



Commissioner's Dashboard

April 2014

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

May 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 April 30, 2014

DCF At a Glance		CSOC ⁶ Quick Facts	
DCF: Total Children Served in the Month ¹	90,477	Youth Open with CSOC (<i>unduplicated count</i>)	39,005
CP&P: Children/Youth Served	51,472	DD Eligible Children (<i>unduplicated count</i>)	16,965
OOH Setting (< 18)	7,239	MRSS: Dispatches in the month	1,610
In-Home Setting (< 18)	42,197	MRSS: Interventions (<i>includes prior dispatches</i>)	1,532
Youth 18-21	2,036	Remained in same Living situation	96%
Youth Open with CSOC ²	39,005		
		Care Management: Children Served	10,153
FCP: Total Clients Served ³	18,857	OOH Behavioral Health Settings: Children Served	1,728
DOW: Total Clients Served ⁴ (Monthly Average)	782	Placed out of State	3
DCF: Families Served in the Month ⁵	28,585	PerformCare Calls	9,678
CP&P	25,721	DD Related Calls	1,949
FCP (Family Success Centers & Home Visiting)	2,864	Sandy Related Calls	668
CP&P Quick Facts		FCP & DoW Quick Facts ⁷	
Hotline Referrals	15,642	FSCs: Families Served (March)	2,591
CPS Reports	32%	Home Visiting: Families Served (March)	273
CWS Referrals	9%	SBYSP: Clients Served (March)	14,752
Number of Human Trafficking Referrals ⁸	8	DV Services: Clients Served (March)	1,241
Response Timeliness	97%	Residential	16%
Monthly Staff Contacts/Children OOH	92%	Non-Residential	84%
Entries to Care	429		
Caseload: Intake	87%	SAARC: Clients Served (Jan-Mar 2014)	1,508
Caseload: Permanency	96%	Displaced Homemaker: Clients Served (Jan-Mar 2014)	839
Caseload: Adoption	81%	New Clients	62%
Subsidized Adoptions/KLG	15,993	RPE: Doses/Activities provided at Implementation Sites (Nov-Jan)	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. 20-May-14

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 Nov and April 2014 was 56.

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The data is produced for continuous quality improvement across DCF.

MSA Updates					
Comparing March 2013 to April 2014 ¹					
	March 2013	April 2014	Δ from March '13	MSA Target	
Initial FTMs (Mar 2014)	56%	75%	19%	90%	
Quarterly FTMs	46%	69%	23%	90%	
Initial Case Plans (Mar 2014)	96%	95%	-1%	95%	
Ongoing Case Plans	99%	98%	-1%	95%	
CW visits Child Monthly	94%	92%	-2%	98%	
CW visits Child 2x/Mo 1st2Mo (Feb 2014)	84%	96%	12%	95%	
CW visits Parent 2x/Mo	77%	77%	0%	95%	
Parent visits Child 4x/Mo	59%	59%	0%	60%	
Response Timeliness	96%	97%	1%	98%	
Investigation Timeliness (Feb 2014)	72%	77%	5%	98%	
Ind. Living Assessments 14-18 yrs	98%	90%	-8%	95%	
Caseloads: Intake	86%	87%	1%	95%	
Caseloads: Permanency	94%	96%	2%	95%	
Caseloads: Adoption	87%	81%	-6%	95%	
¹ This table compares performance in the most current month to the last month of the previously published monitoring report (March 2013)					
 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.					

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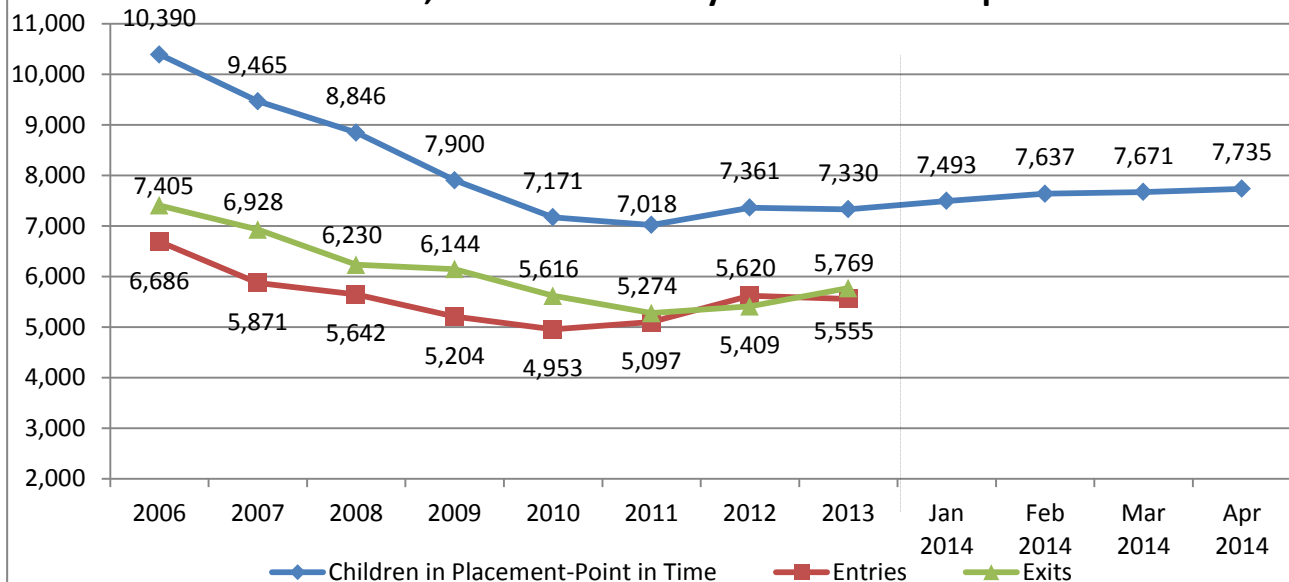
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Section I: Child Protection & Permanency

CP&P Quick Facts

<i>Data in this chart includes children up to age 20.99</i>	n for 4/2014	Δ from 4/2013
Families Under CP&P Supervision	25,721	-1%
Children Under CP&P Supervision	51,472	-1%
Children Receiving CP&P In-Home Services	43,737	-2%
Children in CP&P Out-of-Home Placement		
Resource Family (non-Kin) (53%)	7,735	1%
Resource Family Kinship (37%)		
Group and Residential (8%)		
Independent Living (2%)		
Children Legally Free for Adoption (Excludes TPR Appeals)	1,055	8%
Finalized Adoptions to date (CY 2014)	174	-2%
Children in Subsidized Kinship Legal Guardianship	2,033	-5%
Children in Subsidized Adoptions	13,960	1%
Entries to Care	429	-9%
Exits from Care	316	-20%

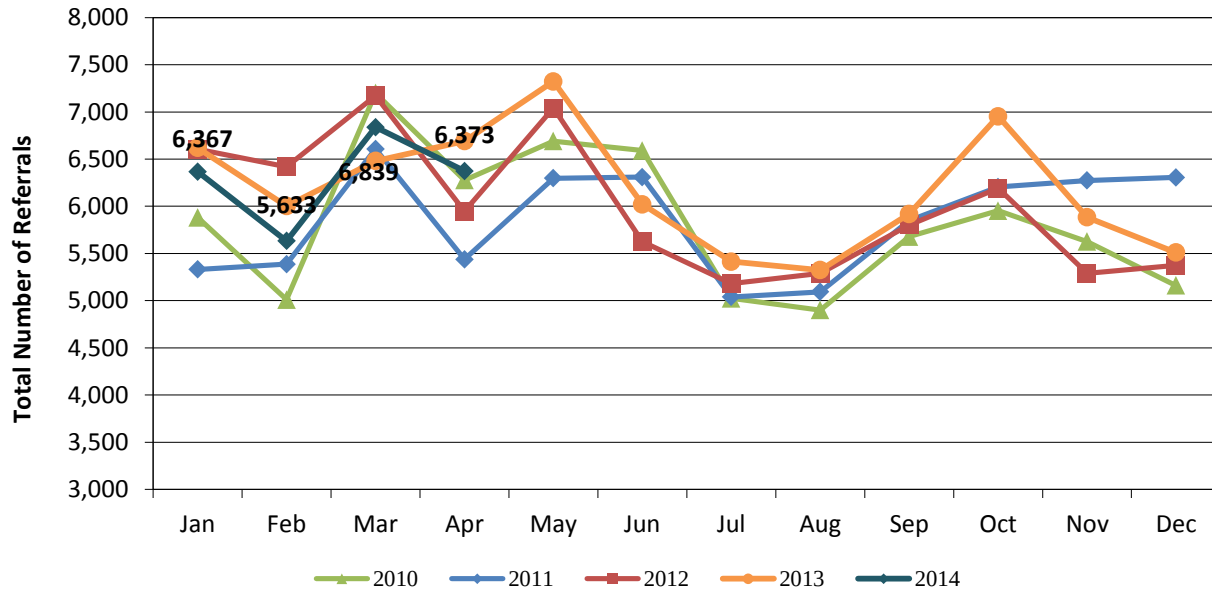
Children in Out-of-Home Placement: Annual Entries, Exits and Monthly Point in Time Populations



