

Child and Family Services Agency FY2022

Agency Child and Family Services Agency

Agency Code RLO

Fiscal Year 2022

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

Strategic Objectives

| Objective Number | Strategic Objective |
|------------------|---|
| 1 | Exit to Positive Permanency - Every child and youth exits foster care as quickly as possible for a safe, well-supported family environment or life-long connection. Older youth have the skills for successful adulthood. |
| 2 | Narrowing the Front Door - Children will have the opportunity to grow up with their families and are removed from their families only when necessary to keep them safe. |
| 3 | Ensure Child Well Being - Every child is entitled to a nurturing environment that supports healthy growth and development, good physical and mental health, and academic achievement. |
| 4 | Foster Care is a Temporary Safe Haven - Foster care is a temporary safe haven, with planning for permanence beginning the day a child enters care. |
| 5 | Create and maintain a highly efficient, transparent, and responsive District government. |

Key Performance Indicators (KPIs)

| Measure | Directionality | FY 2019 Actual | FY 2020 Actual | FY 2021 Actual | FY 2022 Target |
|---|----------------|----------------|----------------|----------------|----------------|
| 1 - Exit to Positive Permanency - Every child and youth exits foster care as quickly as possible for a safe, well-supported family environment or life-long connection. Older youth have the skills for successful adulthood. (3 Measures) | | | | | |
| Share of exits to a permanent home | Up is Better | 87% | 88.5% | 92.1% | 85% |
| Share of youth engaged in aftercare services | Up is Better | 95.6% | 95.7% | 100% | 95% |
| Share of youth age 20 who are employed or in post-secondary education | Up is Better | 69.6% | 71.2% | 76.3% | 70% |
| 2 - Narrowing the Front Door - Children will have the opportunity to grow up with their families and are removed from their families only when necessary to keep them safe. (3 Measures) | | | | | |
| New entries into foster care | Down is Better | 307 | 172 | 194 | 185 |
| Number of removals from in-home within one year | Down is Better | 145 | 63 | 80 | 100 |
| Share of investigations initiated within 48 hours | Up is Better | 91.2% | 93.5% | 92.3% | 95% |
| 3 - Ensure Child Well Being - Every child is entitled to a nurturing environment that supports healthy growth and development, good physical and mental health, and academic achievement. (7 Measures) | | | | | |
| Percentage of children in foster care shall receive a full medical evaluation within 60 days of placement. | Up is Better | 96.3% | 93.1% | 91.8% | 95% |
| Share of youth age 11 and older getting a pre-placement substance abuse screening | Up is Better | 90.1% | 95.8% | 97.6% | 90% |
| Share of youth in foster care who complete vocational training and/or receive industry certification | Up is Better | 80% | 71.4% | 63.6% | 70% |
| Percent of children ages 0-5 getting a developmental screening within 30 days of entering care | Up is Better | 92.2% | 90.6% | 94.4% | 90% |
| Percent of youth in foster care who graduate from high school | Up is Better | 73.1% | 69.2% | 67.6% | 70% |
| Percent of youth in foster care who graduate from college | Up is Better | 11.1% | 18.5% | 16% | 20% |

| Measure | Directionality | FY 2019 Actual | FY 2020 Actual | FY 2021 Actual | FY 2022 Target |
|--|----------------|----------------|----------------|----------------|----------------|
| Percentage of children shall receive a full dental evaluation within 60 days of placement | Up is Better | New in 2022 | New in 2022 | New in 2022 | New in 2022 |
| 4 - Foster Care is a Temporary Safe Haven - Foster care is a temporary safe haven, with planning for permanence beginning the day a child enters care. (3 Measures) | | | | | |
| Percent increase of relative placements (kinship care) | Up is Better | 27.5% | 29.3% | 24.3% | 32% |
| Percent of placements in family foster homes | Up is Better | 82.4% | 79.8% | 78.2% | 85% |
| Percent of foster care placements within the District of Columbia | Up is Better | 49.8% | 50.1% | 50.2% | 55% |

