

ADMINISTRATION FOR CHILDREN'S SERVICES

Gladys Carrión, Commissioner



WHAT WE DO

The Administration for Children's Services (ACS) is responsible for protecting the safety and promoting the well-being of New York City's children and strengthening their families by providing child welfare, juvenile justice, child care, and early education services. In child welfare, ACS contracts with private nonprofit organizations to support and stabilize families at risk of a crisis through the provision of preventive services, and provides foster care services for children not able to safely remain at home. Each year, the agency's Division of Child Protection conducts more than 55,000 investigations of suspected child abuse or neglect. In youth and family justice, ACS manages and funds services including detention and placement, intensive community-based alternatives for youth, and support services for families. In the Division of Early Care and Education, ACS coordinates and funds programs and vouchers for close to 100,000 children eligible for subsidized care. Across all of its programs, ACS promotes child well-being, family stability, and high quality, integrated services.

FOCUS ON EQUITY

The Administration for Children's Services is responsible for serving children and families of every race and ethnicity in New York City. ACS aims to secure safe and nurturing family environments and strong communities for all of New York City's children as it strives over the long term to counter the disproportionately damaging impact of poverty and chronic stress on the City's children of color. ACS is deeply committed to an equitable and fair approach to providing child care, early education and family supports, and to ensuring that interventions—including child protection, family court services, foster care and juvenile detention—are performed in a manner that is respectful of the racial, cultural, and economic character of each family involved. Through the agency's early education programs, community-building and family support services, ACS is helping families create a stable foundation of opportunity on which children will thrive throughout their lives.

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

- Investigations of child abuse and/or neglect rose modestly to 16,300 in the first four months of Fiscal 2015 from 15,931 investigations during the same period of Fiscal 2014, continuing an upward trend that began in Fiscal 2014. The percent of abuse and/or neglect reports responded to within 24 hours declined from 93.4 in July-October Fiscal 2014 to 91.1 during the same period in Fiscal 2015. To address this, leadership is working to identify barriers to compliance and will develop local action plans to improve performance. During this period, the percent of children with completed investigations with repeat investigations within a year decreased from 23.5 to 23.0 and the percentage of repeat substantiated investigations rose from 15.5 to 15.7. ACS continues to work with staff to ensure their understanding and use of the most appropriate services to maximize child safety.
- The average child protective specialist caseload rose from 7.6 during the first four months of Fiscal 2014 to 9.3 during the same period in Fiscal 2015. Caseloads remained substantially below the agency target of 12, thanks in part to new hiring approved in early 2014.
- The use of preventive services is dramatically increasing this year, in the first four months of Fiscal 2015; there was a 17 percent increase in families entering preventive services compared to the same period of Fiscal 2014. The Fiscal 2015 target is 12,000 families entering preventive services per year, and with 4,031 families entering services in the first four months of the year, ACS is on track to meet this target. During the same period, on average 24,881 children received preventive services from ACS contract providers each day in Fiscal 2015, a 5.4 percent increase from the same period last year.
- The number of children entering foster care and the total number of children in foster care both declined. The number of children entering foster care fell 11.4 percent from 1,515 during the first four months of Fiscal 2014 to 1,343 during the same period in Fiscal 2015, continuing a six-year trend. The number of children in foster care declined 6.9 percent from 11,952 in the first four months of Fiscal 2014 to 11,125 this year. The decreases in the foster care census and foster care entries are largely driven by the increase in families receiving purchased preventive services. There was a modest increase in school attendance among children in foster care from 83.6 percent during the first four months of Fiscal 2014 to 84.4 percent during the same period in Fiscal 2015.
- Children were placed in foster homes with their siblings 89 percent of the time, as compared to 87.5 percent in the same period last year. The percentage of children placed in foster care within their community rose modestly from 32.9 to 33.2 percent. The percentage of children entering care who are placed with relatives declined from 28.4 to 26 percent. The number of children returned to their parents within 12 months after entering foster care increased from 55 percent in the first four months of Fiscal 2014 to 64.2 percent in Fiscal 2015. The re-entry rate declined slightly from 10.4 percent in Fiscal 2014 to 10.2 percent in Fiscal 2015.
- Adoptions decreased 21.5 percent in the first four months of Fiscal 2015, from 339 in the same period last year to 266 this year. In part, this reflects the declining number of children in care. However, 4.4 percent more children eligible for adoption remain in ACS custody in this year's reporting period. At the same time, the average time to complete an adoption outperformed the Fiscal 2015 target of 3 years, at 2.9 years during July through October 2014. The number of children who achieved permanency through the Kinship Guardianship Assistance program increased 4.4 percent from 90 in the first four months of Fiscal 2014 to 94 during the same period in Fiscal 2015.
- Average EarlyLearn NYC contract enrollment declined 3.1 percent during the first four months of the fiscal year from 29,182 enrollments in 2014 to 28,281 in 2015. Center-based enrollment declined 7.2 percent resulting in a 4.7 percentage point decline in the utilization rate from 81.7 to 77.0 percent. Family child care enrollment increased 13.5 percent in the reporting period resulting in a 9.2 percentage point increase in the utilization rate from 67.7 to 76.9 percent. Center-based child care enrollment averaged 21,672 and family child care average enrollment was 6,609 in the first four months of Fiscal 2015. Child care voucher enrollment declined five percent in the same period from 69,604 to 66,086. The majority of the reduction in EarlyLearn NYC contract enrollment can be attributed to the redistribution of Head Start-funded seats from ACS capacity to direct Head Start grants in July. As a result of this redistribution, several organizations which had contracted with ACS at the start of EarlyLearn NYC terminated their contracts to move to direct grants with the Federal Office of Head Start. The remaining seats left EarlyLearn either because providers voluntarily relinquished their seats or ACS reduced the number of seats to some providers who were licensed to serve fewer children than they had originally been awarded. Both the number of abuse and/or neglect reports for children

