

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Administrative Case Review
<b>Program Description</b>	Administrative Case Review (ACR) is an independent, third party review process for the State of Illinois, it is a vital and integral part of the Department's monitoring and quality improvement system and operates as a program support function.
<b>Target Population</b>	All children in substitute care.
<b>Activities</b>	Administrative Case Reviews are held no less frequently than every six months to assure safety, well-being, and timely permanency for each child.
<b>Goals</b>	To ensure that each child is making progress toward an appropriate permanency goal by reviewing case planning, casework decision making and service delivery for children in substitute care and to ensure concurrent planning is occurring when there is no reasonable progress in achieving the desired permanency goal.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
8,104.5	8,341.6	9,296.8

**MEASURES**

**Percentage of youth receiving required administrative case reviews**

**Reported :** Monthly    **Key Indicator :** Yes    **Desired Direction :** Maintain

**Benchmark :** 100%    **Source :** Statutory

**Baseline :** 100%    **Baseline Date :** 6/30/2014

**Methodology :** Department reporting systems; entry of outcomes requires six weeks from the quarter close for accuracy.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
98.4	98.4	98.0	

FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2018	99.1	98.7	98.8	99.4	99.2	96.2	98.6	98.5	98.7	98.9	99.0	98.9
2019	98.1	98.7	95.2	98.9	98.5	98.0	98.7	98.7	98.6	99.1	98.3	98.8

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Adoption Permanency
<b>Program Description</b>	Provision of services to families that promote adoption and guardianship as a permanency option. In addition, intensive services post-adoption are often required to stabilize and support these families in caring for children, many of whom continue to struggle with the issues that brought them into the Department's care.
<b>Target Population</b>	All youth in Foster Care for whom the courts have indicted a permanency goal of adoption as well as approximately 25,000 existing adoptive families and subsidized guardianships.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Identify and prepare children for adoption and guardianship;</li> <li>• Recruit and prepare adoptive families and guardians;</li> <li>• Where eligible, provide financial supports for children who qualify for subsidized adoptions or guardianships;</li> <li>• Provide ongoing access to supportive services such as counseling and continued training to ensure the stability of adoptive families and guardianships.</li> </ul>
<b>Goals</b>	Promote permanent, loving homes by facilitating and supporting adoption or guardianship for youth in substitute care whom the courts have determined cannot return home safely.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
164,530.9	174,483.2	175,333.1

**MEASURES**

**Percentage of new adoptions and guardianships**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 13%    **Source :** Department established benchmark

**Baseline :** 14%    **Baseline Date :** 6/30/2014

**Methodology :** Actual calculation based on all paid cases placed in foster care at the beginning of the FY

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
15.5	14.0	18.0	

**Percentage of adoptions where the child was adopted within 24 months of entry into care**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 8.4%    **Source :** Department established benchmark

**Baseline :** 7.9%    **Baseline Date :** 6/30/2014

**Methodology :** Numerator: Number of children adopted within 24 months of case opening  
Denominator: Number of children adopted during the FY

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
13.4	11.5	13.5	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Adoption Preservation Services
<b>Program Description</b>	The Adoption and Guardianship Preservation Services Program shall include an intensive assessment of the families' issues and needs, developing a plan of service, and providing therapy, case management, and support services.
<b>Target Population</b>	Families who have adopted or assumed guardianship of children.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Crisis intervention</li> <li>• Assessment and develop plan of service</li> <li>• Provide therapy &amp; counseling</li> <li>• Case-management and advocacy</li> </ul>
<b>Goals</b>	This program provides intensive services to reduce the risk of out-of-home placement and to increase family stability.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
20,140	21,159.7	22,035.7

**MEASURES**

**Percentage of client families receiving adoption preservation services that remain intact**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 95%    **Source :** Contractual program plan outcome  
**Baseline :** 95%    **Baseline Date :** 6/30/2014  
**Methodology :** Reported by the provider

Numerator: The number of families in the denominator that remained intact.  
 Denominator: Total number of families that received Adoption Preservation Services

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
98.6	97.1	99.0	

**Percentage of families that received adoption preservation services where services offered met the families' immediate needs**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 95%    **Source :** Contractual program plan requirement  
**Baseline :** 95%    **Baseline Date :**  
**Methodology :** Reported by the provider