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

CPS & CWS Referrals Assigned to All CP&P Offices



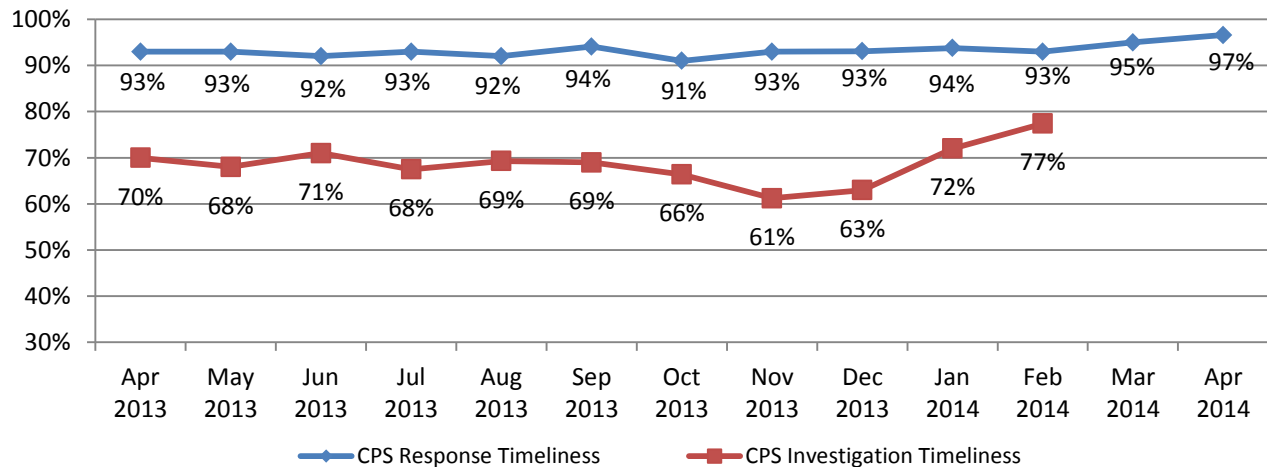
Axis begins at 3,000 to enhance separation of data.

State Central Registry Statistics

Total SCR Intakes Recorded in NJ SPIRIT	15,642
CPS Reports	32%
CWS Referrals	9%
Non CPS/CWS Child Related Calls	58%

Response and Investigation Timeliness

(MSA Target= 98%)



Axis begins at 30% to enhance separation.

Investigations have a 60 day lag in reporting.

February 2014: 6% of the Investigations received had a Substantiated finding & an additional 9% had an established finding.

The variation in performance on investigation timeliness in the Fall of 2013 is likely due to the high number of referrals received in October 2013 (see above).

Section I: Child Protection & Permanency

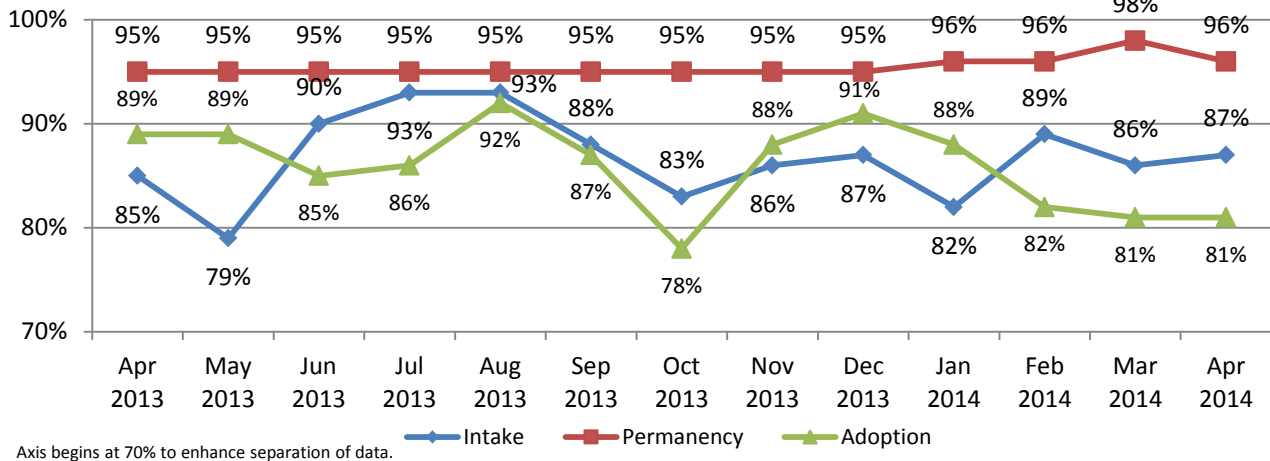
Monthly Staff Contacts (MSA Target for Out of Home Children = 98%)

	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	Δ from MSA	6 Months Average
In Home	92%	94%	94%	92%	95%	95%	N/A	93%
Out of Home	90%	92%	91%	90%	93%	92%	-6%	91%

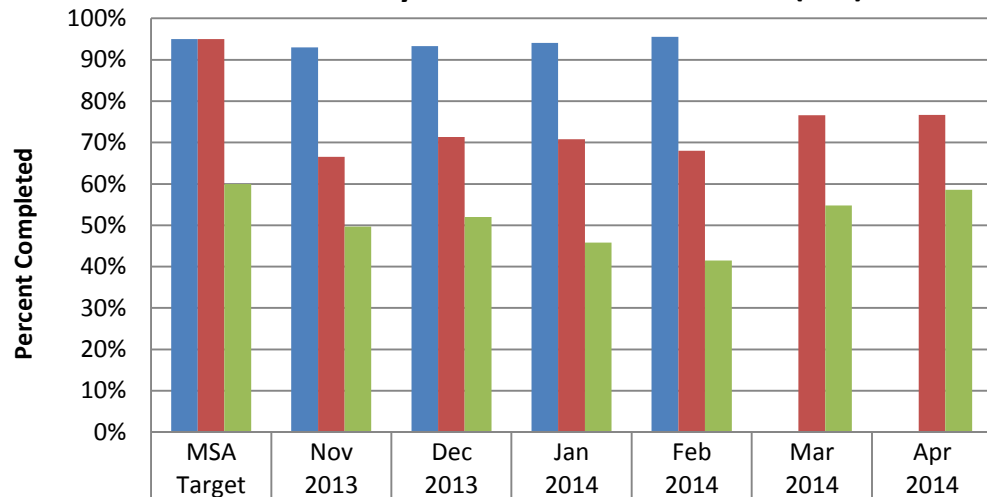
Monthly Staff Contacts: In Home (n=22,357), Out-of-Home (n=7,274).

