

## Department of Child Service Oversight Committee Task Force January 5, 2015 Agenda

### 1. Overview of Ombudsman Report, Alfreda Singleton-Smith

- Has the authority to receive, investigate and attempt to resolve a complaint that alleges the department of child services, by an action of omission failed to protect the physical or mental health or safety of any child or failed to follow specific laws, rules or written policies.
- An investigation involves a review of all case documentation and interviews with staff and providers. When the investigation is completed, a report is submitted to DCS and the complainant to DCS and complainant with the findings.
- The DCS Ombudsman may also examine policies and procedures and evaluate the effectiveness of the child protection system and provide recommendations to improve the system.

### 2. DCS Staffing/Hiring Process, Doris Tolliver, DCS Chief of Staff

- Thoroughly training and retaining caseworks is a top priority and will help DCS produce the outcomes the organization is aiming for and Hoosiers deserve.
- While areas for improvement remain, steps have been taken to increase the quality of service provided by
  - DCS requirements now ensure that caseworkers are trained family case managers with college degrees.
  - The education requirement was added in an effort to provide Hoosiers with response-ready individuals who possess the knowledge necessary to handle cases accurately and efficiently
- In 2012, lawmakers expanded the DCS Child Abuse and Neglect hotline to include five additional call centers and many more caseworkers throughout the state. These additional points of contact are located in Marion, Saint Joseph, Blackford, Lawrence and Vanderburgh counties. With the increase in caseworkers, phone wait times have significantly decreased.

### 3. DCS Quarterly Data Report, Parvonay Stover, DCS Legislative Director

See attached handout.

### 4. DCS 2015 Legislative Agenda, Parvonay Stover, DCS Legislative Director

In an effort to protect young Hoosiers, DCS has focused on the following issues during the 2015 legislative session:

- Collaborative care eligibility
- Fingerprint-based background checks for collaborative care hosts homes
- Social work licensure definitions
- Repealing duplicative regional service council requirements
- Local law enforcement/sex offender checks for licensed providers
- Aligning Indiana with recent federal legislation-*Preventing Sex Trafficking and Strengthening Families Act*



**Department of Child Services (DCS)  
 Child Services Oversight Committee  
 Quarterly Data Report  
 January 2015 – 1.5.2015 Meeting**

**DCS Hotline Data**

*Total number of reports includes calls, faxes, emails, and mail-ins. Some calls received at the Hotline turn into more than one report per call.*

Month		Sept-14	Oct-14	Nov-14
Total # of Calls Handled		14,883	14,429	12,656
Total # of Reports Handled		18,519	17,459	14,813
Total # of Calls Year to Date		122,252	136,681	149,337
Average # Calls Per Business Day		618	562	579
Average # of Calls Per Weekend/Holiday		210	192	189
Average Speed of Answer	LEA Access Code	25 Seconds	16 Seconds	18 Seconds
	Non-LEA	53 Seconds	27 Seconds	27 Seconds
Average Talk Time		13 Minutes, 14 Seconds	13 Minutes, 18 Seconds	13 Minutes, 29 Seconds

**Child in Need of Services (CHINS) and Informal Adjustments**

*Reports the total number of Informal Adjustments and CHINS cases on the last day of the month and the breakdown of whether the CHINS children are placed in-home or out-of-home.*

Month	Informal Adjustments	Total CHINS	Total CHINS Breakdown			
			In-Home		Out-of-Home	
			Count	%	Count	%
Oct-14	2,398	16,407	4,703	28.7	11,704	71.3
Oct-13	1,813	13,880	4,143	29.8	9,737	70.2
Oct-12	1,687	12,780	3,923	30.7	8,857	69.3

## CHINS Out-of-Home Placement Breakdown

Placement breakdown for all out-of-home CHINS children with a case open on the last day of the month.

Month	Relative Home		Non-Relative Foster Home		Residential		Other	
	Count	%	Count	%	Count	%	Count	%
Oct-14	5,252	44.9	5,477	46.8	772	6.6	203	1.7
Oct-13	4,080	41.9	4,770	49.0	662	6.8	225	2.3
Oct-12	3,432	38.7	4,554	51.4	702	7.9	169	1.9

## Sibling Placement

Reports the number of CHINS cases with more than one child placed out-of-home and cases where siblings are placed together, on the last day of the month.

Month	# of Cases with Siblings	# of Cases with Siblings Placed Together	% of Cases with Siblings Placed Together
Oct-14	3,699	2,613	70.6%
Oct-13	3,014	2,150	71.3%
Oct-12	2,516	1,812	72.0%

## Absence of Repeat Maltreatment

"Victims" are those children identified as having one substantiated allegation of abuse or neglect during the report time frame. The report evaluates whether or not there was a recurrence of substantiated child abuse or neglect within 6 months of the report date.

Month	Victims During Previous 12 Months	Victims Without Recurrence Within 6 Months	Absence of Repeat Maltreatment Percent
Oct-14	11,743	10,842	92.3%
Oct-13	10,632	9,860	92.7%
Oct-12	10,939	10,200	93.2%

## Maltreatment in Foster Care

Children with at least one substantiated allegation of abuse or neglect during the time where the perpetrator is a foster parent or institutional staff. Includes all children with an open removal episode within the previous 12 months.

Month & Year	Children in Foster Care Previous 12 Months	Substantiated Victims in Foster Care	Absence of Maltreatment Percent
Oct-14	25,642	67	99.7%
Oct-13	21,349	54	99.8%
Oct-12	20,628	39	99.8%

## Family Case Manager Turnover

Negative turnover evaluates the percentage of staff that leaves the agency.

- SFY 2014: 16.9%
- SFY 2013: 17.7%
- SFY 2012: 19.8%
- SFY 2011: 18.6%
- SFY 2010: 15.8%
- SFY 2009: 15.7%
- SFY 2008: 20.4%
- SFY 2007: 17.6%

## IV-D Child Support

- Current Support Collected – December 2014 64.47%  
*Amount of current support collected every month versus the amount owed.*
- Paternity Establishment – December 2014 98.05%  
*Percentage of children for whom paternity has been established.*
- Support Order Establishment – December 2014 92.57%  
*Percentage of cases for which support has been ordered.*
- Cases Paying on Arrears – December 2014 50.07%  
*Percentage of cases on which at least one payment has been made on arrears.*