Numerator: The number of families in the denominator that stated in case closing interview that the services offered met the families immediate needs OR in case file closing summary developed with the family  
 Denominator: Total number of families that received Adoption Preservation Services

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
95.9	96.7	97.0	

**Percentage of families that received adoption preservation services where services offered increased the families level of functioning**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 80%    **Source :** Contractual program plan requirement  
**Baseline :** 80%    **Baseline Date :**  
**Methodology :** Reported by provider

Numerator: The number of families in the denominator that stated the services offered increased family functioning OR were so assessed by staff in case notes  
 Denominator: Total number of families that received Adoption Preservation Services

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
91.9	91.7	91.5	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Behavioral/Mental Health Services
<b>Program Description</b>	To ensure that the social/emotional, behavioral, psychological, and developmental needs of children and families are identified and addressed.
<b>Target Population</b>	Wards of the Department and parents/caretakers who have been involved in an allegation of child abuse or neglect.
<b>Activities</b>	Program consists of several clinical assessment programs, including Screening Support Services (SASS) and Compassion, Accountability, Responsiveness, Relationship, Respect, Empathy, and Safety (C.A.R.E.S.) services. The Office of Trauma Informed Practice, provides professional consultation to case work and supervisory staff in order to support critical decision-making, coordinates psychological testing of children and parents, conducts psychiatric hospital discharge and care planning for targeted youth, provides placement stability services, helps older youth better transition out of care, connects wards with mental illness to community-based psychiatric services, and oversees the timely completion of front-end comprehensive assessments.
<b>Goals</b>	Services to ensure that the social/emotional, behavioral, psychological, and developmental needs of children and families are identified and addressed.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
7,654.1	7,659.9	7,671.3

**MEASURES**

**Percentage of SASS and C.A.R.E.S. hotline calls that are abandoned (goal is no more than 8.0% per month)**

**Reported :** Monthly    **Key Indicator :** Yes    **Desired Direction :** Decrease

**Benchmark :** 8.0%    **Source :** Contractual program plan requirement

**Baseline :** 8.5%    **Baseline Date :**

**Methodology :** Reported by provider

	FY 2018			FY 2019			FY 2020 Est.			FY 2021 Proj.		
	10.6			9.1			9.0					
FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2018	7.4	6.7	11.5	14.6	14.0	12.2	13.5	16.9	12.8	3.9	4.5	2.7
2019	2.7	3.6	8.8	12.0	8.9	5.9	4.0	7.2	9.8	20.1	21.3	14.2

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Children's Advocacy Centers
<b>Program Description</b>	Children's Advocacy Centers (CACs) are community-based agencies guided by interdisciplinary protocols to provide a coordinated, multidisciplinary approach to the investigation, prosecution, and treatment of children reported as alleged victims of child sexual abuse and serious physical abuse or neglect.
<b>Target Population</b>	Children reported as alleged victims of child sexual abuse and serious physical abuse or neglect.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Victim sensitive interviews</li> <li>• Referrals for mental health counseling</li> <li>• Referrals for specialized medical exams</li> <li>• Education, advocacy and crisis support</li> </ul>
<b>Goals</b>	Provide investigative coordination, forensic interviewing of the alleged child victim in a child-friendly environment that minimizes trauma.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
4,593.8	4,609.1	4,676

**MEASURES**

**Percentage of parents/caregivers who report via a post-service survey that the children's advocacy centers facilitated healing for the child**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 90%    **Source :** Contractual program plan

**Baseline :** 90%    **Baseline Date :** 6/30/2014

**Methodology :** Reported by the provider. Data will be available within 60 days following the end of the reporting period.

Numerator: The # of parents/caregivers who responded that the CAC facilitated healing for the child

Denominator: Total number of parents/caregivers who responded to the CAC post-service survey

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
94.9	96.6	92.0	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Daycare
<b>Program Description</b>	Program serves children who have been abused or neglected but whose risk of being further abused or neglected can be markedly reduced or completely eliminated through the provision of day care services (usually in combination with other paid services). In addition, daycare can also be provided to wards of the Department whose foster parents are working or for former wards aged 3 and younger who have been adopted or legal guardianship has been awarded.
<b>Target Population</b>	Wards of the Department or children residing with their parents who have an open family case with DCFS.
<b>Activities</b>	Daycare is provided statewide in licensed centers and daycare homes as well as unlicensed homes as approved. Funds are paid to day care centers and homes at the lesser of: DHS-authorized rates or the provider's charge to the general public.
<b>Goals</b>	To provide safe and healthy day care to protect children from abuse/neglect and to maintain families intact without the need for the placement of children in foster care whenever it is safe to do so.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
28,270.1	28,131.8	30,796

