

DEPARTMENT OF ECONOMIC SECURITY
CHILD PROTECTIVE SERVICES ACCOUNTABILITY FACTORS
Child Protective Service Bi-Annual Financial and Program Accountability Report (CPS Report)
August 2012

A.R.S. § 8-818 requires the Department of Economic Security (DES), the Office of Strategic Planning and Budgeting (OSPB), and the Joint Legislative Budget Committee (JLBC) to develop a bi-annual financial and program accountability reporting system for Child Protective Services (CPS). Laws 2003, 2nd Special Session, Chapter 6 specified seven measures (*see Table 1*) to be included in the CPS Report. In addition, five more measures were recommended by the JLBC to be included in the CPS Report. In a letter issued to the Department on October 3, 2005, the JLBC requested that the CPS Report also include seven more measures (*see Table 2*). The August 2012 CPS Report includes data on the 19 identified financial and program accountability measures.

Table 1

Factors Identified in the Special Session Legislation

1. Success in meeting training requirements.
2. Caseloads for child protective service workers.
3. The number of new cases, cases that remain open, and cases that have been closed.
4. The ratio of child protective services workers to immediate supervisors.
5. Employee turnover, including a breakdown of employees who remain with the Department and employees who leave the Department.
6. The source and use of federal monies in child protective services.
7. The source and use of state monies in child protective services.

Table 2

Factors Requested by the JLBC

8. Employee satisfaction rating for employees completing the CPS Training Academy (Scale 1-5).
9. Employee satisfaction rating for employees in the Division of Children, Youth and Families (Scale 1-5).
10. Percent of CPS original dependency cases where court denied or dismissed.
11. Percent of Office of Administrative Hearing where CPS case findings are affirmed.
12. Percent of CPS complaints reviewed by the Office of the Ombudsman where allegations are reported as valid by the Ombudsman.
13. The number of children in licensed foster care, kinship care, or other family-style placements.
14. The number of children in group home, shelters, residential centers or other congregate care settings.
15. The number of children in shelter care more than 21 days and the average number of days in care for these children.
16. The number of children 0 to 3 years old in shelter care.
17. The number of children 0 to 6 years old in group homes.
18. Expenditures for services allowed under the Federal Title IV-E waiver including counseling, drug treatment, parenting classes, rent furniture, car repairs and food expenditures.
19. Information on the level of participation of faith-based organizations for providing services for families and foster homes, and what is being done to encourage these organizations to participate.

TRAINING

1. Success in meeting training requirements.

FY 2012 and FY 2013

	Actual Qtr 1 & 2 FY 2012	Actual Qtr 3 & 4 FY 2012	Estimate Qtr 1 & 2 FY 2013
# new enrolled in CPS training academy ^{1/}	181	178	180
# new enrolled graduated ^{1/}	167	158	164
# new enrolled still in CPS training ^{1/}	164	190	190

^{1/} CPS academy training is approximately 22 weeks.

CPS CASELOADS

2. Caseloads for Child Protective Service workers.

3. The number of new cases, cases that remain open, and cases that have been closed.

Please see pages 3a – 3f for data collected on these measures for January - June 2012.

The following are definitions relevant to the “caseloads for Child Protective Service workers” factor:

- Number of Staff Required – The estimated staff (i.e., CPS specialists) required for investigations, in-home and out-of-home cases by district based on Arizona staffing standards. The total estimated staff required is then compared to the total number of authorized staff to determine the staffing need.
- Reports for Investigation – This represents the number of reports received by the Hotline to be investigated by CPS in the month. Units for this measure are defined as reports.
- In-Home Cases – This represents the number of cases where no children involved in the case have been removed from the home, but CPS is involved with the family and providing some service. Units for this measure are defined as cases.
- Out-of-Home Children – This represents the number of children placed in the custody of the Department who require placement in a foster care setting. Units for this measure are defined as children.

The following are definitions relevant to the “the number of new cases, cases that remain open, and cases that have been closed” factor:

- Number of New In-Home Cases – This measure displays the number of in-home cases that were opened in the report month.
- Number of Continuing In-Home Cases – This measure displays the number of in-home cases that remained open from the prior report month.
- Number of Closed In-Home Cases – This measure displays the number of in-home cases from the prior month that were closed.
- Number of New Out-Of-Home Children – This measure displays the number of children that entered care in the report month.
- Number of Continuing Out-of-Home Children – This measure displays the number of children that remained in care from the prior report month.
- Number of Children Leaving Care – This measure displays the number of children who left the custody of the Department from the prior month.
- Cases Identified as Non-Active – These are cases that had no case notes or service authorizations for 60 days or more. These cases are excluded from the case counts in the above measures.

