Administration for Children's Services
Ronald E. Richter, Commissioner

What We Do

The Administration for Children's Services (ACS) is responsible for protecting and strengthening the City's children, youth, and families by providing quality child welfare, juvenile justice, early child care and education services. Each year, ACS conducts 56,000 investigations of abuse or neglect of New York City children and youth. For those children, youth and families involved in the child welfare system, ACS provides preventive and foster care services through contracts with nonprofit private providers. ACS also provides quality early care and education services, which prepares our youngest residents for success in school and beyond. Services are available for children from low income working families, families receiving child welfare services and for children whose parents are entering the work force from public assistance. These services are purchased from private agencies or informal private providers. In addition, ACS delivers a range of juvenile justice services to young people and their families from detention to placement, as well as intensive community-based programs that ACS employs at all stages of the juvenile justice process while always remaining focused on public safety. ACS' community-based alternatives programs help families whose youth are having behavioral problems by using evidence-based services that address family functioning.

Our Services and Goals

Service 1: Protect children from child abuse.
   Goal 1a: Respond quickly to every allegation of abuse and neglect and perform thorough assessments of safety and risk.
   Goal 1b: Reduce the risk of child maltreatment occurring in at-risk families through the provision of high-quality preventive services.
   Goal 1c: Provide safe and stable foster care placements for children who cannot remain safely at home.
   Goal 1d: Encourage and support family-based foster care.
   Goal 1e: Reduce time to reunification and/or adoption and maintain strong family connections for children.

Service 2: Ensure access to quality early child care and education services in all communities.
   Goal 2a: Ensure access to quality early child care services in communities of need and achieve maximum capacity enrollment at all participating centers.

Service 3: Provide custody and care of youth in secure and safe detention and placement facilities while providing casework services.
   Goal 3a: Assure that detention facilities are safe and secure.
   Goal 3b: Provide youth in detention and placement with appropriate health and mental health services.
   Goal 3c: Provide services to prevent youth from returning to the juvenile justice system.

How We Performed: July–October

- Investigations of child abuse and/or neglect declined by 4.2 percent from Fiscal 2011 to 2012. This trend continued into the beginning of Fiscal 2013 as the number of consolidated investigations declined by 3.6 percent for the first four months of Fiscal 2013 as compared with the first four months of Fiscal 2012. During this period the percent of children with completed investigations with repeat investigations within a year increased from 23.3 to 24.5 percent, but the rate of repeat substantiated investigations remained stable at 15.2 percent.

- During the first four months of the fiscal year, the percentage of abuse and neglect reports that were responded to within 24 hours declined by 3.4 percentage points from 91.1 percent to 87.7 percent. In December 2012, ACS began using an automated system to record and report the 24-hour response rate to improve monitoring of these contacts. Through clear policy guidance and improved routine reviews, ACS expects that these efforts will improve 24-hour response rates during Fiscal 2013.

- During the first four months of the fiscal year, the number of new families receiving preventive services through ACS contracted programs increased 17.6 percent from 2,867 to 3,372.

- A decline from 1,915 during the first four months of Fiscal 2012 to 1,645 during the same period in Fiscal 2013 continues a four-year trend in the reduced number of children entering foster care. The percent of children placed with relatives and the proportion of siblings who were placed together in the same foster home, both ACS priorities, remained stable during the first four months of Fiscal 2013 as compared to Fiscal 2012, while the percent of children placed in their home communities declined from 32.8 percent to 30.4 percent.

- The foster care census, which reached a recent peak of 16,701 in Fiscal 2008 declined 5.2 percent from 14,201 during the first four months of Fiscal 2012 to 13,458 during the same period in Fiscal 2013. During this period the number of children in kinship homes and non-relative foster boarding homes declined by 6.1 percent and 5.1 percent, respectively.

- The total number of reports of abuse and/or neglect of children in foster care or child care received by ACS increased 8.0 percent compared to the same period in Fiscal 2012: foster care reports during the period increased 5.8 percent from 621 to 657, and reports for child care increased by 20.8 percent from 106 to 128. Reports of abuse/neglect in foster care that were substantiated fell from 35.4 percent to 31.1 percent, while substantiated child care reports increased from 20.8 percent to 28.9 percent compared to the same period in Fiscal 2012. The increase in the child care indication rate coincides with improvements in child protective investigative practice within Office of Special Investigations.