Operations

| Operations Title | Operations Description | Type of Operations |
|---|--|--------------------|
| 1 - Exit to Positive Permanency - Every child and youth exits foster care as quickly as possible for a safe, well-supported family environment or life-long connection. Older youth have the skills for successful adulthood. (2 Activities) | | |
| Dedicated Services for Older Youth In Foster Care | The Office of Youth Empowerment (OYE) serves older youth, ages 16 to 21, in care. OYE provides programs, services, and supports to prepare these young people for successful adulthood while continuing to seek permanent homes for them through reunification, guardianship, or adoption. | Daily Service |
| After Care Services | CFSA will work with community partners to provide Aftercare services to Foster Care Youth who Age out of Foster Care. | Daily Service |
| 2 - Narrowing the Front Door - Children will have the opportunity to grow up with their families and are removed from their families only when necessary to keep them safe. (2 Activities) | | |
| In-home Services Administration | Monitors and assists families through 10 social work units co-located with the Healthy Families/Thriving Communities Collaboratives. This administration also manages the agency's rapid housing program which assists kin, transitioning youth, and families reunifying with housing resources. | Daily Service |
| CPS-I | Maintains 24/7 protective services for children, including the District's hotline for reporting child abuse/neglect and necessary investigative responses. | Daily Service |
| 3 - Ensure Child Well Being - Every child is entitled to a nurturing environment that supports healthy growth and development, good physical and mental health, and academic achievement. (2 Activities) | | |
| Health Services Administration | Provides in-house medical screenings for children and youth before entry into out-of-home care and a full medical evaluation within 30 days. | Daily Service |
| The Office of Well-Being | The Office of Well-Being plays a leadership role in defining, supporting, and enhancing the overall well-being of children and youth involved with child welfare. CFSA uses trauma-informed and evidence-based practices, with the goal of achieving measurable and meaningful outcomes in the well-being domains of education, cognitive functioning, physical health and development, emotional and behavioral functioning, and social and emotional functioning within the context of a trauma-informed system. The Office of Well-Being includes four specialty areas (education, substance abuse, domestic violence, and day care) that support these outcomes, in addition to the Health Services Administration that provides in-house medical screenings for children and youth before entry into out-of-home care and a full medical evaluation within 30 days. | Daily Service |
| 4 - Foster Care is a Temporary Safe Haven - Foster care is a temporary safe haven, with planning for permanence beginning the day a child enters care. (4 Activities) | | |
| Program Operations - Permanency | Provides permanency support, consultation, technical assistance, training and case management for children from inception of concurrent permanency planning through finalization of adoption or guardianship. | Daily Service |

| Operations Title | Operations Description | Type of Operations |
|--|---|--------------------|
| Foster Care Resources Administration | Recruits District-based foster care resources, and identifies group homes and independent living programs for children and youth; provides support to foster and adoptive parents and coordinates service monitoring of CFSA contracts with private providers who manage a portion of the caseload of children and youth in out-of-home care. These providers operate networks of foster homes and congregate care facilities (group homes and independent living programs). NOTE - THIS LANGUAGE TO CHANGE IN SEPTEMBER WINDOW | Daily Service |
| Placement Services Administration | Identifies appropriate settings that can meet the needs of children and youth who must leave home temporarily to be safe. | Daily Service |
| Kinship Support Administration | Conducts Family Team Meetings to prevent removal, when possible, and conducts other activities to engage and support relatives in caring for their children. | Daily Service |
| 5 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities) | | |
| Child Information Systems Administration (CISA) | CISA (Child Information Systems Administration) is the technological center for CFSA. CISA maintains and operates technology used to improve child welfare performance and outcomes. The Comprehensive Child Welfare Information Systems (CCWIS) changes and improvements is led by this administration. | Key Project |
| Child Welfare Training Academy (CWTA) | The Child Welfare Training Academy (CWTA) aims to continually provide quality training that not only increases individual professional growth and development, but also enhances the overarching principles of CFSA which aims to ensure safety, permanency, and well-being for the children and families of the District of Columbia. The key objective of the CWTA is to actualize the Agency's Practice Model and implement diversity and equity standards into all training and employee development activities. Accordingly, every element of CWTA's curriculum supports the Practice Model's commitment to comprehensive case planning strategies that emphasize a social worker's teaming relationship with families, various administrations, caretakers, school staff, mentors, therapist, other District and contract agency social workers, and an array of community service providers. | Daily Service |