**MEASURES**

**Percentage of provider billings that are processed within 10 calendar days from receipt of an accurate bill**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Maintain

**Benchmark :** 90.0%    **Source :** DCFS best practice

**Baseline :** 99.9%    **Baseline Date :** 6/30/2014

**Methodology :** Department reporting systems

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
91.2	91.0	90.0	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Family Reunification and Substitute Care
<b>Program Description</b>	Provide the broad range of services necessary to ensure a temporary safe haven for children declared wards of the state by the Illinois courts and promote their safe reunification with their families.
<b>Target Population</b>	15k youth in substitute care and their families as well as youth with a permanency goal of independence.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Provide a temporary safe haven for children through appropriate placement in foster care, relative foster care, or other alternatives;</li> <li>• Provide services to ensure the well-being of children in substitute care and prepare them for reunification by promoting healthy physical, cognitive, emotional and social development;</li> <li>• Promote reunification by assisting parents in developing the knowledge, skills and behaviors needed to provide a safe, loving home and brighter future for their children.</li> </ul>
<b>Goals</b>	When a juvenile court judge has determined that it is not presently safe for a child to remain at home, ensure a child's safety and well being temporarily through foster care. Placement and support services are available for children to improve their well being, increase the likelihood that they will be ready to return home when their families have made sufficient progress to care for them safely again, or to enhance their opportunities to be adopted or to have a relative family assume guardianship.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
489,015.9	488,933.4	514,987.2

**MEASURES**

**Percentage of reunifications where the child was returned home within 12 months**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 49.2%    **Source :** Federal measure  
**Baseline :** 49.2%    **Baseline Date :** 6/30/2014  
**Methodology :** Reported from DCFS database systems

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
49.0	52.5	50.5	

**Average number of days from the establishment of a reunification goal to the actual return home**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Decrease  
**Benchmark :** 513 days    **Source :** Federal measure  
**Baseline :** 513 days    **Baseline Date :** 6/30/2014  
**Methodology :** Reported from DCFS database systems

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
493.5	500.0	510.0	

**Percentage of youth who entered foster care during the previous 12 months who have had no more than two placements**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 87%    **Source :** Federal measure  
**Baseline :** 87%    **Baseline Date :** 6/30/2014  
**Methodology :** Reported from DCFS database systems

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
93.6	86.5	87.0	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Health Care Network Services
<b>Program Description</b>	HealthWorks of Illinois provides comprehensive, integrated health care to children in DCFS and private agency foster care and residential treatment throughout Illinois.
<b>Target Population</b>	DCFS wards.
<b>Activities</b>	<ul style="list-style-type: none"> <li>Developing and maintaining networks of Medicaid-enrolled networks of Initial Health Screening providers, Comprehensive Health Evaluation providers, and Primary Care Physicians, and specialty services providers;</li> <li>Providing interim medical case management services during the first 45 days of custody for children of all ages. Such services include selection of a HealthWorks Primary Care Physician; initiation of a Health Passport; provision of a Comprehensive Health Evaluation within 21 days of custody; search for previous health care records; and provision of all information and health care documentation gathered to the child's caseworker for inclusion in the initial Client Service Plan;</li> <li>Distributing medical records and other health documentation to children's caseworkers and medical case management agencies, throughout the life of the case;</li> <li>Training of health care providers, caregivers and caseworkers on HealthWorks.</li> </ul>
<b>Goals</b>	Goal is to ensure access to quality health care as needed and documentation of health, immunizations and services received.
<b>Outcome</b>	Improve Overall Health of Illinoisans

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
4,545.3	4,558	4,576.6

**MEASURES**

**Percentage of youth who are current with state immunization requirements**

**Reported :** Quarterly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 90%    **Source :** Contractual program plan requirement

**Baseline :** 90%    **Baseline Date :** 6/30/2014

**Methodology :** Reported by the provider

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
92.2	93.2	92.5	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	91.8	92.2	92.2	92.6
2019	92.3	93.2	93.9	93.4

**Percentage of youth under three years of age who are current with Well Child Exam requirements**

**Reported :** Quarterly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 90%    **Source :** Contractual program plan requirement