- While the percent of children reunified with their parents within twelve months remained stable during the first four months of Fiscal 2013 as compared to Fiscal 2012, the re-entry rate increased 1.2 percentage points from 9.4 percent to 10.6 percent. To address this issue ACS is piloting evidence-based models employing a comprehensive approach to families and children to improve permanency outcomes.

- Finalized adoptions increased 16.8 percent from 316 to 369 during the first four months of Fiscal 2013 compared to the same period in Fiscal 2012. During this same period the number of children eligible for adoption declined by 7.4 percent from 1,691 to 1,566.

- Head Start utilization declined 11.3 percentage points from 92.5 percent during the first three months of Fiscal 2012 to 81.2 percent during the same period in Fiscal 2013. During this period Head Start enrollment also declined by 12.1 percent from 17,857 to 15,701 and contracted child care capacity declined by 2.3 percentage points from 83.4 percent to 81.1 percent. The transfer of services to new providers, with the launch of EarlyLearn NYC on October 1, 2012, caused enrollment to lag during the changeover from the prior providers. Enrollment is expected to be on par with previous fiscal years as the new portfolio of contractors completes the process of recruiting and enrolling eligible children.

- The average length of stay in detention increased by 28 percent from 25 days in the first four months of Fiscal 2012 to 32.0 days in the first four months of Fiscal 2013. With the introduction of ACS' Close to Home Initiative, ACS non-secure placement facilities began accepting youth on September 1, 2012. In anticipation of this initiative and to avoid moving youth multiple times, discharges to non-secure placement of many of the longer staying youth in detention were delayed this summer until the New York City capacity became available. Additionally, police admissions of youth to detention decreased, resulting in a substantial decrease in the number of youth who spend one day in detention.

- During the first four months of the fiscal year, the rate of youth on youth assaults with injury declined by 15.8 percent from 0.38 per 100 average daily population in Fiscal 2012 to 0.32 in Fiscal 2013. However, during this same period the youth on staff assault with injury rate doubled from 0.03 to 0.06. In 2012, ACS implemented a broad new set of protocols, called Safe Crisis Management, requiring that all staff be re-trained and certified in a wide range of new behavior management techniques and emergency procedures. Furthermore, new trauma-informed assessment and interventions, new recreational, cultural and academic programming, and new behavioral support and case management protocols are expected to help to further reduce problematic behavior among youth and reduce injuries to staff and youth.

- The rate of incidents where a weapon was recovered increased 85.7 percent during the first four months of Fiscal 2013 to 0.13. The rate of narcotics recovered in detention also went up during this period, from 0.04 to 0.10. These increases were driven by a 7.7 percent increase in searches and enhanced training for new and existing staff that increased adherence to search protocols.

Service 1: Protect children from child abuse.
Goal 1a: Respond quickly to every allegation of abuse and neglect and perform thorough assessments of safety and risk.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Number of State Central Register consolidated investigations	59,228	59,982	57,453	*	*	15,924	15,352
★ Abuse and/or neglect reports responded to within 24 hours of receipt from the State Central Registry (%)	95.8%	93.5%	92.1%	100.0%	100.0%	91.1%	87.7%
Substantiation rate	41.9%	40.1%	39.6%	*	*	39.3%	40.1%
Abuse and/or neglect reports for children in foster care and child care that are substantiated (%)(preliminary)	32.5%	33.9%	30.1%	*	*	33.3%	30.7%
★ Children in substantiated investigations with repeat substantiated investigations within a year (%)(preliminary)	16.9%	17.1%	16.2%	14.0%	12.0%	15.2%	15.2%
Children in complete investigations with repeat investigations within a year (%)	23.0%	24.2%	23.8%	*	*	23.3%	24.5%
Abuse and/or neglect reports for children in foster care and child care	2,548	2,416	2,223	*	*	727	785
★ Average child protective specialist caseload	9.1	9.4	8.7	12.0	12.0	7.5	6.7

Goal 1b: Reduce the risk of child maltreatment occurring in at-risk families through the provision of high-quality preventive services.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Families entering purchased preventive services	10,207	7,865	10,124	*	12,000	2,867	3,372