EMPLOYEE RATIOS AND TURNOVER

- 4. The ratio of child protective services workers to immediate supervisors.**
- 5. Employee turnover, including a breakdown of employees who remain with the Department and employees who leave the Department.**

Please see pages 4a – 4n for data collected on these measures for January - June 2012.

The following are definitions relevant to the employee ratio and turnover factors:

- Authorized – The number of authorized FTEs for the district. Authorized FTEs are those received through appropriation and their matching federal or other fund share. In addition, the Department continues to assess the duties of classifications with similar job functions which may adjust the authorized FTE in the future.
- Filled – The number of staff who are placed in the authorized positions.
- Vacant – The number of vacant positions (calculated by subtracting the filled positions from the authorized positions).
- Training – The number of staff who are in the training institute to fill the vacant positions.
- New Hires to State – Number of staff hired who did not come from another state agency or from within DES.
- Transferred from Another DCYF District – Number of staff hired in the report district that transferred from another DCYF district.
- Transferred from Another State Agency – An employee who was employed by another agency is hired by DCYF (e.g., a Division of Behavioral Health Services employee is hired as a CPS specialist or CPS unit supervisor).
- Promotion from Within DCYF – An employee who was previously in another DCYF position that promoted to a CPS specialist (e.g., a CPS case aide who attained a Bachelor's degree and now qualifies for a CPS specialist position).
- Promotion from Within DES – These are new hires to DCYF that came from elsewhere within DES.
- Separation from State Service – An employee who has left employment with the State of Arizona.
- Transferred Outside DES – The employee has left DES employment, but is still employed by the State of Arizona (e.g., the employee may have left to work at the Department of Health Services).
- Transferred Outside DCYF – Continued Employment with DES – The employee has left DCYF but went to work for another Division within DES.
- Transferred to Another DCYF District – Same as a Transferred from Another DCYF District.
- Promotion Within DCYF – An employee who was previously in a CPS specialist position that promoted to a CPS unit supervisor or another DCYF position.
- Other – An employee who takes a voluntary demotion or some other occurrence (e.g., the employee is a CPS program specialist, but decides to go back to being a CPS specialist).
- Retention Rate – Calculated by taking the total filled positions (including those in training) less the positions leaving DCYF and dividing that number by the total filled (including training).

FEDERAL AND STATE EXPENDITURES

- 6. The source and use of federal monies in the Division of Children, Youth and Families.**
- 7. The source and use of state monies in the Division of Children, Youth and Families.**

Please see pages 5a-b for data collected on these measures for fiscal years 2012 and 2013. Costs include anticipated 13th month expenditures and administrative adjustments.

EMPLOYEE SATISFACTION

8. Employee satisfaction rating for employees completing the CPS academy. (Scale 1-5)

FY 2012 and FY 2013

	Actual Qtr 1 & 2 FY 2012	Actual Qtr 3 & 4 FY 2012	Estimate Qtr 1 & 2 FY 2013
Employee satisfaction rating for training in the Division of Children, Youth and Families (Scale 1-5).	4.7	3.7	4.0

9. Employee satisfaction rating for employees in the Division of Children, Youth and Families. (Scale 1-5)

FY 2012 and FY 2013

	Actual Qtr 1 & 2 FY 2012	Actual Qtr 3 & 4 FY 2012	Estimate Qtr 1 & 2 FY 2013
Employee satisfaction rating for employees in the Division of Children, Youth and Families (Scale 1-5).	3.6	3.4	3.6

CPS DECISION MAKING RELATED TO REPORTS OF ABUSE AND NEGLECT

10. Percent of CPS original dependency cases where court denied or dismissed.

FY 2012 and FY 2013

	Actual Qtr 1 & 2 FY 2012	Actual Qtr 3 & 4 FY 2012	Estimate Qtr 1 & 2 FY 2013
Percent of CPS original dependency cases where court denied or dismissed.	0.0%	0.3%	0.1%

11. Percent of Office of Administrative Hearings decisions where CPS case findings are affirmed.

FY 2012 and FY 2013

	Actual Qtr 1 & 2 FY 2012	Actual Qtr 3 & 4 FY 2012	Estimate Qtr 1 & 2 FY 2013
Percent of Office of Administrative Hearings decisions where CPS case findings are affirmed.	89.0%	86.4%	88.0%

12. Percent of CPS complaints reviewed by the Office of the Ombudsman where allegations are reported as valid by the Ombudsman.

