%	95%	98%	100%	100%		25%	100%	88%	60%	74%	100%
Bergen South	97%	100%	100%	98%	99%	92%	75%	100%	100%	93%	82%	59%	67%	83%
Burlington East	95%	100%	97%	91%	98%	92%	88%	100%	100%	100%	77%	45%	64%	84%
Burlington West	91%	73%	96%	72%	92%	55%	50%	0%	56%	100%	55%	42%	49%	60%
Camden Central	91%	95%	94%	85%	97%	94%	100%	100%	100%	91%	72%	60%	76%	74%
Camden East	94%	96%	98%	68%	92%	96%	100%		96%	87%	55%	59%	59%	72%
Camden North	88%	96%	97%	78%	90%	54%	82%	100%	100%	83%	53%	57%	75%	68%
Camden South	77%	86%	97%	82%	97%	82%	36%	100%	100%	94%	55%	57%	67%	77%
Cape May	99%	95%	98%	88%	94%	94%	100%	100%	100%	82%	74%	53%	58%	63%
Cumberland East	100%	100%	100%	80%	93%	100%	71%	100%	100%	100%	71%	64%	69%	84%
Cumberland West	96%	100%	96%	74%	97%	100%	90%		92%	100%	79%	51%	71%	67%
Essex Central	94%	96%	98%	88%	98%	92%	75%		80%	94%	66%	44%	49%	60%
Essex North	94%	100%	95%	88%	97%		50%		50%	100%	50%	19%	37%	60%
Essex South	95%	92%	98%	66%	90%	100%	86%		63%	73%	61%	35%	52%	51%
Gloucester East	96%	92%	96%	83%	94%	91%	92%	83%	100%	95%	55%	60%	67%	71%
Gloucester West	98%	97%	96%	82%	92%	100%	95%	100%	100%	80%	64%	57%	72%	70%
Hudson Central	100%	100%	98%	80%	93%	100%	100%	100%	100%	100%	77%	55%	72%	83%
Hudson North	96%	100%	100%	95%	97%	100%	100%		100%	100%	92%	29%	52%	67%
Hudson South	100%	89%	99%	85%	96%	82%			100%	89%	88%	60%	75%	92%
Hudson West	83%	100%	100%	97%	99%	100%	100%		100%	40%	69%	63%	72%	69%
Hunterdon	92%	67%	99%	96%	98%	40%	0%	100%	67%	100%	90%	69%	80%	69%
Mercer North	96%	67%	97%	85%	94%	100%	73%	100%	90%	100%	66%	52%	62%	76%
Mercer South	87%	91%	94%	86%	98%	40%	63%	0%	80%	33%	60%	57%	64%	71%
Middlesex Central	100%	89%	92%	63%	89%	17%	75%	0%	33%	0%	73%	61%	77%	71%
Middlesex Coastal	73%	78%	93%	87%	94%	39%	13%		38%	70%	56%	63%	64%	63%
Middlesex West	57%	74%	87%	66%	83%	26%	0%	0%	40%	26%	30%	31%	39%	55%
Monmouth North	97%	94%	99%	98%	100%	100%	71%	100%	100%	95%	81%	73%	82%	96%
Monmouth South	99%	91%	100%	96%	99%	85%	56%		100%	100%	78%	49%	53%	87%
Morris East	100%	100%	100%	98%	99%	100%	100%		100%	100%	92%	70%	74%	93%
Morris West	98%	73%	97%	84%	91%	79%	67%		100%	100%	73%	62%	88%	79%
Newark Center City	98%	95%	97%	90%	97%	100%	88%	100%	97%	100%	52%	35%	46%	67%
Newark Northeast	97%	100%	98%	91%	95%	80%	100%	100%	96%	100%	88%	62%	71%	84%
Newark South	94%	100%	97%	95%	98%	100%	80%	100%	100%	93%	58%	46%	56%	87%
Ocean North	100%	100%	98%	94%	99%	83%	58%	100%	96%	100%	86%	66%	75%	70%
Ocean South	93%	92%	96%	88%	95%	100%	100%	100%	100%	100%	82%	69%	76%	82%
Passaic Central	90%	89%	97%	86%	95%	82%	100%		100%	94%	70%	55%	63%	74%
Passaic North	91%	97%	95%	83%	95%	64%	50%	71%	100%	72%	71%	69%	70%	78%
Salem	93%	100%	100%	76%	94%	100%	100%	100%	100%	100%	90%	61%	72%	74%
Somerset	97%	100%	98%	89%	97%	61%	50%	0%	44%	100%	72%	52%	65%	56%
Sussex	76%	92%	96%	88%	96%	100%	100%		100%	100%	80%	71%	82%	65%
Union Central	98%	93%	92%	91%	96%	83%	86%	100%	71%	100%	61%	47%	56%	75%
Union East	100%	100%	97%	77%	95%	29%	20%	0%	81%	100%	68%	58%	62%	60%
Union West	90%	60%	91%	74%	93%	67%	100%		13%	83%	54%	31%	34%	60%
Warren	95%	100%	92%	75%	92%	67%	40%			100%	65%	62%	76%	10%
Statewide	94%	92%	97%	85%	95%	81%	76%	74%	89%	89%	68%	55%	66%	73%

Blank cells mean that the office did not have any children eligible for that measure during that period.