Caseload Compliance (Individual Worker Level)

(MSA Target= 95%)



Statewide Key Performance Indicators (KPI)



	MSA Target	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014
■ Contacts with Child - First Two Months In Placement¹	95%	93%	93%	94%	96%	N/A	N/A
■ Contacts with Parents - Reun. Goal (2x/month)²	95%	67%	71%	71%	68%	77%	77%
■ Parent/child Visits - Reun Goal.(4x/month)³	60%	50%	52%	46%	42%	55%	59%

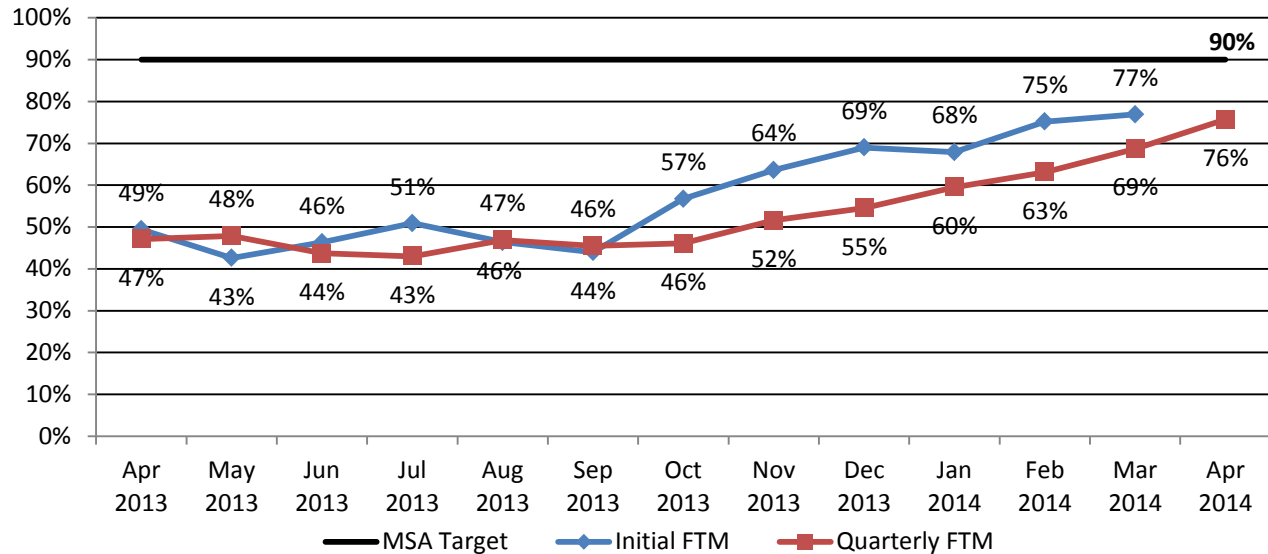
[1] **Contacts with Child - First Two Months In Placement:** (n=447) There is a two month lag in this measure.

[2] **Contacts with Parents - Reun. Goal (2x/month):** (n=3,777) Excludes children who entered/exited in the month (n=96).

[3] **Parent/child Visits - Reun Goal.(4x/month):** (n=3,622) Excludes children who entered/exited in the month (n=250).

Section I: Child Protection & Permanency

Initial & Quarterly Family Team Meetings

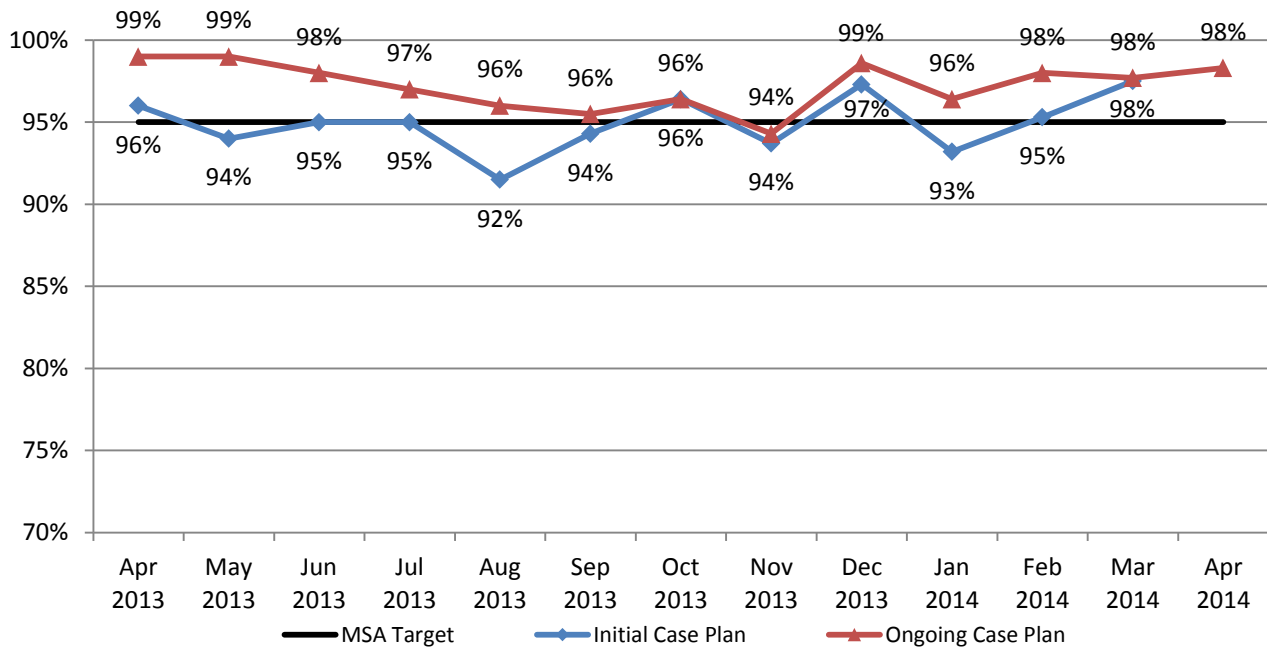


Initial FTMs have a 30 day lag time for reporting

Initial FTMs: (n=402) Compliance excludes children who exited within 30 days of removal.

Quarterly FTMs: (n=1880) Compliance excludes children who exited.

Initial & Ongoing Case Plans



Axis begins at 70% to enhance separation of data.

Initial Case Plans: (n=398) Compliance excludes children who exited. 6 months average for Initial Case Plans is 96%.

Ongoing Case Plans (n=1184) Compliance excludes children who exited in the last six months. 6 months average for Ongoing Case Plans is 97%.

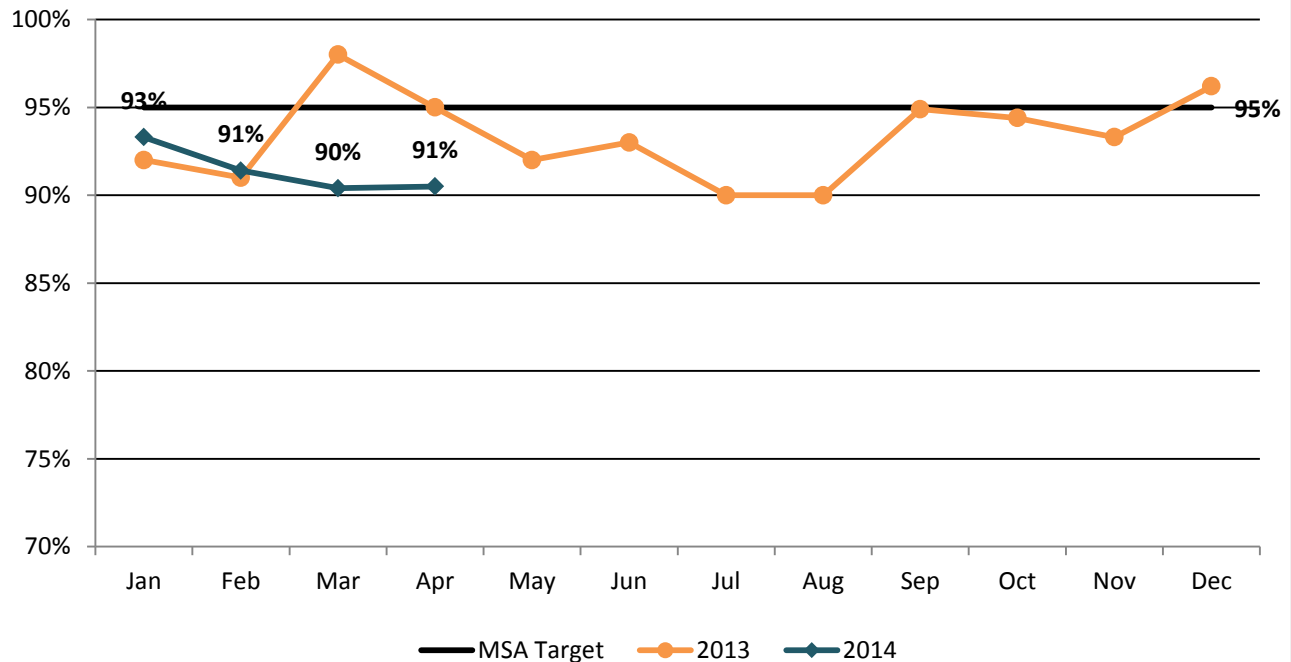
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Section II: Adolescent Services

OAS Quick Facts Youth 18-21

Youth 18-21 years old served by CP&P⁴	2,036
Youth served "In Home" living with a parent/relative or living independently⁵	1,540
Youth served "Out-of-Home"	496
Family Based Setting (53%)	
Congregate Care Setting (30%)	
Independent Living (17%)	
Youth Receiving Adoption or KLG Subsidy	913

Completed Independent Living Assessments of Youth Ages 14-18 years (n= 1031)



Axis begins at 70% to enhance separation of data.