Goal 1c: Provide safe and stable foster care placements for children who cannot remain safely at home.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Children who re-enter foster care within a year of discharge to family (%)(preliminary)	11.0%	11.2%	10.4%	10.0%	10.0%	9.4%	10.6%
★ Children placed in foster care in their community	31.2%	35.1%	33.5%	*	33.0%	32.8%	30.4%
★ Children in foster care (average)	15,896	14,843	14,013	*	*	14,201	13,458
- Children in foster kinship homes	5,559	5,178	4,843	*	*	4,960	4,657
- Children in nonrelative foster boarding homes	8,367	8,144	7,896	*	*	7,979	7,573
- Children in residential care	1,970	1,521	1,274	*	*	1,262	1,229
All children entering foster care (preliminary)	7,108	6,356	5,698	*	*	1,915	1,645
Abuse and/or neglect reports for children in foster care	2,170	2,040	1,902	*	*	621	657
Abuse and/or neglect reports for children in foster care that are substantiated (%)	33.3%	34.7%	31.0%	*	*	35.4%	31.1%

Goal 1d: Encourage and support family-based foster care.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Siblings placed simultaneously in the same foster home (%) (preliminary)	83.0%	85.0%	86.3%	*	*	87.3%	90.3%
★ Children entering foster care who are placed with relatives (%) (preliminary)	25.0%	27.0%	27.1%	*	30.0%	29.5%	28.8%

★ Critical Indicator   "NA" - means Not Available in this report   ⇩⇧ shows desired direction

Goal 1e: Reduce time to reunification and/or adoption and maintain strong family connections for children.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Children adopted	1,156	1,186	1,295	*	*	316	369
Median length of stay in foster care before child is adopted (months)	53.1	52.9	53.2	50.0	50.0	NA	NA
Median length of stay for children entering foster care for the first time who are returned to parent (months)	5.3	6.4	5.5	6.0	6.0	NA	NA
Children returned to parent(s) within 12 months (%)(preliminary)	64.2%	61.5%	62.2%	64.0%	64.0%	64.2%	63.4%
Children eligible for adoption (average)	1,780	1,697	1,675	*	*	1,691	1,566
★Children eligible for adoption who are adopted (%)	64.9%	69.9%	77.3%	*	80.0%	NA	NA
Average time to complete adoption (years)	3.2	3.0	3.1	3.0	3.0	3.2	3.0

Service 2: Ensure access to quality early child care and education services in all communities.
Goal 2a: Ensure access to quality early child care services in communities of need and achieve maximum capacity enrollment at all participating centers.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Total Head Start enrollment	18,563	18,423	18,351	*	⇧	17,857	15,701
★Head Start capacity filled (%)	96.1%	95.4%	95.0%	95.0%	95.0%	92.5%	81.2%
Cost per Head Start slot ($)	$10,359	$11,271	$11,271	*	*	NA	NA
★Total enrollment in subsidized child-care (low-income working/other families and TANF)	102,246	98,643	95,979	110,000	110,000	94,345	93,283
Total Number of Children using Vouchers for Child Care	72,200	68,484	69,020	*	*	68,268	68,750
Total Number of Children using Vouchers for Child Care (TANF)	51,399	49,889	51,782	*	*	51,260	51,486
Total Number of Children using Vouchers for Child Care (Low-Income Working/ Other Families)	20,801	18,595	17,238	*	*	17,008	16,890
★Total contracted child care capacity filled (%)	90.6%	89.9%	87.6%	99.0%	99.0%	83.4%	81.1%
Contracted Group Child Care capacity filled (%)	85.6%	88.1%	86.7%	99.0%	99.0%	81.0%	84.2%
Contracted Family Child Care capacity filled (%)	102.5%	94.0%	89.6%	99.0%	99.0%	88.7%	88.3%
Abuse and/or neglect reports for children in child care	377	375	322	*	*	106	128
Abuse and/or neglect reports for children in child care that are substantiated (%)	28.3%	29.7%	24.8%	*	*	20.8%	28.9%

Service 3: Provide custody and care of youth in secure and safe detention and placement facilities while providing casework services.
Goal 3a: Assure that detention facilities are safe and secure.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Total admissions	5,387	4,868	4,416	*	*	1,468	1,119
★Average daily population (ADP)	388.2	337.4	326.5	*	300.0	314.0	276.8
Secure detention - ADP	244.0	210.3	188.4	*	*	188.9	158.4
Nonsecure detention - ADP	144.2	127.1	188.4	*	*	125.1	118.2
★Average length of stay	26	26	27	*	*	25	32
★Escapes from secure detention	1	0	0	0	0	0	0
★Abscond rate in non-secure detention (average per 100 total ADP in non-secure)	0.02	0.02	0.02	0.02	0.02	0.03	0.05
★Youth on youth assaults and altercations with injury rate (per 100 total ADP)	0.35	0.36	0.44	*	0.35	0.38	0.32
★Youth on staff assault w/injury rate (per 100 total ADP)	0.02	0.03	0.04	*	0.03	0.03	0.06