**Baseline :** 90%    **Baseline Date :** 6/30/2014

**Methodology :** Reported by the provider

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
95.3	96.2	95.0	

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	94.1	95.6	95.6	95.9
2019	95.9	96.3	96.2	96.2

**Percentage of youth three years and older who are current with Well Child Exam requirements**

**Reported :** Quarterly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 90%    **Source :** Contractual program plan requirement

**Baseline :** 90%    **Baseline Date :** 6/30/2014

**Methodology :** Reported by provider

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
86.7	85.7	85.0	

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FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	85.4	87.2	87.6	86.5
2019	85.5	85.1	86.0	86.2

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Institution and Group Home Services
<b>Program Description</b>	Provides stable treatment to nurture children's emotional and behavioral well being through programs in licensed private agency institution, group home and independent living preparation programs. Provides appropriate, professional therapeutic services.
<b>Target Population</b>	DCFS wards.
<b>Activities</b>	<ul style="list-style-type: none"> <li>• Strength-based treatment planning targeted around building skills that will be necessary for effective functioning in the community following discharge;</li> <li>• Developmentally appropriate, youth guided participation in treatment planning in order to empower them around life choices;</li> <li>• Strong linkages and planning efforts with step down and community based service providers in order to create effective service configurations and avoid fragmentation and inefficient resource utilization;</li> <li>• Treatments and interventions that are trauma informed and have demonstrated effectiveness with sufficient oversight, supervision and training of staff in order to maintain fidelity;</li> </ul>
<b>Goals</b>	To enable a child to be served in the least restrictive setting in which that child's safety and well-being can be assured, and to prepare the child to be discharged to a less restrictive setting that will meet his/her needs when clinically indicated.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
209,921.3	210,230.5	219,189.7

**MEASURES**

**Percentage of youth in paid placements who are placed in institution and group home care**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Decrease

**Benchmark :** 8.0%    **Source :** DCFS best practice

**Baseline :** 8.0%    **Baseline Date :**

**Methodology :** Reported through database systems

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
5.9	5.8	6.5	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Intact Family Services
<b>Program Description</b>	Provide intact family casework services for moderate to high risk families and their children throughout the State of Illinois.
<b>Target Population</b>	Families who have been reported for child abuse or neglect.
<b>Activities</b>	In addition to case management services, other services provided by the agency may include but are not limited to: sex abuse treatment, i.e., assessments, counseling/therapy provided to the victim, perpetrator and family; general counseling and therapy; parenting skills training; family respite care; housing assistance; emergency assistance and advocacy/assessment; in-home health care; transportation to facilitate service delivery; and medical assistance that has been assessed as required by the family.
<b>Goals</b>	Intact family services are designed to make “reasonable efforts” to stabilize, strengthen, enhance, and preserve family life by providing services that enable children to remain safely at home and to avoid the costly and disruptive need for foster care.
<b>Outcome</b>	Increase Individual and Family Stability and Self-Sufficiency

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
44,756.4	45,190.4	55,903.3

**MEASURES**

**Percentage of families that remain intact during the period of intact family service provision excluding first 30 days from date of the transitional visit**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 90%    **Source :** DCFS best practice standard

**Baseline :** 90%    **Baseline Date :** 6/30/2014

**Methodology :** Reported from DCFS database systems

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
88.2	86.4	90.0	

**Percentage of intact family service cases not re-opened within 12 months of case closure**

**Reported :** Monthly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 85%    **Source :** Contractual program plan requirements

**Baseline :** 85%    **Baseline Date :** 6/30/2014

**Methodology :** Reported from DCFS database systems. Months listed are the report month, the closing month is 1 year prior.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
91.2	90.9	91.0	

FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2018	90.9	91.2	91.5	90.9	91.0	91.5	92.6	92.3	90.5	90.2	89.3	92.2
2019	90.2	90.3	91.0	92.5	90.3	90.1	90.7	90.4	91.6	90.8	90.0	92.3

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Investigative Services
<b>Program Description</b>	Promote child safety by investigating and acting upon a report of child abuse and neglect every five minutes, child sexual abuse every two hours, and the death of a child by abuse or neglect every day-and-a-half.
<b>Target Population</b>	An estimated 125,000 children in Illinois are abused and neglected each year.
<b>Activities</b>	<ul style="list-style-type: none"> <li>Investigate an estimated 106,000 reports of abuse and neglect that include safety assessments in a timely manner;</li> <li>Take protective custody, implement monitored safety plans, or refer for community-based services when youth are at risk or services for family or youth are warranted.</li> </ul>
<b>Goals</b>	To promote child safety through a strong system of screening reports, a properly assessed investigation, effective use of investigative tools and service delivery.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
102,842.2	103,710	117,133.9

