



# ADMINISTRATION FOR CHILDREN'S SERVICES

Ronald E. Richter, Commissioner

## Key Public Service Areas

- ✓ **Protect children from abuse and neglect.**
- ✓ **Provide preventive and foster care services to meet the needs of children and families.**
- ✓ **Ensure timely reunification or adoption services based on the needs of the child.**
- ✓ **Ensure access to quality, safe child care and Head Start services in communities.**
- ✓ **Provide custody and care of youth in secure and safe detention facilities.**
- ✓ **Provide services to prevent youth from returning to the juvenile justice system.**

## Critical Objectives

- Respond within 24 hours to every allegation of abuse and neglect, and perform thorough assessments of safety and risk.
- Increase access to quality neighborhood-based services to support families and prevent placement or re-entry into foster care.
- Maximize rate of placement of children in foster homes within their own neighborhoods.
- Maximize rate of placement of children in foster care with family members and placement of children with their siblings as appropriate.
- Enhance family involvement in service planning for children in foster care.
- Provide a safe, stable foster care environment for children.
- Decrease the length of time children remain in foster care.
- Ensure availability and accessibility of child care services in communities.
- Maintain security and safety in detention facilities.
- Assure quality health care for detainees.
- Maximize the effectiveness of prevention and aftercare services.

## Scope of Agency Operations

The Administration for Children's Services (ACS) is responsible for protecting the City's children from abuse and neglect, strengthening families, providing child care and Head Start programs and providing Youth and Family Justice services. The Child Care and Head Start division provides quality child development services for children from birth to school age for low-income working families and for children whose parents are entering the work force from public assistance. These services are purchased from private-non-profit agencies or informal private providers. The Youth and Family Justice division is charged with protecting public safety by detaining and providing short-term assistance to delinquent youth and their families while their cases are being processed by the courts; developing alternatives to incarceration for youth 15 years and under who have been found delinquent, and for helping families whose youth are out of control by using evidence-based programs involving the whole family. The Child Welfare division is charged with protecting the City's children from abuse or neglect within their families. The direct services for children and families are provided through contracts with private providers of preventive, foster care and adoption services.

## Preliminary Performance Highlights

- Since 2006, reports of child abuse and/or neglect have increased annually. Comparison of the first four months of fiscal years 2011 and 2012 suggest that this trend is beginning to slow as reports decreased from 18,549 in Fiscal 2011 to 17,561 in Fiscal 2012. Nevertheless, the percentage of abuse and neglect reports during the first four months of the year that were responded to within 24 hours continued to decline from 97.3 percent to 91.1 percent. By the end of 2012 ACS intends to implement an automated process that will allow for improved monitoring of these contacts and contribute to increased timeliness of investigation initiation.
- During the first four months of the fiscal year, the average daily number of children receiving preventive services through ACS contracted programs decreased by 4.5 percent, from 23,581 in Fiscal 2011 to 22,530 in Fiscal 2012. However, the number of new families entering preventive services has increased in the first four months of Fiscal 2012 to 2,867, compared to 2,632 in the first four months of Fiscal 2011. ACS is moving towards utilizing more intensive preventive services for children and families that will be delivered over a shorter time period. This reduced length of service results in lower point in time census even as new referrals increased. In the future the number of new families entering preventive services will replace the average daily number of children receiving preventive services to reflect this policy change. Additionally, ACS is planning to increase preventive utilization by providing services as aftercare for reunifying families during trial and final discharge periods to support parents and reduce re-entry into foster care.
- The number of reports of abuse and/or neglect of children in foster care and child care received during the first four months of Fiscal 2012 fell to 727 from 803 in Fiscal 2011. This decline was primarily due to the 30.7 percent decline in reports of abuse and/or neglect in child care from 153 in Fiscal 2011 to 106 in Fiscal 2012. Reports for foster care also declined by 4.3 percent for the same period.



