

**FY 2022 PERFORMANCE PLAN**

<b>CPS Intake</b>		<b>CFSD/CWB</b>	Khalilah El-Amin x1505 Kris Rogers x1565
Program Purpose	<ul style="list-style-type: none"> <li>To protect children from the risk of harm and preserve families wherever possible by creating plans for safe care.</li> </ul>		
Program Information	<p>CPS Intake responds to reports of abuse and neglect with a plan for safety. Education and supports are provided to address risk of harm and prevent reoccurrence of maltreatment. The goal is to maintain children safely in their home when possible and increase caregiver protective capacity.</p> <ul style="list-style-type: none"> <li>Families become involved with CPS Intake through a report to the CPS Hotline of suspected abuse or neglect. A standardized Hotline Intake tool is utilized to screen reports for validation.</li> <li>CPS Hotline is staffed during business hours by Arlington staff, and calls outside these hours are transferred to the State hotline. Child Welfare staff maintains 24/7 on-call coverage to respond to allegations.</li> <li>Reports must meet State criteria for abuse/neglect in order to be validated for a CPS response: child is under age 18, abuser is a caretaker role, family resides in Arlington or abuse occurred in Arlington, and allegation meets definition of abuse/neglect.</li> <li>Validated reports of abuse/neglect often involve law enforcement.</li> <li>Five <u>categories of child maltreatment</u> are defined by the Virginia Administrative Code: physical abuse, physical neglect, medical neglect, mental abuse or neglect, and sexual abuse.</li> <li>Risk of maltreatment is assessed using the Virginia Department of Social Services (VDSS) Structured Decision Making (SDM) assessment tool. Factors assessed include family history, substance abuse, domestic violence, and child needs.</li> <li>Severity of incident determines response type and timeframes. Lower risk levels generate a Family Assessment while higher risk levels generate an Investigation.</li> <li>All Family Assessments and Investigations must be completed within 45-60 days and follow prescribed state protocols.</li> <li>Community partners include: Doorways, Law Enforcement, Child Advocacy Center, Behavioral Health, Parent Infant Education program, Parenting Education programs, Community Assistance Bureau, and Virginia Department of Social Services (VDSS).</li> <li>In FY 2021, due to COVID, CPS Intake provided virtual visits, as well as in-person services when necessary.</li> </ul>		
Service Delivery Model	<ul style="list-style-type: none"> <li>In FY 2022, the CPS intake hotline continued to answer operate as they did prior to COVID. CPS intake staff continued to respond to reports in-person.</li> <li>In FY 2022 all trainings were conducted virtually.</li> <li>In FY 2023, the mandated reporter training will resume in-person as well as virtually. Community outreach presentations will continue to be held virtually as many participants have indicated that it reduces barriers. Schools have requested that teachers be trained in person.</li> </ul>		
<b>PM1: How much did we do?</b>			

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Staff	<ul style="list-style-type: none"> <li>• Total 9 FTEs:             <ul style="list-style-type: none"> <li>○ 1 FTE Supervisor</li> <li>○ 1 FTE CPS Hotline Coordinator</li> <li>○ 1 FTE CPS Hotline Screener</li> <li>○ 1 FTE CPS Lead Worker</li> <li>○ 5 FTE CPS Investigators</li> </ul> </li> </ul> <p>In addition, child welfare staff and supervisors provide on-call coverage on a rotating basis</p>
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Customers and Service Data		<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
	# of Calls Received	2,515	1,937	2,105	2,059
	# of Reports Validated/ # of Children*	352	267	278 / 400	267/477
	# of calls Screened out*	-	-	809	1,071
	# of Non-CPS related calls*	-	-	1,018	721
	# of Family Assessments	248	203	226	192
	# of Investigations	105	64	52	75
	Average # of new case assignments per CPS social worker	8	6	5	5

\*Number of children, calls screened out, and non-CPS calls were not reported prior to FY 2021