**MEASURES**

**Percentage of all child abuse/neglect reports initiated within 24 hours**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Maintain  
**Benchmark :** 100%    **Source :** Federal Program Improvement Plan  
**Baseline :** 100%    **Baseline Date :** 6/30/2014  
**Methodology :** Reported from DCFS database systems

Numerator: Number of CA/N report investigations in the denominator initiated within 24 hours  
 Denominator: Total number of CA/N report investigations

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
99.4	99.5	99.5	

**Percentage of investigations completed on time**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 98.0%    **Source :** DCFS best practice benchmark  
**Baseline :** 88.7%    **Baseline Date :** 6/30/2014  
**Methodology :** Reported from DCFS database systems

Numerator: All investigations in the denominator completed in 60 days or less + those investigations with a proper extension completed before the extension due date.  
 Denominator: The number of Investigations completed during the Fiscal Year

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
99.8	99.7	99.5	

**Percentage of children who do not experience subsequent abuse or neglect within six months of a prior indicated report**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 94.6%    **Source :** Federal measure  
**Baseline :** 94.6%    **Baseline Date :** 6/30/2014  
**Methodology :** Reported from DCFS database systems

Numerator: The number of child victims from denominator that were not repeat victims \*  
 Denominator: The number of child victims indicated during the FY based on finding date

\* NOTE: The measure assesses a 12 month period. The program determines the number and percentage of repeat victims. That % subtracted from 100% gives us the % of non repeat child victims.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
92.0	91.5	92.0	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Licensing Enforcement
<b>Program Description</b>	Examines and monitors child care facilities to determine compliance with the Child Care Act of 1969 and licensing standards.
<b>Target Population</b>	Foster family homes, group homes and child care institutions.
<b>Activities</b>	The Central Office of Licensing shall ensure that the licensing standards for child care facilities, child care providers, foster family homes, group homes and child care institutions are reviewed every 3 years. In addition, the licensing unit receives and investigates licensing complaints; and to develop and implement protective or corrective plans that assure the safety of children while allowing licensed facilities to correct noted violations.
<b>Goals</b>	Assure the safety of children through the monitoring and enforcement of licensing standards.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
33,709.1	33,742.6	38,330.2

**MEASURES**

**Percentage of agencies and institutions annual monitoring visits completed in a timely manner**  
 (Timely manner - within a 60-day window before and after the required annual visit date.)

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 90%    **Source :** Department established benchmark  
**Baseline :** 88.6%    **Baseline Date :** 6/30/2017  
**Methodology :** Department reporting system

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
90.1	90.3	90.0	

**Percentage of DCFS foster home semi-annual monitoring visits completed in a timely manner**  
 (Timely manner - within a 60-day window before and after the required annual visit date.)

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 90%    **Source :** Department established benchmark  
**Baseline :** 82.5%    **Baseline Date :** 6/30/2017  
**Methodology :** Department reporting system.

Timely manner - within a 60-day window before and after the required annual visit date.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
32.9	85.7	82.0	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Monitoring Unit
<b>Program Description</b>	The Agency Performance Team (APT) monitoring unit is engaged in an ongoing process of specifying and measuring the outcomes of private agencies otherwise known as Purchase of Service (POS) providers.
<b>Target Population</b>	Private agency performance in serving assigned families, children and youth.
<b>Activities</b>	The private provider monitoring system is established to ensure outputs and outcomes are measurable and aligned with contract expectations. Outcomes and performance benchmarks are related to the safety, permanence and well-being of children in care. Performance activities are reviewed at the case, team and agency level.
<b>Goals</b>	Performance based contracting ensures providers are delivering measurable results for children as child welfare system reforms reduce the number of children and their length of stay in substitute care. It also enables the Department to identify providers who under-perform their peers so that DCFS can reallocate those contract dollars to providers who deliver the best results.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
11,535.5	11,541.5	13,042.7

**MEASURES**

**Percentage of monthly agency reviews that are held timely**

**Reported :** Quarterly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 95%    **Source :** Agency procedural requirement as tracked through management reporting systems.