- The number of children entering foster care continued to decline in Fiscal 2012 from 2,336 during the first four months of Fiscal 2011 to 1,909. This decrease was driven by improved placement decisions as a result of child safety conferences leading to a reduction in very short stays in foster care (stays of less than thirty days). Persons In Need of Service (PINS) diversion and alternatives to detention programs helped reduce juvenile delinquent (JD) placements.
- The percent of children placed in foster care in their own boroughs declined from 63.8 percent during the first four months of Fiscal 2011 to 58.1 percent during the first four months of Fiscal 2012 and the percent of children placed in their own communities decreased from 36.4 percent to 32.5 percent during this same period. However, the percent of children entering foster care that are placed with relatives increased during this period from 24.6 percent to 29.9 percent and the proportion of siblings who were placed together in the same foster home increased from 83.9 percent to 84.3 percent.
- ACS continues to see declines in the foster care census from the recent high of 16,854 in Fiscal 2007. The average number of children in foster care declined 5.9 percent from 15,086 during the first four months of Fiscal 2011 to 14,201 in Fiscal 2012. The number of children in residential care continued its steep decline, decreasing by 25.6 percent from 1,695 children to 1,262. There also was a 5.2 percent decrease in the number of children in kinship homes and a 2.2 percent decrease in non-relative foster boarding homes.
- The percentage of children who return to foster care within a year of their reunification with family declined from 12.2 percent during the first four months of Fiscal 2011, to 9.4 percent during the first four months of Fiscal 2012.
- The number of children adopted has declined from 345 children during the first four months of Fiscal 2011 to 316 children during the same period of Fiscal 2012 while the number of children eligible for adoption remained stable at approximately 1,700. ACS will work closely with service providers to increase adoptions.
- The average contracted child care utilization rate decreased to 83.4 percent during the first four months of Fiscal 2012 compared to 88.8 percent in Fiscal 2011. This change is a result of a correction to the reporting system that improves the method of data reporting. Another contributing factor is that during the initial months of Fiscal 2012, ACS instituted a temporary policy to reserve seats in its contracted child care programs which includes contracted collaboration Child Care and Head Start programs, so that children whose child care services were restored by funding identified by the Mayor and City Council in the Fiscal Year 2012 budget would have care available. Under the policy, seats vacated during that period were held in reserve, and as a result, enrollment levels decreased.
- Detention admissions continue to decline. Admissions decreased by 9.9 percent from 1,630 to 1,468 between the first four months of Fiscal 2011 and Fiscal 2012. During this same period the average daily population in detention decreased 7.1 percent from 338.1 to 314.0, while the average length of stay declined from 29 to 25 days. These overall reductions in the use of detention, compared to Fiscal 2011, demonstrate the continued success of the City's Detention Reform Action Plan efforts to use detention more appropriately.
- The rate of youth on staff assaults with injury increased from 0.02 (per 100 total average daily population) in the first four months of Fiscal 2011 to 0.03 in the first four months of Fiscal 2012 and the rate of youth on youth assaults and altercations with injury increased from 0.32 to 0.38 during this same period. A change in the incident tracking system now captures the number of persons injured in an event rather than the raw number of incidents.
- More searches were conducted during the first four months of Fiscal 2012, resulting in an increase in the rate weapon recovery from 0.02 (per 100 total average daily population) in the first four months of Fiscal 2011 to 0.07.
- The percent of youth in care that received mental health services increased from 46.0 percent in the first four months of Fiscal 2011 to 53.0 percent during the same period in Fiscal 2012. This increase is the result of the overall decline in population and reduced waiting periods prior to a juvenile's referral to a mental health service provider.



## Performance Report

### ✓ Protect children from abuse and neglect.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Number of State Central Register Consolidated investigations	59,161	59,228	59,982	*	*	16,916	15,924
★ Abuse and/or neglect reports responded to within 24 hours of receipt from the State Central Registry (%)	97.6%	95.8%	93.5%	100.0%	100.0%	97.3%	91.1%
Substantiation rate	42.0%	41.9%	40.1%	*	*	40.9%	39.3%
★ Children in substantiated investigations with repeat substantiated investigations within a year (%) (Preliminary)	14.7%	16.9%	17.1%	12.0%	12.0%	16.9%	15.1%
★ Average child protective specialist caseload	9.3	9.1	9.4	12.0	12.0	8.0	7.5