in child care and the substantiation rates of these reports increased from the first four months of Fiscal 2014 to same period in Fiscal 2015. The number of reports rose 18.3 percent from 142 to 168 and the indication rate increased 10.5 percentage points from 21.1 to 31.6 percent.

- Since Fiscal 2009, the average daily population in juvenile detention has decreased steadily. This trend continued as the average daily population decreased 28.8 percent from 255 during the first four months of Fiscal 2014 to 181 during the same period in Fiscal 2015. This decline was largely driven by a reduction in admissions which fell 10.3 percent from 1,068 in July through October 2013 to 958 during the same period in 2014. During this period the average length of stay in detention decreased by 17.2 percent from 29 days to 24 days.
- During the first four months of Fiscal 2015 the rate of youth-on-youth assaults and altercations with injury in detention declined from 0.37 per 100 average daily population in Fiscal 2014 to 0.32 in Fiscal 2015. However, the youth-on-staff assault with injury rate rose from 0.07 to 0.08 during the same period. Secure detention staff redeployment in consistent teams is expected to decrease the rate of assaults on staff with injury.
- The rate of weapon recovery rose from 0.04 per 100 daily population during the first four months of Fiscal 2014 to 0.07 during the same period in Fiscal 2015, while the rate of recovery of substances/prescription or over-the-counter (OTC) medication remained stable at 0.05. The increase in weapon recoveries was due to more focused searches.
- While the rate of child abuse allegations in detention rose from 0.09 per 100 daily population during the first four months of Fiscal 2014 to 0.11 during the same period of Fiscal 2015, the number of substantiated allegations fell from six to zero.
- The number of admissions to non-secure placement during the first four months of the Fiscal Year declined 22.8 percent from 114 in Fiscal 2014 to 88 in Fiscal 2015, but the number of youth in non-secure placement remained stable at approximately 190. There was also a large increase in the number of young people successfully discharged from the program from 85 during July through October Fiscal 2014 to 111 during the same period in Fiscal 2015. During this period the number of young people released to aftercare in their communities rose 17.6 percent from 74 to 87 and the average aftercare census increased 32.1 percent from 92 to 121.5.
- During the first four months of the fiscal year both the youth-on-youth assault and altercation rate and the youth-on-staff assault rate in non-secure placement rose, but the AWOL rate declined. The youth-on-youth assault and altercation rate increased from 0.60 percent in Fiscal 2014 to 0.65 in Fiscal 2015 and the youth-on-staff assault rate increased from 0.13 to 0.24. The AWOL rate declined from 0.80 to 0.50 during this period. ACS closely monitors each provider's performance and has been working with providers to continuously improve safety and security at non-secure placement facilities.
- Both the percent of young people in detention who were referred for mental health services and the percent referred for and receiving mental health services rose during the first four months of the fiscal year. The percent referred rose from 38 percent in Fiscal 2014 to 57 percent in Fiscal 2015 and the percent referred for and receiving mental health services rose from 56 to 62 percent.