**PM2: How well did we do it?**

2.1	Timeliness of initial response
2.2	Timeliness of case closure
2.3	Quality of hotline calls

**PM3: Is anyone better off?**

3.1	Recidivism
3.2	Outcome at case closure

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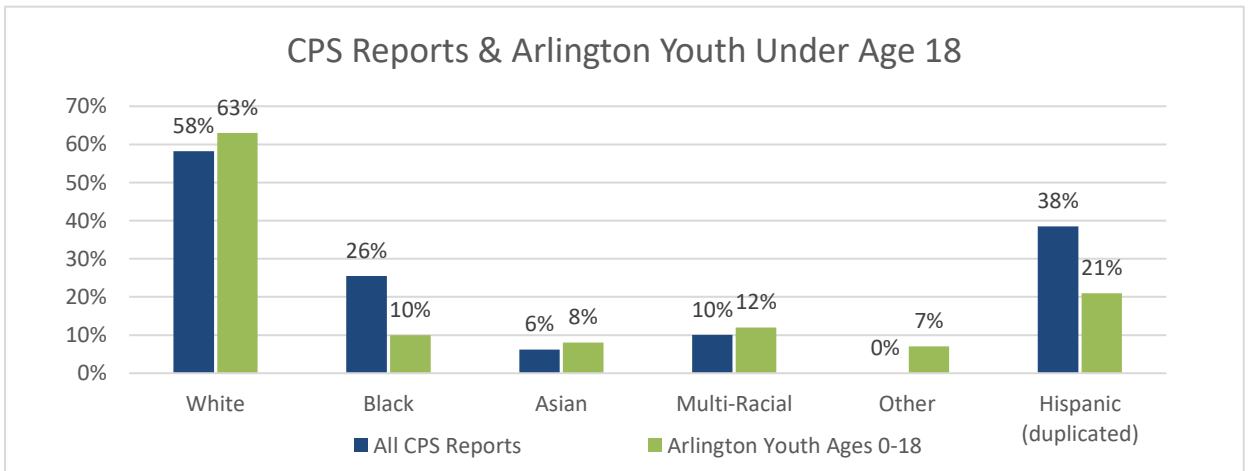
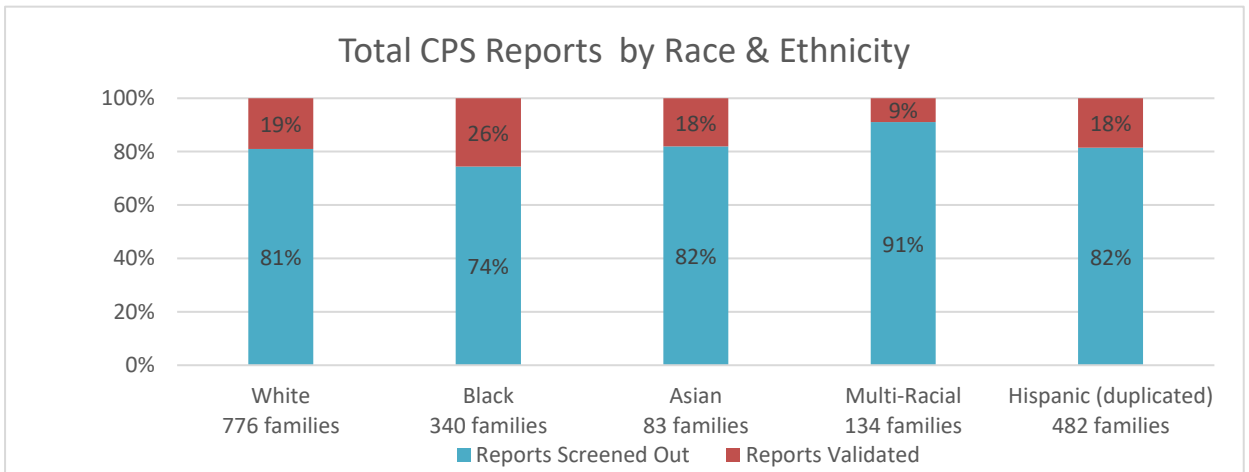
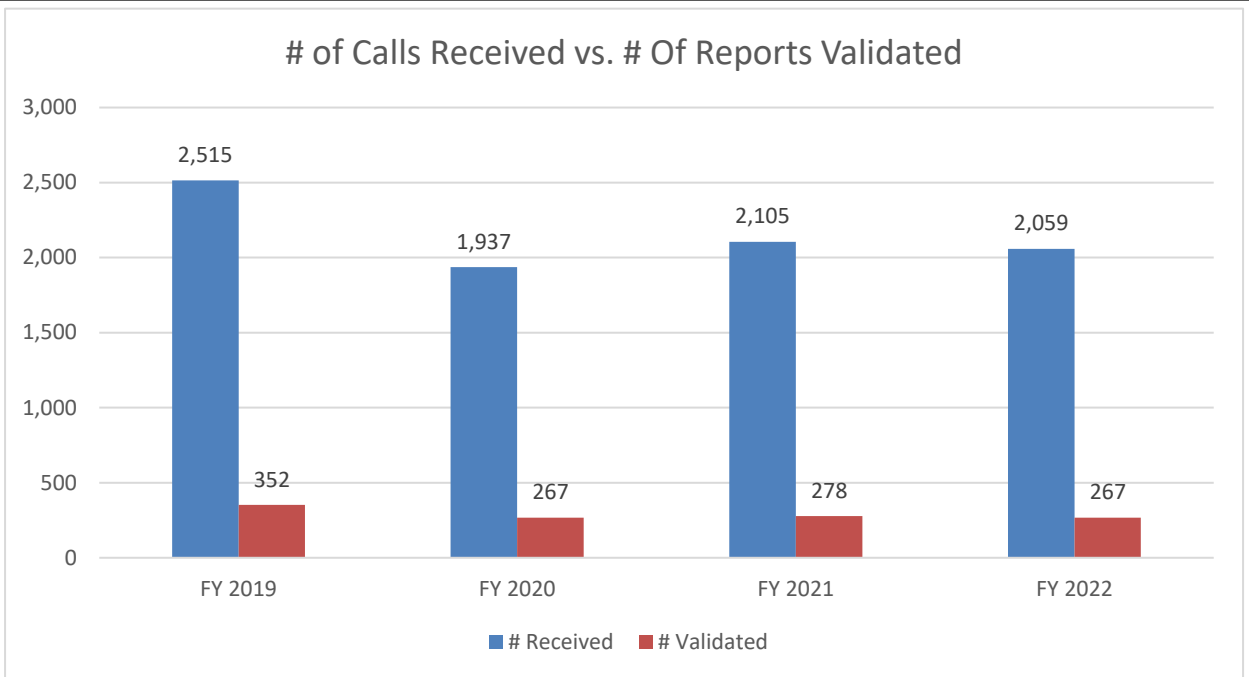
CPS Intake

