



Child and Family Services Agency

CFSA (RL)

MISSION

The mission of the Child and Family Services Agency (CFSA) is to improve the safety, permanence, and well-being of abused and neglected children and to strengthen troubled families in the District of Columbia.

SUMMARY OF SERVICES

The D.C. Child and Family Services Agency (CFSA) investigates reports of child abuse and neglect, and provides child protection. Services include foster care, adoption, and supportive community-based services to enhance the safety, permanence, and well-being of abused, neglected, and at-risk children and their families in the District of Columbia. CFSA seeks to achieve the highest quality of community-based services, to increase the number of families who receive community-based preventive and support services, and to expand the network of resources providing services to at-risk children and their families.

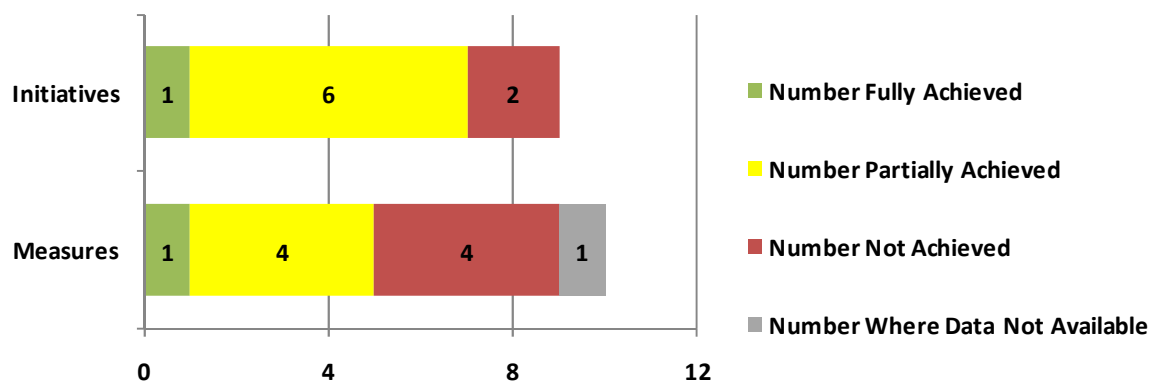
AGENCY OBJECTIVES

1. Ensure child/youth safety.
2. Expedite permanency for children/youth.
3. Ensure well-being for children/youth.
4. Ensure system accountability.

3 KEY ACCOMPLISHMENTS

- ✓ Conducted the first District-wide Youth Permanency Convening.
- ✓ Expanded the array of placement options for children and youth in CFSA's care.
- ✓ Established an emergency kin placement pilot with the State of Maryland.


OVERVIEW OF AGENCY PERFORMANCE








Performance Initiatives – Assessment Details



Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported


OBJECTIVE 1: Ensure child/youth safety.

-  **INITIATIVE 1.1: Improve timeliness of child abuse and neglect investigations.**
While the CFSA did not meet the standard for responding to reports of abuse and neglect within the 24hr timeframe, the agency initiated 74.3% of investigations within 48hrs.
-  **INITIATIVE 1.2: Improve the quality of child abuse and neglect investigations through use of Structured Decision Making (SDM™) to assess child safety and family risk levels.**
Full implementation was delayed due to the agency's focus on reducing the backlog of CPS investigations. SDM will be fully automated in FY09.
-  **INITIATIVE 1.3: Implement a joint community-based practice model with the Healthy Families/Thriving Communities (HFTC) Collaboratives to serve in-home children and families cooperatively.**
Implementation of the community-based practice model with the Healthy Families/Thriving Communities Collaboratives was completed in early FY09. The co-location of two (2) CFSA social worker units was completed in September 2008. The co-location of the remaining eight (8) units was completed in November 2008.

OBJECTIVE 2: Expedite permanency for children/youth.

-  **INITIATIVE 2.1: Expand available placement resources and supports for children and youth.**
In FY08, CFSA developed additional capacity for specific populations such as medically fragile children, developmentally disabled children and teen parents.
-  **INITIATIVE 2.2: Expand placements and connections with kin.**
Solid progress was made for this initiative, most notably the first city-wide Youth Permanency Convening (YPC) was held May 2008. Also, CFSA implemented the emergency kin placement program in Maryland which enables the agency to expedite placements of children and youth in foster care with members of their family.

OBJECTIVE 3: Ensure well-being for children/youth.

-  **INITIATIVE 3.1: Improve child/youth medical/behavioral health services through a community-based DCKids clinic for pre-placement screenings and a comprehensive Early and Periodic Screening, Diagnosis and Treatment (EPSDT) examination, care coordination and appointment scheduling.**
Initiative was fully-implemented by end of FY08 and included additional Children's Mobile Health Services for children/youth clients visiting the CFSA headquarters.



● **INITIATIVE 3.2: Expand the array of mental and behavioral health services to CFSA-involved children and youth.**

In partnership with the Department of Mental Health (DMH), CFSA awarded contracts for Choice Service Providers (CSP). The CSPs will serve as the integrated behavioral health home for children with the foster care system.

OBJECTIVE 4: Ensure system accountability.

● **INITIATIVE 4.1: Adopt a performance-based contracting model for out-of-home care services.**

In FY08, CFSA planning continued for a performance-based contracting system (PBC). The first round of PBC contracts will be issued in FY09.