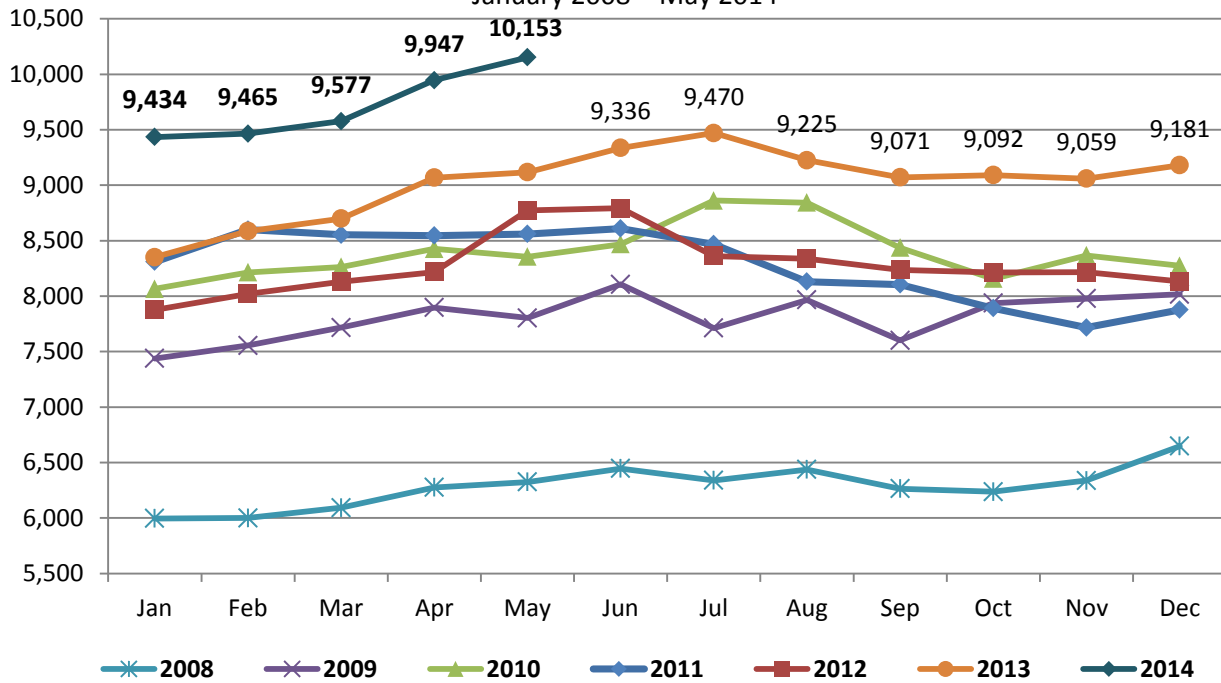
[4] The data includes all 18-21 year olds who are active participants in an open CP&P case as of the end of the month.

[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: Children's System of Care

Children in Care Management

January 2008 - May 2014



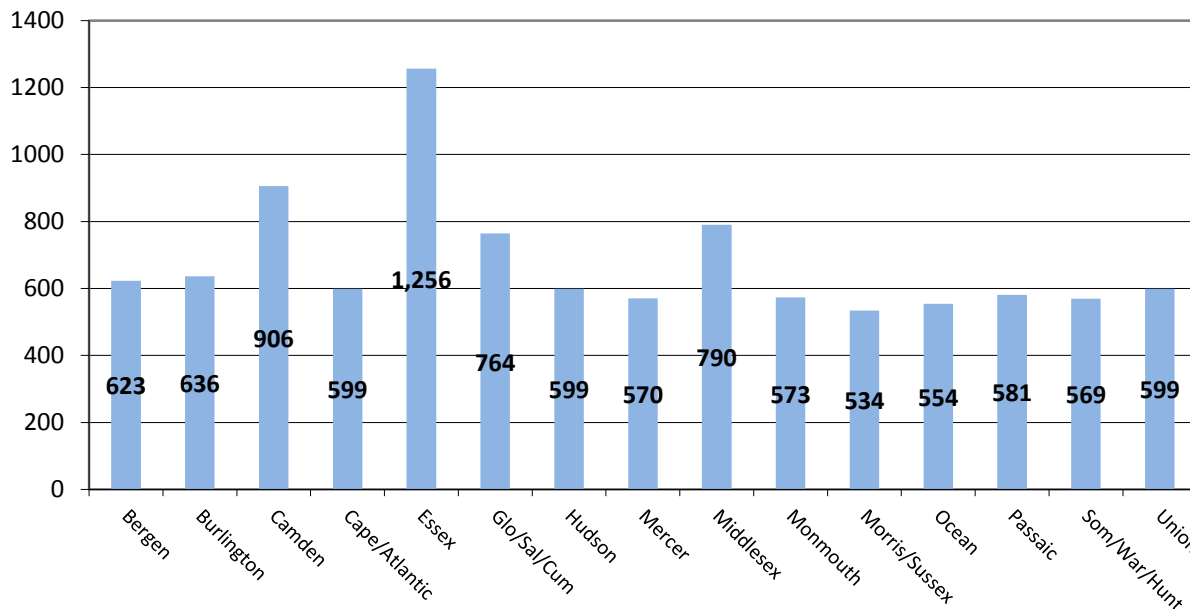
Axis begins at 5,500 to enhance separation of data.

The relative increase in children in care management is attributable in part to an expansion of populations served. This includes children with developmental disabilities and children in need of substance abuse treatment.

Children in Care Management by County

as of 5/1/2014

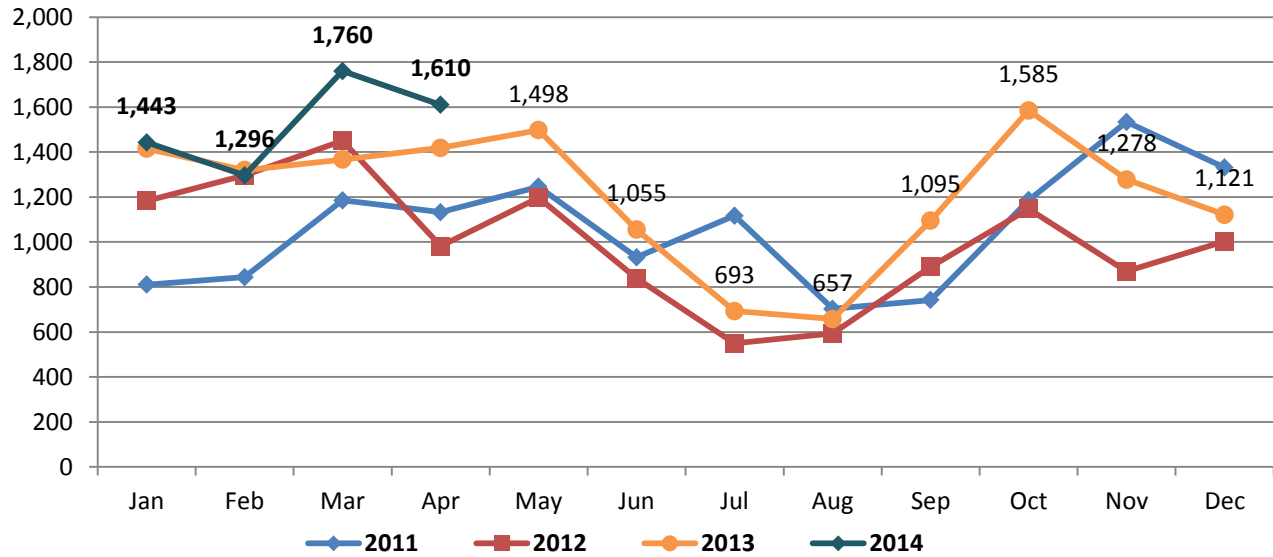
(n= 10,153)



