

CT Program Improvement Plan

Data Foundations

PIP Framework

“The Program Improvement Plan process is designed to create lasting and statewide systemic change in key areas identified in the Child and Family Services Review while also addressing the immediate needs of children and families...”

“...At the end of this process, states should be able to summarize the key child, case, and family characteristics and needs of their target populations as well as the relevant systemic issues that may be affecting their identified outcomes. The state uses this information to inform the intervention selection process.”

Agency Overview

- In 2016, over 100,000 calls to the Careline
- Annually, 50,000 reports of abuse or neglect are received
- At any point in time, the Department serves:
 - Approximately 26,000 children and 11,500 families
 - 14,000 open cases with 2,500 investigations and 1,000 family assessments underway
 - ~4,400 children in placement:
 - 41% are with families or fictive kin
 - 10.9% in congregate settings

ACCEPTED REPORTS BY CALENDAR YEAR AND ALLEGATION TYPE

	2011	2012	2013	2014	2015	2016
TOTAL ACCEPTED REPORTS	29431	28652	29631	30526	29278	31480
<i>Physical/Sexual Abuse Only</i>	4701	4489	4358	4419	4121	4508
<i>Physical/Sexual Abuse and Neglect</i>	4531	4151	4408	4412	3908	3918
<i>Neglect Only</i>	20199	20012	20865	21695	21928	23054
<i>Physical/Sexual Abuse Only</i>	16.0%	15.7%	14.7%	14.5%	14.1%	14.3%
<i>Physical/Sexual Abuse and Neglect</i>	15.4%	14.5%	14.9%	14.5%	13.3%	12.4%
<i>Neglect Only</i>	68.6%	69.8%	70.4%	71.1%	74.9%	73.2%

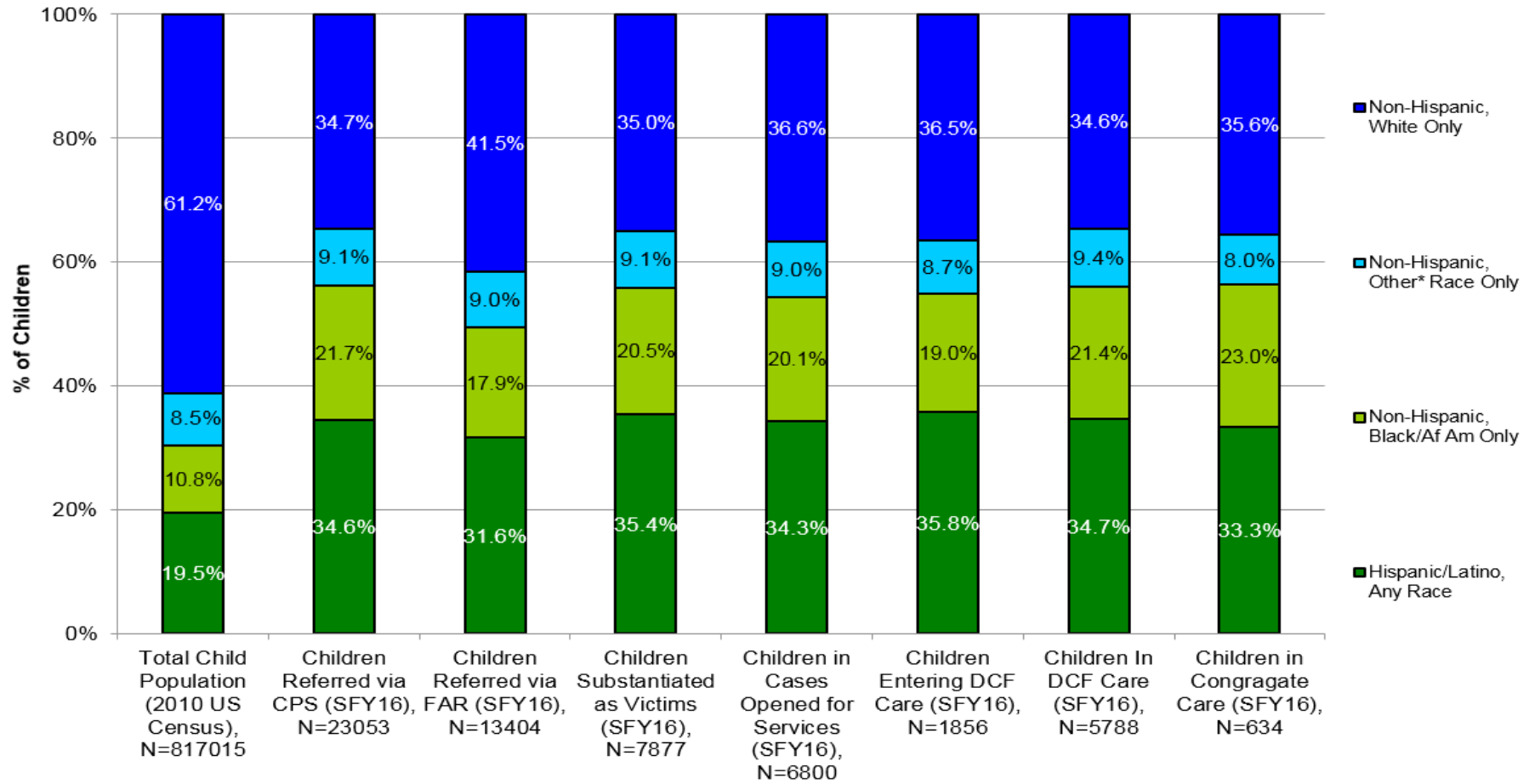
SUBSTANTIATED REPORTS BY CALENDAR YEAR AND ALLEGATION TYPE

	2011	2012	2013	2014	2015	2016
TOTAL SUBSTANTIATED REPORTS	6685	5383	5388	5208	5279	5311
<i>Physical/Sexual Abuse Only</i>	555	484	466	446	460	395
<i>Physical/Sexual Abuse and Neglect</i>	440	437	476	429	446	467
<i>Neglect Only</i>	5690	4462	4447	4333	4373	4449
<i>Physical/Sexual Abuse Only</i>	8.3%	9.0%	8.6%	8.6%	8.7%	7.4%
<i>Physical/Sexual Abuse and Neglect</i>	6.6%	8.1%	8.8%	8.2%	8.4%	8.8%
<i>Neglect Only</i>	85.1%	82.9%	82.5%	83.2%	82.8%	83.8%

Maltreatment Rates

AGE GROUP	DEMOGRAPHIC	VICTIM	POPULATION	Rate / 1000
-3	ALL	2136	159583	13.38
	MALE	1105	81626	13.54
	FEMALE	1020	77957	13.08
	Hispanic	726	36392	19.95
	Non-Hispanic, Black	413	17479	23.63
	Non-Hispanic, White	760	87534	8.68
	Non-Hispanic, Other	237	18178	13.04
4 - 17	ALL	4736	657432	7.20
	MALE	2219	336570	6.59
	FEMALE	2488	320862	7.75
	Hispanic	1485	117833	12.60
	Non-Hispanic, Black	963	70965	13.57
	Non-Hispanic, White	1828	412258	4.43
	Non-Hispanic, Other	460	56376	8.16
0 - 17	ALL	6872	817015	8.41
	MALE	3324	418196	7.95
	FEMALE	3508	398819	8.80
	Hispanic	2211	154225	14.34
	Non-Hispanic, Black	1376	88444	15.56
	Non-Hispanic, White	2588	499792	5.18
	Non-Hispanic, Other	697	74554	9.35

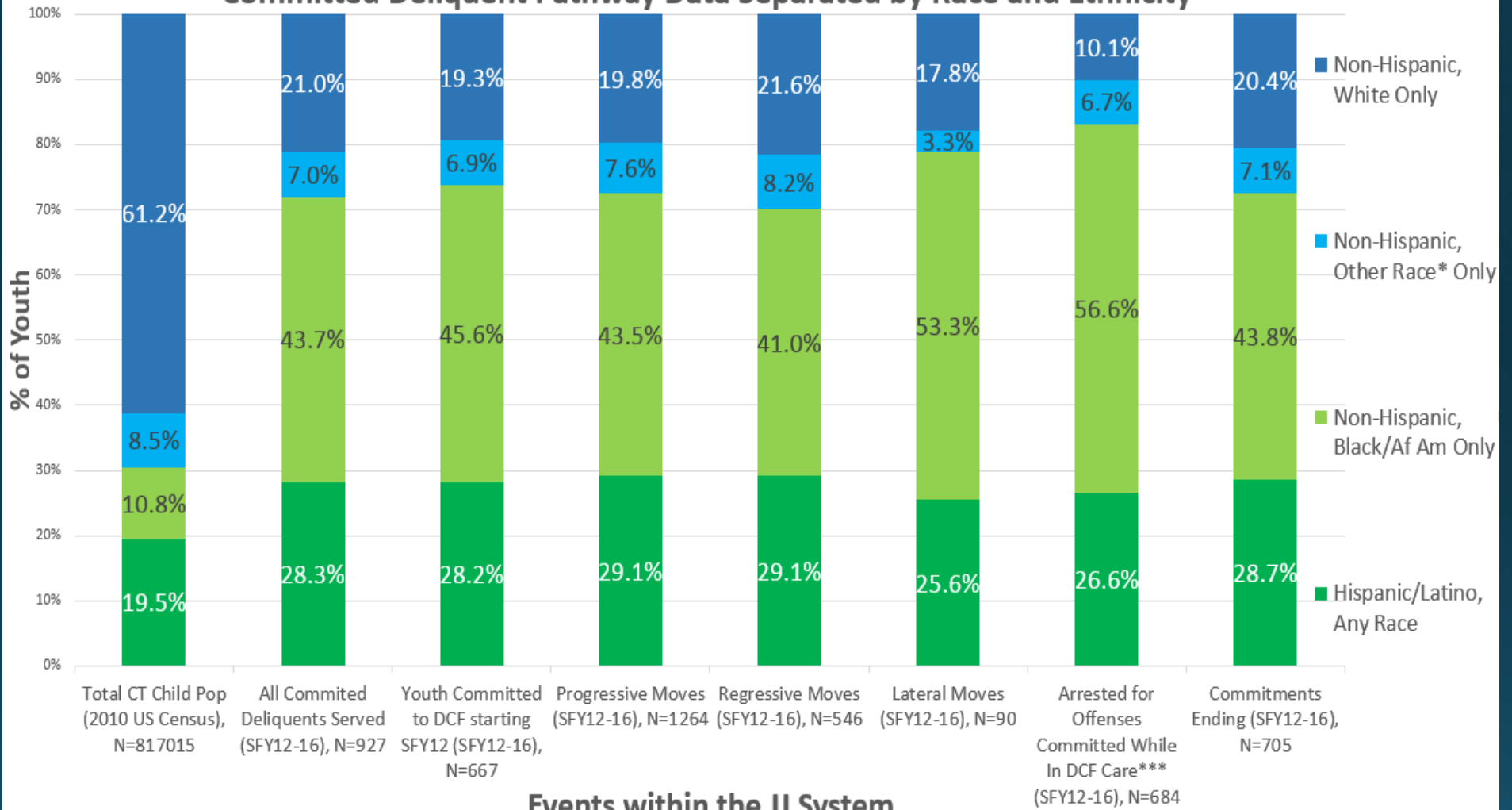
Racial/Ethnic Disproportionality Across The CT Child Protection System SFY16: STATEWIDE



*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, Multi-Racial, and Missing/Unknown/UTD

Data Run Date: Statewide: 10/12/16

Committed Delinquent Pathway Data Separated by Race and Ethnicity



Events within the JJ System

*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, and Multi-Racial ***As reported to Risk Management

Data Run Date:
7/25/16

Accepted Reports: Substance Abuse + IPV

	2016									2017				Grand Total
	QTR2			QTR3			QTR4			QTR1			QTR2	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
# Accepted Reports														
BOTH SA AND IPV INDICATORS	259	250	264	212	248	216	245	212	226	211	188	139	35	2,706
INTIMATE PARTNER VIOLENCE (IPV) INDICATOR ONLY	232	317	253	209	244	309	294	288	286	264	255	281	85	3,317
SUBSTANCE ABUSE (SA) INDICATOR ONLY	592	648	623	560	615	693	640	633	622	651	543	599	154	7,573
NONE	1,623	1,730	1,280	939	1,020	1,496	1,589	1,612	1,510	1,602	1,480	2,316	578	18,775
% Accepted Reports														
BOTH SA AND IPV INDICATORS	9.6%	8.5%	10.9%	11.0%	11.7%	8.0%	8.9%	7.7%	8.5%	7.7%	7.6%	4.2%	4.1%	8.4%
INTIMATE PARTNER VIOLENCE (IPV) INDICATOR ONLY	8.6%	10.8%	10.5%	10.9%	11.5%	11.4%	10.6%	10.5%	10.8%	9.7%	10.3%	8.4%	10.0%	10.2%
SUBSTANCE ABUSE (SA) INDICATOR ONLY	21.9%	22.0%	25.7%	29.2%	28.9%	25.5%	23.1%	23.1%	23.5%	23.9%	22.0%	18.0%	18.1%	23.4%
NONE	60.0%	58.7%	52.9%	48.9%	48.0%	55.1%	57.4%	58.7%	57.1%	58.7%	60.0%	69.4%	67.8%	58.0%
Total # Accepted Reports	2,706	2,945	2,420	1,920	2,127	2,714	2,769	2,745	2,644	2,728	2,466	3,335	852	32,371
Total % Accepted Reports	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Safety Context

Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.

Item 1: Were the agency's responses to all **accepted child maltreatment reports initiated**, and **face-to-face contact** with the child(ren) made, within time frames established by agency policies or state statutes?

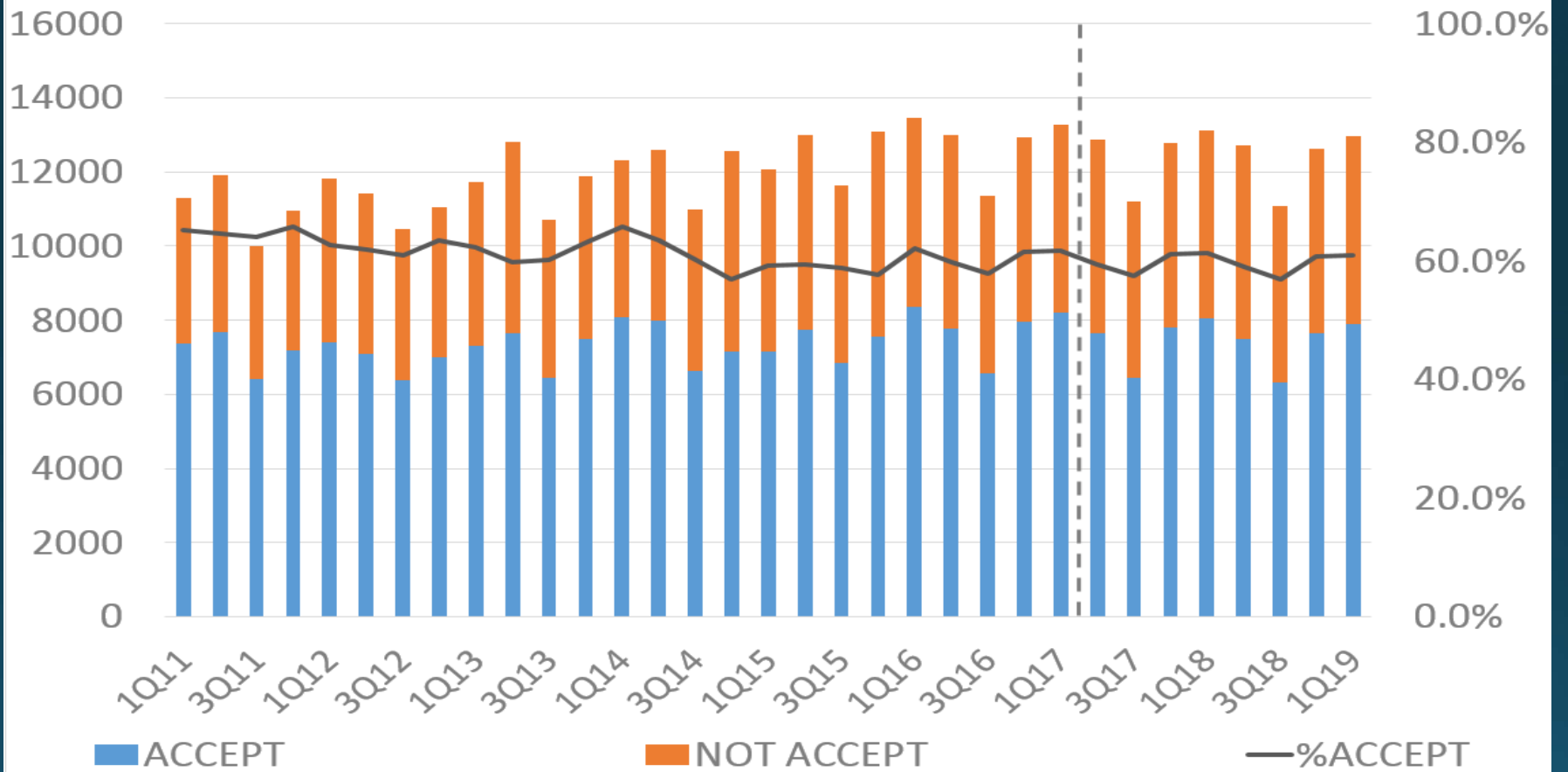
Safety Outcome 2: Children are safely maintained in their homes whenever possible and appropriate.

Item 2: Did the agency make concerted efforts to provide services to the family to **prevent children's entry into foster care or re-entry** after reunification?

Item 3: Did the agency make concerted efforts to **assess and address the risk and safety** concerns relating to the child(ren) in their own homes or while in foster care?