**Baseline :** 95%    **Baseline Date :** 6/30/2014

**Methodology :** Every agency is required to undergo a monthly review to ensure that the agency is placed within the correct monitoring level.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
92.9	95.2	98.0	

  

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	97.4	92.5	84.2	97.3
2019	97.8	94.4	92.2	96.3

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Older Ward Transition Services
<b>Program Description</b>	To help youth plan, prepare and achieve successful independence.
<b>Target Population</b>	Wards aged 14 and older.
<b>Activities</b>	Programs and services are designed to help wards transition to self-sufficiency by providing numerous assistive, educational, practical, emotional and skill based activities and experiences to prepare for independence.
<b>Goals</b>	Services are directed at helping Illinois wards to successfully transition from the state foster care system to independent living.
<b>Outcome</b>	Increase Individual and Family Stability and Self-Sufficiency

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
11,631.5	11,647.3	11,653.5

**MEASURES**

**Percentage of independent living/life skills assessments that are completed in a timely manner**  
 (Timely manner - within a 60-day window before and after the required annual visit date.)

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 86%    **Source :** Department Procedure calculated for eligible population

**Baseline :** TBD    **Baseline Date :** 7/1/2015

**Methodology :** DCFS data measure

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
77.6	74.5	80.0	

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	Prevention Services
<b>Program Description</b>	This program provides comprehensive services to families in order to prevent placements of children when it is in their best interests to remain at home, and to return children to their homes when possible and safe.
<b>Target Population</b>	Families referred to DCFS for investigation or services.
<b>Activities</b>	A wide variety of in-home support services are put together to ensure the child's development, safety, and well being in his/her home and to prevent placement or reduce the time a child is away from their family.
<b>Goals</b>	To maintain families together when possible, strengthen family protective factors, and to remain in compliance with the Norman Consent decree in ensuring that children are not removed from their home or delayed in returning home due to subsistence issues.
<b>Outcome</b>	Increase Individual and Family Stability and Self-Sufficiency

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
14,471.1	12,348.1	14,262.1

**MEASURES**

**Percentage of families that are housed at case closing certified under the Norman Consent Decree**

**Reported :** Quarterly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 65%    **Source :** Contractual program plan requirement

**Baseline :** 65%    **Baseline Date :** 6/30/2014

**Methodology :** Reported by the provider

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
76.8	73.0	70.0	

  

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2018	77.9	75.9	76.9	76.6
2019	76.0	74.6	69.5	71.0

**Percentage of clients who are not indicated subjects of additional reports of abuse or neglect during the service period**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 90%    **Source :** Family Advocacy Center Contractual program plan requirement

**Baseline :** 90%    **Baseline Date :** 6/30/2014

**Methodology :** Reported by the provider

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
98.0	98.7	97.0	

  

FY	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2019				

<b>Agency</b>	Department Of Children And Family Services
<b>Program Name</b>	State Central Registry
<b>Program Description</b>	The success of the child protection system in Illinois starts with a strong system of screening reports which occurs at the State Central Registry otherwise known as the Child Abuse Hotline which operates 24 hours a day, seven days a week.
<b>Target Population</b>	An estimated 125,000 children in Illinois are abused and neglected each year.
<b>Activities</b>	Receive an estimated 250,000 hotline calls per year, referring an estimated 106,000 as reports for investigation and referring 10,000 for voluntary child welfare services.
<b>Goals</b>	To screen initial reports of suspected child abuse and neglect in a prompt, accurate and professional manner.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
17,122	17,240.4	19,975.7

**MEASURES**

**Percentage of State Central Registry Hotline calls that were answered the first time or had a message taken**

**Reported :** Monthly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 94%    **Source :** DCFS best practice benchmark

**Baseline :** 94%    **Baseline Date :** 6/30/2014

**Methodology :** Reported from DCFS database systems

Numerator: Number of calls answered on first call + calls for which a message was taken each month

Denominator: Total number of calls made to the State Central Register each month

	FY 2018			FY 2019			FY 2020 Est.			FY 2021 Proj.		
	95.9			97.8			96.0					
FY	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2018	99.3	99.1	96.5	95.7	94.5	95.0	95.7	93.9	95.1	96.3	94.6	97.6
2019	98.7	98.8	97.4	97.1	97.3	97.3	97.9	97.6	97.3	97.6	97.8	99.1