Measure

1

Total Number of CPS Calls Received and Validated

Data



## FY 2022 PERFORMANCE PLAN

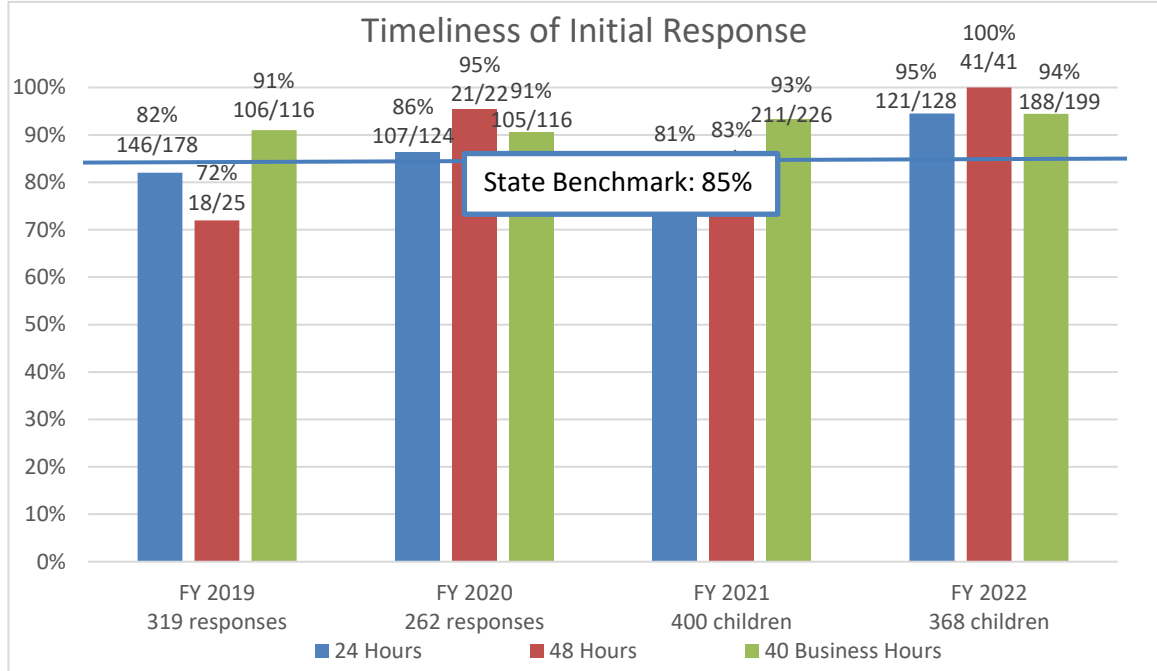
<b>Data Summary</b>	<ul style="list-style-type: none"> <li>• In FY 2022, there were 2,059 calls received through the CPS Hotline. Of the 2,059 calls, 1,338 resulted in reports of allegation or abuse/neglect. 267 (20%) of those calls resulted in validated reports.</li> <li>• In FY 2022, the race/ethnicity of the cases validated was proportionate to the race/ethnicity of the cases screened out.</li> <li>• In FY 2022, the percentage of calls received for Black and Hispanic youth was disproportionate to the population of Arlington youth under age 18.</li> <li>• In FY 2022, 462 of the 482 families (96%) that identified as Hispanic also identified as White</li> <li>• CPS intakes calls include reports made via the online portal and through telephone.</li> <li>• The program data for race and ethnicity excludes 9 families for whom race and ethnicity could not be determined.</li> <li>• This program data compares number of <i>families</i> involved with CPS Hotline calls by race/ethnicity to the census data for <i>children</i> in Arlington by race/ethnicity.</li> </ul>	
<b>What is the story behind the data?</b>		
<ul style="list-style-type: none"> <li>• In FY 2022, the percentage of families screened out increased for all racial and ethnic groups except for black families which stayed consistent.</li> <li>• Typical reporting sources include schools, law enforcement, hospitals, medical professionals and general public.</li> <li>• The primary referral sources are school and law enforcement, accounting for about 2/3 of all validated reports in FY 2022. 66-70% of validated reports from schools and law enforcement were for families identifying as Black or Hispanic.</li> <li>• Some referrals from schools are not validated because children disclose parental stressors during screenings for suicidal ideation. If there is no abuse and/or neglect indicated the schools are encouraged to contact the parent directly.</li> <li>• Since FY 2021, a State on-line reporting option has been available for anyone suspecting abuse or neglect as an alternative to calling. In FY 2022, 14 validated CPS reports were made using online state reporting portal.</li> <li>• In FY 2022, the Mandated Reporter training was updated to include racial equity/disproportionality language. In FY 2022, there were 22 mandated reporter trainings conducted virtually.</li> </ul>		
<b>Recommendations</b>		<b>Target Dates</b>
<ul style="list-style-type: none"> <li>• Continue to use the hotline screening tool for interrater reliability and reduce the likelihood of implicit bias.</li> <li>• Begin tracking the type of training and number of participants for each outreach training facilitated by CPS.</li> <li>• Explore including racial disparity data in Mandated Reporter training.</li> </ul>		<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Fall 2022</li> <li>• Fall 2022</li> </ul>
<b>Forecast</b>		
<ul style="list-style-type: none"> <li>• For FY 2023, it is expected that call volume will increase by 10%.</li> </ul>		