★ Critical Indicator "NA" - means Not Available in this report

### ✓ Provide preventive and foster care services to meet the needs of children and families.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Children receiving contract preventive services	31,752	29,945	23,881	*	*	23,581	22,530
★ Children in foster care (average)	16,439	15,895	14,843	*	*	15,086	14,201
- Children in foster kinship homes	5,575	5,559	5,178	*	*	5,233	4,960
- Children in nonrelative foster boarding homes	8,705	8,367	8,144	*	*	8,158	7,979
- Children in congregate care	2,159	1,970	1,521	*	*	1,695	1,262
All children entering foster care (preliminary)	7,406	7,108	6,356	*	*	2,336	1,909
★ Children who re-enter foster care within a year of discharge to family (%) (Preliminary)	14.1%	11.0%	11.2%	10.0%	10.0%	12.2%	9.4%
Children placed in foster care in their borough (%) (Preliminary)	57.8%	58.8%	60.4%	*	*	63.8%	58.1%
★ Children placed in foster care in their community	32.7%	31.2%	35.1%	*	*	36.4%	32.6%
★ Children entering foster care who are placed with relatives (%) (Preliminary)	24.5%	25.0%	27.0%	*	*	24.6%	29.9%
Siblings placed simultaneously in the same foster home (%) (Preliminary)	80.9%	83.0%	85.0%	*	*	83.9%	84.3%
Children in foster care who had one or fewer transfers from one facility to another (%)	59.2%	58.2%	57.9%	*	*	57.7%	57.6%
Abuse and/or neglect reports for children in foster care and child care	2,366	2,548	2,416	*	*	803	727
- for children in foster care	1,940	2,170	2,040	*	*	649	621
- for children in child care	426	377	375	*	*	153	106
Abuse and/or neglect reports for children in foster care and child care that are substantiated (%) (Preliminary)	31.5%	32.5%	33.9%	*	*	35.1%	33.3%
- for children in foster care (%) (Preliminary)	31.8%	33.3%	34.7%	*	*	34.7%	35.4%
- for children in child care (%) (Preliminary)	30.1%	28.3%	29.7%	*	*	37.0%	20.8%
Cost per foster care case \$ - Congregate care by level of need - Level 1	\$213.44	\$221.42	\$252.76	*	*	NA	NA
- Level 2	\$225.35	\$231.76	\$240.69	*	*	NA	NA
- Level 3	\$294.63	\$306.51	\$311.59	*	*	NA	NA
- Foster boarding home	\$66.94	\$68.35	\$63.69	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report



✓ **Ensure timely reunification or adoption services based on the needs of the child.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
Median length of stay for children entering foster care for the first time who are returned to parent (months)	8.3	5.3	6.4	6.0	6.0	NA	NA
Children returned to parent(s) within 12 months (%) (Preliminary)	65.4%	64.2%	61.5%	60.0%	60.0%	61.1%	67.6%
Children eligible for adoption (average)	1,839	1,780	1,697	*	*	1,699	1,691
Children adopted	1,344	1,156	1,186	*	*	345	316
Median length of stay in foster care before child is adopted (months)	53.7	53.1	52.9	50.0	50.0	NA	NA
Average time to complete adoption (years)	3.2	3.2	3.0	3.0	3.0	2.9	3.2
★ Children eligible for adoption who are adopted (%)	73.1%	64.9%	69.9%	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report

✓ **Ensure access to quality, safe child care and Head Start services in communities.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Total Head Start enrollment	18,561	18,563	18,423	*	*	17,870	17,857
★ Head Start capacity filled (%)	96.0%	96.1%	95.4%	95.0%	95.0%	92.5%	92.5%
★ Total enrollment in subsidized child-care (low-income working/other families and TANF)	104,275	102,246	98,643	102,000	102,000	99,820	94,345
★ Total contracted child care capacity filled (%)	94.8%	90.6%	89.9%	99.0%	99.0%	88.8%	83.4%
Contracted family child care capacity filled (%)	102.7%	102.5%	94.0%	99.0%	99.0%	95.0%	88.7%
Contacted group child care capacity filled (%)	91.7%	85.6%	88.1%	99.0%	99.0%	86.0%	81.0%
Total number of children using vouchers for child care (low-income working/other families)	22,069	20,801	18,595	*	*	19,748	17,008
Total number of children using vouchers for child care (TANF)	49,463	51,399	49,889	*	*	50,043	51,260
Total number of children using vouchers for child care (TANF and low-income working /other families)	71,532	72,200	68,484	*	*	69,791	68,268
Cost per child care slot - Group child care (voucher) (\$)	\$10,080	\$9,767	\$9,926	*	*	NA	NA
- Family child care (voucher) (\$)	\$7,151	\$8,590	\$8,124	*	*	NA	NA
- Group child care (contract) (\$)	\$12,710	\$13,672	\$13,995	*	*	NA	NA
- Family child care (contract) (\$)	\$7,457	\$7,910	\$8,044	*	*	NA	NA
Cost per Head Start slot (\$)	\$10,820	\$10,359	\$11,271	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report