★ Critical Indicator   "NA" - means Not Available in this report   ⇩⇧ shows desired direction

Performance Statistics		Actual			Target		4-Month Actual	
		FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Weapon recovery rate (average per 100 total ADP)		0.03	0.04	0.10	*	*	0.07	0.13
★ Narcotics recovery rate (average per 100 total ADP)		0.03	0.04	0.08	*	*	0.04	0.10
★ Child abuse and/or neglect allegation rate (internal) (average per 100 total ADP)		0.11	0.09	0.09	*	0.09	0.08	0.08
Child abuse/neglect allegations cases (internal) reported by the Office of Children and Family Services (OCFS) as Substantiated		22	13	5	*	*	0	0
★ Average daily cost per youth per day ($)		$706	$705	$634	*	*	NA	NA

Goal 3b: Provide youth in detention and placement with appropriate health and mental health services.

Performance Statistics		Actual			Target		4-Month Actual	
		FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Residents seen within 24 hours of sick call report (%)		100%	100%	100%	100%	100%	100%	100%
★ General health care cost per youth per day ($)		$88	$47	$52	*	*	NA	NA
★ In-care youth who were referred for and received mental health services (%)		44%	48%	55%	*	*	53%	52%
★ In-care youth who were referred for mental health services (%)		48%	44%	43%	*	*	37%	42%

Goal 3c: Provide services to prevent youth from returning to the juvenile justice system.

Performance Statistics		Actual			Target		4-Month Actual	
		FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Youth with previous admission(s) to detention (%)		53.0%	54.0%	59.5%	*	*	NA	NA

★ Critical Indicator   "NA" - means Not Available in this report   ⇩⇧ shows desired direction

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
Customer Experience	FY10	FY11	FY12	FY13	FY14	FY12	FY13
E-mails responded to in 14 days (%)	NA	NA	NA	40%	*	NA	91%
Letters responded to in 14 days (%)	NA	NA	NA	40%	*	NA	82%

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13[1]	FY14[1]	FY12	FY13
Expenditures ($000,000)[2]	$3,015.8	$2,964.2	$2,854.5	$2,825.1	$2,872.0	$2,746.9	$1,524.9	$1,477.1
Revenues ($000,000)	$3.1	$2.8	$3.8	$3.4	$3.4	$3.4	$0.8	$2.3
Personnel	6,564	6,213	6,196	6,634	6,562	6,627	6,138	6,144
Overtime paid ($000,000)	$221.8	$20.8	$21.2	$13.3	$13.3	$13.3	$5.1	$5.3
Capital commitments ($000,000)	$6.8	$10.1	$13.5	$30.6	$101.0	$8.8	$0.0	$7.2
Human services contract budget ($000,000)	$1,716.3	$1,614.7	$1,568.9	$1,534.6	$1,663.2	$1,500.1	$471.5	$470.7
Work Experience Program (WEP) participants assigned	76	143	96	*	*	*	130	41

[1] January 2013 Financial Plan   "NA" - Not Available in this report
[2] Expenditures include all funds.   January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

• Beginning October 1, 2012, ACS converted its early care and education contracted system to a new model - EarlyLearn NYC. New performance indicators have been developed for the system which do not 100% align with past indicators. Reporting on these new indicators will begin during the third quarter of Fiscal 2013. This report includes pre-EarlyLearn Child Care and Head Start performance statistics through September 2012.

• ACS added the following indicators to this report: 'Children in complete investigations with repeat investigations within a year (%),' 'Secure detention - ADP' and 'Nonsecure detention - ADP.'

• ACS removed the following indicators from this report: Children in foster care who had one or fewer transfers from one facility to another (%),' 'Cost per foster care case $ - Congregate care by level of need - Level 1,' '- Level 2,' '- Level 3,' '- Foster boarding home,' 'Cost per child care slot - Group child care (voucher) ($),' '- Family child care (voucher) ($),' '- Group child care (contract) ($)' and '- Family child care (contract) ($).'

• ACS corrected the calculation method for its customer service correspondence indicators for the first four months of Fiscal 2013. Data for prior periods is not available.

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

For more information on the agency, please visit: www.nyc.gov/acs.