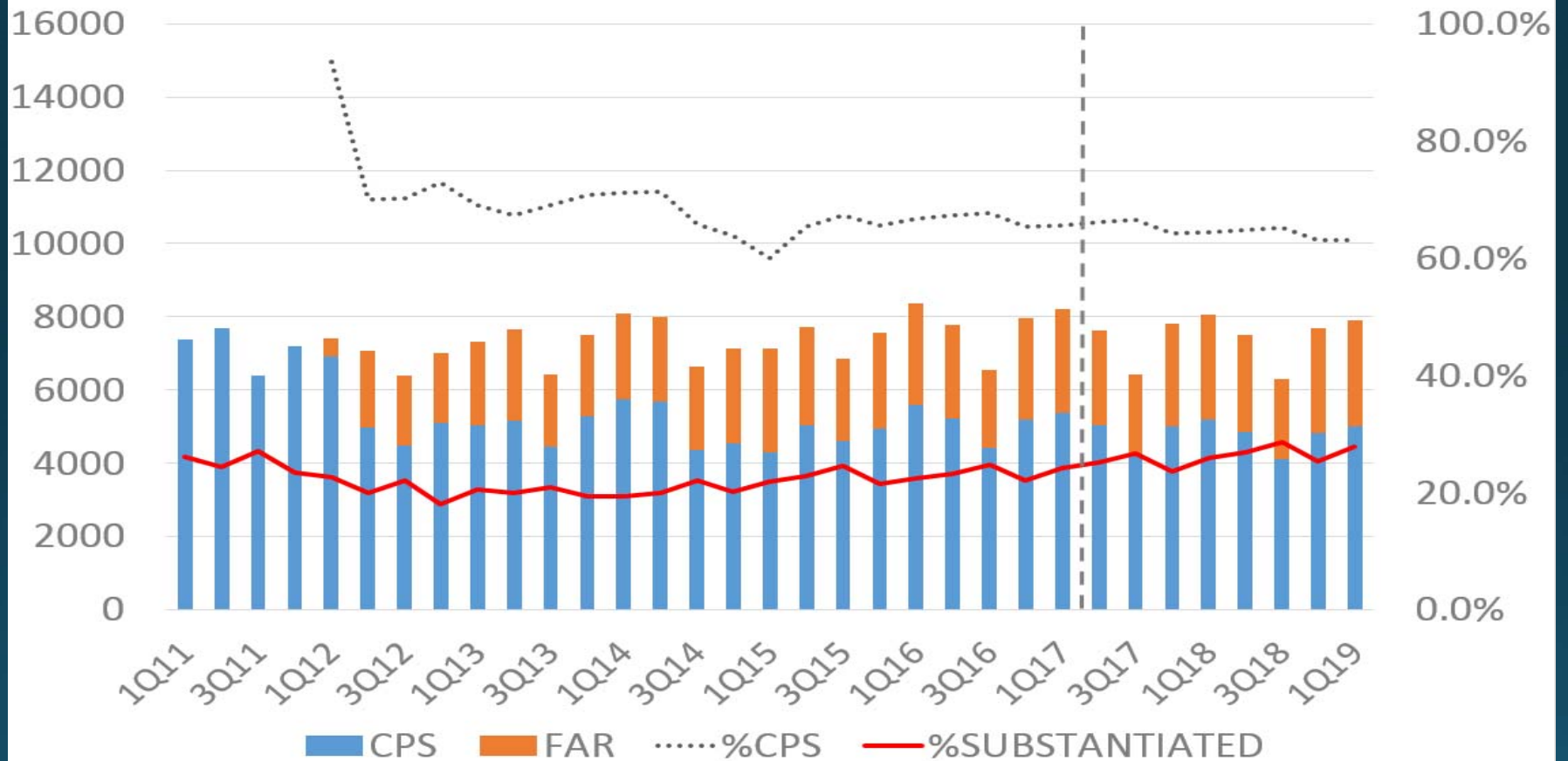
All Reports by Screening Decision

Observed to 1Q17, Projected to 1Q19

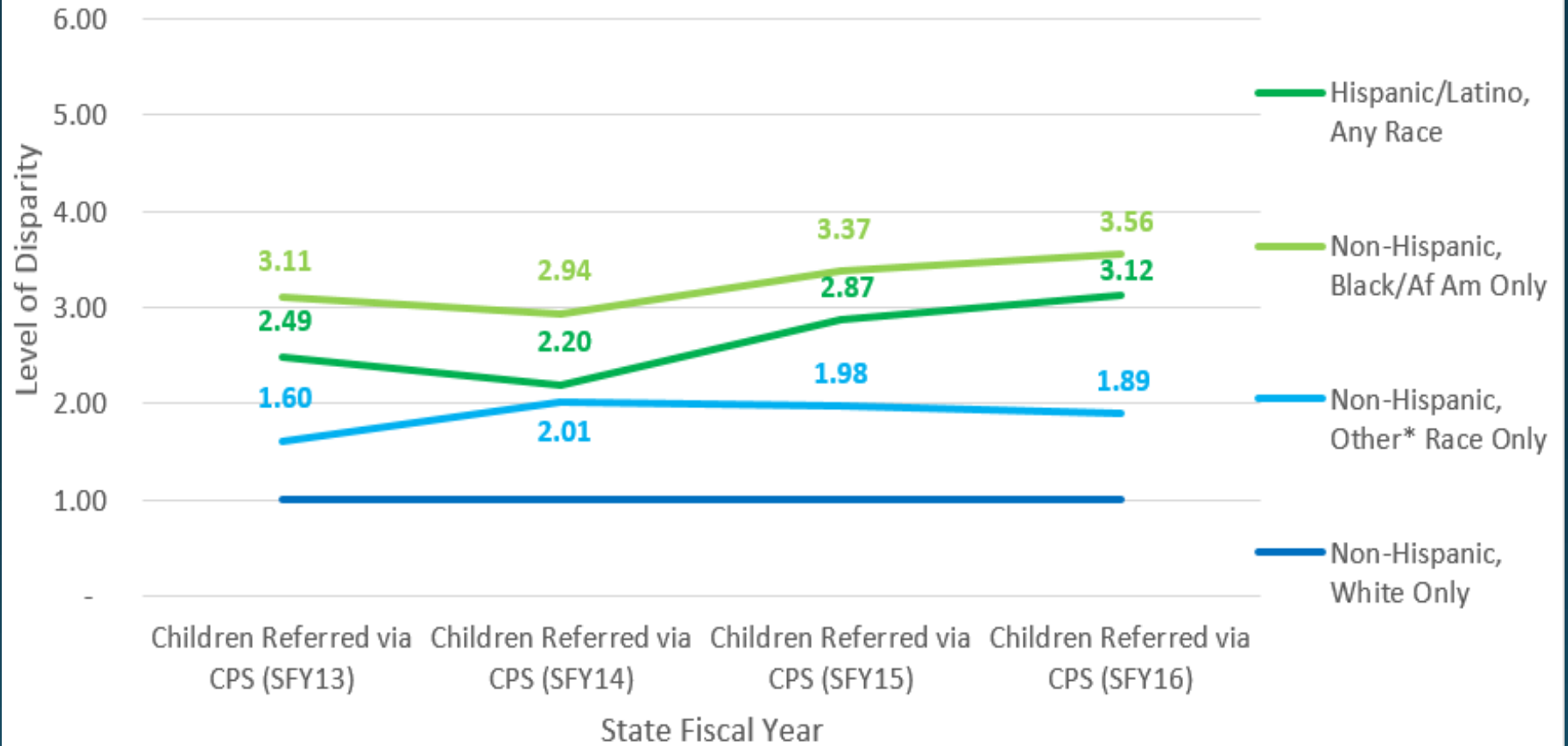


Accepted Reports by Track+Subst.

Observed to 1Q17, Projected to 1Q19



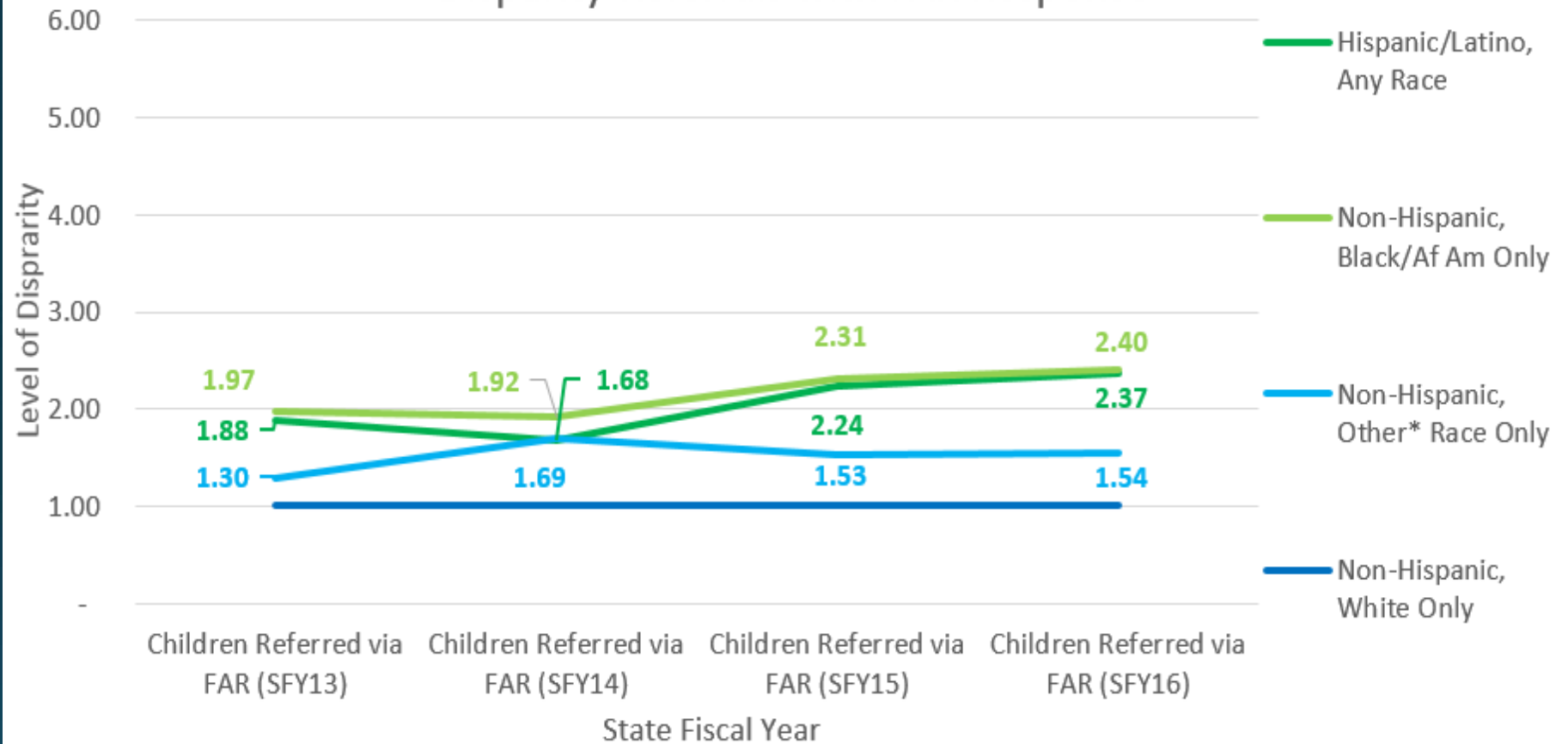
Disparity-Referrals with CPS Response



*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, Multi-Racial, and Missing/Unknown/UTD

Data Run Date:
Area Office: 12/7/16

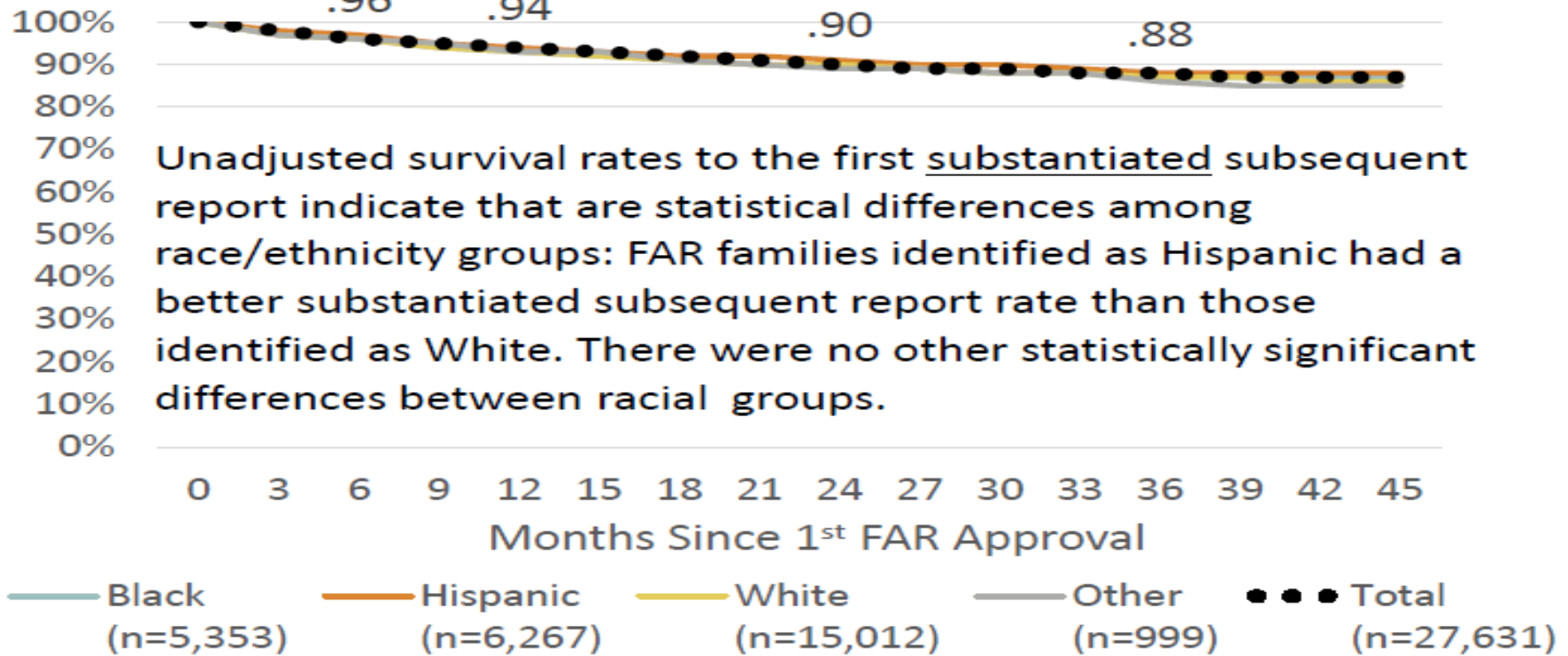
Disparity-Referrals with FAR Response



*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, Multi-Racial, and Missing/Unknown/UTD

Data Run Date:
Area Office: 12/7/16

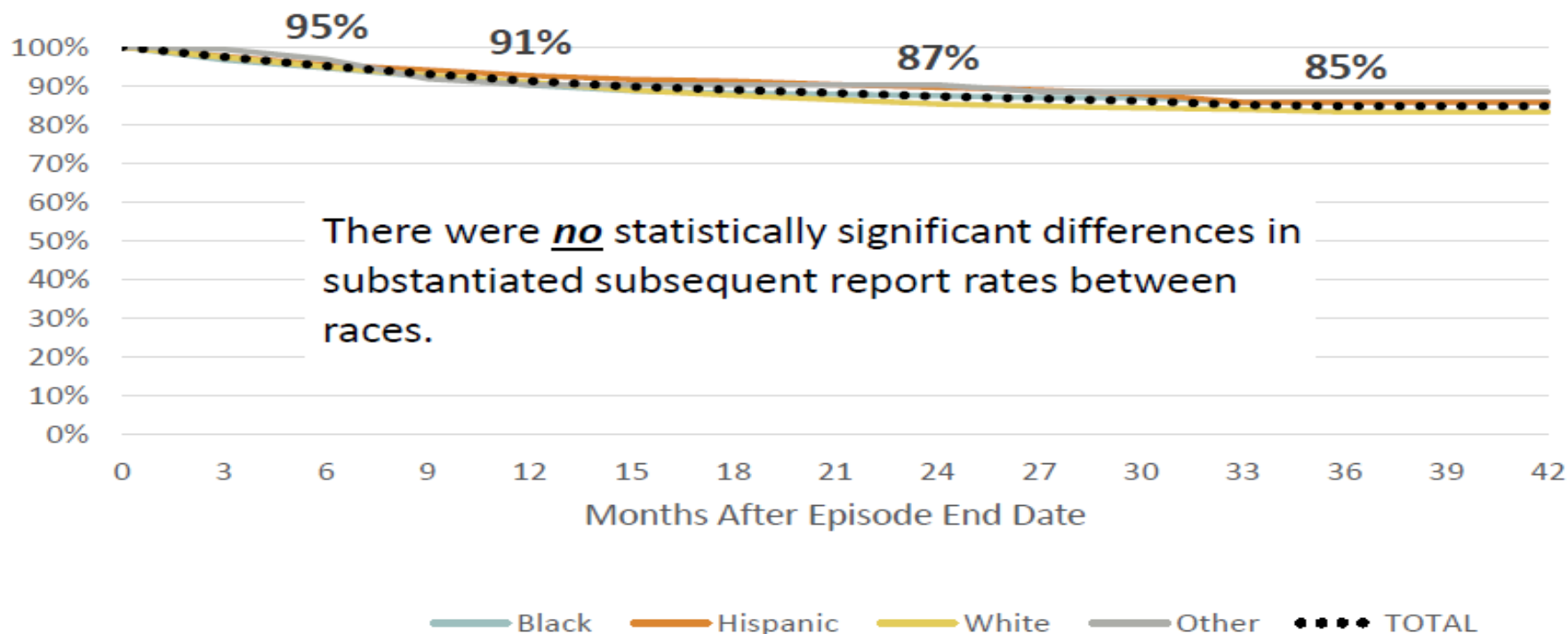
Cumulative Proportion of FAR Families with No Substantiated Subsequent Reports at End of Time Interval



Unadjusted survival rates to the first substantiated subsequent report indicate that there are statistical differences among race/ethnicity groups: FAR families identified as Hispanic had a better substantiated subsequent report rate than those identified as White. There were no other statistically significant differences between racial groups.