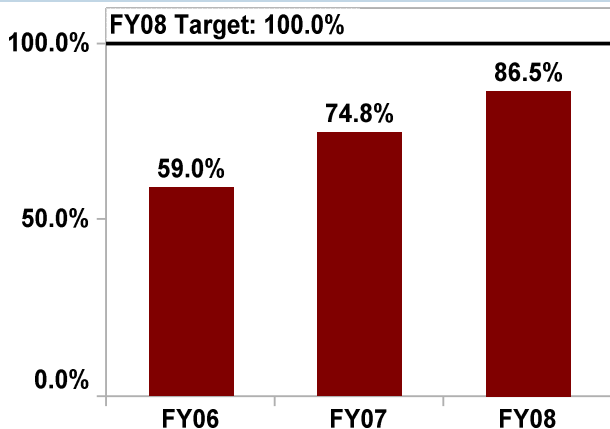
● **INITIATIVE 4.2: Implement a Continuous Quality Improvement (CQI) approach.**

In addition to continuing existing quality improvement methods such as the Quality Service Reviews (QSR), CFSA implemented DC ChildStat, a process for reviewing case practice by looking critically at a single case and identifying practice issues, strengths, systemic barriers and what components of the system need improvement. DC ChildStat supports practice improvement through open discussion of case practice and combines qualitative and quantitative data review.



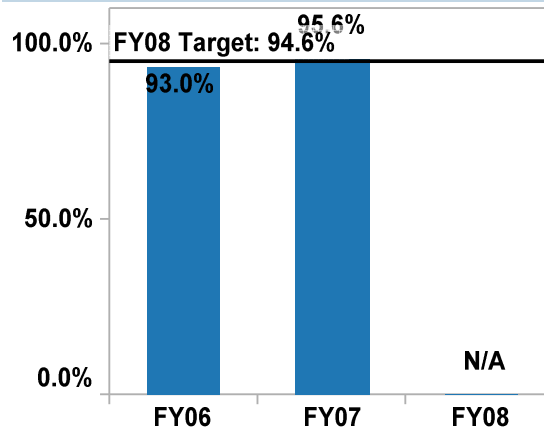
Key Performance Indicators – Highlights

From Objective 1: % in Foster Care Receiving At Least 2 Visits Per Month




PARTIALLY ACHIEVED


From Objective 3: % of victims of Substan. or Ind. Abuse or Neglect




DATA NOT REPORTED


More About These Indicators:

How did the agency's actions affect this indicator?

- Extensive data monitoring of monthly and twice monthly foster care visitation.
- Enhanced internal data management by administration (review of internal measure every 2 weeks).
- Internal teaming on visitation measure to improve performance.

What external factors influenced this indicator?

- No external factors were identified.

How did the agency's actions affect this indicator?

- Current improvements in the areas of risk and safety assessment tools.
- Enhanced incorporation of family inclusion in planning decisions.
- Agency focus on strengthening post-reunification services to ensure that children who are reunified with their families do not result in re-entry into care.

What external factors influenced this indicator?

- This measure is computed by ACF and the NCANDS data for 2008 has not been submitted yet.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
KPIs NOT ASSOCIATED WITH ONE OBJECTIVE					
Rate of substantiated child abuse/neglect per 1,000 children in DC ¹	25.0	N/A	N/A	26.1	N/A
Total CFSA population ²	4,464	4,557	N/A	4,048	N/A
OBJECTIVE 1: Ensure child/youth safety.					
% of CFSA children/youth in foster care	52.9%	50.5%	N/A	55.3%	N/A
% of CFSA children/youth receiving in-home services	47.1%	48.1%	N/A	44.0%	N/A
● % of investigations attempted or initiated within 24 hours of being accepted	43.8%	48.6%	65.0%	63.1%	65.0%
● % of investigations closed within 30 days	62.0%	56.3%	100%	33.8%	100%
● % of children/youth in foster care receiving at least 2 visits per month from the social worker	59.0%	74.8%	100%	86.5%	100%
● % of children/youth in-home receiving at least 2 visits per month from the social worker	41.6%	46.7%	100%	70.9%	100%
OBJECTIVE 2: Expedite permanency for children/youth.					
● % of children/youth in foster care placed with kin	19.8%	17.5%	16.0%	15.0%	N/A
● % of children/youth in an approved adoptive placement within 9 months of their goal of adoption	44.8%	57.7%	100%	61.8%	100%
● % of children/youth in foster care who achieve permanency ³	49.6%	46.9%	50.0%	41.0%	N/A

¹ The rate of child abuse/neglect is based on the number of substantiations in FY07 (2,972), divided by the child population (113,720), multiplied by 1,000. Source: District of Columbia: Total Child Population for 2007, U.S. Census Bureau; FACES INV086

² KPIs that do not have a color-coded assessment are either neutral in value or do is a workload indicator over which the agency has no control.

³ Multi-composite national standard measure calculating the percentage of youth that have exited care at the end of the fiscal year with the following exit reasons: adoption, guardianship and reunification.



Key Performance Indicators – Details

Performance Assessment Key:

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 Partially achieved
 Not achieved
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	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 3: Ensure well-being for children/youth.					
% of children/youth who were victims of substantiated or indicated abuse or neglect during the first 6 months of the reporting year, who did not experience another incident of substantiated or indicated abuse or neglect within a 6-month period (Federal Benchmark: 94.6% or higher) ⁴	93.0%	95.6%	94.6%	N/A	94.6%
OBJECTIVE 4: Ensure system accountability.					
Total number of licensed foster homes ⁵	882	903	920	915	930
Average caseload per worker.20	10	15	11	15

⁴ This measure is reported to CFSA by the ACF. The latest numbers reported are 2006. CFSA submitted data to the National Child Abuse and Neglect Data System (NCANDS) on March 31, 2008. The data should be available in September 2008.

⁵ This measure is only of licensed foster homes with children placed, not all CFSA licensed foster homes.