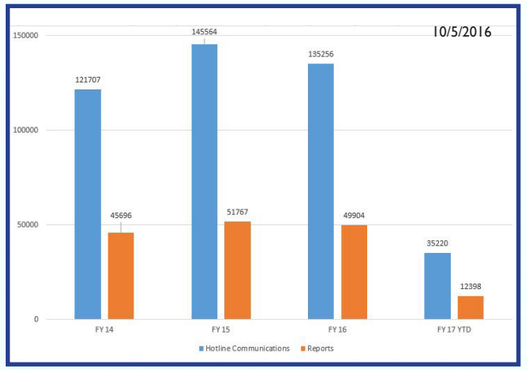
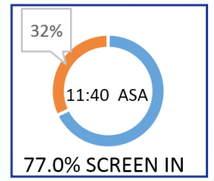
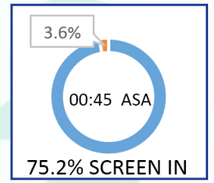
INCOMING CALLS



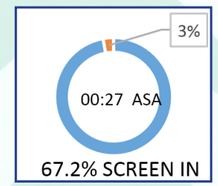
FEB 14 - Abandon Rate



FY 15 - Abandon Rate

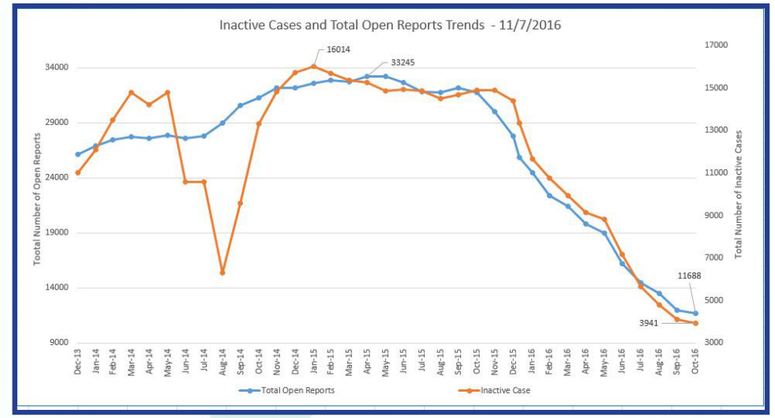


AUG 16 - Abandon Rate



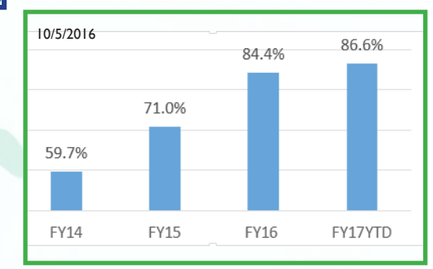
ASA = Average Speed to Answer

INVESTIGATIONS PERFORMANCE

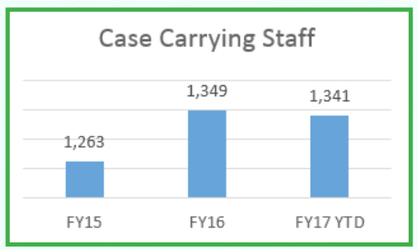


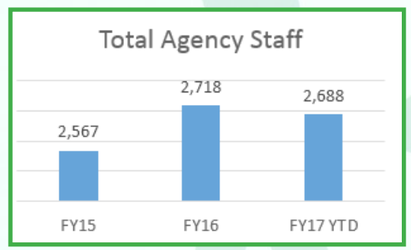
Inactive Cases Leg Benchmark = < 1,000;
Open reports Leg Benchmark = < 13,000

ON TIME INVESTIGATIONS RESPONSE



AGENCY RESOURCES

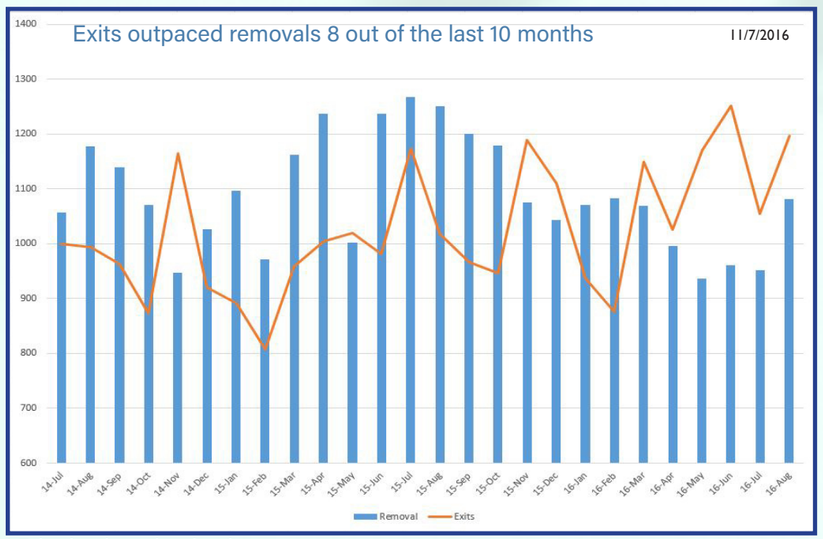




CHILDREN ENTERING & EXITING CARE

	FY 15	FY 16	AUG 16
REMOVALS	13,124	13,132	1,081
EXITS*	11,575	12,813	1,196

Placement Unit achieved significant gains since its creation 6/2015



* Exits data is 60 days lagging

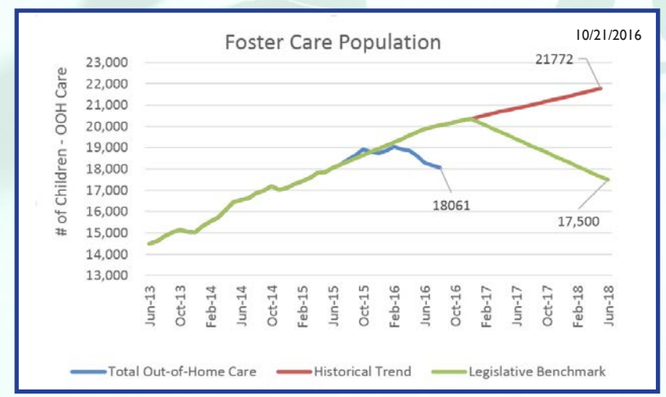
PLACEMENT UNIT DURATION TO PLACE CHILDREN

NUMBER OF CHILDREN VISITING PLACEMENT UNIT

SEP 15	SEP 16
253	190

OUT OF HOME POPULATION

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17 YTD
POPULATION	13,385	14,494	15,556	18,059	18,287	18,183
Growth rate YOY	22.90%	8.30%	14.20%	9.08%	1.30%	-0.6%



SAFETY - Arizona ranks 4th lowest nationally in substantiated abuse while in OOH Care.

NUMBER OF LICENSED FOSTER BEDS

JUN 14	JUN 15	CURRENT
10,057	10,490	10,964

NUMBER OF LICENSED FOSTER HOMES

JUN 14	JUN 15	CURRENT
4,358	4,506	4,619

NUMBER OF KIDS IN GROUP HOMES

FY 14	FY 15	FY 16	CURRENT
2,246	2,535	2,727	2,714

Dashboard Updated Nov 9 2016