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 Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Number of State Central Register consolidated investigations	57,453	54,039	55,529	*	*	15,931	16,300
★Abuse and/or neglect reports responded to within 24 hours of receipt from the State Central Register (%)	92.1%	92.9%	92.3%	100.0%	100.0%	93.4%	91.1%
Substantiation rate	39.6%	39.8%	39.5%	*	*	39.1%	39.0%
Children in complete investigations with repeat investigations within a year (%)	23.8%	23.9%	23.5%	*	*	23.5%	23.0%
★Children in substantiated investigations with repeat substantiated investigations within a year (%) (preliminary)	16.2%	16.0%	16.1%	14.0%	14.0%	15.5%	15.7%
★Average child protective specialist caseload	8.7	8.2	9.8	12.0	12.0	7.6	9.3

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Families entering purchased preventive services	10,124	10,510	11,759	12,000	12,000	3,447	4,031
Children receiving contract preventive services (daily average)	23,496	25,413	24,933	*	*	23,612	24,881

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
All children entering foster care (preliminary)	5,698	4,779	4,501	*	*	1,515	1,343
★Children placed in foster care in their community	33.5%	33.4%	33.3%	33.0%	33.0%	32.9%	33.2%
★Children in foster care (average)	13,820	12,958	11,728	*	*	11,952	11,125
- Children in foster kinship homes	4,843	4,461	3,928	*	*	4,028	3,736
- Children in nonrelative foster boarding homes	7,896	7,398	6,896	*	*	7,015	6,470
- Children in residential care	1,081	1,099	923	*	*	948	920
★Children who re-enter foster care within a year of discharge to family (%) (preliminary)	10.4%	10.2%	10.8%	10.0%	10.0%	10.4%	10.2%
School Attendance Rate - Children in Foster Care (%)	NA	NA	82.1%	*	*	83.6%	84.4%
Abuse and/or neglect reports for children in foster care	1,902	2,165	1,987	*	*	628	636
Abuse and/or neglect reports for children in foster care that are substantiated (%)	31.0%	31.5%	28.0%	*	*	29.0%	29.7%

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Siblings placed simultaneously in the same foster home (%)(preliminary)	86.3%	87.9%	88.2%	*	*	87.5%	89.0%
★ Children entering foster care who are placed with relatives (%)(preliminary)	27.1%	26.6%	25.7%	30.0%	30.0%	28.4%	26.0%

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Median length of stay for children entering foster care for the first time who are returned to parent (months)	5.5	6.8	7.5	6.0	6.0	NA	NA
Children returned to parent(s) within 12 months (%)(preliminary)	62.2%	59.8%	57.9%	60.0%	60.0%	55.0%	64.2%
Median length of stay in foster care before child is adopted (months)	53.2	54.1	55.1	50.0	50.0	NA	NA
Children adopted	1,295	1,310	1,101	*	*	339	266
Children eligible for adoption (average)	1,675	1,446	1,248	*	*	1,278	1,334
★ Children eligible for adoption who are adopted (%)	77.3%	90.6%	88.2%	90.0%	90.0%	NA	NA
Average time to complete adoption (years)	3.1	3.1	2.9	3.0	3.0	3.0	2.9
Kinship Guardianship Assistance discharges	NA	119	251	*	*	90	94