Section III: Children's System of Care

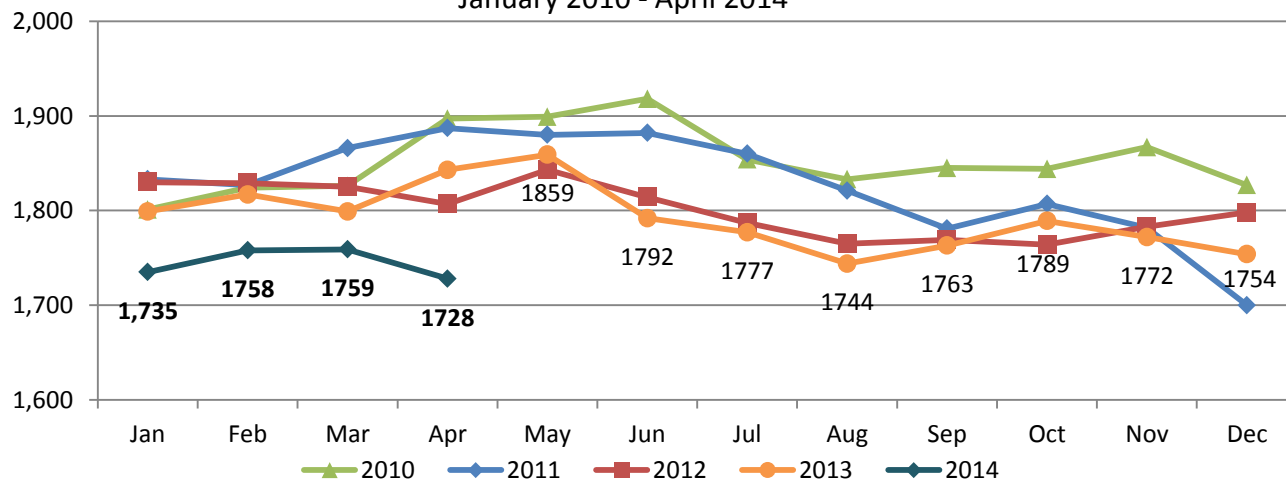
Mobile Response Stabilization Services (MRSS) Dispatched

January 2011 - April 2014



Children in Out of Home Treatment Settings - All Children

January 2010 - April 2014



Axis begins at 1,600 to enhance separation of data.
Data does not include DD only children.

Children in Out-of-Home Treatment – April 2013

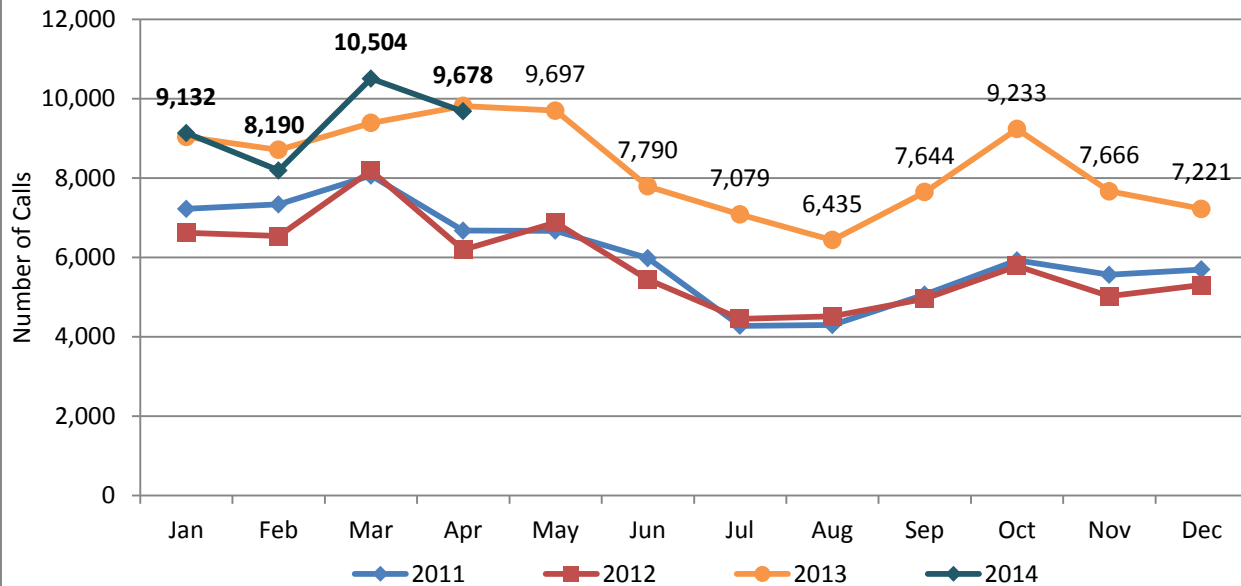
Out-of-Home Treatment Settings	n= 1,728
Treatment Home	27%
Residential Treatment Center	27%
Specialty Bed	20%
Group Home	9%
Psychiatric Comm. Residence	13%
Intensive Residential Treatment	3%
Detention Alternative	1%

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

Section III: Children's System of Care

PerformCare Total Calls

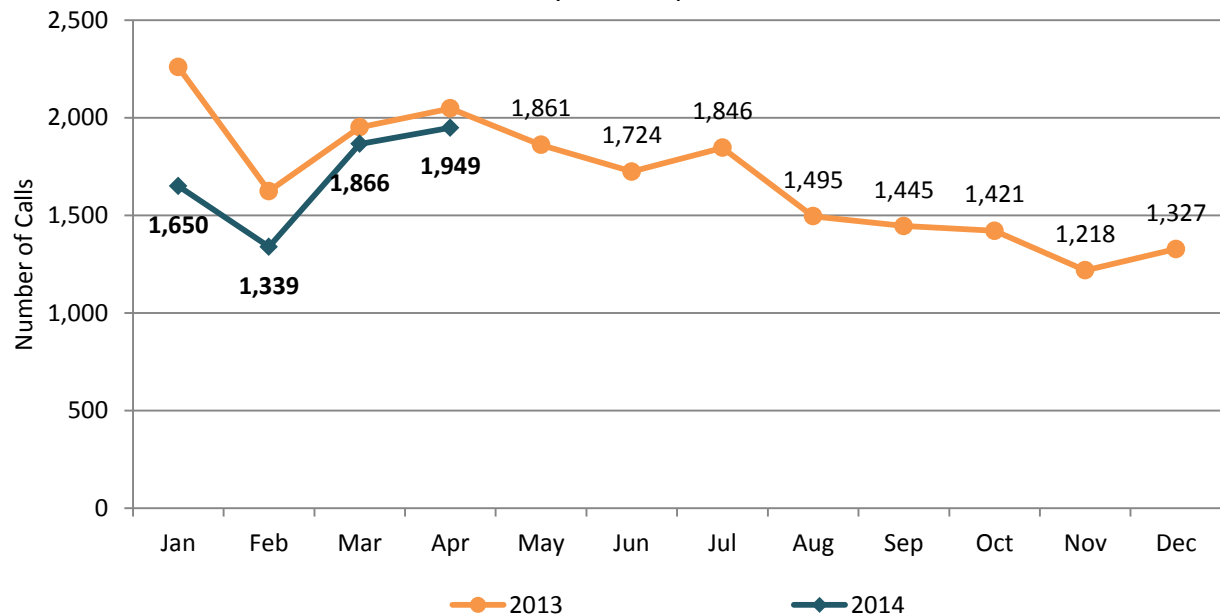
January 2011- April 2014



Total Calls is the unduplicated number of calls in the month.

