
**DEPARTMENT OF HUMAN SERVICES
CHILD AND FAMILY SERVICES DIVISION**

FAMILY SERVICES TEAMS (CHILD PROTECTIVE SERVICES, FOSTER CARE AND ADOPTION)

PROGRAM MISSION: To ensure the safety and well-being of children identified as being at risk of abuse and neglect, including permanent placement for those who cannot remain in their homes as a result of abuse or neglect, through the provision of child protective services (CPS), foster care and adoption services along a continuum of care.

Integrated Family Service Teams, each staffed with CPS, foster care, and adoption social workers, provide a range of services to assess and reduce risk factors associated with abuse and neglect, devise and implement safety plans, and develop goal specific treatment plans. This includes, for those children who cannot remain in their own homes, the provision of foster care placements while working towards family reunification and/or identifying and securing other permanent placements of children within specific timeframes (20 months) in accordance with Public Law 96-272. Safety, permanence, and well-being of children who are unable to return home is attained through placement in adoptive homes and the provision of post-adoption services.

The Child Protective Services hotline serves as the screening function and central access point for entry to services provided by the three Family Service Teams. Valid referrals are assigned on a rotational basis to all three teams. As of November 2004, the State of Virginia adopted a pilot Structured Decision Making Model. The goal of this model is to reduce the time needed to provide a permanent placement for a child. Structured Decision Making affects the workload of social workers by increasing the number of mandated contacts by the social worker with the child and family.

Child and Family Services is also participating in the development of a pilot Child Advocacy Center. The Center assembles a multi-disciplinary team composed of CPS, Law Enforcement, County/Commonwealth Attorney's Offices, Victims' Assistance, Public Health, and Mental Health to provide an effective response to child victims of sexual and severe physical and mental abuse.

Family Service Teams also interface with divisional mental health, substance abuse, and violence intervention therapists to ensure maximum services for families and work in conjunction with other community agencies such as public schools, health services, and other mental health professionals. The services provided are closely monitored through judicial reviews by Juvenile Court, administrative reviews by the Comprehensive Services' Community Assessment Team, and audits by federal and state agencies.

**DEPARTMENT OF HUMAN SERVICES
CHILD AND FAMILY SERVICES DIVISION**

FAMILY SERVICES TEAMS (CHILD PROTECTIVE SERVICES, FOSTER CARE AND ADOPTION)

Family Services Teams				
	FY 2004	FY 2005	FY 2006	% Change:
	<u>Actual</u>	<u>Adopted</u>	<u>Proposed</u>	<u>'05 to '06</u>
Personnel	\$2,464,747	\$2,507,938	\$2,558,222	2%
Non-Personnel	367,235	372,045	379,404	2%
Purchase of Service (CSA)	4,754,620	3,422,085	3,422,570	-
Purchase of Service (Social Services)	2,650,973	3,353,624	2,917,885	-13%
Total Expenditures	10,237,575	9,655,692	9,278,081	-4%
State Share	1,414,026	1,747,966	1,830,104	5%
Medicaid	-	34,777	-	-100%
Purchase of Service (CSA)	2,296,402.00	1,945,747	1,946,010	-
Purchase of Service (Social Services)	2,990,021	3,315,441	2,865,040	-14%
Total Revenues	6,700,449	7,043,931	6,641,154	-6%
Net Tax Support	\$3,537,126	\$2,611,761	\$2,636,927	1%
Authorized FTEs	39.0	39.0	39.0	
Funded FTEs	39.0	39.0	39.0	

SIGNIFICANT BUDGET HIGHLIGHTS:

- ↓ Decrease in Purchase of Services (Social Services) expenditures and revenue is based on FY 2004 actual decrease in expenditures and revenue for foster care.
- ↑ Increase in State Share is due to increase in state allocation of administrative expenditures.
- ↓ Decrease in Medicaid is due to the inability to meet Medicaid criteria for Therapeutic Foster Care.

PERFORMANCE MEASURES:

Child Protective Services

	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2006
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Estimate</u>	<u>Estimate</u>	<u>Goal</u>
<i>Mission Outcome Measures</i>						
Number/percentage of children whose safety was assured during assessment	N/A	362/100%	399/100%	390/100%	390/100%	100%
Number/percentage of children whose safety was assured during investigation	607/100%	184/100%	144/100%	140/100%	140/100%	100%

**DEPARTMENT OF HUMAN SERVICES
CHILD AND FAMILY SERVICES DIVISION**

FAMILY SERVICES TEAMS (CHILD PROTECTIVE SERVICES, FOSTER CARE AND ADOPTION)

	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Actual</u>	FY 2005 <u>Estimate</u>	FY 2006 <u>Estimate</u>	FY 2006 <u>Goal</u>
Percentage of total assessments completed within 45-60 days	N/A	68%	85%	85%	90%	90%
Percentage of total investigations completed within 45-60 days	85%	85%	85%	85%	90%	90%
Number/percentage of families where there is no reoccurrence of abuse and neglect within a one year period of treatment	N/A	431/79%	406/84%	406/86%	406/94%	94%
<i><u>Customer Measures</u></i>						
Number/percentage of favorable customer satisfaction ratings relative to responsiveness to referrals	N/A	N/A	11/73%	34/80%	34/80%	34/80%
Number/percentage of favorable customer satisfaction ratings from referring agencies relative to communication during investigation/assessment	N/A	N/A	11/63%	34/70%	34/80%	34/80%
<i><u>Workload Measures</u></i>						
Total new assessments	93	362	399	390	390	N/A
Total new investigations	<u>550</u>	<u>184</u>	<u>144</u>	<u>140</u>	<u>140</u>	N/A
Total	643	546	543	530	530	
Number of founded dispositions	140	85	50	50	50	N/A
Number of information and referral calls	1,606	1,474	1,369	1,400	1,400	N/A