FY 2012 and FY 2013

	Actual Qtr 1 & 2 FY 2012	Actual Qtr 3 & 4 FY 2012	Estimate Qtr 1 & 2 FY 2013
Percent of CPS complaints reviewed by the Office of the Ombudsman where allegations are reported as valid by the Ombudsman.	2.1%	1.4%	1.8%

During the third and fourth quarter of fiscal year 2012, a total of 4 out of 280 complaints were determined valid, compared to 5 of 242 complaints for the first and second quarter of fiscal year 2012.

13. The number of children in licensed foster care, kinship care, or other family-style placements.

FY 2012 and FY 2013

	Actual December* FY 2012	Actual June** FY 2012	Estimate December FY 2013
Number of children in licensed foster care, kinship care, or other family-style placement.	9,262	10,798	11,878

* Includes trial home visits.

** Data for June is preliminary.

14. The number of children in group homes, shelters, residential centers or other congregate care settings.

FY 2012 and FY 2013

	Actual December FY 2012	Actual June* FY 2012	Estimate December FY 2013
Number of children in group homes, shelters, residential centers or other congregate care settings.	1,592	1,876	1,970

* Data for June is preliminary.

15. The number of children in shelter care for more than 21 days and the average number of days in care for these children.

FY 2012 and FY 2013

	Actual Qtr 1 & 2 FY 2012	Actual Qtr 3 & 4 FY 2012	Estimate Qtr 1 & 2 FY 2013
Number of children in shelter care for more than 21 days.	747	736	730
Average number of days in care for these children (including only shelter settings).	70	95	90

16. The number of children 0 to 3 years old in shelter care.

FY 2012 and FY 2013

	Actual December FY 2012	Actual June* FY 2012	Estimate December FY 2013
Number of children 0 to 3 years old in shelter care.	20	36	40

* Data for June is preliminary.

17. The number of children 0 to 6 years old in group homes.

FY 2012 and FY 2013

	Actual December FY 2012	Actual June* FY 2012	Estimate December FY 2013
Number of children 0 to 6 years old in group homes.	27	66	55

* As of June 30, 2012, 14 children were placed with their teen mother and an additional 25 children were placed in a parent model setting; data for June is preliminary.

TITLE IV-E WAIVER

18. Expenditures for services allowed under the federal Title IV-E waiver including counseling, drug treatment, parenting classes, rent, furniture, car repairs, and food expenditures.

The Title IV-E Waiver program ended on December 31, 2008.

FAITH-BASED ORGANIZATIONS

19. Information on the level of participation of faith-based organizations for providing services for families and foster homes, and what is being done to encourage these organizations to participate.

The Division and the contracted HRSS agencies continue to engage the faith community and participate in faith-based outreach activities. ArizonaSERVES, the initiative instituted by Governor Brewer in March 2010, continues to solidify existing partnerships between state agencies and faith- and community-based organizations, as well as develop new relationships. In 2012, the focus has narrowed to children in foster care. In addition to providing downloadable resources for faith communities through www.arizonaserves.gov, the Division works closely with the ArizonaSERVES task force.

Some examples of the faith based recruitment activities include the following:

The *Wait No More* Event, hosted by Focus on the Family, was held at Scottsdale Bible Church on February 11, 2012. Approximately 580 people attended, representing more than 290 families. Of those, 97 families (33.2% of families in attendance) initiated the process of adoption from foster care at the event. Three staff from the Office of Special Investigations were able to fingerprint 289 people with 44 additional people taking the packets with them. Six agencies and ministries were on site to answer participants' questions and help them start the process of adoption from foster care. More than 130 different churches were represented at *Wait No More*.

Through a partnership between Arizona Baptist Children's Services and Palm Vista Baptist Church in Surprise, Arizona, a faith-based foster and adoptive parent support group continues to grow and flourish, meeting every Sunday evening.

Throughout 2011, the Division provided technical support to pastors in Maricopa and Pima Counties who formed the No Child Waiting Coalition. This coalition is comprised of eleven of the largest congregations in Arizona, area ministries, and three HRSS agencies. In October 2011, Division staff returned to the regional conference of the Mesa Families Supporting Adoption Chapter (sponsored by LDS Family Services). Division staff hosted a booth and provided a twenty minute presentation. Nearly one hundred families already certified to adopt attended the conference.