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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 Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Average EarlyLearn contract enrollment	45,310	30,096	30,422	36,759	41,644	29,182	28,281
★ EarlyLearn - Average center-based enrollment	NA	25,548	24,068	28,159	32,044	23,359	21,672
★ EarlyLearn - Average family child care enrollment	NA	4,549	6,354	8,600	8,600	5,823	6,609
★ Average EarlyLearn Utilization (%)	NA	71.4%	82.1%	100.0%	100.0%	78.5%	76.9%
★ Average EarlyLearn Utilization - Center-based (%)	NA	76.2%	84.6%	100.0%	100.0%	81.7%	77.0%
★ Average EarlyLearn Utilization - Family child care (%)	NA	52.9%	73.9%	100.0%	100.0%	67.7%	76.9%
Average child care voucher enrollment	69,020	71,756	67,541	*	*	69,604	66,086
★ Average mandated children voucher enrollment	NA	56,649	54,852	*	*	56,183	54,534
★ Average other eligible children voucher enrollment	NA	15,107	12,689	*	*	13,422	11,553
★ Average center-based child care voucher enrollment	NA	27,552	26,401	*	*	26,790	26,648
★ Average family child care voucher enrollment	NA	21,503	21,507	*	*	21,873	21,431
★ Average informal (home-based) child care voucher enrollment	NA	22,700	19,633	*	*	20,941	18,007

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Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
EarlyLearn - Fiscal year spending per child based on average enrollment in Contract Family Child Care	NA	\$9,084	\$8,629	*	*	NA	NA
EarlyLearn - Budget per slot in contract family child care	NA	\$9,329	\$9,340	*	*	NA	NA
EarlyLearn - Fiscal Year Spending per Child based on Average Enrollment in Contract Centers	NA	\$14,568	\$14,302	*	*	NA	NA
Fiscal year spending per child - Center-based child care vouchers	NA	\$8,478	\$8,524	*	*	NA	NA
Fiscal year spending per child - Family child care vouchers	NA	\$7,385	\$7,500	*	*	NA	NA
Fiscal year spending per child - Legally exempt (informal child care) vouchers	NA	\$4,169	\$4,144	*	*	NA	NA
Abuse and/or neglect reports for children in child care	322	357	414	*	*	142	168
Abuse and/or neglect reports for children in child care that are substantiated (%)	24.8%	23.5%	21.8%	*	*	21.1%	31.6%

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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 Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Total admissions to detention	4,416	3,419	3,126	*	*	1,068	958
★ Average daily population (ADP), detention	326.5	266.0	234.1	*	*	254.5	181.2
Secure detention - ADP	188.4	150.1	130.2	*	*	148.9	98.9
Non-secure detention - ADP	188.4	115.9	103.5	*	*	105.6	81.8
★ Average length of stay, detention (days)	27	29	29	*	*	29	24
★ Escapes from secure detention	0	0	0	0	0	0	0
★ Abscond rate in non-secure detention (average per 100 total ADP in non-secure)	0.02	0.05	0.08	0.02	0.02	0.06	0.01
★ Youth on youth assaults and altercations with injury rate (per 100 total ADP), detention	0.44	0.34	0.35	0.35	0.35	0.37	0.32
★ Youth on staff assault w/injury rate (per 100 total ADP), detention	0.04	0.06	0.05	0.03	0.03	0.07	0.08
★ Weapon recovery rate (average per 100 total ADP), detention	0.10	0.09	0.05	*	*	0.04	0.07
★ Illegal substance/prescription or OTC medication recovery rate (average per 100 total ADP), detention	0.08	0.08	0.10	*	*	0.05	0.05
★ Child abuse and/or neglect allegation rate (internal) (average per 100 total ADP), detention	0.09	0.11	0.12	0.09	0.09	0.09	0.11
Child abuse/neglect allegations cases (internal) reported as substantiated, detention	5.0	17.0	8.0	*	*	6.0	0.0
★ Average daily cost per youth per day, detention (\$)	\$634	\$729	\$773	*	*	NA	NA
Admissions to non-secure placement	NA	NA	348	*	*	114	88
★ Number in non-secure placement	NA	NA	195	*	*	188	190
Youth on youth assault and altercation rate, non-secure placement	NA	NA	0.6	0.5	0.5	0.6	0.7
Youth on staff assault rate, non-secure placement	NA	NA	0.2	0.1	0.1	0.1	0.2
AWOL rate, non-secure placement	NA	NA	0.7	0.7	0.7	0.8	0.5
Discharges from non-secure placement (dispositional order complete)	NA	NA	222.0	*	*	85.0	111.0