PerformCare Calls Related to Children with Developmental Disabilities

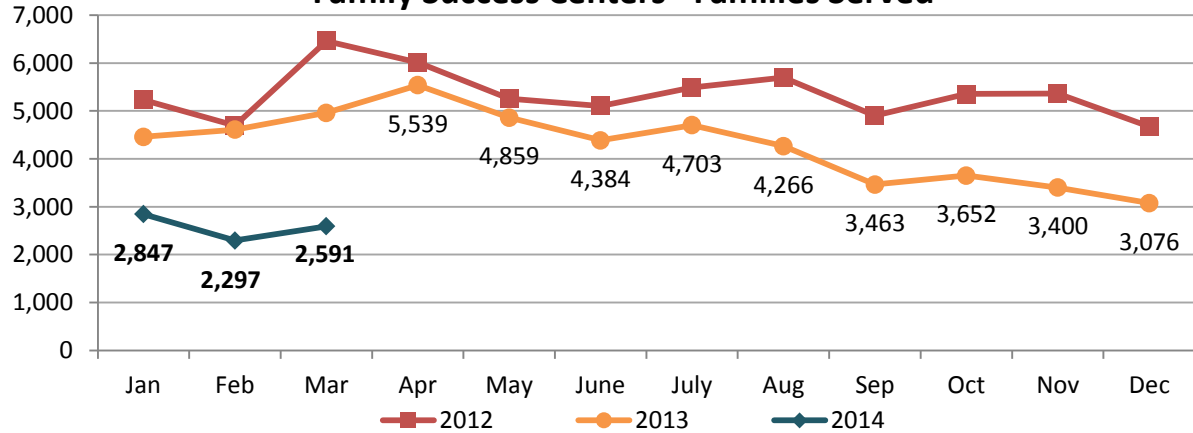
January 2013- April 2014



CSOC changed the methodology for collecting data on DD related calls thus resulting in a higher number of DD related calls. Calls are now counted as DD Related if the call has a "DD Call Reason or Resolution" or if the Child has an open DD tracking element. Calls may be classified as DD and/or Sandy as these numbers are duplicated.

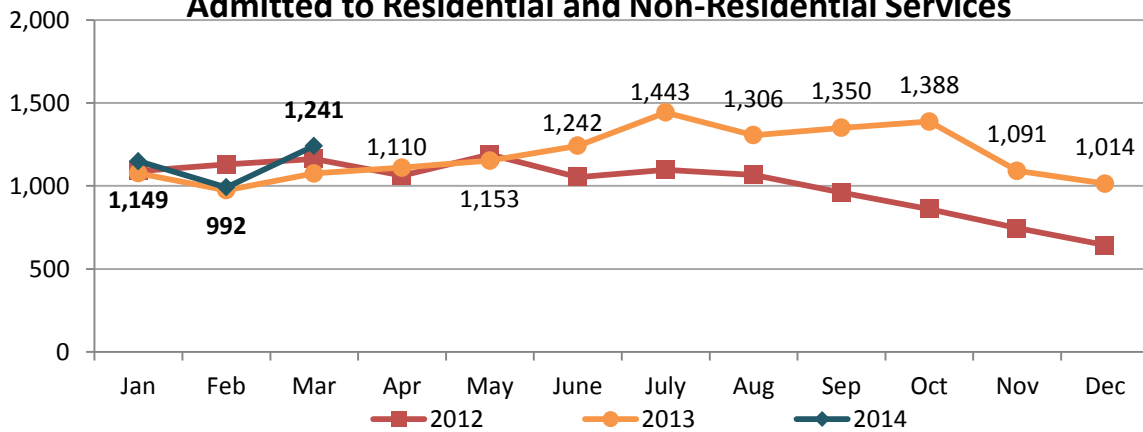
Section IV: Family & Community Partnerships

Family Success Centers - Families Served

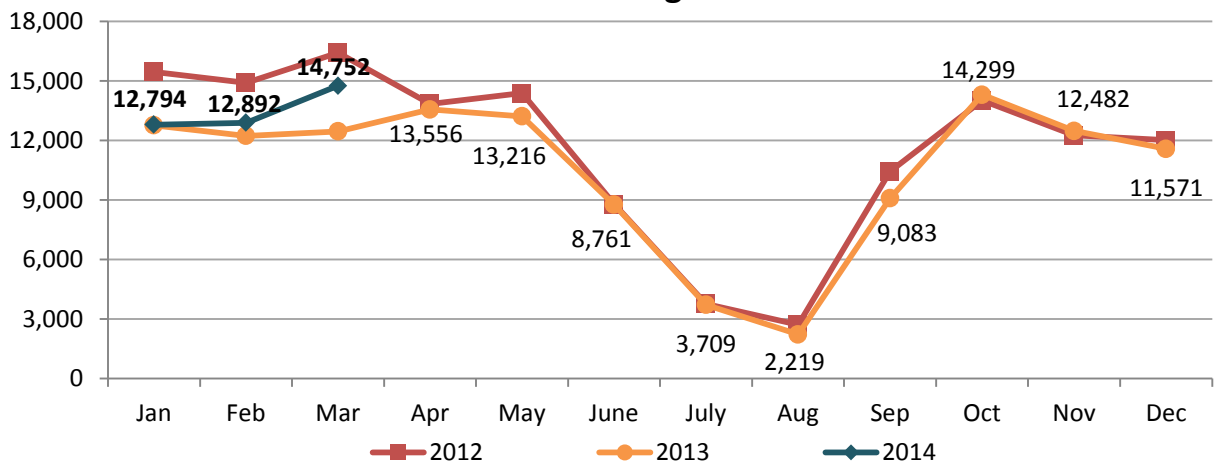


Methodology for counting FSC clients changed beginning in July 2013 to only count registered participants.

Domestic Violence Services - Adults and Children Admitted to Residential and Non-Residential Services



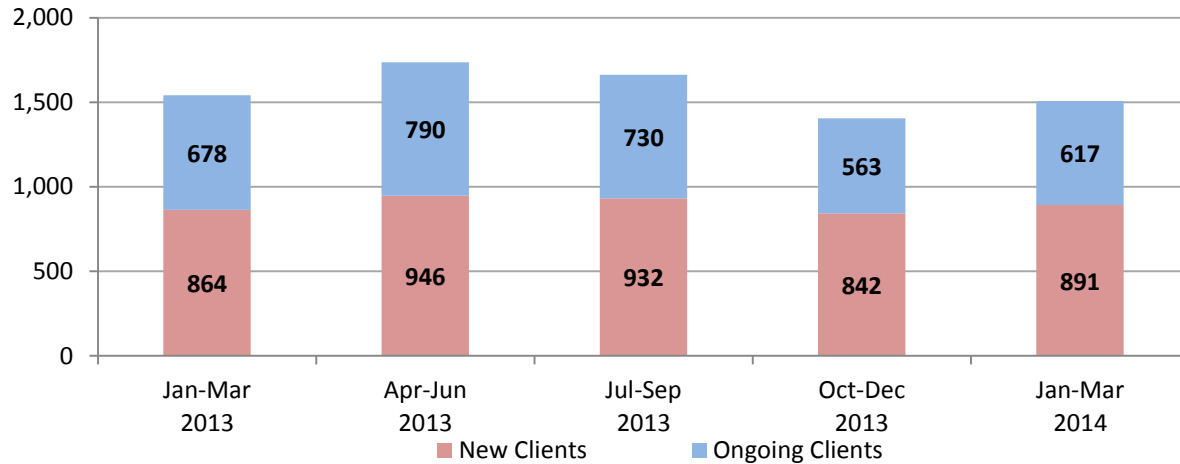
School-Based Youth Services Programs - Clients Served



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 V: Division on Women

Sexual Assault, Abuse and Rape Care Programs (SAARC)



	Jan-Mar 2013	Apr-Jun 2013	Jul-Sep 2013	Oct-Dec 2013	Jan-Mar 2014
Total Number of SAARC Programs	21	21	21	21	21
New Victims Served	738	815	788	709	786
Ongoing Victims Served	607	681	597	490	554
New Significant Others Served	126	131	144	133	105
Ongoing Significant Others Served	71	109	133	73	63
Total SAARC Served	1542	1736	1662	1405	1508
Hotline/Email Services Provided	3844	3505	2940	3173	3386
Accompaniments	317	416	410	375	355
Volunteer Confidential Sexual Violence Advocates	458	539	477	537	464

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

Displaced Homemaker Program	SFY Q3 2013	SFY Q4 2013	SFY Q1 2014	SFY Q2 2014	SFY Q3 2014
Number of New Clients Served	453	484	455	431	523
Number of Ongoing Clients Served	353	334	687	330	316
Total Number of Clients Served	806	818	1142	761	839

⁶ Missing information from 1 county.

⁷ Missing information from 2 counties. In addition, there is some inconsistency some providers are reporting incorrectly and the numbers may be skewed. DoW Coordinators are revising forms and providing TA to improve the data going forward.