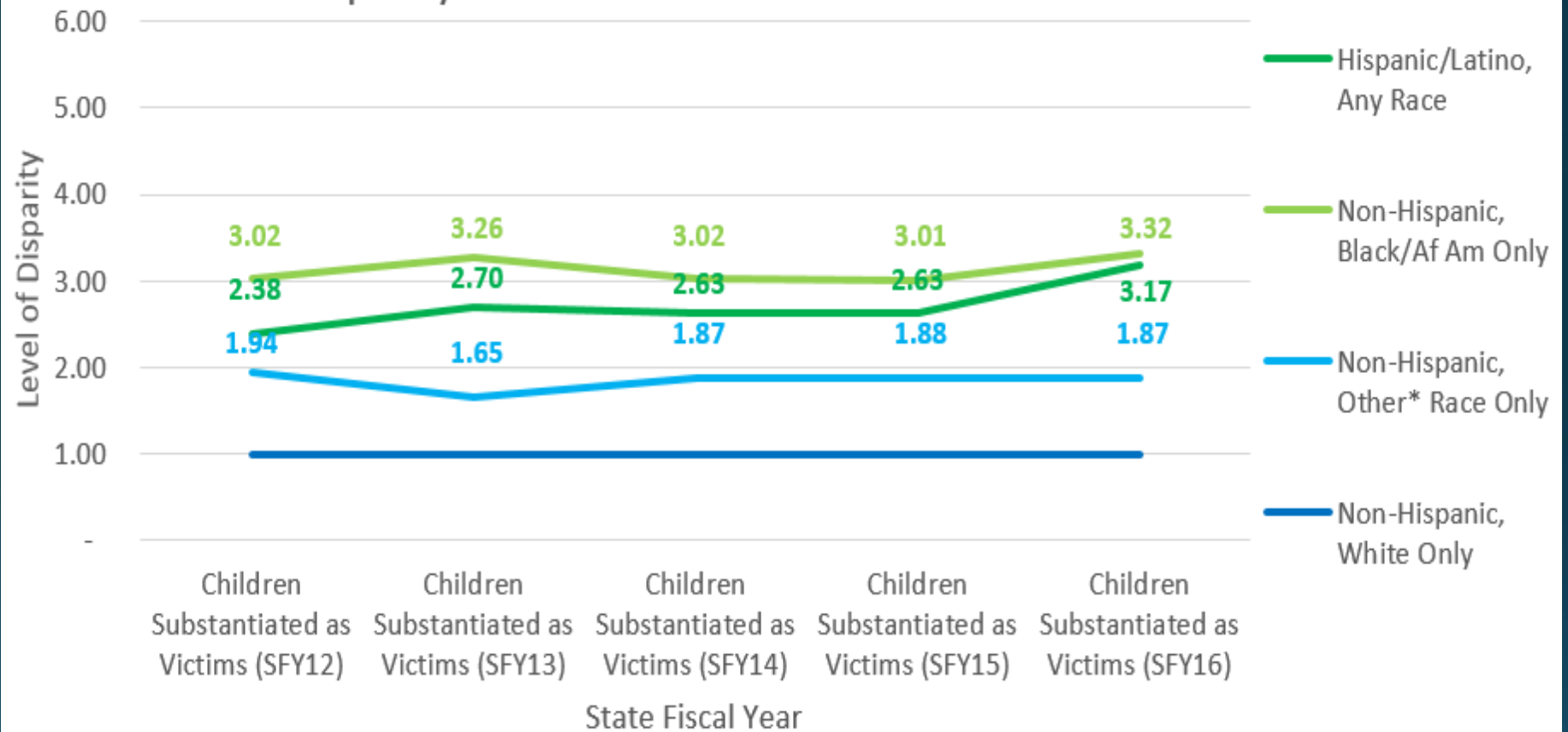
(N=31,546, 3,879 missing Race/Ethnicity)

Cumulative Proportion of CSF Families with No Substantiated Subsequent Reports at End of Time Interval by Race



(N=4,466, 94 missing race/ethnicity)

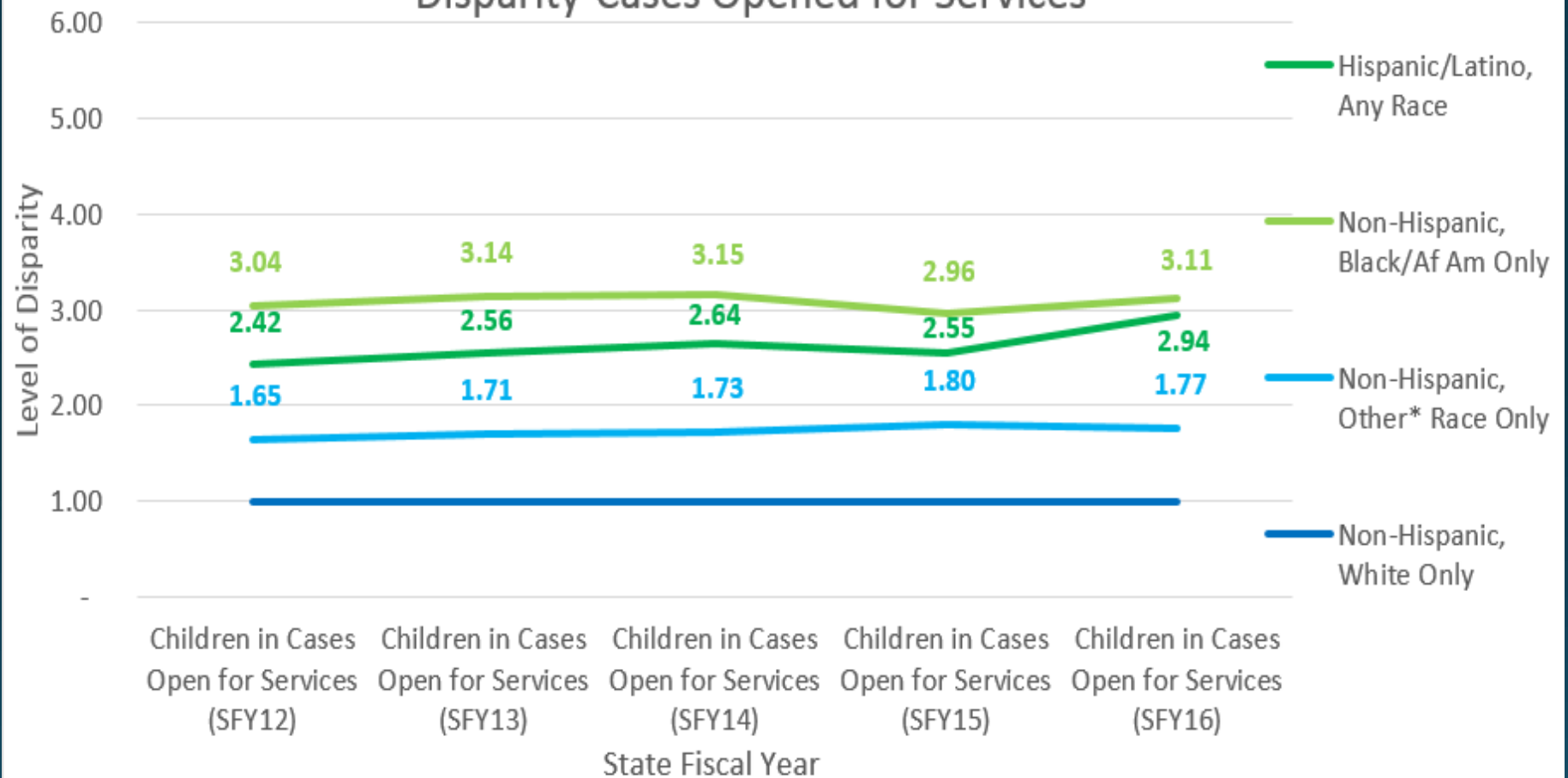
Disparity-Children Substantiated as Victims



*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, Multi-Racial, and Missing/Unknown/UTD

Data Run Date:
12/7/16

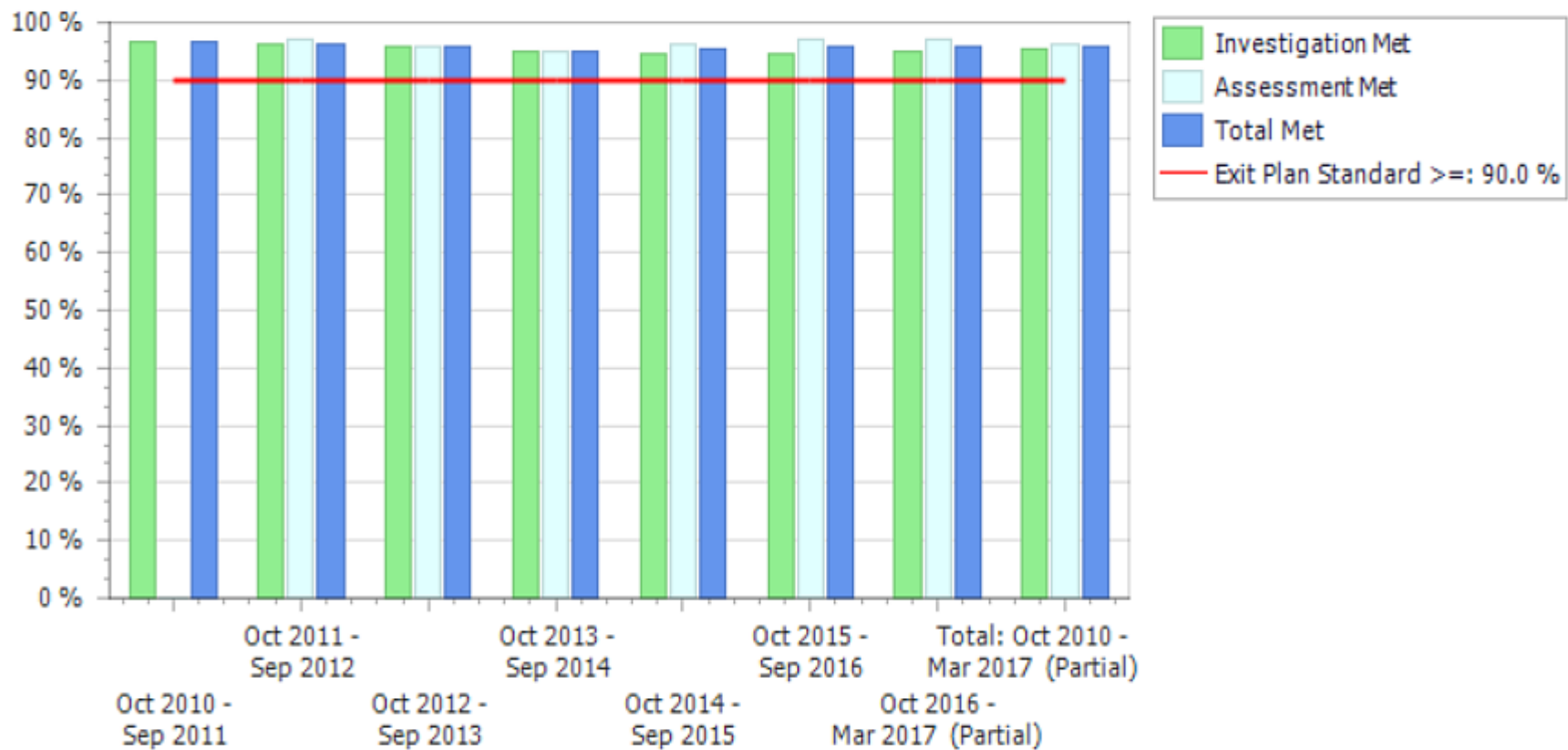
Disparity-Cases Opened for Services



*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, Multi-Racial, and Missing/Unknown/UTD

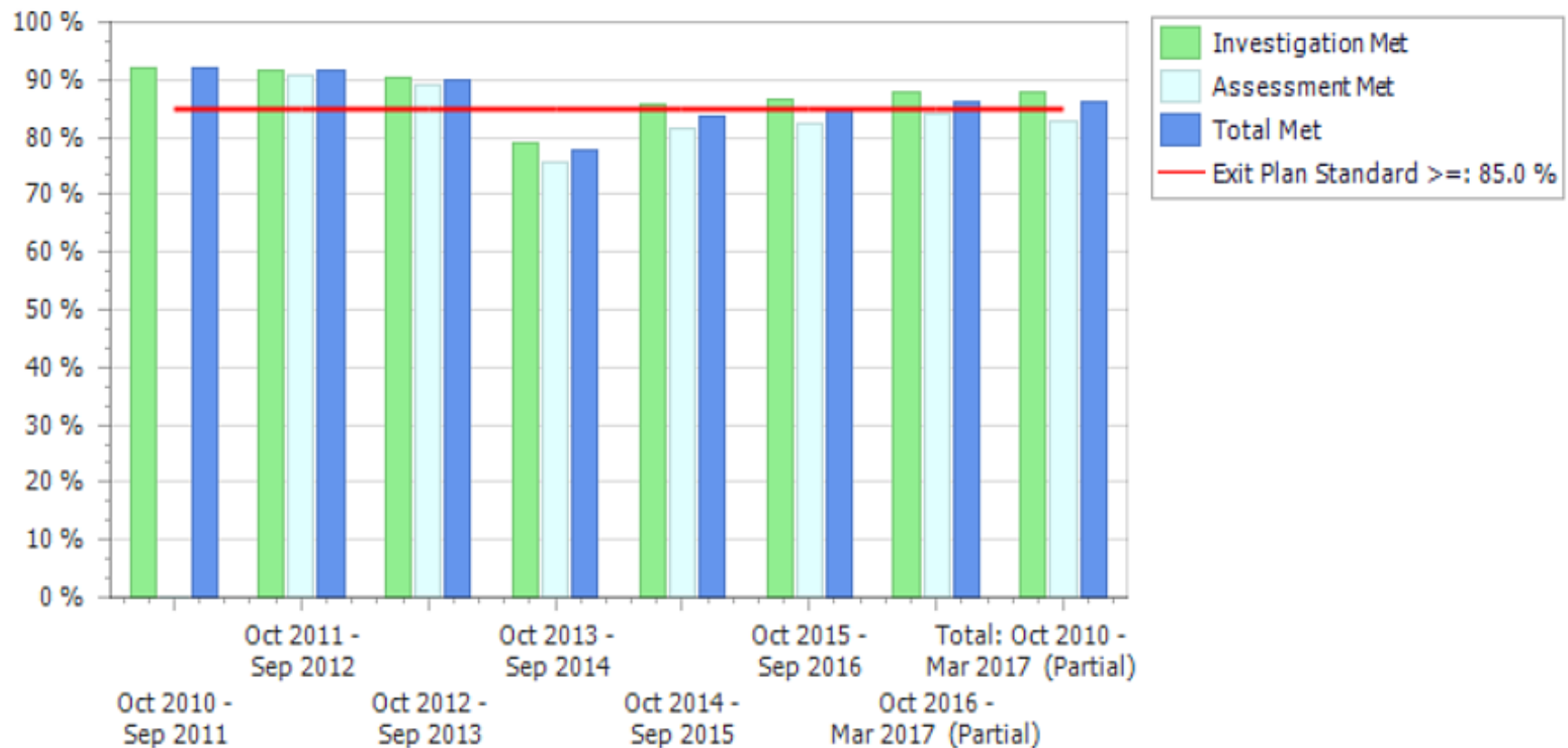
Data Run Date:
12/7/16

Exit Plan Measure #1: Report Responses
 Commenced Within Required Timeframe
 (of accepted reports with commencement due during specified time
 period; comparisons by Time Periods)
 Report Time Period: October 1, 2010 - March 31, 2017

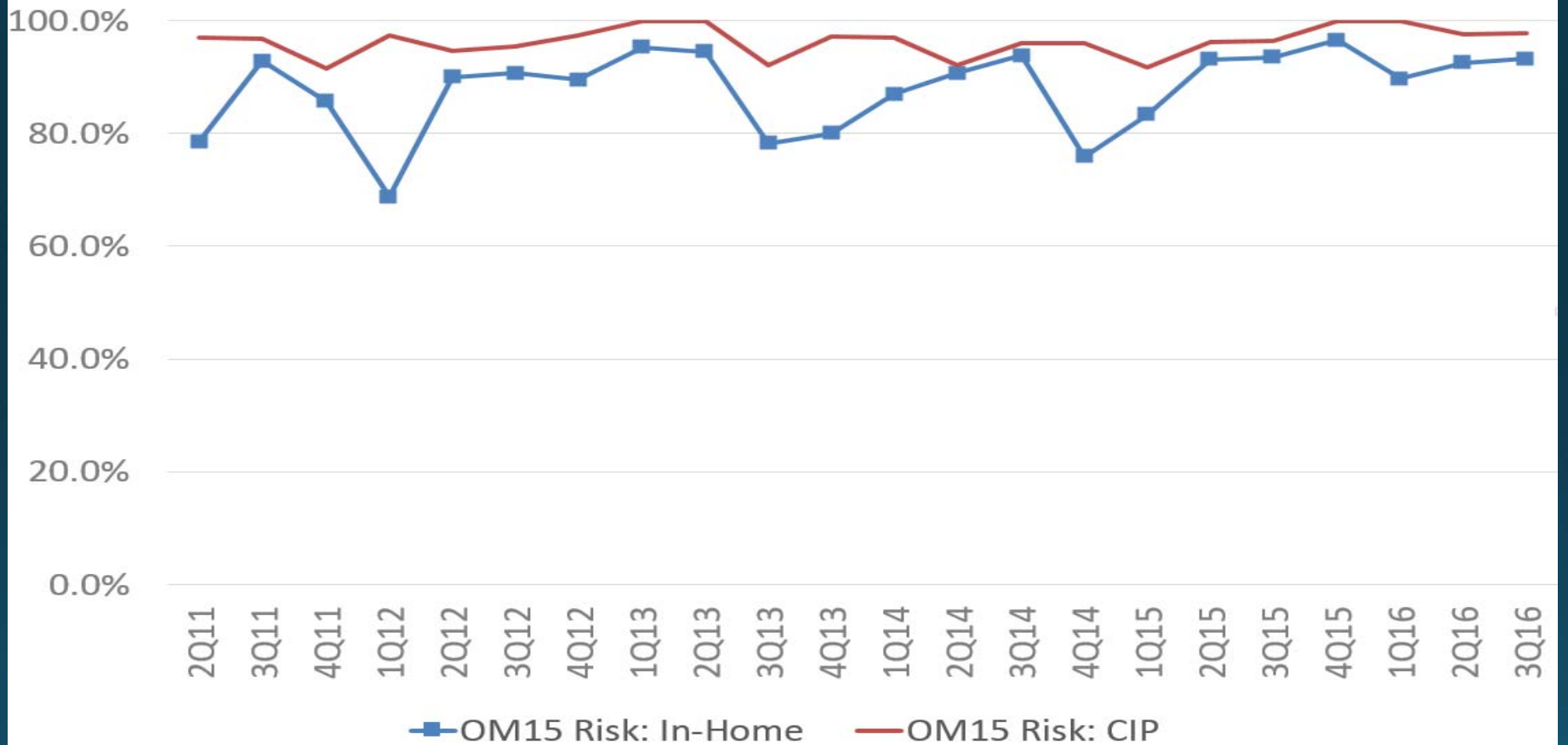


Exit Plan #2: Report Responses Completed Within 45 Days

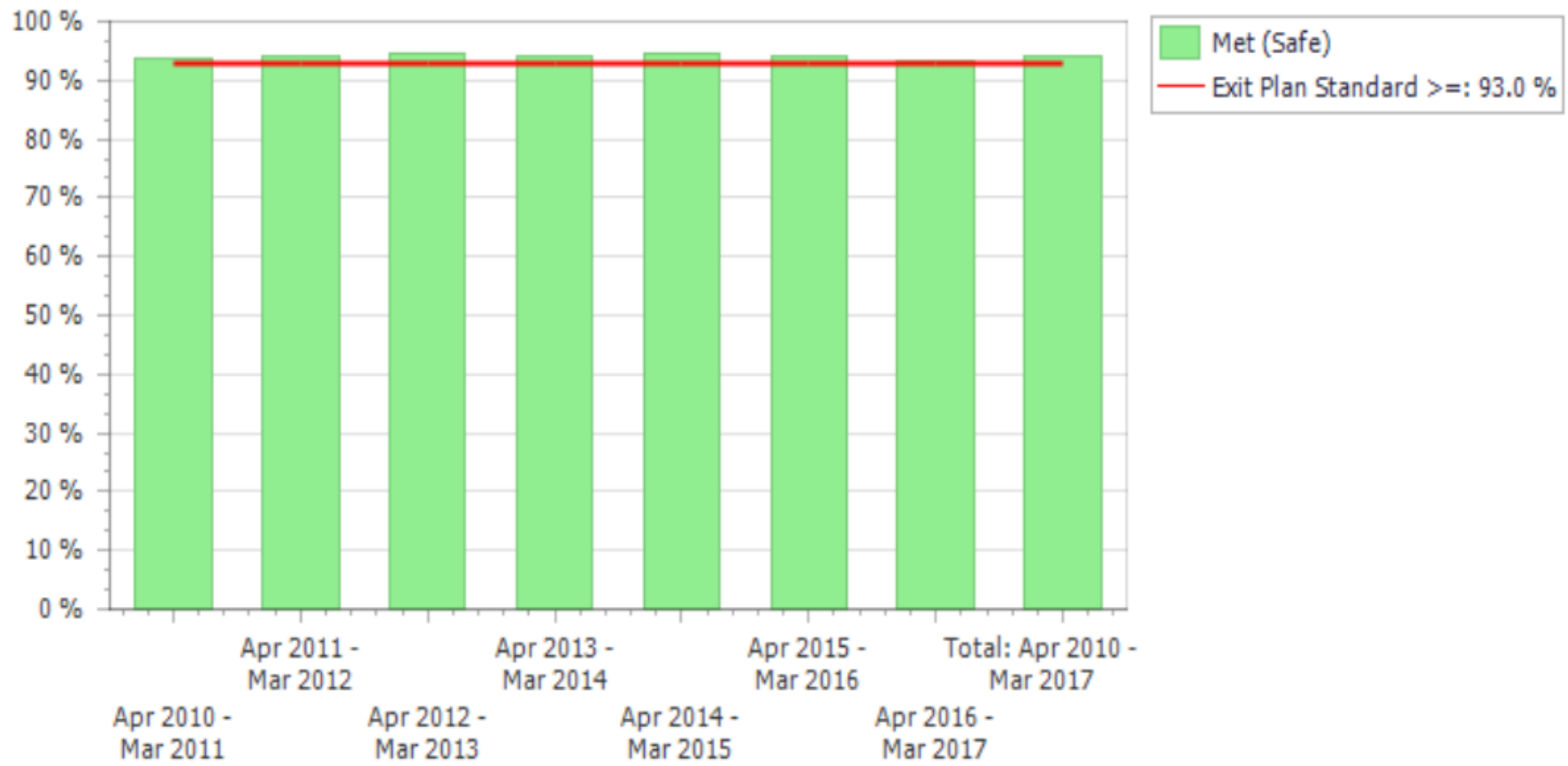
(of those due for completion during specified Time Period;
comparison by Time Periods)
Report Time Period: October 1, 2010 - March 31, 2017