✓ **Provide custody and care of youth in secure and safe detention facilities.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12	FY13		
★ Total admissions	5,833	5,387	4,868	*	*	1,630	1,468
★ Average length of stay	26	26	26	*	*	29	25
★ Average daily population (ADP)	429.6	388.2	337.4	*	*	338.1	314.0
★ Average daily cost per youth per day (\$)	\$622	\$706	\$705	*	*	NA	NA
★ Youth on youth assaults and altercations with injury rate (per 100 total ADP)	0.33	0.35	0.36	*	*	0.32	0.38
★ Youth on Staff Assault w/injury Rate (Average per 100 Total ADP)	0.03	0.02	0.03	*	*	0.02	0.03
★ Escapes from secure detention	0	1	0	0	0	0	0
★ Abscond rate in non-secure detention (average per 100 Total ADP in non-secure)	0.04	0.02	0.02	0.06	0.06	0.03	0.03
★ Weapon recovery rate (average per 100 Total ADP)	0.04	0.03	0.04	*	*	0.02	0.07
★ Narcotics recovery rate (average per 100 Total ADP)	0.04	0.03	0.04	*	*	0.04	0.04
★ Child abuse and/or neglect allegation rate (internal) (average per 100 Total ADP)	0.13	0.11	0.09	*	*	0.08	0.07
Child abuse/neglect allegations cases (internal) reported by OCFS as Substantiated	NA	22	13	*	*	2	0
★ Residents seen within 24 hours of sick call report (%)	98%	100%	100%	95%	95%	100%	100%
★ In-care youth who were referred for mental health services (%)	43%	48%	44%	*	*	40%	37%
★ In-care youth who were referred for and received mental health services (%)	37%	44%	48%	*	*	46%	53%
★ General healthcare cost per youth per day (\$)	\$95	\$88	\$47	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report

✓ **Provide services to prevent youth from returning to the juvenile justice system.**

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12	FY13		
★ Youth with previous admission(s) to detention (%)	49.4%	53.0%	54.0%	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report

## Agency Customer Service

The Administration for Children's Services provides service to its customers through its website and correspondence.

Indicator	ACS		Citywide		ACS Change		Citywide Change	
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Jul-Oct FY11 to FY12	Jul-Oct FY11 to FY12	Jul-Oct FY11 to FY12	Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	5	5	8	8	60%		60%	
Average response time for letters/mail correspondence (days)	7	11	4	9	-43%		-18%	
Number of 311 inquiries (to MMR agencies)	51,655	2,467,532	39,227	2,245,344	-24%		-9%	



## 311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of ACS Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of ACS Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<b>Top ACS-related Inquiries</b>						
<i>Child Care Financial Assistance - Eligibility Information and Application By Mail</i>	8,136	16%	1	6,889	18%	1
<i>Child Care Financial Assistance - Children's Services Clients</i>	4,966	10%	3	4,100	10%	2
<i>Child Care Financial Assistance - Eligibility and Application Online</i>	4,299	8%	5	3,347	9%	3
<i>Child Care Financial Assistance - Eligibility and Application In Person or By Phone</i>	4,519	9%	4	3,076	8%	4
<i>Child Care Financial Assistance - Voucher Information</i>	3,806	7%	6	2,873	7%	5

## Agency Resources

	A c t u a l			September 2011 MMR FY12	Updated FY12 <sup>1</sup>	FY13 <sup>1</sup>	4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11					
<i>Agency Resources<sup>3</sup></i>								
<i>Expenditures (\$ millions)<sup>2</sup></i>	\$2,978.7	\$3,015.8	\$2,964.2	\$2,804.0	\$2,914.7	\$2,705.6	\$1,598.3	\$1,524.9
<i>Revenues (\$ millions)</i>	\$4.8	\$3.1	\$2.8	\$3.4	\$3.4	\$3.4	\$0.7	\$0.8
<i>Personnel</i>	7,463	6,564	6,213	6,695	6,695	6,561	6,500	6,138
<i>Overtime paid (\$000)</i>	\$19,756	\$21,811	\$20,821	*	*	*	\$5,580	\$5,062
<i>Capital commitments (\$ millions)</i>	\$8.6	\$6.8	\$10.1	\$22.7	\$93.5	\$22.8	\$1.7	\$0.0
<i>Human services contract budget (\$ millions)</i>	\$1,629.6	\$1,716.3	\$1,614.7	\$1,519.8	\$1,598.0	\$1,473.7	\$570.5	\$471.5
<i>Work Experience Program (WEP) participants assigned</i>	64	76	143	*	*	*	103	130

<sup>1</sup> January 2012 Financial Plan

"NA" - Not Available in this report

<sup>2</sup> Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

<sup>3</sup> This table includes resources for the Administration for Children's Services and those reported in Fiscal 2009 and 2010 for the Department of Juvenile Justice.

## Noteworthy Changes, Additions or Deletions

None

For more information please visit the website at: [www.nyc.gov/acs](http://www.nyc.gov/acs)