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.

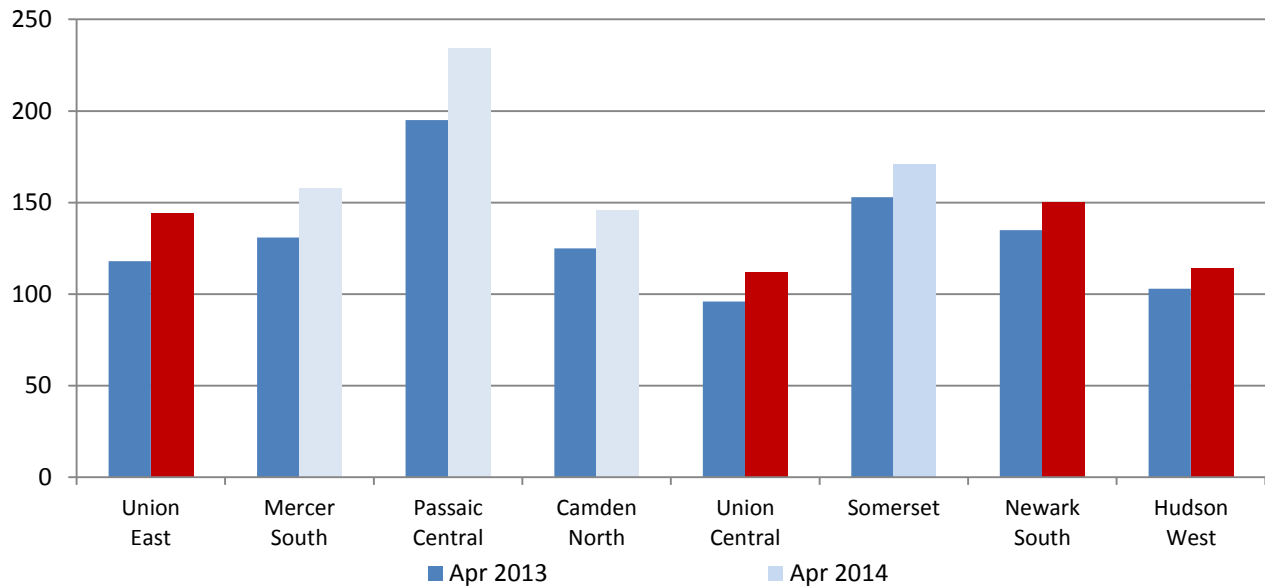
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Section VI: Tracking Data after SuperStorm Sandy

10 Most Impacted Counties

CP&P Local Offices with >10% Increase in Referrals

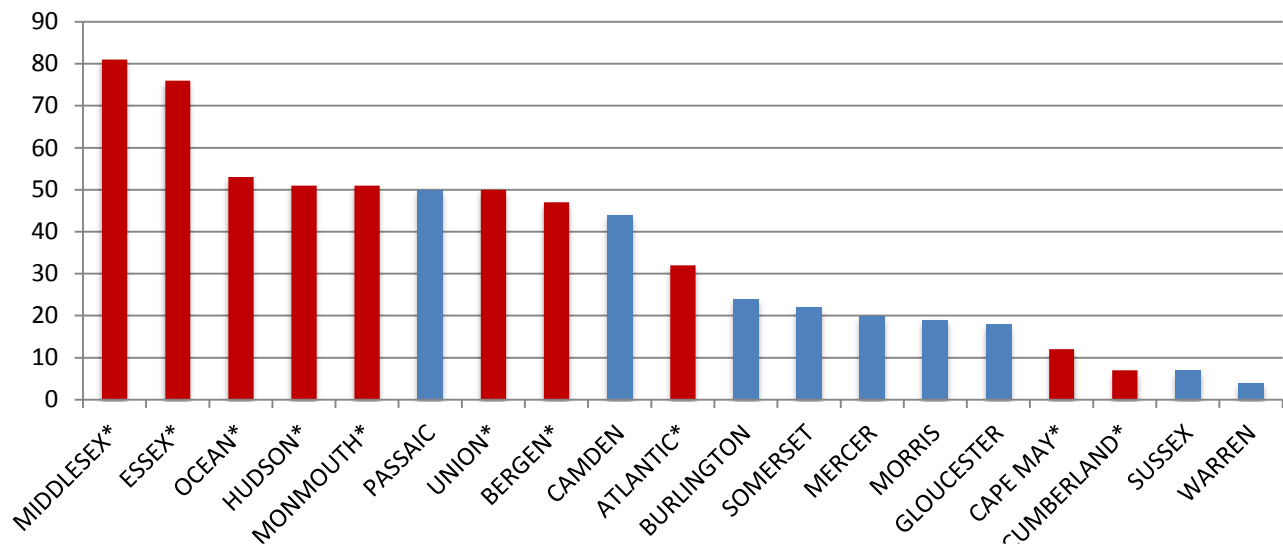
April 2013 vs April 2014



Red bars indicate a SuperStorm Sandy designated impacted county.

Calls to PerformCare from Sandy Affected Families

April 2014



Red bars indicate a SuperStorm Sandy designated impacted county.

n=668; Two counties, Hunterdon and Salem did not record any calls from Sandy affected families.

Calls are counted as Sandy Related if the family has ever answered yes to the question "were you affected by Superstorm Sandy".

Section VI: Tracking Data after SuperStorm Sandy

Residential DV Providers: Clients Not Admitted to Due to Space

County	Q3 2012	Q4 2012	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2014
Bergen	89	34	33	50	41	32	92
Cumberland	25	40	10	0	0	0	0
Middlesex	83	66	58	56	114	105	78
Monmouth	28	0	15	13 ⁸	29	5	0
Union	38	50	0	51	15	0	1

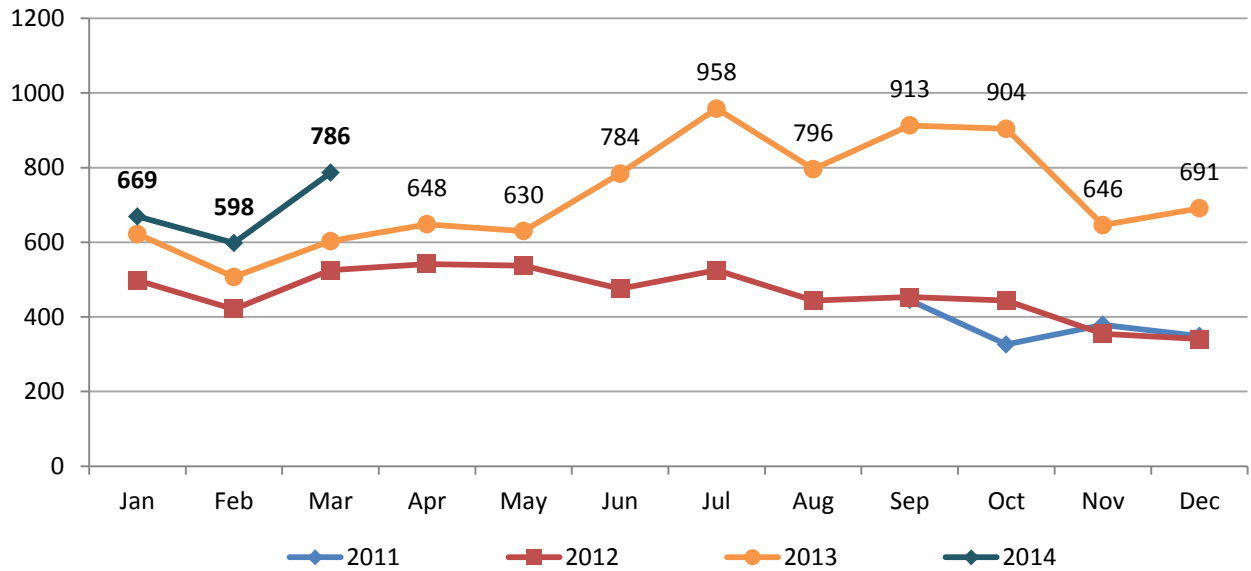
⁸Data not received for June 2013.