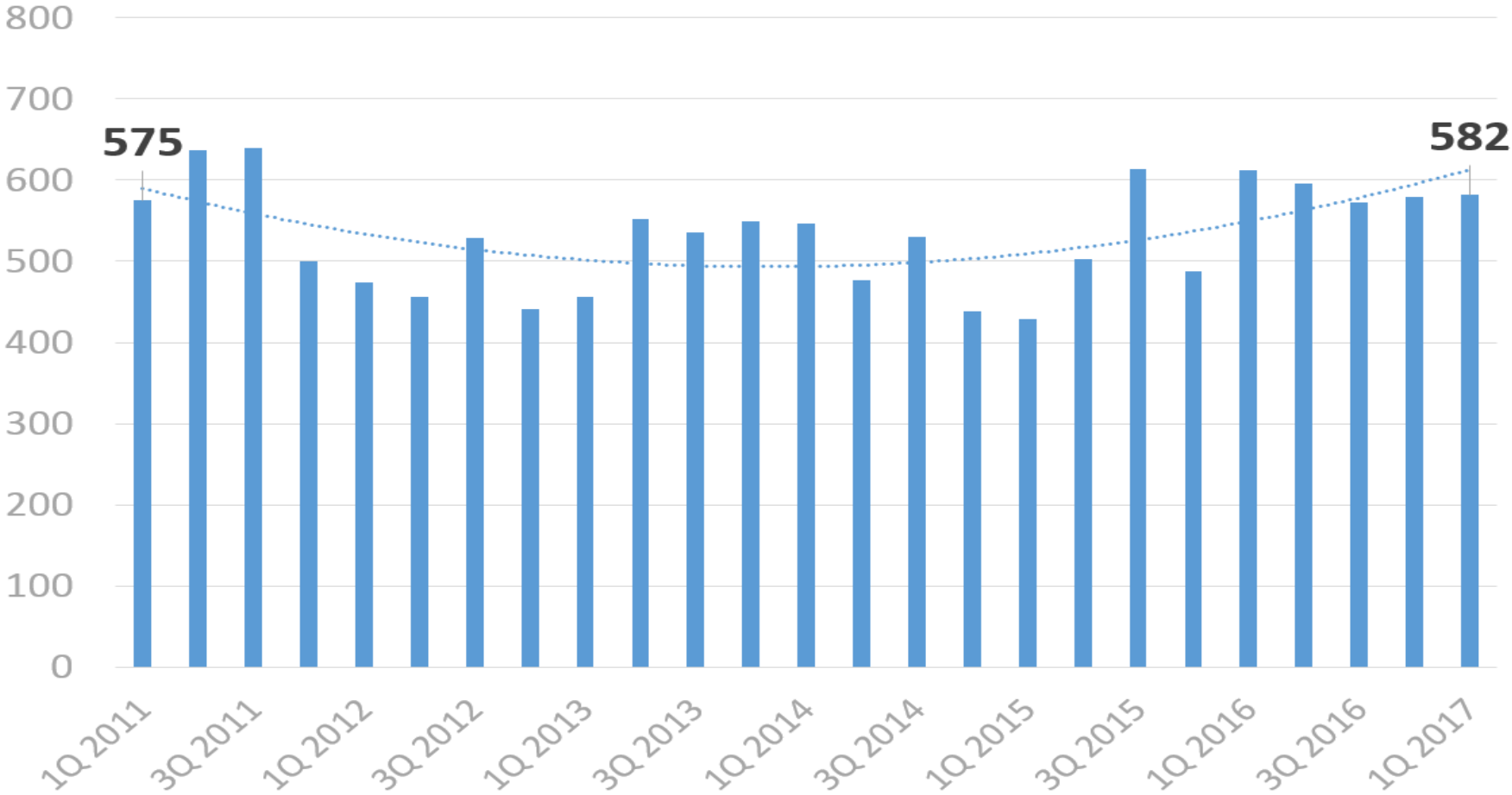
Outcome Measure #4 (Needs Met) Optimal/Very Good Percentage for Risk Domains



Exit Plan #5: Child Safety Maintained 6 Months
(of victims whose 6 month observation ended during Time Period;
comparisons by Time Period)
Report Time Period: April 1, 2010 - March 31, 2017



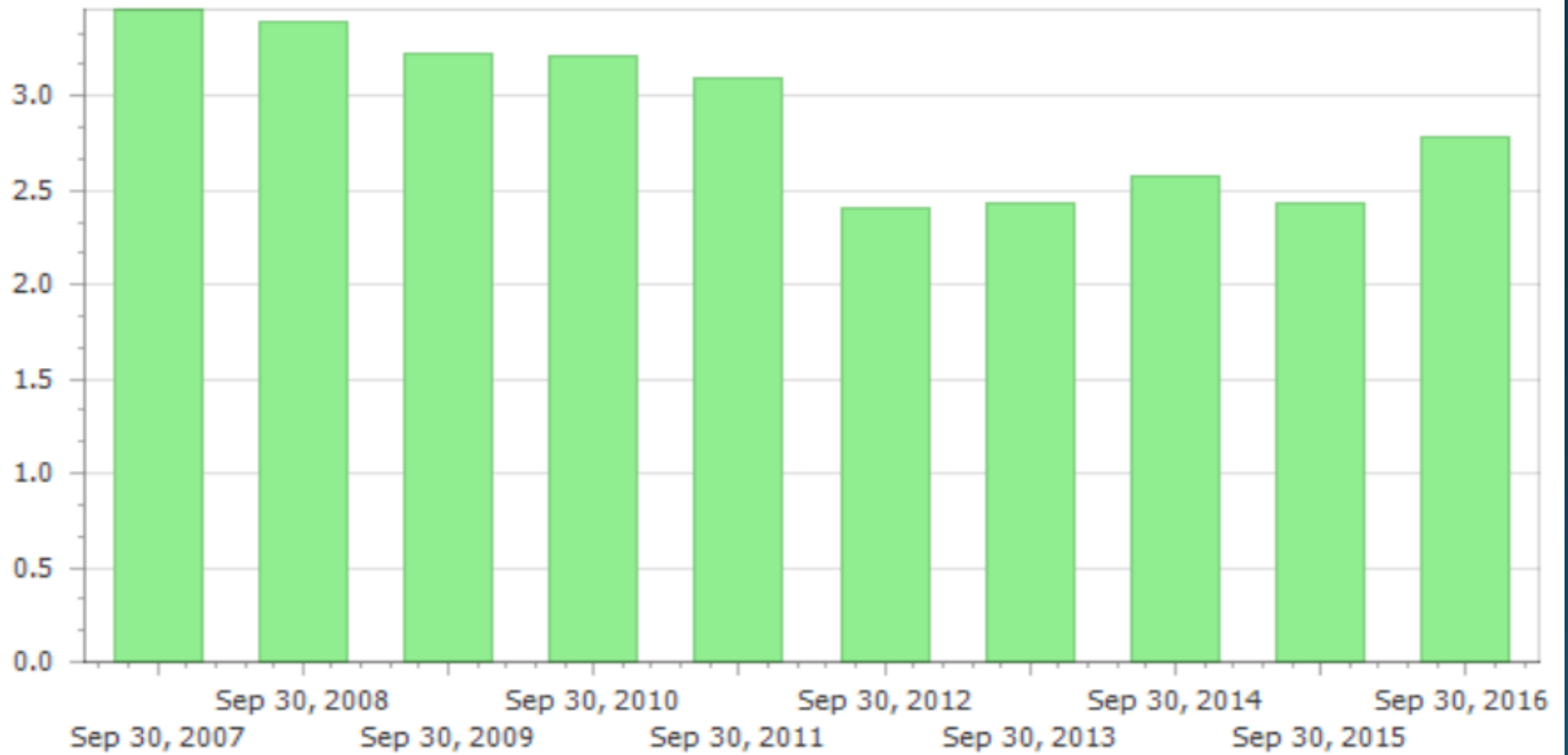
Children Entering DCF Placement



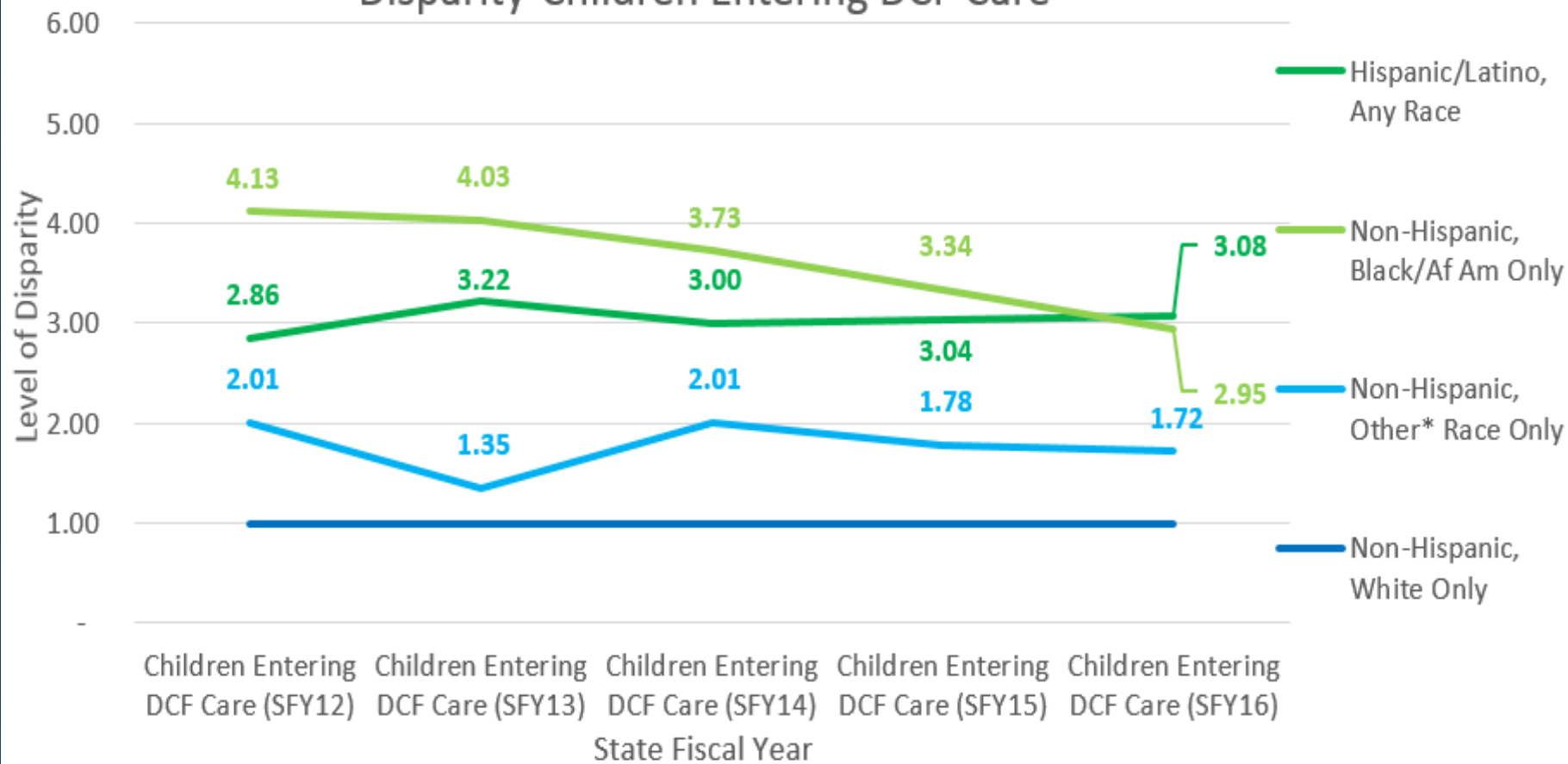
Removal rate per 1,000

Removal rate per 1,000

Report Time Period: January 1, 2007 - September 30, 2016



Disparity-Children Entering DCF Care

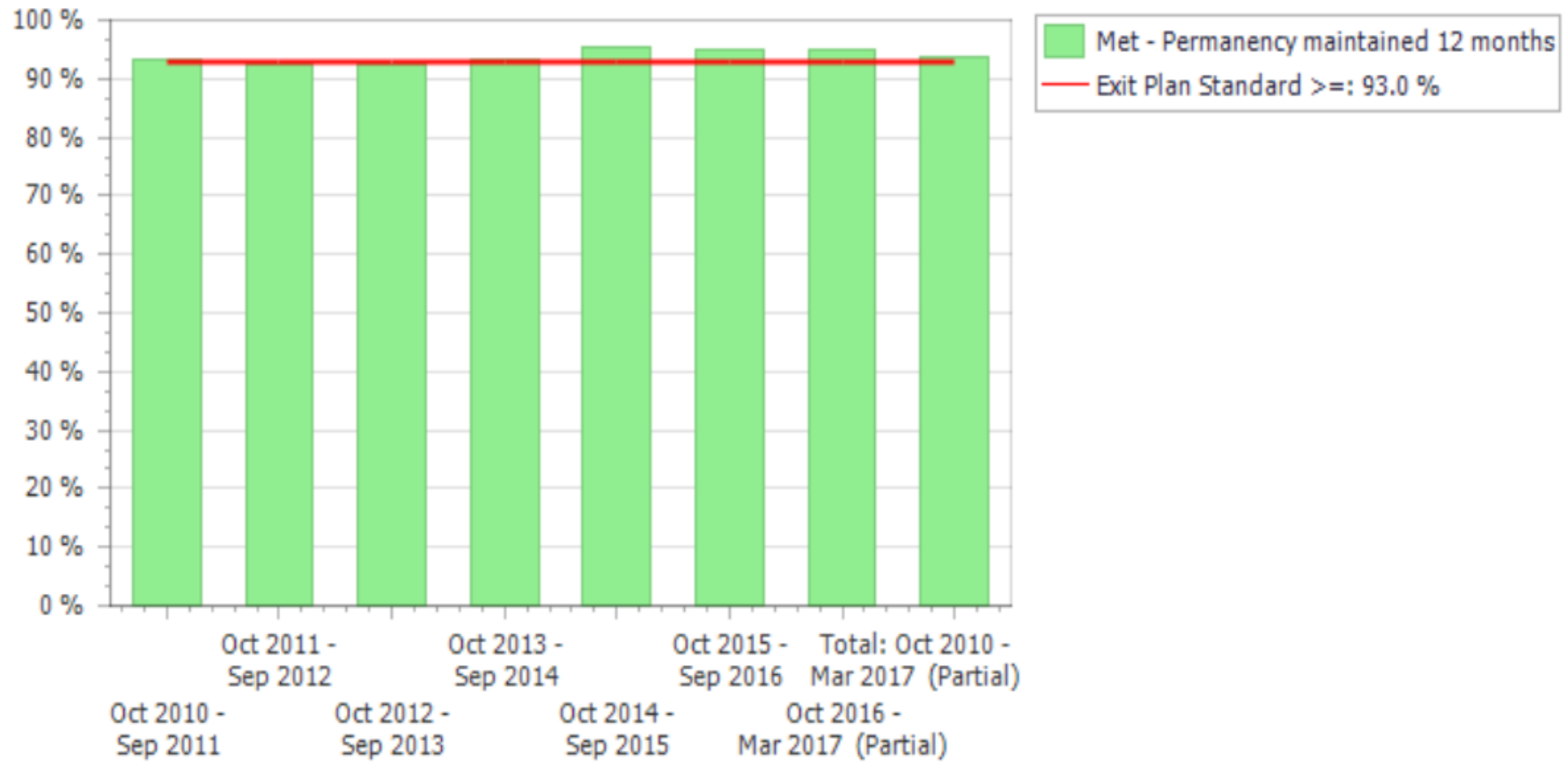


*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, Multi-Racial, and Missing/Unknown/UTD

Data Run Date:
12/7/16

Exit Plan #11: Maintained Permanency 12 months
 (of those who entered care during time period; comparisons of Time
 Periods)

Report Time Period: October 1, 2010 - March 31, 2017



Key Initiatives

- Ongoing Considered Removal Child and Family Team Meeting process
- Revised Intake Policy to address initial contact and assessment requirements
- Released a new Early Childhood Practice Guide
- Initiated CT Eckerd Rapid Safety Feedback predictive analytic, qualitative review and staffing process
- Region-specific Age 0 – 3 Response Protocols initiated
- CCWIS LEAN for Careline, Intake and FAR in progress
- Structured Decision Making (SDM): New contract planned with Children's Research Center to update the instruments, provide training/coaching in their use, and implement a new QA/CQI process

Key Metrics

- Ongoing Exit Plan Outcome measurement
- Ongoing Differential Response System Qualitative Reviews
- Ongoing Careline QA Reviews
- Ongoing Regional Performance Management monthly reporting to DCF Senior Administrators
- Upcoming PIP Reviews utilizing our new Case Review System (CRS) based on the CFSR On-Site Review Instrument

Permanency Context

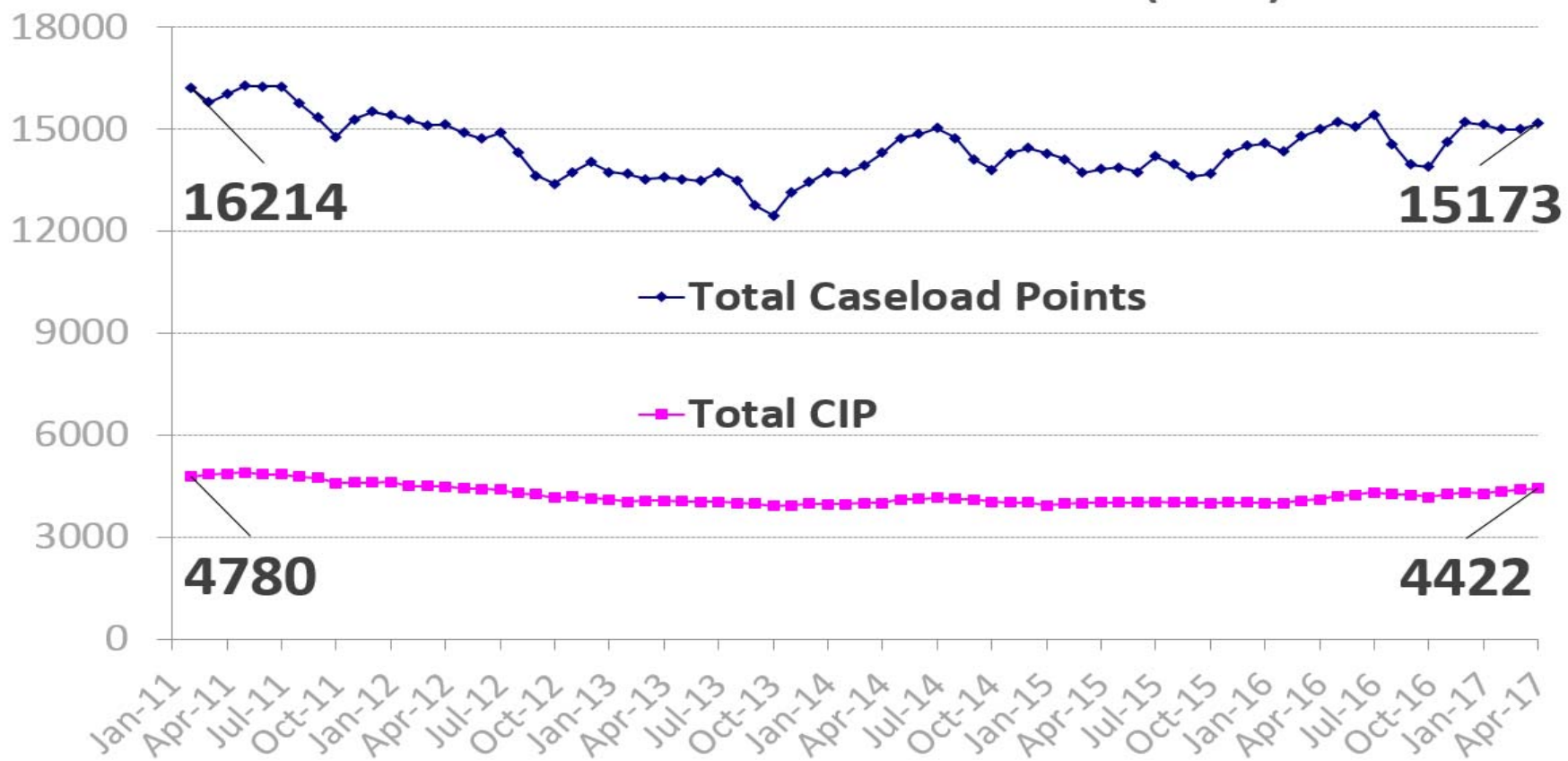
Permanency Outcome 1: Children have permanency and stability in their living situations.