**FY 2022 PERFORMANCE PLAN**

**CPS Intake**

**Measure**      2.1      Timeliness of Initial Response

**Data**



**Data Summary**

- In FY 2022, 95% (121/128) of family assessments/investigations with a response priority of 24 hours occurred on time. 100% (41/41) of family assessments/investigations with a response priority of 48 hours occurred on time. 94% (188/199) of family assessments/investigations with a response priority of 40 business hours occurred within the mandated timeframe. The overall compliance percentage of timely contacts for FY 2021 is 95% (350/368).
- In FY 2022, 368 children represents 267 validated cases. Beginning in FY 2022, this measure includes alleged victims only, and excludes siblings who were not alleged victims.
- Data is obtained from a spreadsheet exported from Safe Measures.

**What is the story behind the data?**

- In FY 2022, overall timeliness for initial response (95%) exceeded the State benchmark (85%).
- Delays in response times sometimes occur when partnering with law enforcement. In most instances of sexual abuse and out-of-family investigations, CPS is advised not to proceed with an investigation until law enforcement is available to accompany the worker and/or until the Child Advocacy Center (CAC) has completed their forensic interview.
- In FY 2022 multiple (at least 3) attempted visits occurred for 100% (7/7) of the 24-hour responses that were not completed on time. These attempts were unsuccessful because the caregiver was not home and/or inaccurate addresses were provided. The reporting database does not consider unsuccessful attempts to reach the family as in compliance with timeframes.
- In 4 instances, the visit did not occur on time because the family was out of state. Arlington County worked with those jurisdictions to ensure safety of the youth.

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- In FY 2021, a protocol was implemented for CPS Hotline to indicate at time of assignment, the due date with exact time for response. This has continued to be helpful when determining when visits need to be made.
- In FY 2022, in the situations where we were unable to complete a face to face visit on time, we were able to determine that the child was safe and in the care of the non-offending parent.
- The workers often utilize after hours services to complete visits. This includes utilizing the on-call workers to continue to make attempts to locate the family.
- Supervisor reviews Safe Measures report monthly and sends to workers for data clean-up and to ensure victim contacts are occurring on time.
- VDSS continues sending monthly status reports on timeliness of response per jurisdiction. Supervisor collaborates with VDSS to review reports and identify trends and errors. This oversight has contributed to the increase in the timeliness percentage.

**Recommendations**

**Target Dates**

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|---|---|
| <ul style="list-style-type: none"> <li>• Continue to review initial contacts monthly to make sure that all contacts have been made according to response priority.</li> <li>• Continue to review reports regularly to ensure that data errors are resolved.</li> <li>• Continue to have all staff consult with supervisor at time of assignment to confirm response time requirement.</li> <li>• Continue to have CPS Hotline mark assignments with time and date that first response is due.</li> <li>• Workers will continue to refer to COMPASS Mobile to confirm response time.</li> <li>• QA Manager will send Supervisor contact report quarterly.</li> <li>• Contact timeliness will be added to the division’s quarterly report.</li> </ul> | <ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• October 1, 2022</li> <li>• Q1, FY 2023</li> </ul> |
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**Forecast**

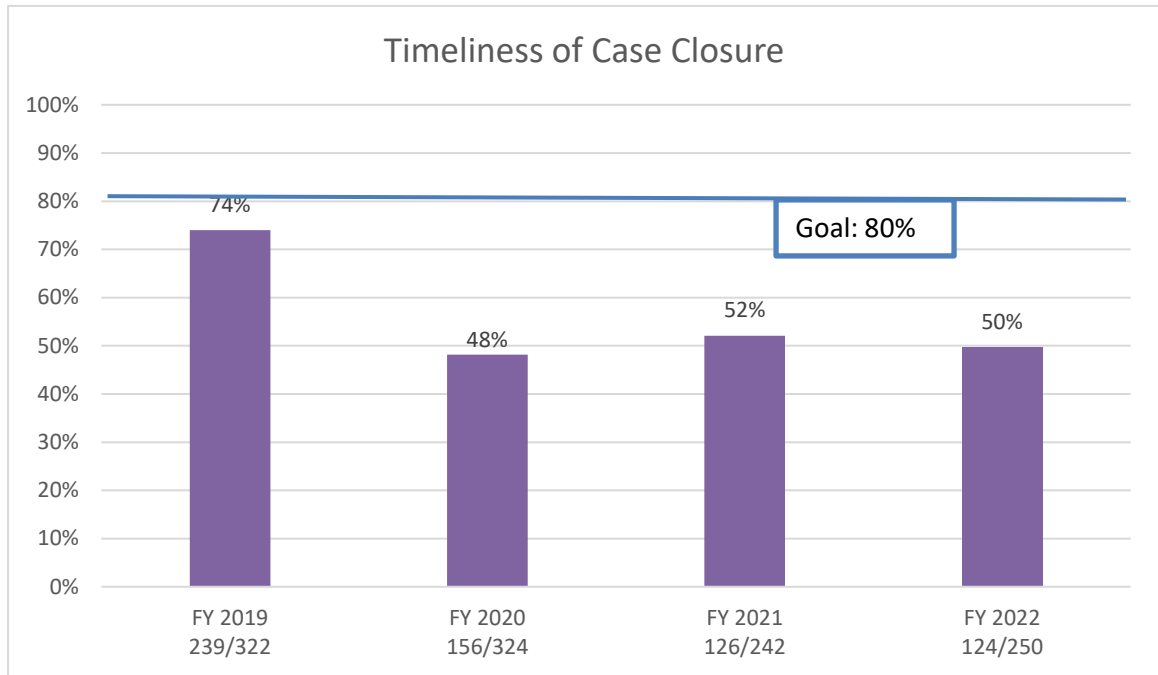
- In FY 2023, it is anticipated that the overall compliance percentage of timely contacts for FY will be 95%, consistent with FY 2022.