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Goal 3b

Provide youth in detention and placement with appropriate health and mental health services.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ In-care youth who were referred for mental health services, detention (%)	43%	51%	48%	*	*	38%	57%
★ In-care youth who were referred for and received mental health services, detention (%)	55%	58%	58%	*	*	56%	62%
★ Residents seen within 24 hours of sick call report (%)	100%	100%	100%	100%	100%	100%	100%
★ General health care cost per youth per day, detention (\$)	\$52	\$60	\$62	*	*	NA	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ ↑ shows desired direction

Goal 3c

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Youth admitted to detention with previous admission(s) to detention (%)	59.5%	60.5%	60.9%	*	*	NA	NA
Number of releases to Close to Home aftercare	NA	NA	274	*	*	74	87
★ Number in Close to Home aftercare (average)	NA	NA	92.8	*	*	92.0	121.5

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Collisions involving City vehicles	22	16	35	*	*	7	14
Workplace injuries reported	NA	191	217	*	*	99	67

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Completed requests for interpretation	65,025	66,577	63,351	*	*	19,891	23,477
Letters responded to in 14 days (%)	73.6%	92.3%	87.4%	*	*	93.7%	82.3%
E-mails responded to in 14 days (%)	92.9%	95.6%	92.6%	*	*	96.8%	84.2%

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$2,854.5	\$2,805.0	\$2,785.5	\$2,907.7	\$2,951.7	\$2,950.9	\$1,519.3	\$1,537.1
Revenues (\$000,000)	\$3.8	\$3.4	\$3.1	\$3.4	\$3.4	\$3.4	\$0.7	\$0.8
Personnel	6,196	6,082	5,923	6,631	6,722	7,084	5,986	5,925
Overtime paid (\$000,000)	\$21.2	\$20.6	\$25.2	\$17.4	\$17.4	\$17.4	\$5.9	\$7.4
Capital commitments (\$000,000)	\$13.5	\$11.1	\$10.2	\$9.3	\$38.7	\$29.3	\$6.1	\$3.3
Human services contract budget (\$000,000)	\$1,568.9	\$1,630.0	\$1,629.5	\$1,679.8	\$1,684.2	\$1,658.7	\$530.4	\$564.0
Work Experience Program (WEP) participants assigned	96	73	110	*	*	*	50	68
¹ February 2015 Financial Plan ² Expenditures include all funds. "NA" - Not Available in this report								

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- ACS added the following indicators to this report: 'Children receiving contract preventive services', 'School Attendance Rate - Children in Foster Care (%)' and 'Kinship Guardianship Assistance program discharges.'

ADDITIONAL RESOURCES

For additional information go to:

- Statistics:
http://www.nyc.gov/html/acs/html/statistics/statistics_links.shtml
- Monthly flash report:
http://www.nyc.gov/html/acs/downloads/pdf/Flash_January_2015.pdf

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