Measure #	Description of the Measure		Time Period Analyzed	
M# 6	Ongoing Case Plans	95%	November'21-April'22	
M# 9	Caseworker Visits with Children 2x/Month in 1st& 2nd Months of placement	93%	September'21-February'22	
M# 10	Monthly Caseworker Visits with Children at child's placement site	93%	November'21-April'22	
M# 13	Investigation Completion within 60 days	85%	September'21-February'22	
M# 14	Investigation Completion within 90 days	95%	September'21-February'22	
M# 16	Initial Family Team Meeting (FTMs) within 45 days of Child Removal	80%	October'21-March'22	
M# 17	3 Subsequent FTMs within 12 Months of Child Removal	80%	November'21-April'22	
M# 18	3 Subsequent FTMs after 12 Months in Placement - Reunification Goal	90%	November'21-April'22	
M# 19	2 Subsequent FTMs after 12 Months in Placement - Non - Reunification Goal	90%	November'21-April'22	
M# 22	Initial Case Plans within 30 Days of Child Removal	95%	November'21-April '22	
M# 28	Caseworker visits Parent 2x/Month	90%	November'21-April '22	
M# 29	Weekly Parent/Child Visits - Average weekly visits for 6 weeks.	60%	3/26/2021-4/30/2022	
M# 30	Bi-weekly Parent-Child Visits	85%	November'21-April'22	
M#31	Sibling Visits	85%	November'21-April '22	



Worker and Office Caseads by Worker Type and by Local Office - July 2022

		Met Target		< 70% of workers in	compliance		
	¹ Int	take	² Perm	anency	³ Adoption		
Local Office	Worker	Office Compliant?	Worker	Office Compliant?	Worker	Office Compliant?	
	Compliance	Yes/No	Compliance	Yes/No	Compliance	Yes/No	
Atlantic East	100%	Yes	100%	Yes	100%	Yes	
Atlantic West	100%	Yes	100%	Yes	100%	Yes	
Bergen Central	100%	Yes	100%	Yes	100%	Yes	
Bergen South	100%	Yes	100%	Yes	100%	Yes	
Burlington East	100%	Yes	100%	Yes	100%	Yes	
Burlington West	96%	Yes	100%	Yes	100%	Yes	
Camden Central	100%	Yes	100%	Yes	75%	No	
Camden East	74%	No	100%	Yes	100%	Yes	
Camden North	100%	Yes	100%	Yes	100%	Yes	
Camden South	100%	Yes	100%	Yes	100%	Yes	
Cape May	100%	Yes	100%	Yes	100%	Yes	
Cumberland East	79%	No	100%	Yes	100%	Yes	
Cumberland West	100%	Yes	100%	Yes	100%	Yes	
Essex Central	100%	Yes	100%	Yes	100%	Yes	
Essex North	100%	Yes	100%	Yes	100%	Yes	
Essex South	94%	Yes	100%	Yes	100%	Yes	
Gloucester East	100%	Yes	100%	Yes	100%	Yes	
Gloucester West	95%	Yes	100%	Yes	100%	Yes	
Hudson Central	100%	Yes	100%	Yes	100%	Yes	
Hudson North	100%	Yes	100%	Yes	100%	Yes	
Hudson South	100%	Yes	100%	Yes	100%	Yes	
Hudson West	100%	Yes	100%	Yes	100%	Yes	
Hunterdon	100%	Yes	100%	Yes	100%	Yes	
Mercer North	100%	Yes	100%	Yes	100%	Yes	
Mercer South	94%	Yes	100%	Yes	100%	Yes	
Middlesex Central	95%	Yes	100%	Yes	100%	Yes	
Middlesex Coastal	79%	No	100%	Yes	100%	Yes	
Middlesex West	97%	Yes	100%	Yes	100%	Yes	
Monmouth North	100%	Yes	100%	Yes	100%	Yes	
Monmouth South	100%	Yes	100%	Yes	100%	Yes	
Morris East	100%	Yes	100%	Yes	100%	Yes	
Morris West	100%	Yes	100%	Yes	100%	Yes	
Newark Center City	100%	Yes	100%	Yes	100%	Yes	
Newark Northeast	100%	Yes	100%	Yes	100%	Yes	
Newark South	100%	Yes	100%	Yes	100%	Yes	
Ocean North	100%	Yes	100%	Yes	100%	Yes	
Ocean South	100%	Yes	100%	Yes	100%	Yes	
Passaic Central		Yes		Yes	100%	Yes	
Passaic Central	100%	Yes	100%	Yes	100%	Yes	
Salem	100% 83%	No.		Yes	100%	Yes	
Somerset		Yes	100%	Yes	100%	Yes	
Sussex	100%	Yes	100%	Yes	100%	Yes	
Union Central	100%	Yes	100%	Yes	100%	Yes	
	100%		100%				
Union East	100%	Yes	100%	Yes	100%	Yes	
Union West	100%	Yes	100%	Yes	100%	Yes	
Warren	100%	Yes	100%	Yes	100%	Yes	
Statewide ⁴	98%	Yes	100%	Yes	99%	Yes	

¹ Intake

- Permanency worker compliance: % of workers who meet the casead standards of no more than 15 families and 10 children in placement. Target = 95%
- Office Compliance: % of offices that meet the casead standards of no more than 15 families and 10 children in placement. Target = 95%

- Adoption worker compliance: % of adoption workers who meet the casead standards of 15 or fewer children. Target = 95%
- Office Compliance: % of offices that meet the casead standards of 15 or fewer children. Target = 95%
- Offices with blank data do not carry adoption caseads , however adoption cases in those offices are handled by other offices in that area.

- Performance is based on total workers in compliance for the month, not an average. Percentages are rounded to the whole number.

⁻ Intake worker compliance: % of workers with no more than 8 new intakes in the month, no more than 12 Primary families and no more than a total of 14 families . Target=90%

⁻ Office Compliance: % of offices that meet the casead standards of no more than 8 new intakes and 12 total families. Target = 95%