Non-Residential DV Providers: Clients Waiting for Services

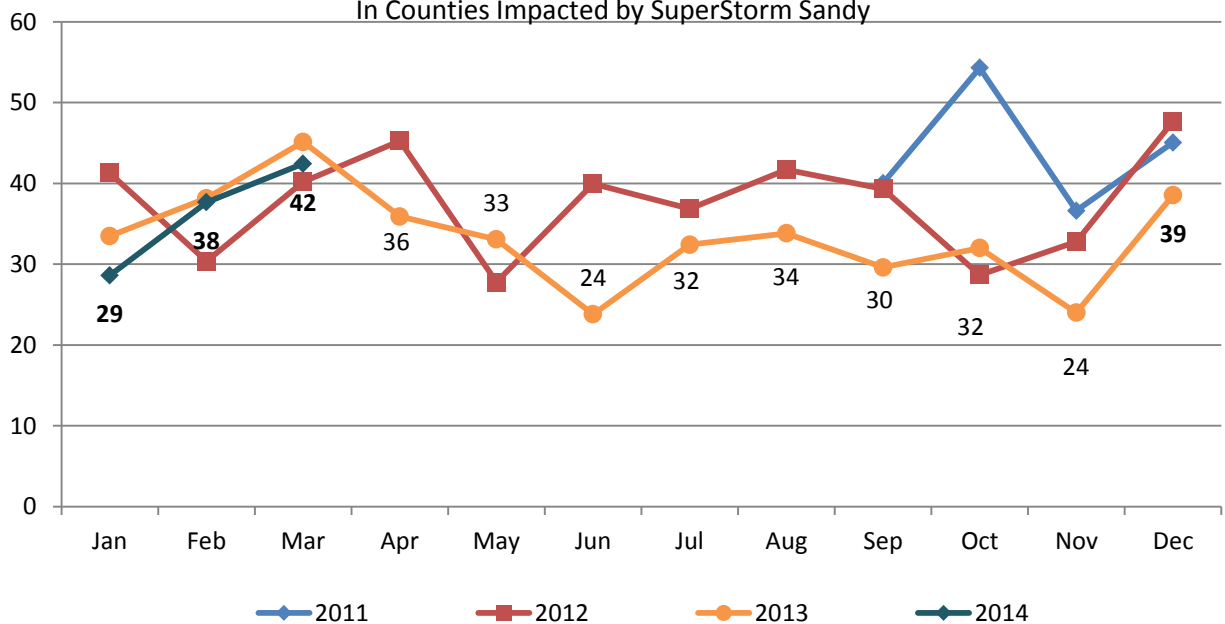
County	Q3 2012	Q4 2012	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2014
Atlantic	25	32	40	53	51	22	46
Bergen	212	142	244	240	197	125	151
Hudson	42	29	41	28	41	33	43
Middlesex	0	0	97	68	97	72	43
Union	148	222	161	73	31	41	87

Section VI: Tracking Data after SuperStorm Sandy

Domestic Violence Services: Adults and Children Admitted to Residential and Non Residential Services
In Counties Impacted by SuperStorm Sandy



Residential Domestic Violence Programs: Victims' Average Length of Stay (days)
In Counties Impacted by SuperStorm Sandy



CP&P Key Performance Indicators by Local Office

April 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	100%	76%	100%	88%	100%	100%	88%	90%	79%	60%	68%
Atlantic West	100%	76%	100%	92%	100%	100%	89%	95%	68%	64%	83%
Bergen Central	95%	78%	92%	87%	100%	100%	100%	96%	92%	66%	95%
Bergen South	94%	53%	75%	100%	95%	100%	100%	89%	85%	80%	94%
Burlington East	91%	81%	86%	80%	100%	93%	94%	90%	80%	74%	63%
Burlington West	100%	65%	90%	79%	100%	100%	100%	89%	84%	59%	70%
Camden Central	95%	76%	60%	69%	92%	100%	95%	91%	73%	42%	79%
Camden East	96%	68%	62%	79%	100%	100%	100%	95%	88%	61%	100%
Camden North	88%	70%	46%	54%	100%	100%	90%	86%	86%	53%	90%
Camden South	99%	95%	82%	71%	100%	100%	100%	96%	68%	67%	100%
Cape May	84%	82%	80%	70%	100%	100%	100%	96%	68%	64%	83%
Cumberland East	96%	91%	100%	43%	100%	100%	90%	99%	59%	51%	90%
Cumberland West	94%	50%	100%	89%	100%	100%	100%	88%	77%	45%	92%
Essex Central	100%	100%	67%	86%	67%	100%	100%	94%	72%	45%	100%
Essex North	100%	83%	50%	63%	100%	100%	100%	96%	74%	77%	93%
Essex South	97%	91%	0%	66%	100%	94%	100%	90%	60%	51%	100%
Gloucester East	99%	67%	64%	76%	100%	75%	100%	91%	73%	49%	87%
Gloucester West	99%	90%	100%	84%	78%	100%	93%	95%	65%	61%	100%
Hudson Central	86%	53%	83%	95%	100%	97%	100%	91%	86%	61%	74%
Hudson North	100%	98%	75%	93%	100%	100%	100%	97%	89%	83%	100%
Hudson South	92%	45%	75%	53%	100%	100%	100%	98%	82%	68%	45%
Hudson West	93%	74%	100%	87%	100%	100%	83%	85%	69%	61%	63%
Hunterdon	100%	90%	67%	92%	100%	100%	100%	88%	80%	73%	100%
Mercer North	99%	64%	88%	100%	100%	100%	91%	94%	92%	80%	80%
Mercer South	99%	77%	83%	100%	100%	97%	94%	92%	92%	54%	100%
Middlesex Central	98%	93%	0%	92%	100%	100%	100%	92%	83%	33%	100%
Middlesex Coastal	99%	91%	100%	98%	100%	92%	100%	92%	85%	63%	70%
Middlesex West	96%	76%	89%	77%	100%	100%	91%	85%	57%	44%	71%
Monmouth North	94%	76%	57%	40%	100%	100%	100%	83%	56%	47%	78%
Monmouth South	98%	86%	89%	55%	100%	100%	100%	95%	74%	55%	67%
Morris East	99%	96%	100%	100%	100%	100%		100%	100%	62%	100%
Morris West	97%	84%	100%	96%	100%	100%	100%	93%	78%	57%	100%
Newark Center City	99%	92%	43%	62%	100%	92%	90%	95%	76%	50%	95%
Newark Northeast	97%	86%	100%	67%	100%	95%	100%	93%	81%	52%	100%
Newark South	96%	95%	92%	79%	100%	100%	100%	92%	62%	45%	74%
Ocean North	98%	68%	46%	66%	100%	100%	100%	95%	84%	69%	100%
Ocean South	99%	85%	44%	49%	100%	100%	100%	94%	70%	58%	100%
Salem	92%	51%	33%	43%	100%	100%	50%	91%	55%	64%	77%
Somerset	97%	86%	44%	64%	100%	100%	100%	100%	68%	51%	86%
Sussex	99%	82%	100%	71%	100%	95%	100%	99%	76%	58%	100%
Union Central	99%	94%	100%	88%	100%	100%	100%	90%	71%	57%	100%
Union East	95%	78%	100%	100%	100%	100%	100%	92%	93%	61%	100%
Union West	98%	84%	100%	100%	100%	100%	100%	87%	84%	74%	100%
Warren	92%	57%	25%	58%	100%	92%	57%	79%	74%	36%	100%
Statewide	96%	77%	77%	76%	98%	98%	96%	92%	76%	58%	87%

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%	April	5/11/14
M# 4	Timeliness of Completion (investigations in 60 days)	98%	February	5/11/14
M# 7a.	FTM (initial)	90%	March	5/11/14
M# 7b.	FTM (quarterly)	90%	April	5/11/14
M# 10	Case Plans (initial)	95%	March	5/11/14
M# 11	Case Plans (ongoing)	95%	April	5/11/14
M# 16	Wkr-Child Visits (first 2 months OOHP)	95%	February	5/11/14
M# 17	Monthly Wkr-Child Visits at the Placement Site (Includes Out of State Children)	98%	April	5/11/14
M# 18	Wkr-Parent Visits (Reunification goal; 2x monthly)	95%	April	5/11/14
M# 20	Parent-Child Visits (weekly)	60%	April	5/11/14
Intake Caseload	Intake Worker Caseload	95%	April	5/5/14



Met Target



Within 10% of Meeting Target



Lowest %

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.