- ❖ Began tracking recidivism rates (or reoccurrence) FY 2003.
- ❖ Assessment was an added workload measure due to the implementation of the Differential Response system (DRS) in May 2002. For assessments, services to reduce the recurrence of abuse and neglect are provided without findings.
- ❖ The completion rate for investigations is comparable to other jurisdictions. Timely completion is hampered by the need for coordination with other agencies in complex, joint investigations.
- ❖ Goals reflect state mandated standards.
- ❖ Arlington, along with all other local agencies in the state underwent the Child and Family Services Federal Review of all child welfare services. The review will identify benchmark performance measurements for Child Protective Services, Foster Care, and Adoption.

**DEPARTMENT OF HUMAN SERVICES
CHILD AND FAMILY SERVICES DIVISION**

FAMILY SERVICES TEAMS (CHILD PROTECTIVE SERVICES, FOSTER CARE AND ADOPTION)

PERFORMANCE MEASURES:

Foster Care Prevention

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Actual</u>	<u>FY 2005 Estimate</u>	<u>FY 2006 Estimate</u>	<u>FY 2006 Goal</u>
<i>Mission Outcome Measures</i>						
Number/percentage of children for whom foster care placement had been prevented through:						
Purchase of services	19/95%	22/88%	15/94%	20/95%	20/95%	95%
Parent aide services	14/88%	9/100%	12/100%	14/88%	14/88%	95%

Customer Measures

Percentage of families surveyed who report that purchased services met their expectations						
	N/A	N/A	90%	85%	90%	90%
Percentage of families surveyed who report that parent aide services met their expectations						
	N/A	N/A	100%	90%	95%	95%

Workload Measures

Number of children served through:						
Purchase of services	20	20	16	21	21	N/A
Parent Aide services	16	9	12	16	16	N/A
Value of purchased services	\$172,063	\$105,149	\$98,353	\$136,515	\$137,000	N/A

Foster Care & Adoption

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Estimate</u>	<u>FY 2005 Estimate</u>	<u>FY 2006 Estimate</u>	<u>FY 2006 Goal</u>
<i>Mission Outcome Measures</i>						
Number/percentage of all foster care placements achieving permanency in less than 20 months						
	N/A	N/A	43/38%	45/40%	45/40%	50%
Monthly average number/percentage of cases compliant with Public Law 96-272						
	131/93%	128/93%	137/81%	130/93%	130/93%	93%
Percentage of children reunified with parents or caretakers in less than 12 months						
	N/A	N/A	14%	20%	20%	20%
Percentage of children finalized for adoption that left foster care in less than 12 months						
	N/A	N/A	0%	0%	5%	5%
Percentage of finalized adoptions that occurred within 24 months of termination of parental rights						
	N/A	18%	25%	30%	35%	35%

**DEPARTMENT OF HUMAN SERVICES
CHILD AND FAMILY SERVICES DIVISION**

FAMILY SERVICES TEAMS (CHILD PROTECTIVE SERVICES, FOSTER CARE AND ADOPTION)

	<u>FY 2002 Actual</u>	<u>FY 2003 Actual</u>	<u>FY 2004 Estimate</u>	<u>FY 2005 Estimate</u>	<u>FY 2006 Estimate</u>	<u>FY 2006 Goal</u>
<i>Customer Measures</i>						
Percentage of children surveyed aging out of foster care who report that they were adequately prepared for independence through the Independent Living program	N/A	N/A	88%	88%	88%	88%
Percentage of resource parents surveyed who report that the initial foster parent training provided information to assist them in developing the 12 skills needed to make an informed decision about becoming a foster/adoptive parent	N/A	N/A	80%	80%	85%	90%
Percentage of cases in compliance with foster and adoption mandates for at least quarterly face-to-face contacts with children in foster care and adoptive placements	N/A	N/A	85%	95%	100%	100%
<i>Workload Measures</i>						
Total number of children in foster care (unduplicated)	249	245	250	240	240	240
Profile by placement type (Monthly average number of children served):						
Regular foster care	58	43	28	55	55	55
Agency therapeutic foster home program	12	3	3	7	7	7
Purchased therapeutic foster home	28	48	36	30	30	30
Residential (Institutional)	36	37	41	35	35	35
Independent Living	12	5	9	7	7	7
Other	<u>19</u>	<u>26</u>	<u>53</u>	<u>20</u>	<u>20</u>	<u>20</u>
Total	165	162	170	154	154	154
Subsidized Adoption	115	123	128	132	132	132

- ❖ Reduced times for family reunification and from foster care to adoption are new measures as of FY 2004. The standard of finalizing adoption in less than 12 months is a national standard. State Code largely precludes completion in less than 12 months except in rare instances.
- ❖ Statewide percentage for compliance with PL96-272 is 93%.
- ❖ The last two outcome measures relating to percentage of time in foster care are federal child welfare outcome measures.