**FY 2022 PERFORMANCE PLAN**

**CPS Intake**

**Measure**      2.2      Timeliness of case closure

**Data**



**Data Summary**

- In FY 2022, CPS cases were required to be approved and closed within 45 days for Investigations and 60 days for Family Assessments. Investigations can be approved for extension to 60 or 90 days for particular circumstances.
- In FY 2022, 50% of cases were closed on time, consistent with FY 2021.
- Data for this measure is derived from spreadsheets maintained by staff. Cases are reported in the fiscal year in which they closed, rather than the fiscal year in which they opened.

**What is the story behind the data?**

- In FY 2022, some cases require additional clinical support and stabilization efforts prior to safely closing the case, causing a closure date exceeding the timeframe targeted by the state. There are times when collaborating with external stakeholders and other jurisdictions takes longer to safely stabilize the case.
- In FY 2022, high risk cases require additional time for case closure which could also lead to a worker having to prioritize the needs of their caseload which could cause backlog for those less severe cases.
- Staffing in FY 2022 remained a barrier to timely case closure, as the CPS program continued to experience turnover and extended leave. The CPS Supervisor prioritized accurate and thorough documentation over closure timeliness for new and under-performing staff, which impacted compliance with closure mandates.
- In FY 2022, there was an increase in the number of cases involving mental health challenges for both parent and children which required CPS intervention.
- In FY 2022, an overstrength was provided to support recruitment efforts for the ongoing need for new CPS Workers.

**Recommendations**

**Target Dates**

**FY 2022 PERFORMANCE PLAN**

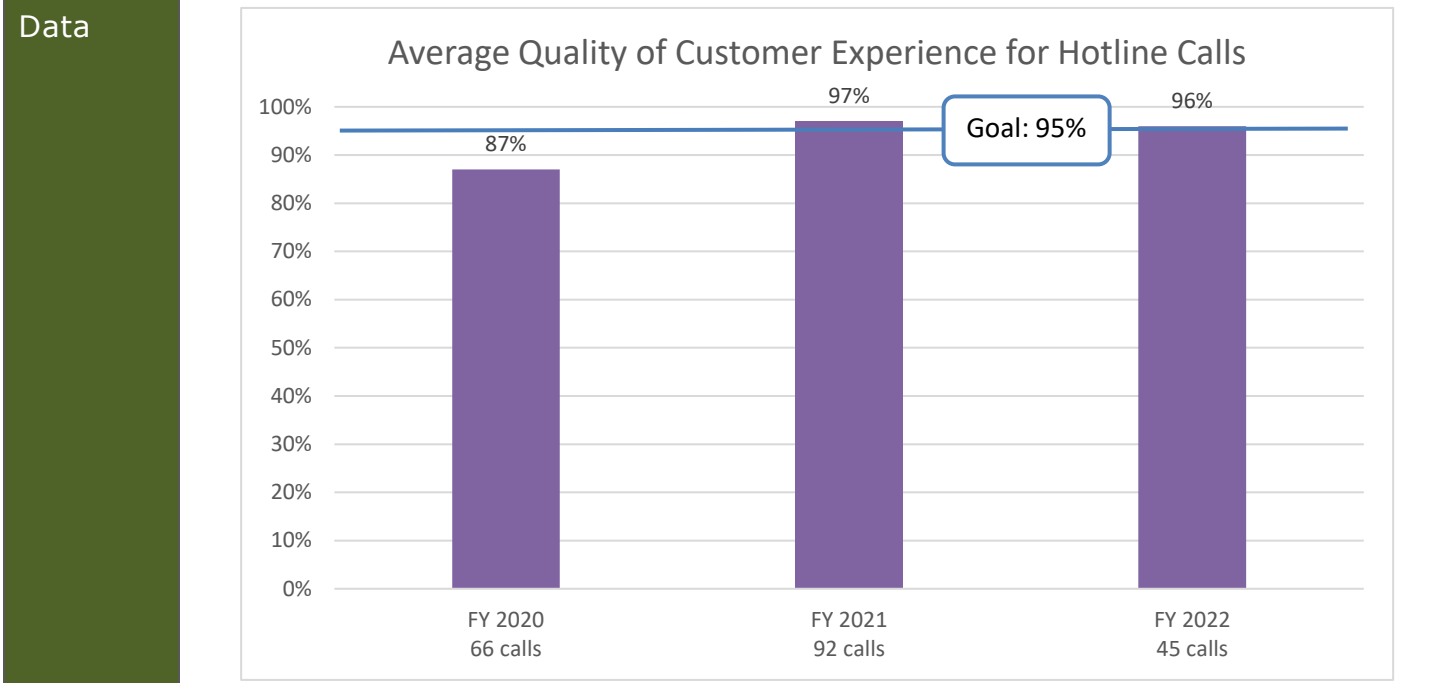
<ul style="list-style-type: none"><li>• Continue intensified, creative recruitment efforts to identify qualified applicants.</li><li>• Continue to use data collection spreadsheet to alert staff of upcoming closure dates and share timeliness with staff.</li><li>• Explore time management challenges to timely case closure.</li></ul>	<ul style="list-style-type: none"><li>• Ongoing</li><li>• Ongoing</li><li>• FY 2023, Q2</li></ul>
<b>Forecast</b>	
<ul style="list-style-type: none"><li>• In FY 2023, it is projected that 55% of cases will be closed on time.</li></ul>	