- Item 4: Is the child in foster care in a **stable placement** and were any changes in the child's placement in the best interests of the child and consistent with achieving the child's permanency goal(s)?
- Item 5: Did the agency establish **appropriate permanency goals** for the child in a **timely manner**?
- Item 6: Did the agency make concerted efforts to **achieve reunification, guardianship, adoption, or other planned permanent living arrangement** for the child?

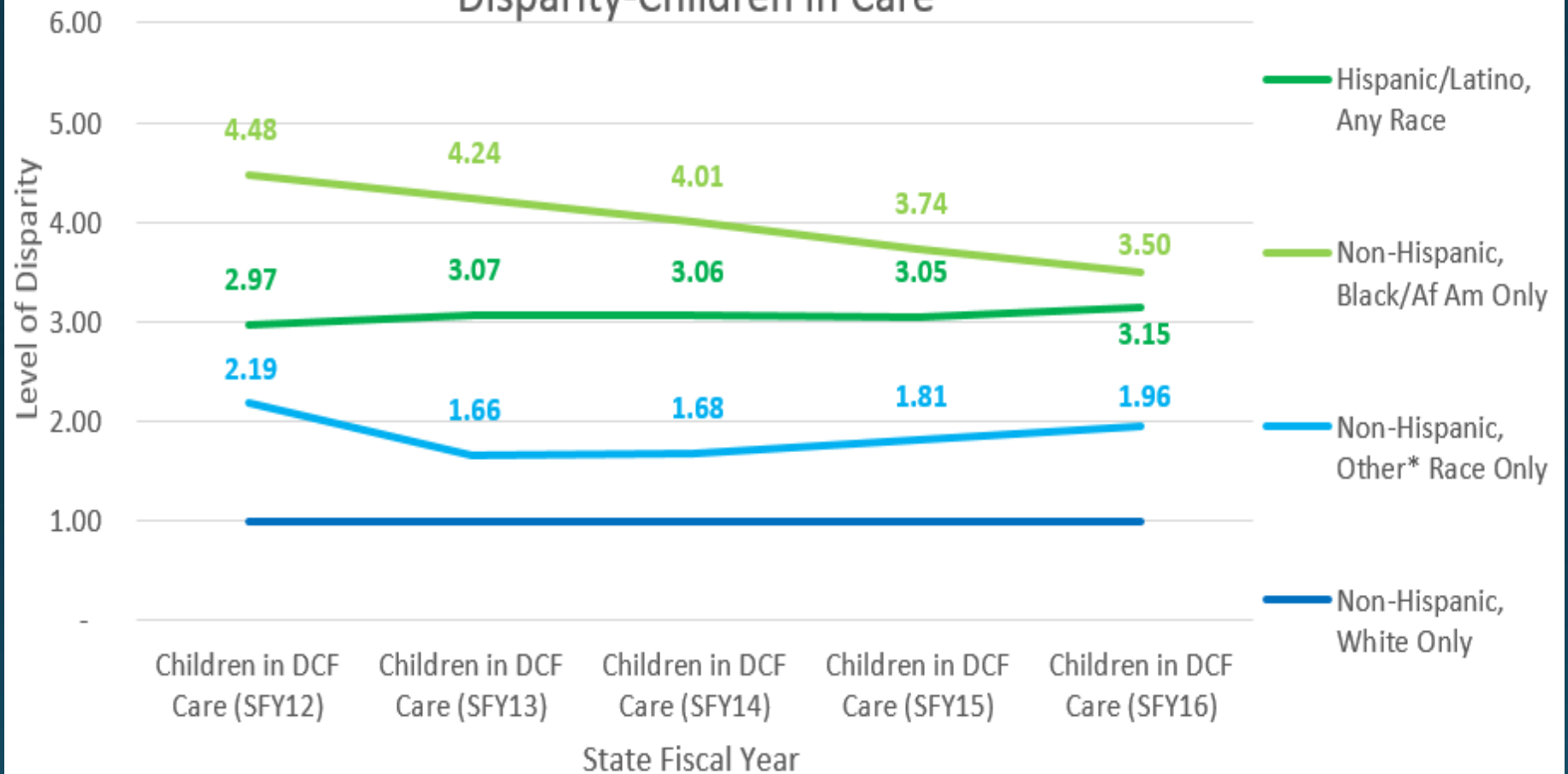
Permanency Outcome 2: The continuity of family relationships and connections is preserved for children.

- Item 7: Did the agency make concerted efforts to ensure that **siblings in foster care are placed together** unless separation was necessary to meet the needs of one of the siblings?
- Item 8: Did the agency make concerted efforts to ensure that **visitation between a child in foster care and his or her mother, father, and siblings** was of sufficient frequency and quality to promote continuity in the child's relationships with these close family members?
- Item 9: Did the agency make concerted efforts to **preserve the child's connections** to his or her neighborhood, community, faith, extended family, Tribe, school, and friends?
- Item 10: Did the agency make concerted efforts to **place the child with relatives** when appropriate?
- Item 11: Did the agency make concerted efforts to promote, support, and/or maintain **positive relationships between the child in foster care and his or her mother and father** or other primary caregivers from whom the child had been removed through activities other than just arranging for visitation?

Total DCF Caseload and Number of Children in Placement (CIP)



Disparity-Children in Care

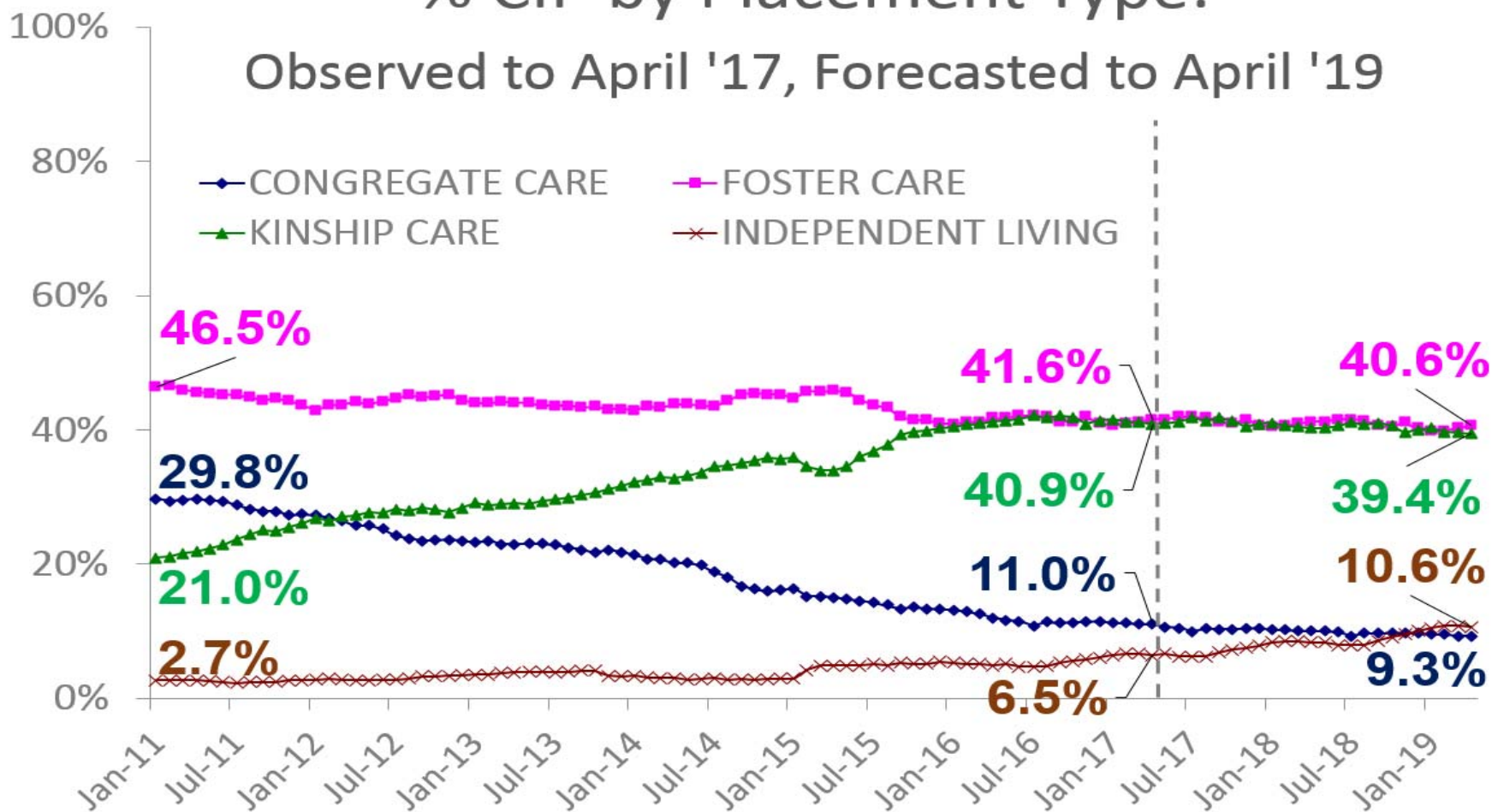


*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, Multi-Racial, and Missing/Unknown/UTD

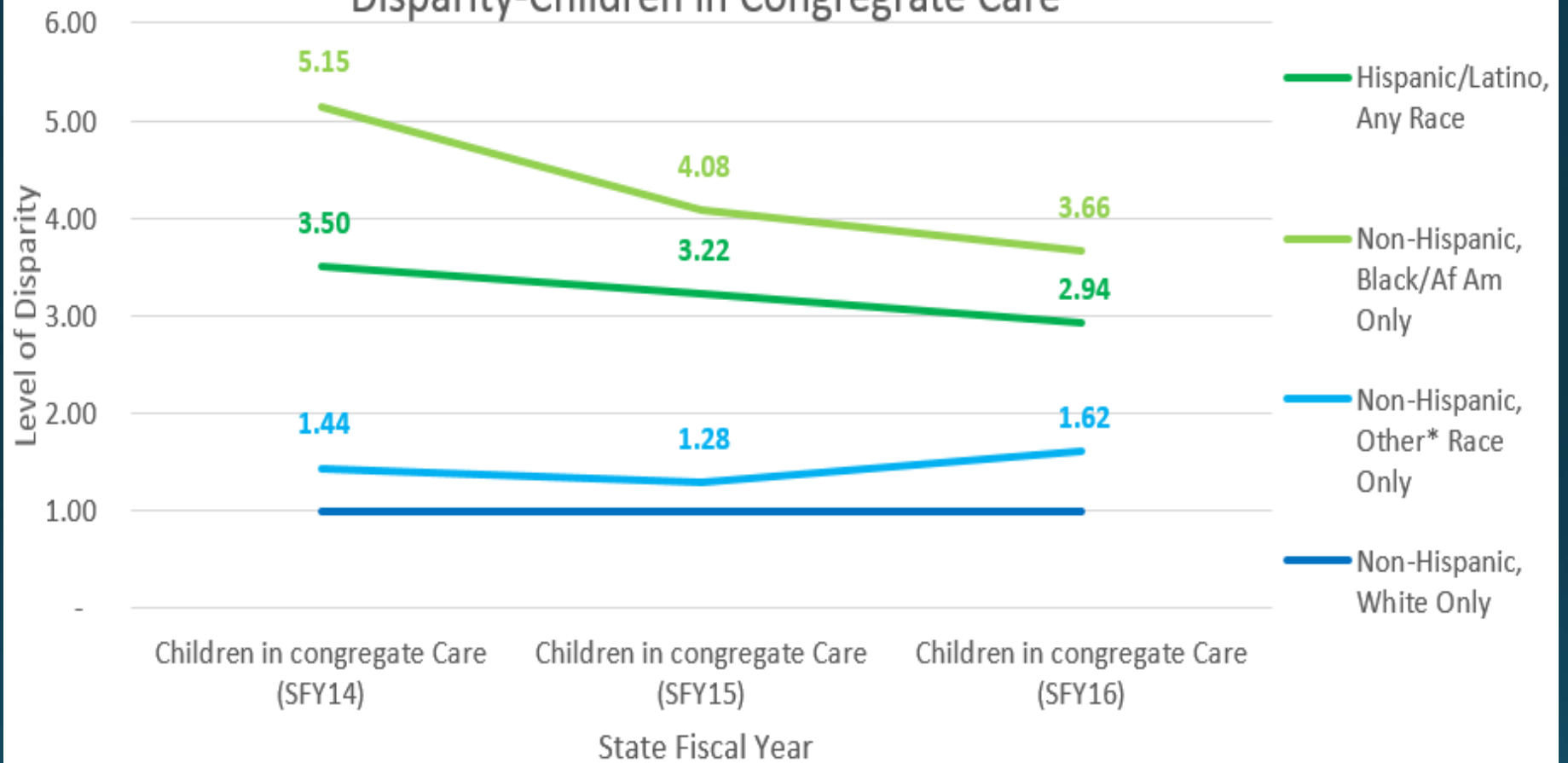
Data Run Date:
12/7/16

% CIP by Placement Type:

Observed to April '17, Forecasted to April '19



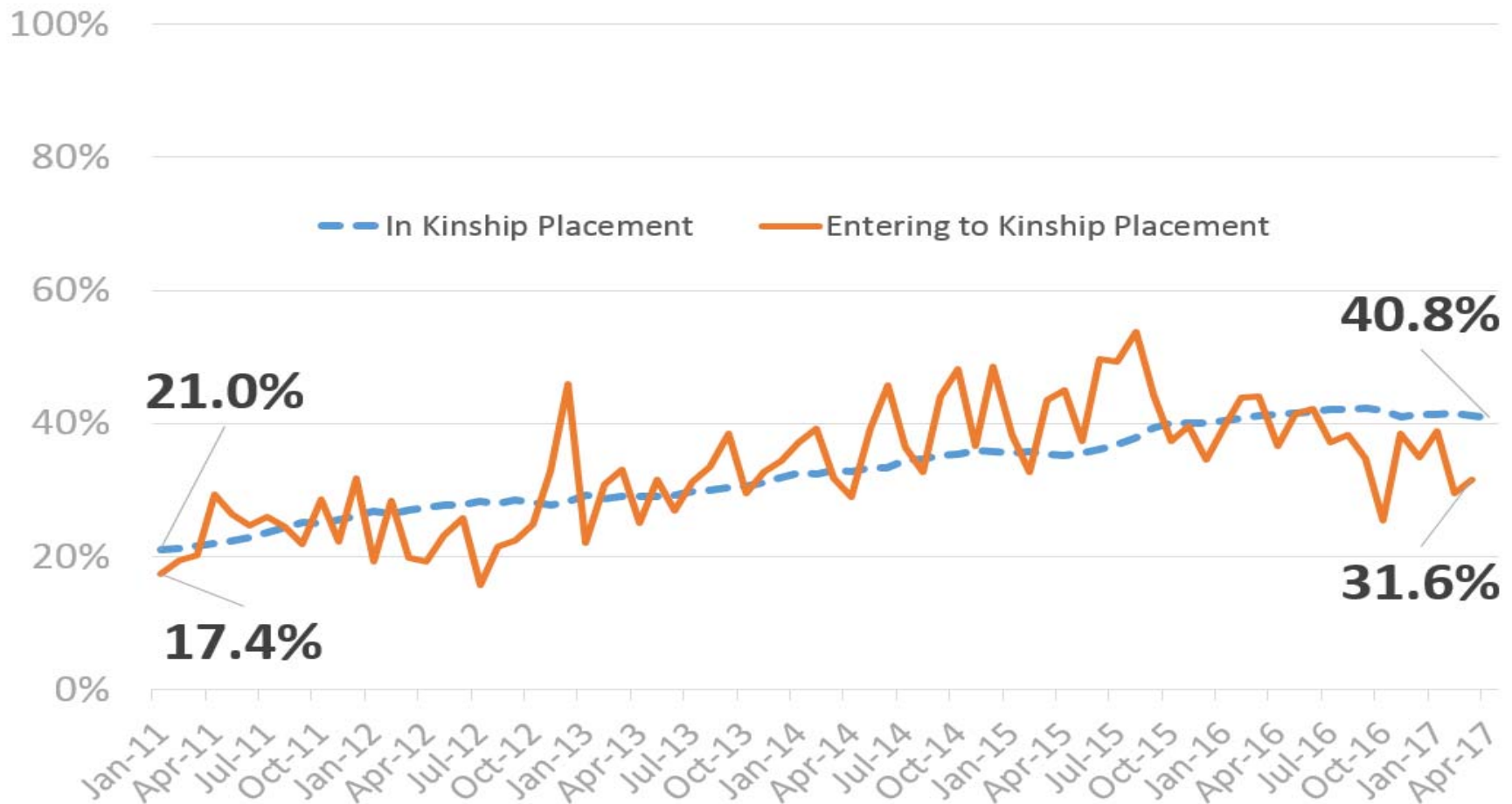
Disparity-Children in Congregate Care



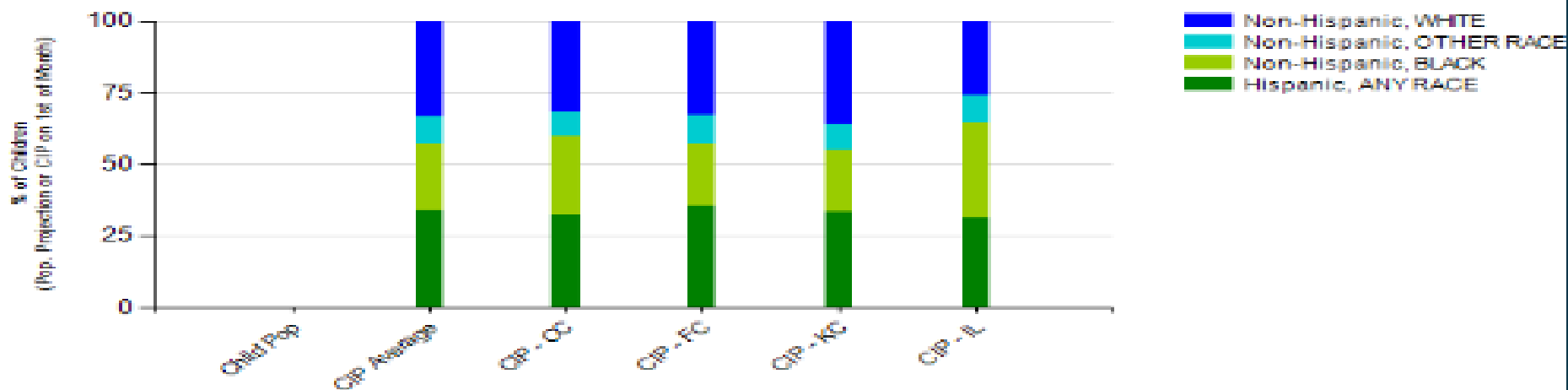
*Other Race includes: American Indian/Alaskan Native, Asian, Native Hawaiian/Pacific Islander, Other, Multi-Racial, and Missing/Unknown/UTD