Workload Measures (WMs)

| Measure | FY 2019 Actual | FY 2020 Actual | FY 2021 Actual |
|--|----------------|-----------------|-----------------|
| 2 - CPS-I (3 Measures) | | | |
| Total hotline calls received | 19,906 | 14,046 | Waiting on Data |
| Total number of new investigations | 5593 | 4952 | Waiting on Data |
| Rate of substantiated child abuse and neglect per 1,000 children in the District | 6.37 | Waiting on Data | Waiting on Data |
| 2 - In-home Services Administration (2 Measures) | | | |
| Number of in-home families served | 532 | 693 | Waiting on Data |
| Number of in-home children served | 1404 | 1309 | Waiting on Data |
| 4 - Placement Services Administration (1 Measure) | | | |
| Number of out-of-home children served | 796 | 693 | Waiting on Data |

Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|---|----------------------------------|--------------------------|
| Child Information Systems Administration (CISA) (1 Strategic Initiative) | | |

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|---|--|--------------------------|
| Comprehensive Child Welfare System | CFSA's new Comprehensive Child Welfare Information System has been named STAAND. CFSA plans to complete the development of STAAND, release one intake module and parts of the placement provider licensing module. During the first and second quarters, CFSA will initiate, design, build and test activity for the intake and provider module requirements. In the third and fourth quarters, CFSA will perform security scans tracked via the system security plan document of the STAAND Production Environment and prepare the launch activities, including system performance monitoring, utilizing Microsoft Monitor Service with the goal of independent third-party verified HIPAA compliance. CFSA also plans to release the RFP for an independent, verification and validation vendor to align with STAAND Development activities. | 09-30-2022 |
| Child Welfare Training Academy (CWTA) (1 Strategic Initiative) | | |
| Child Welfare Training Academy (CWTA) | During the first quarter of FY22, the CWTA will update its current Cultural Humility training session to include the historical role of government and child welfare laws, policies, and practices in creating and maintaining racial inequities, the definition of racial equity and inequity, and the application of a racial equity lens using race equity tools. CWTA will also develop a Race Equity series specific to the work of child welfare which will include three 2-hour sessions focused on race equity addressing each requirement of the Mayor's Plan for Racial Equity training. The new training will be offered to all CFSA and Private Agency Staff beginning in the second quarter of FY22. As staff completes the training, completion rates will be reported quarterly. | 09-30-2022 |
| CPS-I (1 Strategic Initiative) | | |
| Child Protection Services | American Rescue Plan (ARP) Act Funds awarded to CFSA will support the increased needs for the Educational Neglect Triage Unit. Additional staff is needed to assist schools with family wellness checks and outreach related to attendance, enrollment and re-engagement of students. CFSA will continue to support Local Educational Agencies (LEA) through regular meetings and will continue to provide technical assistance and promote the sharing of best practices among LEAs concerning attendance issues. Service implementation will be reported quarterly on the number of referrals received, their result of improved attendance, re-engagement, and/or enrollment from a formal education setting. | 09-30-2022 |
| In-home Services Administration (1 Strategic Initiative) | | |
| Community Partnerships | Over the course of FY22, the ten Families First DC (FFDC) Family Success Centers (FSCs) will use funds provided by the District and private philanthropy to create and expand the reach of nutrition awareness and education programming in Wards 7 and 8 with the ultimate goal to improve community health and well-being of families in these neighborhoods. Nutrition education and programming may include programming to encourage health and nutrition, cooking classes/meal demonstrations, grocery gift card distribution, etc. In Q1 CFSA will work with the grantees to finalize data collection and reporting protocols. | 09-30-2022 |