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**CPS Intake**

<b>Measure</b>	2.3	Quality of Hotline Calls
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>In FY 2022, a total of 45 CPS calls were reviewed and assessed for quality using a customer service data collection tool that provides an overall score out of a possible 100 points.</li> <li>In FY 2022, there were 2 staff members who answered calls at the CPS hotline and were rated. The average score was 97. The lowest score received was 70.</li> </ul>
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**What is the story behind the data?**

- In FY 2022, staff demonstrated proficiency in providing callers with additional resources when needed, asking clarifying questions, and maintaining professionalism.
- In FY 2022, callers were able to make reports in Spanish; however, these calls were not reviewed as neither of the Hotline call reviewers are bi-lingual.
- Decreased scoring typically occurred when workers did not ask all of the questions on the hotline check list.
- In FY 2022, the Bureau Director continued to review Hotline calls with the staff on an ongoing basis to discuss strengths and opportunities for growth.
- In FY 2022, the Hotline issuance to standardize protocols was updated and will be used to review expectations with hotline staff.

<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>Explore opportunities for bilingual reviewers to review Spanish language calls.</li> <li>Continue protocol for reviewing call quality feedback with Hotline staff.</li> <li>Track the race and ethnicity of calls reviewed to assess for disproportionality.</li> <li>Explore expanding the number of hotline call reviewers.</li> </ul>	<ul style="list-style-type: none"> <li>Fall 2022</li> <li>Ongoing</li> <li>Fall 2022</li> <li>Fall 2022</li> </ul>

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### Forecast

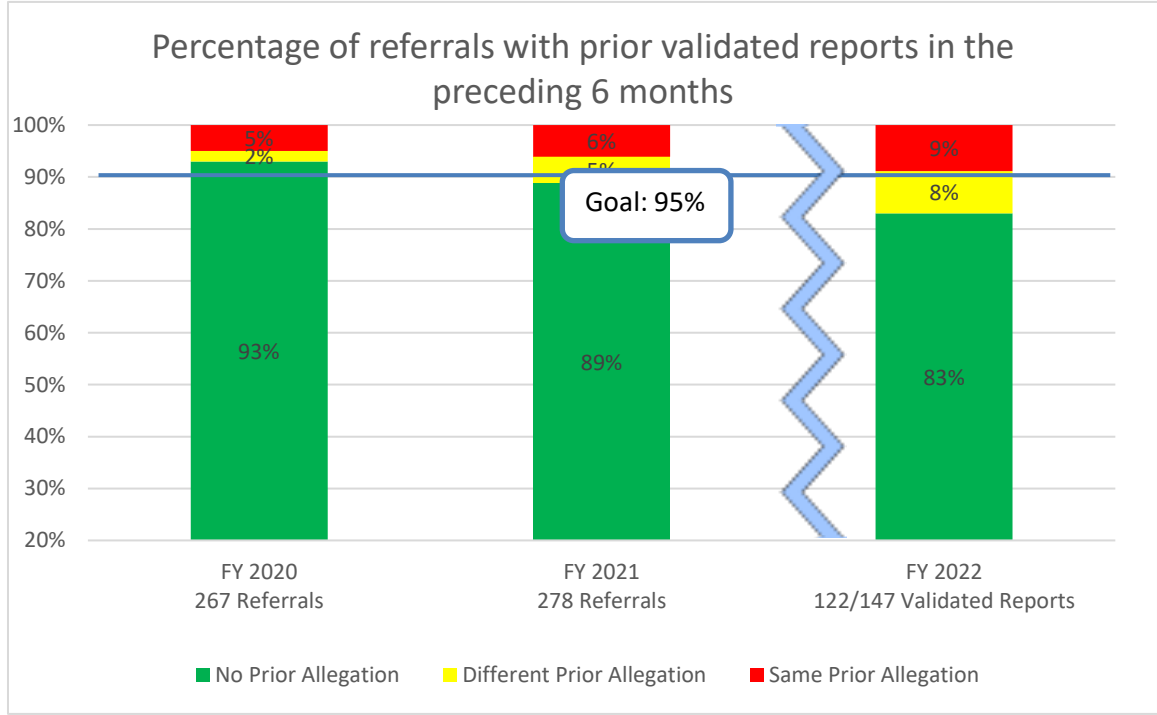
- In FY 2023, it is anticipated that the average score for the hotline call will be 97 out of 100.

