

<b>Department of Children and Families</b> <b>Performance Indicators - 2020</b>	Frequency	Desired Trend	FY19 Actual	FY20 Revised	FY21 Target
<b>Ensure the safety, permanency, and well-being of children experiencing child abuse or neglect, or other significant family problems that put them at serious risk of harm.</b>	<a href="http://www.nj.gov/dcf/families/">http://www.nj.gov/dcf/families/</a>				
Average wait time before calls coming in to the State Central Registry hotline are answered.	Quarterly	reduce	82 seconds	30 seconds	30 seconds
Percent of Abuse/Neglect Reports assigned for investigation within 3 hours of initial report	Quarterly	maintain	99%	98%	98%
Percent of investigations of Abuse/Neglect Reports completed within 90 days	Quarterly	maintain	97%	95%	95%
Percent of children under Division of Child Protection and Permanency supervision who receive monthly caseworker visits (both in-home and out-of-home)	Quarterly	maintain	93%	93%	93%
Adoptions finalized within 9 months of a child being placed in an adoptive home	Quarterly	maintain	98%	95%	95%
Percent of children in out-of-home placement for the quarter who have up-to-date immunization records	Quarterly	increase	95%	96%	96%
Percent of children receiving initial physical exam within 24 hours of entering placement	Quarterly	increase	95%	98%	98%
Percent of caseload levels compliant with established standards:					
-Intake workers -Permanency workers -Adoption workers	Quarterly	maintain	95%	90%	90%
		maintain	100%	95%	95%
		maintain	97%	95%	95%
<b>Serve children and adolescents with emotional and behavioral health care challenges and intellectual and developmental disabilities through family-centered, community-based programs.</b>	<a href="http://www.state.nj.us/dcf/about/divisions/desc/">http://www.state.nj.us/dcf/about/divisions/desc/</a>				
Percent of children requiring an out of home treatment setting for a behavioral health issue that were served in New Jersey	Quarterly	maintain	100%	99%	99%
Percent of children where a crisis call was addressed by a Mobile Response Crisis Team and the child was able to stay safely in their home/current living arrangement <a href="http://www.state.nj.us/dcf/families/csc/mobile/">http://www.state.nj.us/dcf/families/csc/mobile/</a>	Quarterly	maintain	97%	95%	95%
Percent of children involved with a Care Management Organization who were maintained in their own home/living arrangement	Quarterly	maintain	89%	85%	85%
Percent of children in an out of home treatment setting who were discharged to a lower intensity of CSOC services or discharged to their home/current living arrangement	Quarterly	maintain	95%	95%	95%
Average length of stay in an out of home treatment setting (per episode)	Quarterly	maintain	10 months	11 months	11 months

<b>Department of Children and Families</b> <b>Performance Indicators - 2020</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>FY19 Actual</b>	<b>FY20 Revised</b>	<b>FY21 Target</b>
<b>Support child abuse prevention and intervention programs and services to women through a network of public/private partnerships and programs.</b>	<a href="http://www.state.nj.us/dcf/about/divisions/dfcp/">http://www.state.nj.us/dcf/about/divisions/dfcp/</a>				
Percentage of Women's Services clients that have more strategies for enhancing their safety after receiving services (the Federal Standard is 65%)	Annual	increase	92% (FFY 2018)	95%	95%
Percentage of Women's Services clients that have more knowledge of available community resources (the Federal Standard is 65%)	Annual	maintain	91% (FFY 2018)	90%	90%
Percent of children served by the Home Visiting Program of the Office of Early Childhood Services where the children are appropriately immunized	Quarterly	maintain	86%	86%	86%
Percent of children served by the Home Visiting Program of the Office of Early Childhood Services where the children are screened for developmental delays	Quarterly	increase	89%	90%	90%
School Based Youth Services Program participants who totally or mostly agree that the program has helped them do better in school	Annual	increase	76% (2016-2017)	77%	77%
School Based Youth Services Program participants who totally or mostly agree that the program has helped them prepare for life after high school	Annual	increase	71% (2016-2017)	72%	72%
<b>Provide educational services to students with disabilities and special needs in DCF Regional Schools or state operated / contracted facilities.</b>	<a href="http://www.state.nj.us/dcf/about/divisions/oe/">http://www.state.nj.us/dcf/about/divisions/oe/</a>				
Percent of eligible students graduating high school while enrolled.	Annual	increase	97% (2017-2018)	99%	99%
Adherence to national average for at-risk academic students who showed improvement in Reading from pre- to post-test after being enrolled for 90 days.*	Annual	maintain	66% (2018-2019)	66%	66%
Adherence to national average for at-risk academic students who showed improvement in Math from pre- to post-test after being enrolled for 90 days.*	Annual	maintain	65% (2018-2019)	65%	65%

\* Two KPIs for DCF Core Mission 4 have been modified from last year. The new measures assess the percentage of students showing improvement during enrollment. The previous measures assessed the percentage of students scoring better than the national average. Actual performance for FY2019 is shown and targets are set at actual performance until sufficient baseline data is available for projection.