Data Run Date:
12/7/16

% CIP In/Entering to Kinship Placement



Race/Ethnicity Disproportionality: Children-in-Placement (CIP)
Averages; Comparison by Placement Type



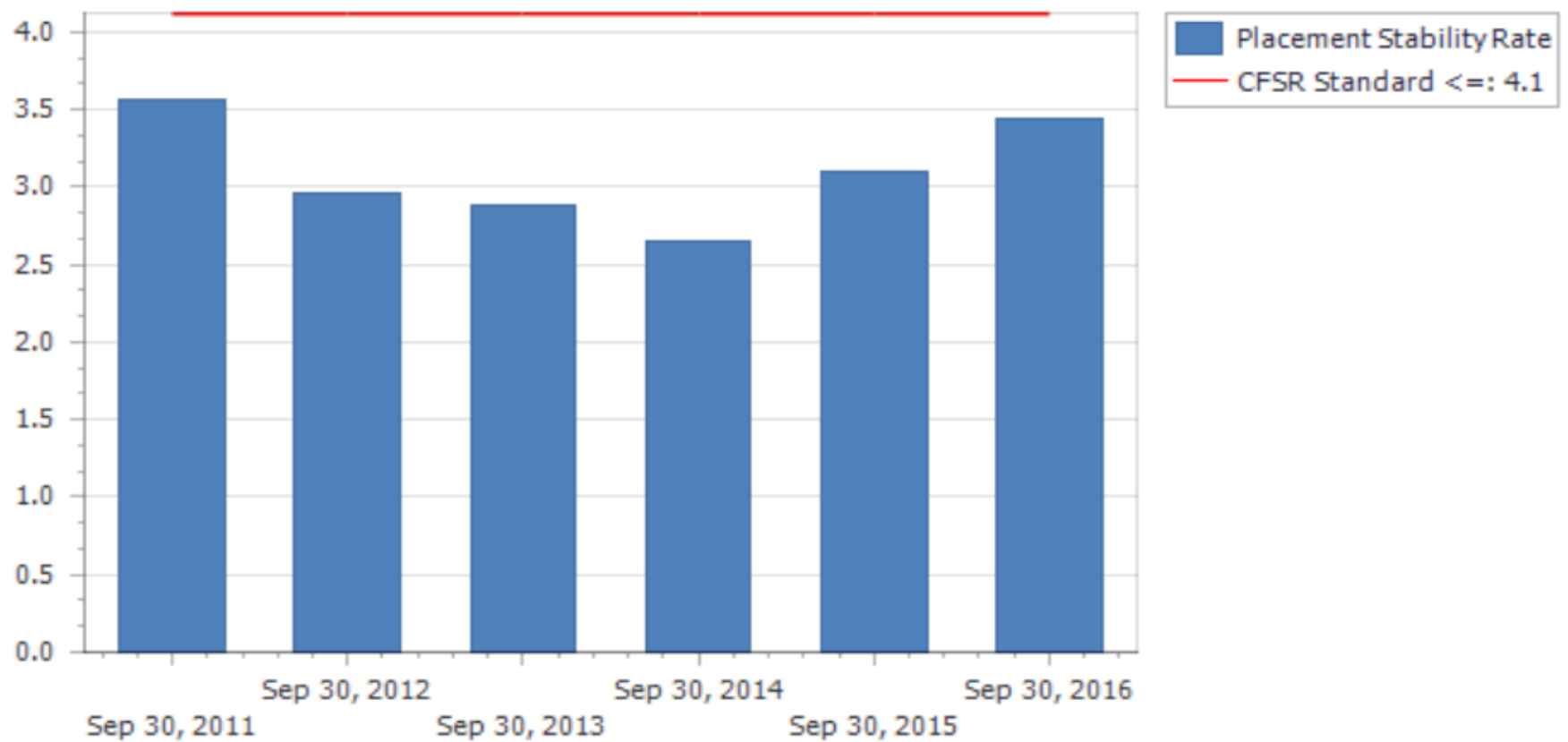
Month / Year	Hispanic, ANY RACE		Non-Hispanic, BLACK		Non-Hispanic, OTHER RACE		Non-Hispanic, WHITE		Grand Total	
	#	%	#	%	#	%	#	%	#	%
Child Pop	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	100%
CIP Average	1,443	33.7%	990	23.1%	406	9.5%	1,445	33.7%	4,284	100%
CIP - CC	153	32.1%	132	27.7%	39	8.2%	153	32.1%	477	100%
CIP - FC	625	35.1%	389	21.9%	180	10.1%	586	32.9%	1,780	100%
CIP - KC	591	33.1%	387	21.7%	165	9.2%	641	35.9%	1,784	100%
CIP - IL	75	30.9%	82	33.7%	22	9.1%	64	26.3%	243	100%

Averages are based on CIP on the 1st of the month from:
Starting Month: April - 16 Ending Month: April - 17

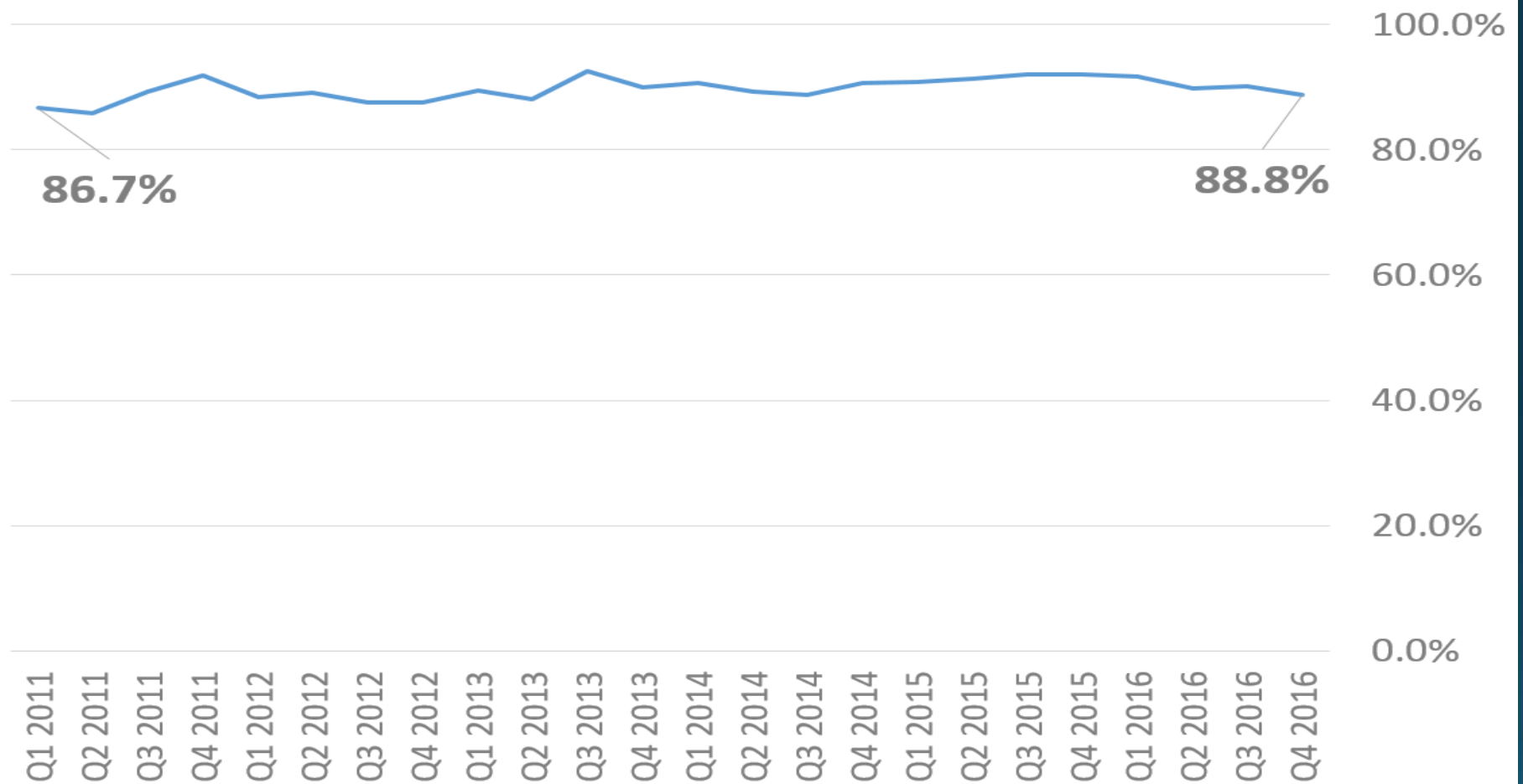
Legend: CP - Children-in-Placement, CC - Congregate Care, FC - Foster Care, KC - Kinship (Relative or Special Study) Care, IL - Independent Living

(Federal) Placement Stability - Moves per 1,000 Days in Care

Of all children who enter foster care in a 12-month target period, what is the rate of placement moves 1,000 per day of foster care
Report Time Period: October 1, 2010 - September 30, 2016