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**CPS Intake**

**Measure**      3.1      Recidivism

**Data**



**Data Summary**

- In FY 2022, this measure was modified to assess for victims of maltreatment within 6 months of a finding.
- In FY 2022, there were 147 validated reports that closed with a supported disposition. Of the 147 reports, 122 (84%) did not have a prior validated report within 6 months.
- In FY 2022, 80% (20 of 25) of the reports that had previous validated reports were family assessments and 20% (5 of 25) were investigations.
- This data is collected on the CPS stats spreadsheet that is currently maintained and updated by the Supervisors.

**What is the story behind the data?**

- In FY 2022, 84% (120/143) of referrals had no prior validated CPS reports within the preceding 6 months.
- In FY 2022, in many instances of recidivism, the risk factor was domestic violence and/or substance abuse. Chronic risk factors such as these are more difficult to interrupt.
- In FY 2022, there were a few instances where the family already had an open case at the time another report was made.
- In FY 2022, Lead CPS Worker continued to provide additional oversight for new staff around safety planning.

**Recommendations**

- Continue to train and reinforce Safe and Together framework for managing domestic violence.
- Continue partnering with Doorways for a coordinated response to domestic violence reports.

**Target Dates**

- Ongoing
- Ongoing

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<ul style="list-style-type: none"><li>• Continue coordination and collaboration with Adult Behavioral Health around substance abuse issues to include implementation of SBIRT screening.</li><li>• Continue to use CPS Lead Worker as additional oversight for new staff around safety planning and follow-up.</li></ul>	<ul style="list-style-type: none"><li>• Ongoing</li><li>• Ongoing</li></ul>
<b>Forecast</b>	
<ul style="list-style-type: none"><li>• In FY 2023, it is projected that 90% of cases will not return within 6 months</li></ul>	