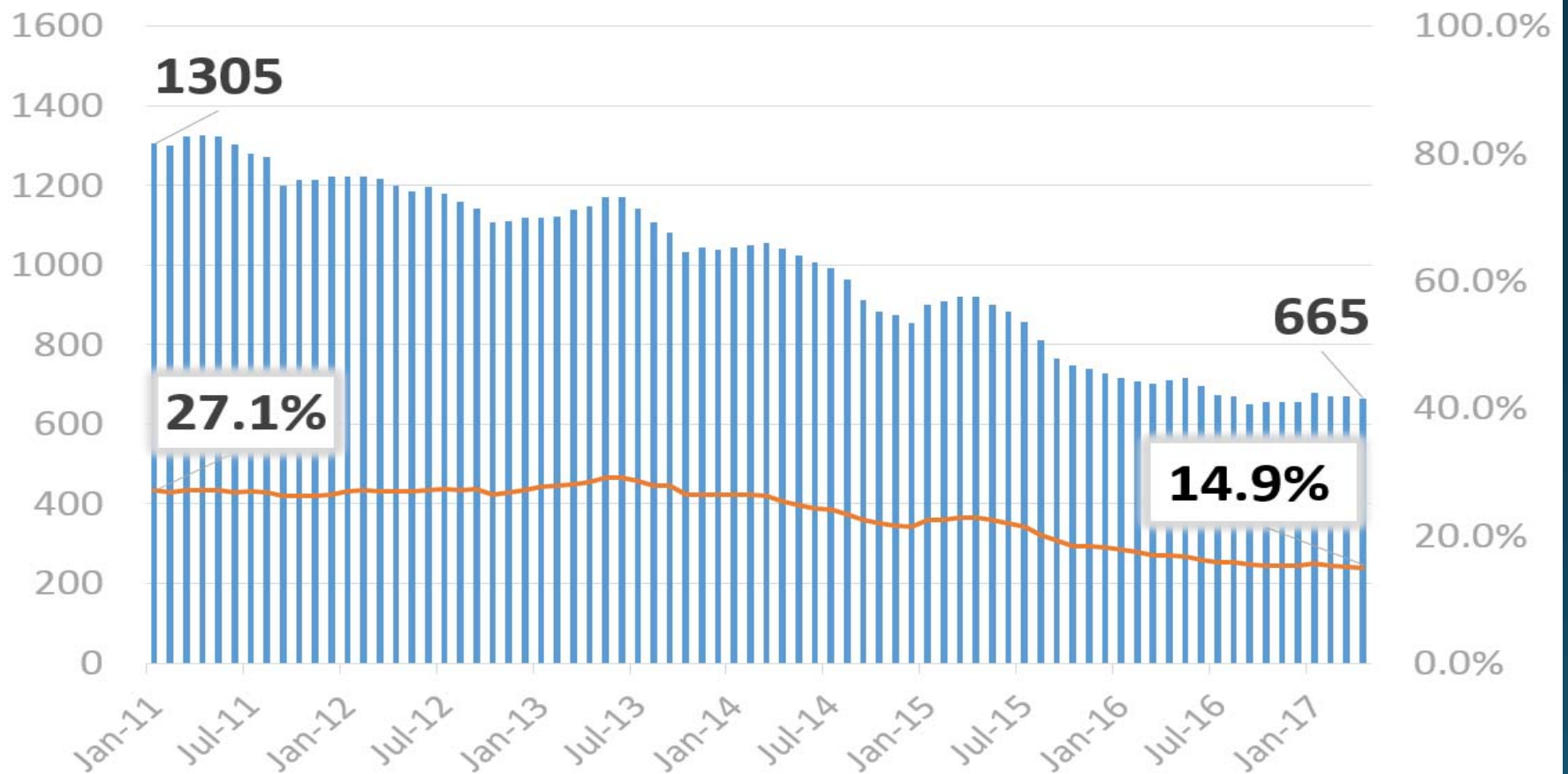


Exit Plan #10: Sibling Placement % Met

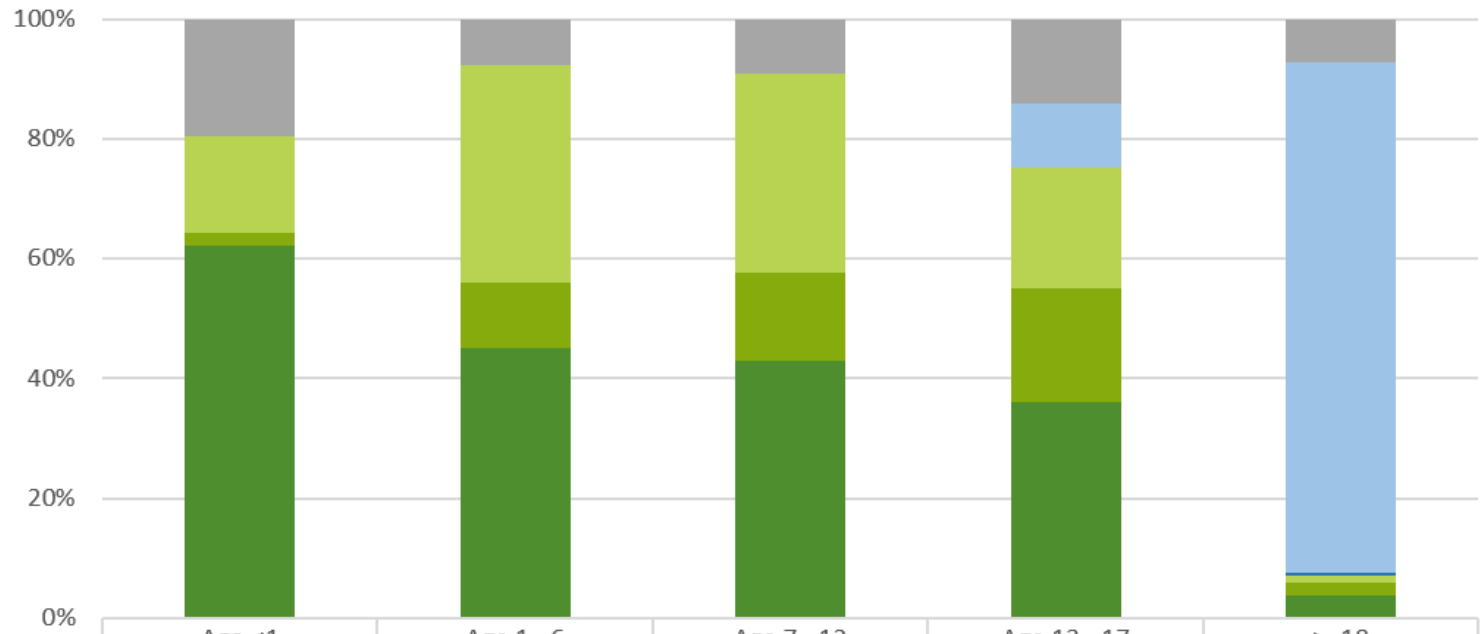


Number of Children with OPPLA Goal

Monthly Points-in-Time from Jan 1, 2011 to April 1, 2017

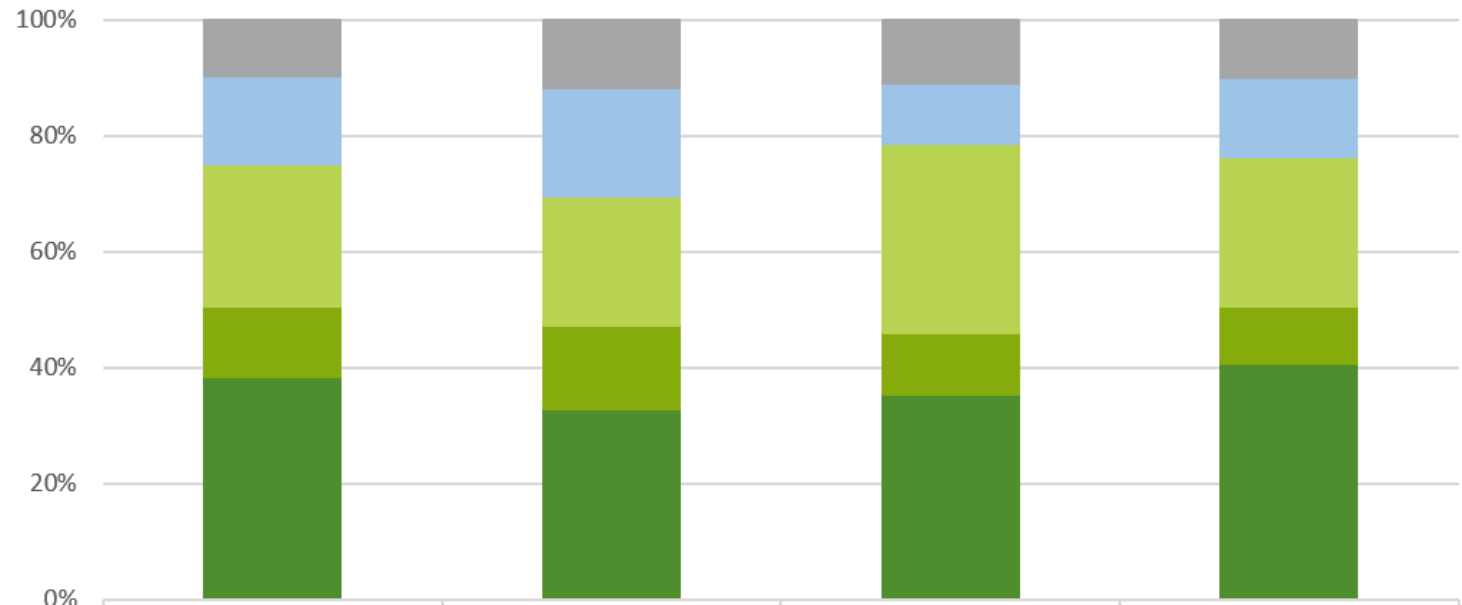


Statewide Permanency Goal by Age Group All Children-in-Placement on 4/1/2017



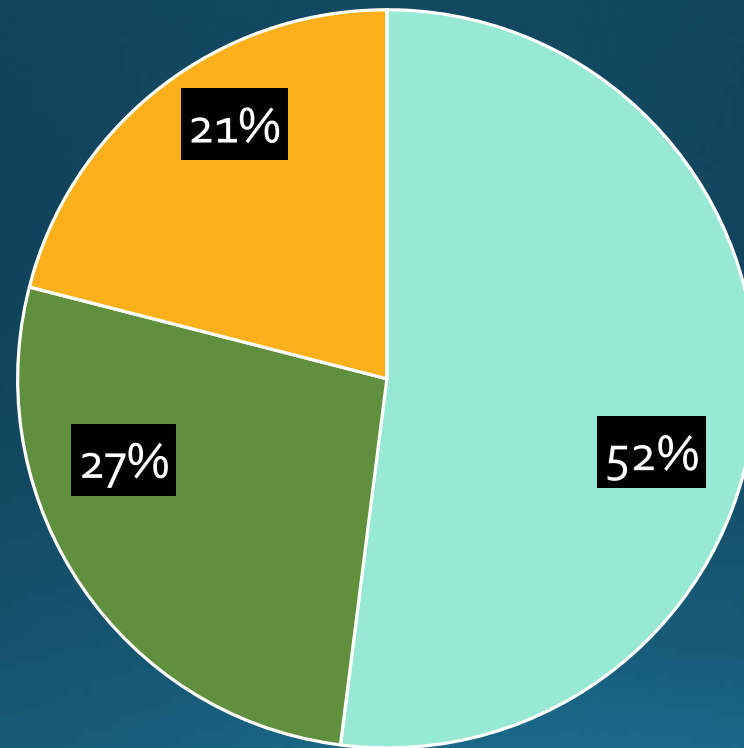
	Age <1	Age 1 - 6	Age 7 - 12	Age 13 - 17	>=18
■ NA/No Goal	19.6%	7.7%	9.1%	14.0%	7.2%
■ APPLA	0.0%	0.0%	0.0%	10.7%	85.3%
■ Long Term Foster Care Relative	0.0%	0.0%	0.0%	0.2%	0.5%
■ Adoption	16.1%	36.2%	33.3%	20.2%	1.3%
■ Transfer of Guardianship	2.2%	11.0%	14.6%	18.8%	2.0%
■ Reunification	62.1%	45.0%	42.9%	36.1%	3.8%

Statewide Permanency Goal by Race/Ethnicity All Children-in-Placement on 4/1/2017



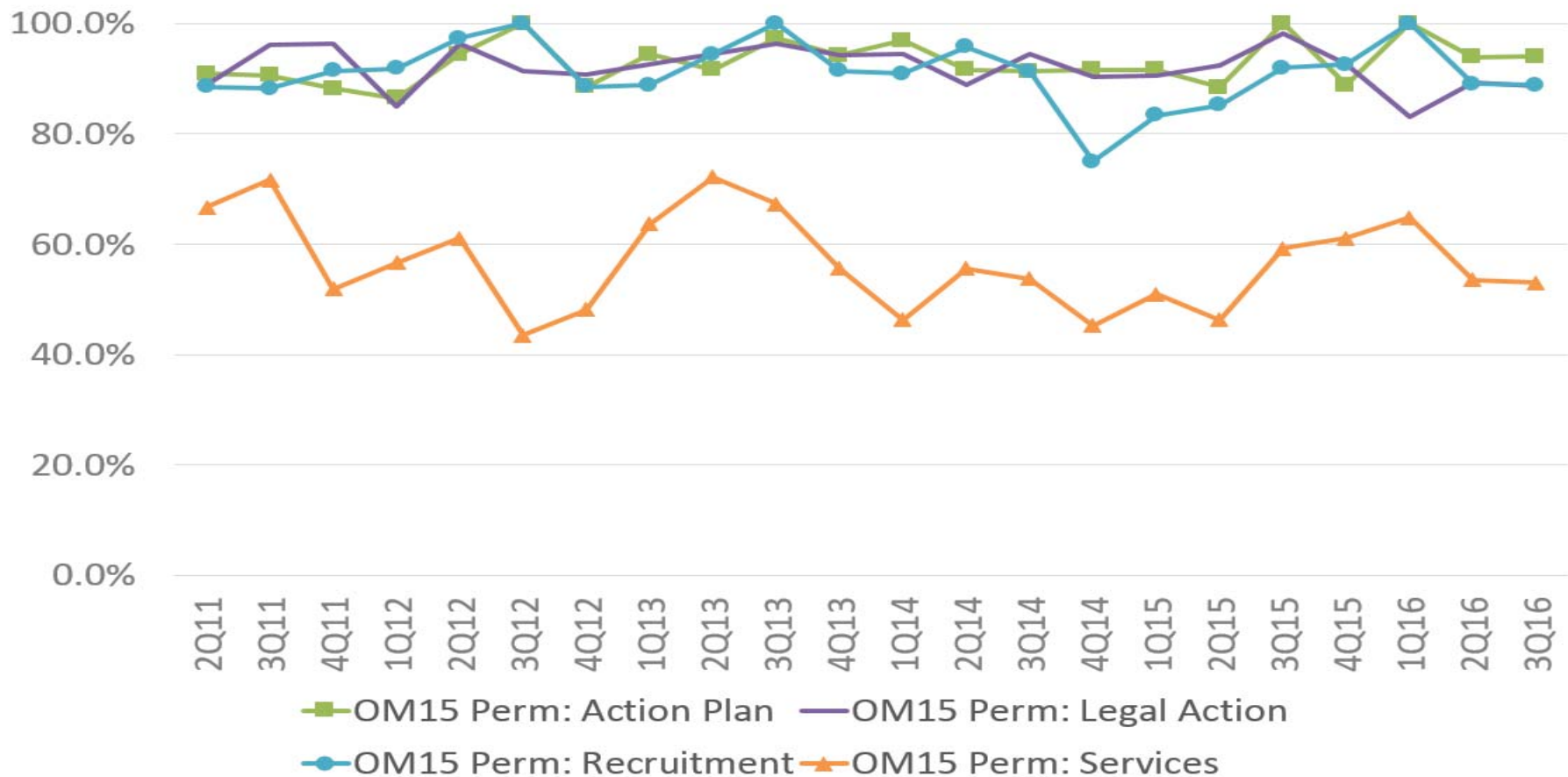
	Hispanic, ANY RACE	Non-Hispanic, BLACK/AA	Non-Hispanic, OTHER RACE	Non-Hispanic, WHITE
■ NA/No Goal	9.6%	11.8%	10.9%	10.0%
■ APPLA	15.1%	18.4%	10.5%	13.6%
■ Long Term Foster Care Relative	0.1%	0.2%	0.0%	0.1%
■ Adoption	24.6%	22.2%	32.6%	25.6%
■ Transfer of Guardianship	12.1%	14.4%	10.5%	10.0%
■ Reunification	38.5%	33.0%	35.5%	40.7%

OPPLA Goal by Placement Setting Point in Time: 09.16



■ Family ■ Independent Living ■ Congregate Care

Outcome Measure #4 (Needs Met) Optimal/Very Good % for Permanency Domains



Key Initiatives

- Ongoing Permanency Teaming process
- Structured Decision Making (SDM): New contract planned with Children's Research Center to update the instruments, provide training/coaching in their use, and implement a new QA/CQI process
- Upcoming Foster Care Staff Certification Training
- Upcoming Enhanced Kinship Foster Parent Training

Key Initiatives (cont'd)

- STEP – 9 month data leadership coaching model
- 9 Teams (Regions, Solnit and CO)- Projects include:
 - Improving Engagement/Assessment of Non-custodial Parents
 - Fatherhood Engagement Practice Improvement
 - Permanency Improvements During Substance Use Treatment (2 teams)
 - Development of Comprehensive Regional Foster Care CQI Process
 - Evaluative Approach to Learning
 - Improving Outcomes for the Juvenile Justice Population
 - Impact of Kinship Placements on Reunification Practice
 - Improving Regional Collaboration in Case Planning for Children at Solnit Center

Key Metrics

- Ongoing Exit Plan Outcome measurement
- Ongoing In-Home Visitation, and Child-in-Placement Parent/Sibling Visitation Qualitative Reviews
- Ongoing Foster Care Qualitative Reviews
- Ongoing Regional Performance Management monthly reporting to DCF Senior Administrators
- Upcoming Foster Home Quality and Satisfaction Reviews
- Upcoming PIP Reviews utilizing our new Case Review System (CRS) based on the CFSR On-Site Review Instrument

Well-Being Context

Well-Being Outcome 1: Families have enhanced capacity to provide for their children's needs.

- Item 12: Did the agency make concerted efforts to **assess the needs** of and **provide services to children, parents, and foster parents** to identify the services necessary to achieve case goals and adequately address the issues relevant to the agency's involvement with the family?
- Item 13: Did the agency make concerted efforts to involve the **parents and children** (if developmentally appropriate) **in the case planning** process on an ongoing basis?
- Item 14: Were the **frequency and quality of visits between caseworkers and child(ren)** sufficient to ensure the safety, permanency, and well-being of the child(ren) and promote achievement of case goals?
- Item 15: Were the **frequency and quality of visits between caseworkers and the mothers and fathers** of the child(ren) sufficient to ensure the safety, permanency, and well-being of the child(ren) and promote achievement of case goals?

Well-Being Outcome 2: Children receive appropriate services to meet their educational needs.

- Item 16: Did the agency make concerted efforts to assess **children's educational needs**, and appropriately address identified needs in case planning and case management activities?

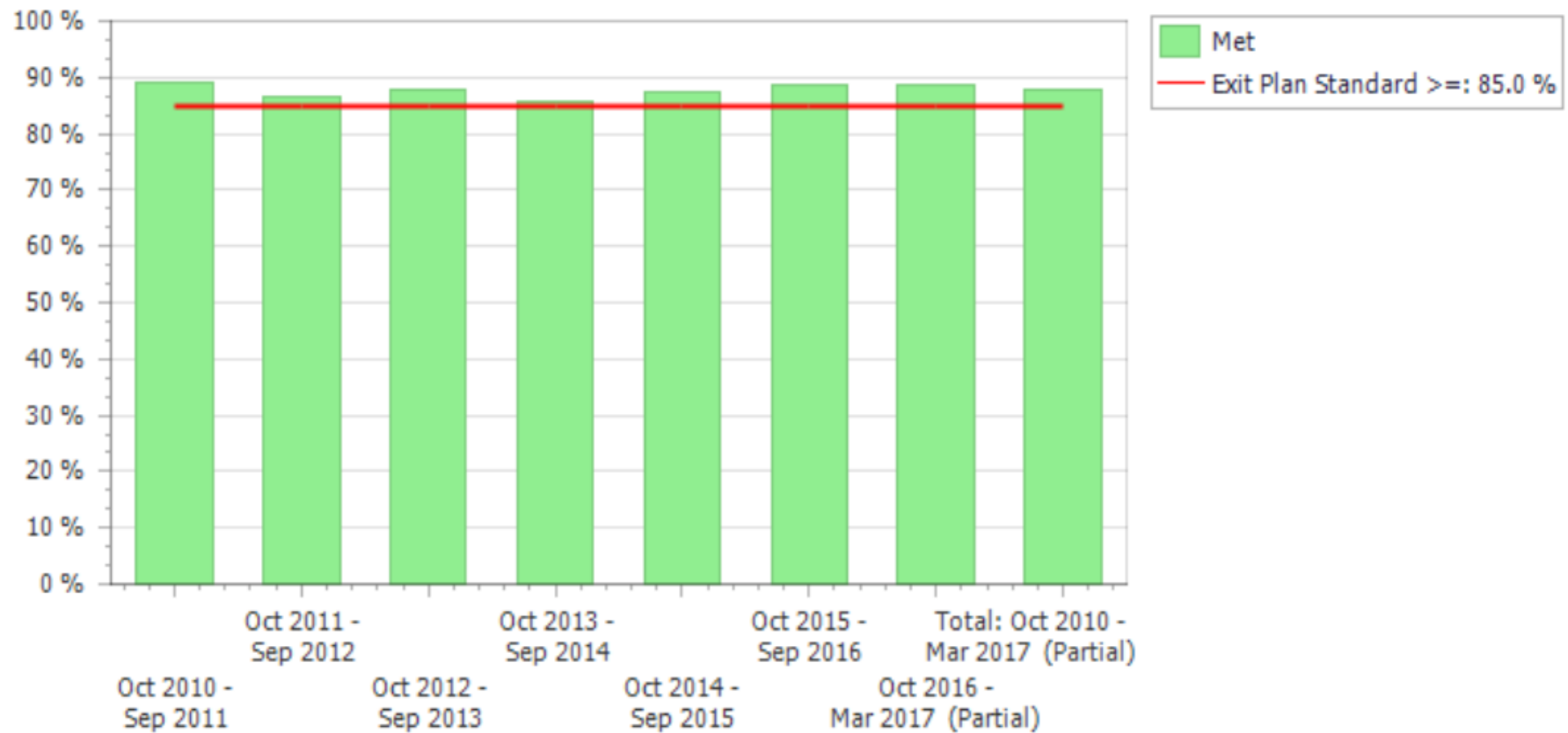
Well-Being Outcome 3: Children receive adequate services to meet their physical and mental health needs.

- Item 17: Did the agency address the **physical health needs** of children, including dental health needs?
- Item 18: Did the agency address the **mental/behavioral health needs** of children?

Exit Plan #17: Twice Monthly Worker-Family Visitation In-Home

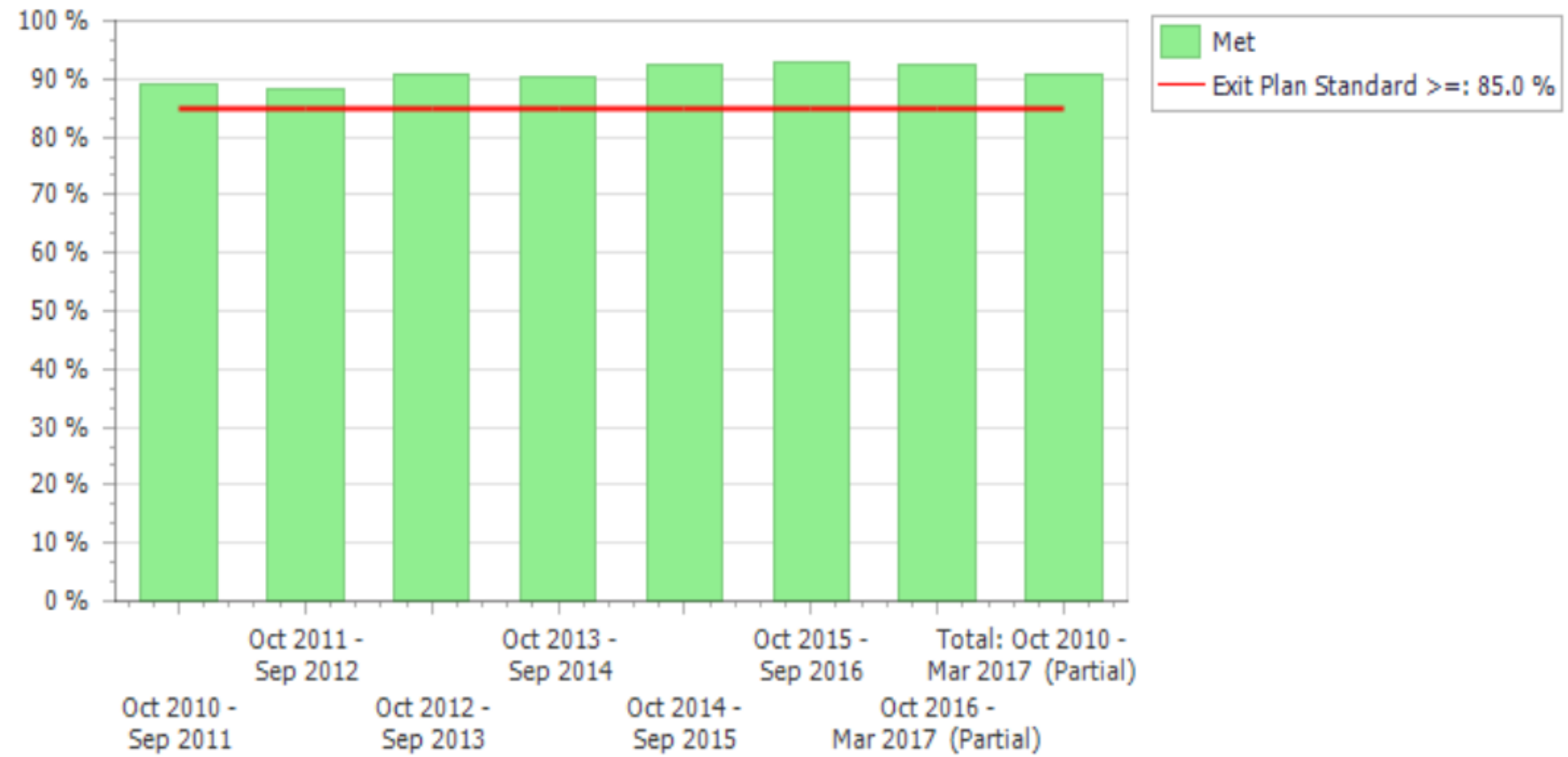
Months with two worker-family visits made (of months with in-home assignment for entire month)

Report Time Period: October 1, 2010 - March 31, 2017



Exit Plan #16: Monthly Worker-Child Visitation (Out-of-Home)