FY 2022 PERFORMANCE PLAN

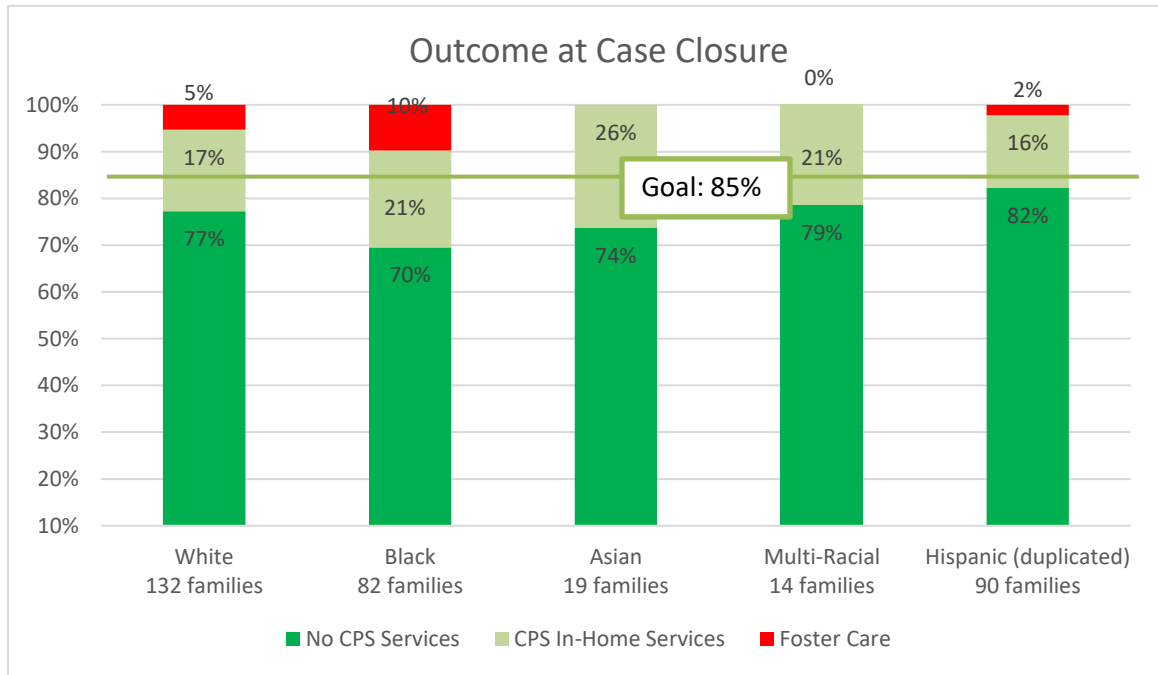
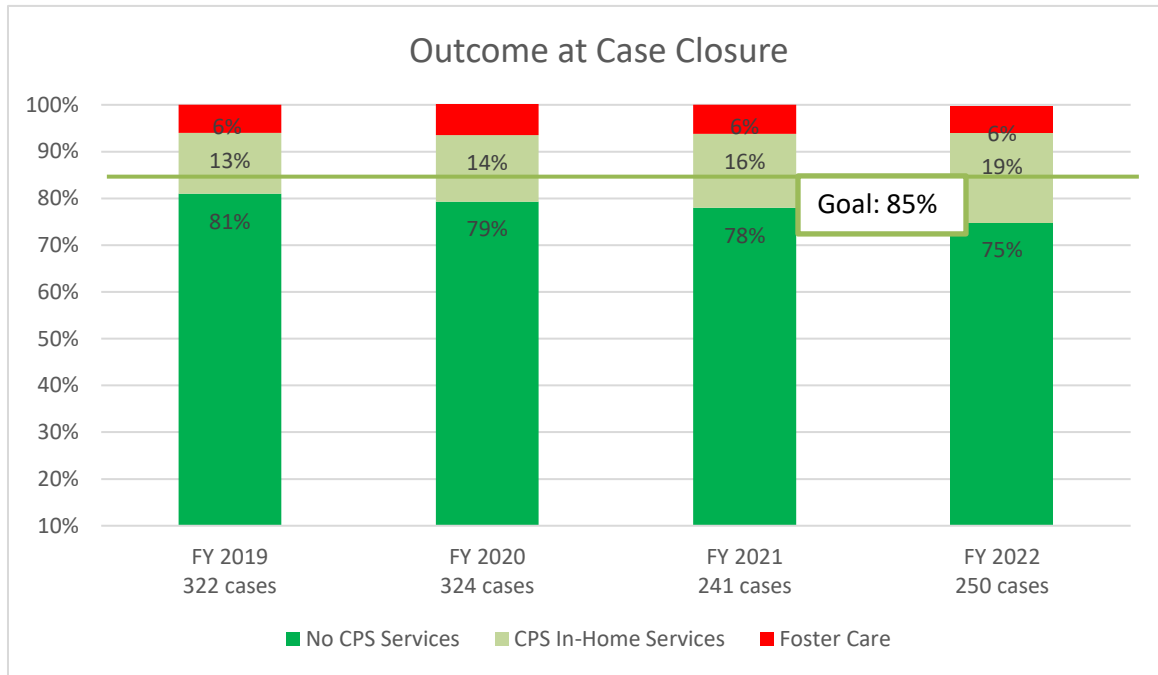
CPS Intake

Measure

3.2

Outcome at case closure

Data



Data Summary

- In FY 2022, 187 of 250 (75%) cases were safely closed without requiring additional In-Home services. 48 of 250 cases (19%) required CPS In-Home services for stabilization. 14 of 250 cases (6%) were opened to foster care because investigation determined that children could not remain safely at home.
- In FY 2022, 47% (7/15) cases open to foster care were White, 53% (8/15) were Black, and 13% (2/15) were Hispanic. These demographics were generally proportional to those of cases with validated reports.

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- In FY 2022, 86 of the 90 youth that identified as Hispanic also identified as White.
- Racial demographic data was collected for 247 of the 250 cases.
- Data is derived from spreadsheets maintained by staff. Cases are counted within the fiscal year that they close, rather than the year that they open.

**What is the story behind the data?**

- The percentage of cases opened to In-Home (Ongoing) CPS and Foster Care remained relatively consistent in FY 2022.
- All High Risk cases continue to be staffed weekly to determine need for interventions and referral to In-Home case management or Prevention services.
- Many of the cases that closed without additional need for services were able to do so because of the resources provided by the County and the case management efforts of the social worker.
- In FY 2022, 92 of the 187 cases that closed without additional child welfare services were offered resources to assist with safe case closure. Those additional resources included outpatient counseling, domestic violence intervention programs and parenting education.
- CPS investigators assess for safety and determine need for interventions. Decisions are made to place children in foster care when imminent risk of harm is present.
- In FY 2022, 15 cases were opened to foster care. A number of these parents/caregivers had unresolved mental health and substance use issues that prevented the youth from being stabilized in the home.
- In 1 instance, a Protective Order was initiated to create safety, but the Court ordered the children into DHS custody.
- The prevention program (Family Support Services) is a voluntary service that began September 2020 and has been helpful with diverting families from foster care.

**Recommendations**

**Target Dates**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Continue to collaborate with Adult Behavioral Health to partner around treatment.</li> <li>• Continue to staff High Risk cases weekly to determine need for interventions and referral to In-Home Services.</li> <li>• Hire Fatherhood Engagement Specialist to support safety planning.</li> <li>• Continue to identify trends in service gaps.</li> <li>• Update spreadsheet to reflect the date of removal for youth entering foster care</li> </ul> | <ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Fall 2022</li> <li>• Ongoing</li> <li>• FY 2023, Q1</li> </ul> |
|--|---|

**Forecast**

- In FY 2023, it is projected that 96% of families will receive services as needed to prevent entry into foster care.