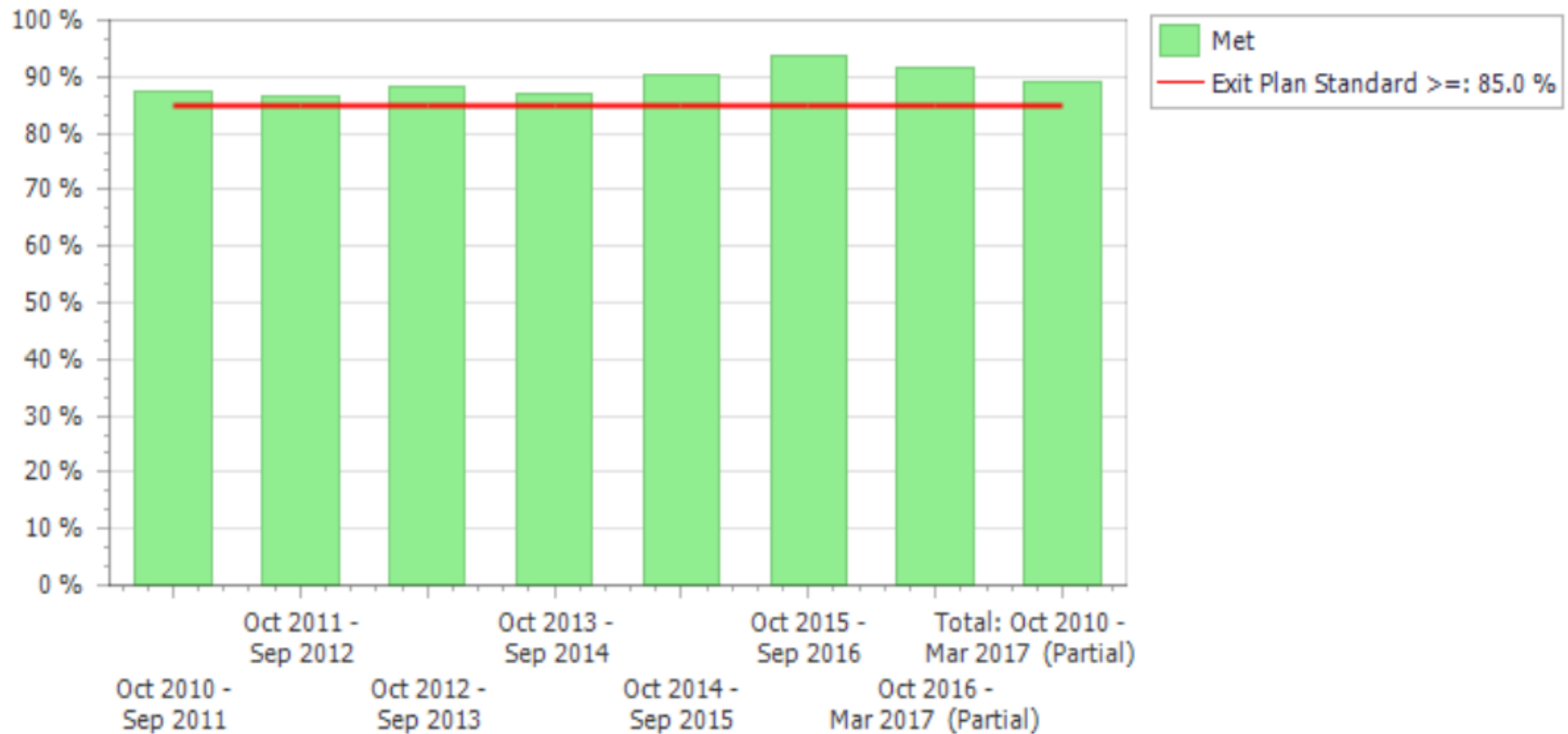
Months worker-child visit made (of months child in care entire month)
Report Time Period: October 1, 2010 - March 31, 2017



Exit Plan #22: Multi-Disciplinary Exams Completed Within 30 Days

(of children with MDEs due during Time Period; comparisons by Time Period)

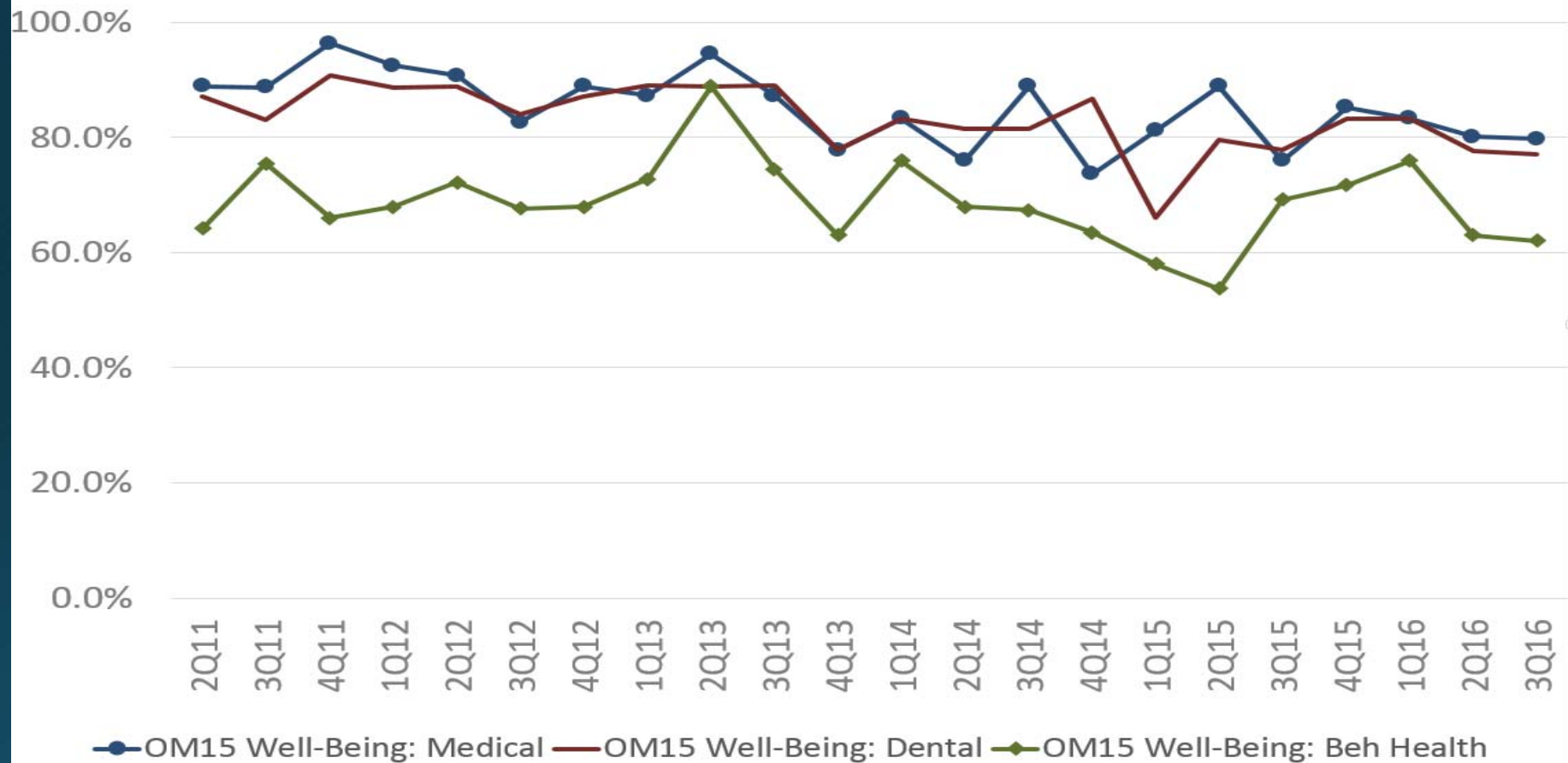
Report Time Period: October 1, 2010 - March 31, 2017



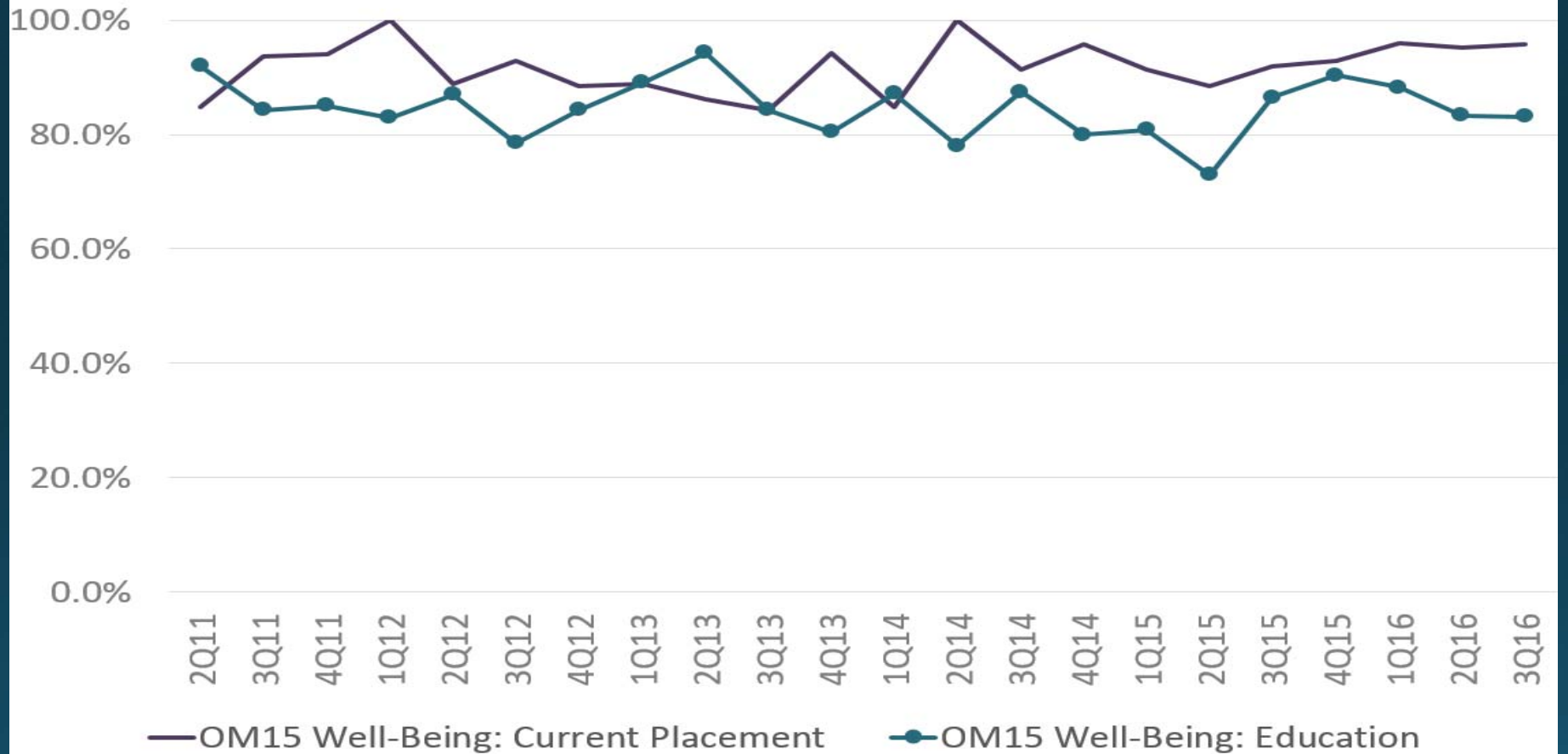
ACR Case Practice Report: Moms+Dads

SLNo	Measure	Statewide			
		2016		2017	
		strength	ANI	strength	ANI
		%	%	%	%
2	Frequency of visits - Parents	65%	35%	61%	39%
3	Frequency of visits - Father	58%	42%	53%	47%
4	Frequency of visits - Mother	70%	30%	68%	32%
5	Quality of visits - Parents	69%	31%	67%	33%
6	Quality of visits - Father	63%	37%	61%	39%
7	Quality of visits - Mother	74%	26%	73%	27%
13	Continuity of Relationship - Child w / Fathers	90%	10%	88%	12%
14	Continuity of Relationship - Child w / Mothers	93%	7%	93%	7%
16	Collateral Contact - Fathers	74%	26%	70%	30%
17	Collateral Contact - Mothers	83%	17%	81%	19%
20	Needs Assessed - Fathers	74%	26%	69%	31%
21	Needs Assessed - Mothers	83%	17%	80%	20%
34	Maternal relatives	93%	7%	92%	8%
35	Paternal relatives	91%	9%	89%	11%

Outcome Measure #4 (Needs Met) Optimal/Very Good % for Well-Being Domains

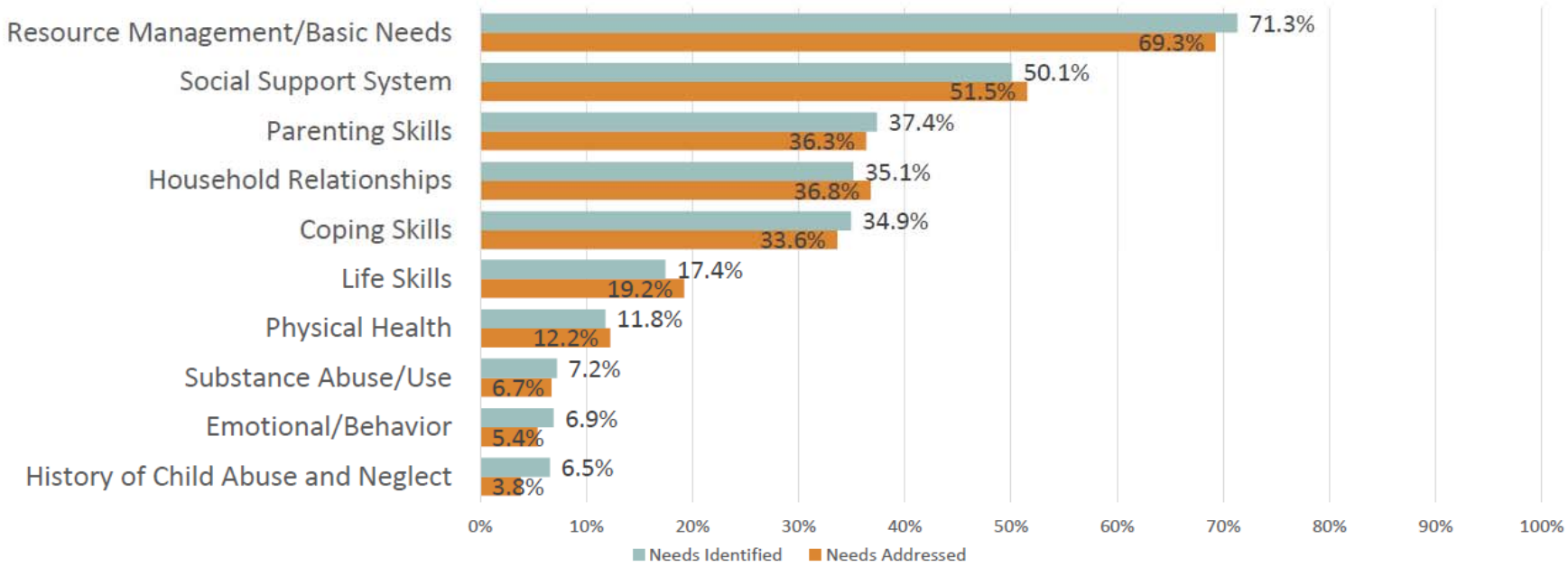


Outcome Measure #4 (Needs Met) Optimal/Very Good % for Well-Being Domains



L. Comparison of The Needs Identified and The Needs Addressed for Families Referred to the Community Support for Families Program

CSF: Family Needs Identified and Addressed



(n= 1,370)

Key Initiatives

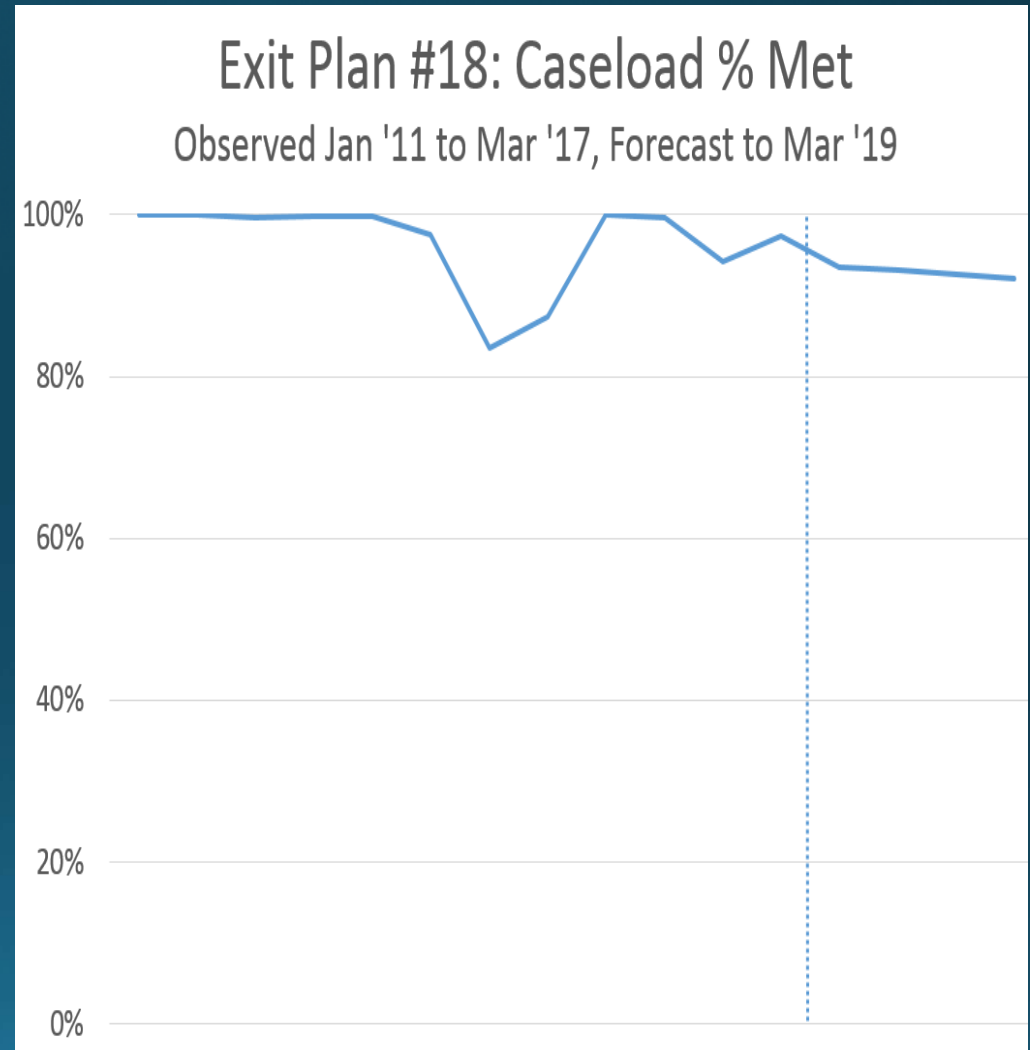
- Development of the Visitation Framework for Social Workers
- Development of Writing Standards for Home Visit documentation
- Ongoing Performance Improvement Centers (PIC) for Community Supports for Families and Emergency Mobile Psychiatric Services
- Ongoing Connect Grant to provide Culturally Linguistic and Appropriate Services (CLAS) Standards training to providers
- Ongoing Racial Justice Workgroup efforts to ensure individualized and culturally/linguistically appropriate services
- Harvard Kennedy School Government Performance Lab TA

Key Metrics

- Ongoing Exit Plan Outcome measurement
- Ongoing In-Home Visitation, and Child-in-Placement Parent/Sibling Visitation Qualitative Reviews
- Ongoing Foster Care Qualitative Reviews
- Ongoing Regional Performance Management monthly reporting to DCF Senior Administrators
- Ongoing utilization and development of additional Results-Based Accountability (RBA) Report Cards
- Continued roll-out of the Tier Classification system for Providers
- Upcoming Foster Home Quality and Satisfaction Reviews
- Upcoming PIP Reviews utilizing our new Case Review System (CRS) based on the CFSR On-Site Review Instrument

TIME STUDY RESULT

Social workers cannot achieve fundamental mandates/policies across all cases within the 40 hour work week, and 10-20 hours of overtime. The quantity and quality of work was clearly compromised when caseloads were >75-80% of the expected maximum.



Putting it All Together

These data, as well as those from the CFSR and various qualitative reviews are essential to helping us identify + refine areas and opportunities for sustainable improvement.

During today's session, workgroup should draw upon these data as they consider strategies that might be employed to support positive outcomes for Connecticut's children and families through a robust + integrated child welfare system. Also, workgroups should identify additional data points that they think may be helpful as they aid with the development of CT's PIP

Thank you for participating today!