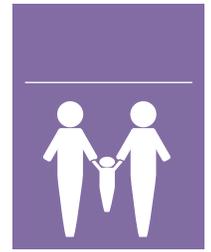


ADMINISTRATION FOR CHILDREN'S SERVICES

David Hansell, 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 nonprofit organizations to support and stabilize families at risk of a crisis through preventive services and with foster care agencies for children not able to remain safely at home. Each year, the agency's Division of Child Protection conducts over 55,000 investigations of suspected child abuse or neglect. In youth and family justice, ACS manages and funds services including detention and Close to Home placement, intensive community-based alternatives for youth and support services for families. In the Division of Child and Family Well-Being created in September 2017, ACS coordinates and funds programs and vouchers for close to 100,000 children eligible for subsidized child care and promotes child well-being, family stability and quality integrated services.

FOCUS ON EQUITY

ACS 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 the 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 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 prevention 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, kinship guardianship 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 IN FISCAL 2019

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.

The number of investigations conducted in response to reports of suspected child abuse and/or neglect continued the downward trend that began in Fiscal 2018. The number of investigations in Fiscal 2019 declined five percent compared to Fiscal 2018 from 59,166 to 56,284. The percentage of investigations where child protective caseworkers found some credible evidence of abuse or neglect fell 0.5 percentage points from 38.0 percent to 37.5 percent. The percentage of children in investigations that found some credible evidence of abuse or neglect with repeat investigations that also found some credible evidence within a year declined from 18.3 percent to 17.7 percent. While this is an improvement, the rate remains above the Fiscal 2019 target of 14 percent. To address this, ACS is providing ongoing training of child protection staff, strengthening policies and protocols to support a multidisciplinary approach to working with high-risk families and introducing new technology, which affords opportunities to review case histories and access other systems while in the field and promotes improved contacts with families and casework supervision.

The average child protective caseload declined to 10.5 cases per caseworker, well below the nationally recommended standard of 12. ACS continues hiring in advance of attrition so that there is minimal wait time to fill vacancies in investigative units. ACS has also added supports to increase staff retention and new tools and processes to assist timely and appropriate closing of cases.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Number of State Central Register consolidated investigations	54,926	55,337	59,329	59,166	56,284	*	*	Neutral	*
★ Abuse and/or neglect reports responded to within 24 hours of receipt from the State Central Register (%)	98.8%	98.6%	98.2%	97.5%	97.8%	100.0%	100.0%	Neutral	Up
Investigations that found credible evidence of abuse or neglect (%)	38.7%	36.1%	40.0%	38.0%	37.5%	*	*	Neutral	*
Children in complete investigations with repeat investigations within a year (%)	24.4%	23.8%	23.9%	25.5%	25.3%	*	*	Neutral	Down
★ Children in investigations that found credible evidence of abuse or neglect with repeat investigations that also found credible evidence within a year (preliminary)	17.2%	16.8%	18.1%	18.3%	17.7%	14.0%	16.0%	Neutral	Down
★ Average child protective specialist caseload	10.5	10.6	12.4	12.5	10.5	12.0	12.0	Neutral	Down
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

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

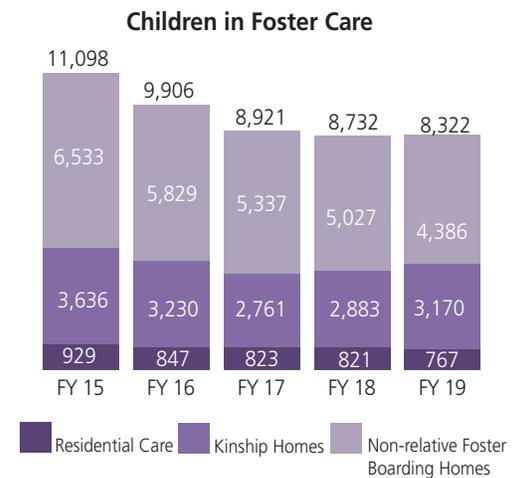
The number of children and families receiving child welfare prevention services continued the upward trend that began in Fiscal 2018. The number of families entering child welfare prevention services rose four percent from 9,608 in Fiscal 2018 to 9,961 in Fiscal 2019. The daily average number of children receiving child welfare prevention services also increased three percent from 24,481 to 25,296 and the number of children who received services during the year rose four percent from 43,874 to 45,468. Improvements to program capacity, staffing and utilization contributed to these trends.

There was, however, a six percent decline in the number of families entering specialized teen child welfare prevention services from 1,175 in Fiscal 2018 to 1,099 in Fiscal 2019. Over the past year, specialized teen programs continued to see an increase in staff turn-over, decreasing program capacity. In Fiscal 2019, ACS provided new funding to prevention providers to address staff vacancies and strengthen staff recruitment and retention efforts. New professional development and on-boarding curriculums are also being developed and rolled out in Fiscal 2020 to help prepare and support newly hired staff at these prevention programs.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Families entering child welfare prevention services	11,015	10,540	9,240	9,608	9,961	11,000	11,000	Down	Up
Families entering child welfare specialized teen prevention services	1,570	1,463	1,136	1,175	1,099	*	*	Down	Up
Children receiving child welfare prevention services (daily average)	24,604	23,986	23,870	24,481	25,296	*	*	Neutral	Up
Children who received child welfare prevention services during the year (annual total)	47,001	46,207	43,157	43,874	45,468	*	*	Neutral	Up
★ Critical Indicator	"NA" Not Available		↕ Directional Target	* None					

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

The number of children entering foster care continued to decline. Foster care placements fell by 8.6 percent from 4,080 in Fiscal 2018 to 3,729 in Fiscal 2019. Similarly, the average number of children in foster care declined 4.7 percent from 8,732 to 8,322. In addition, the number of days all children spent in foster care declined by 6.0 percent. ACS has achieved this through continued investment in prevention services, successfully keeping children safely out of foster care and implementing focused strategies to improve provider capacity and permanency outcomes for children and youth in foster care. A recent independent evaluation found that caseload reductions implemented in the foster care system starting in 2014 resulted in a nine percent improvement in the rate at which children exit foster care, as well as a reduction in the total number of days in care.



ACS prioritizes foster care placements with kin. The proportion of all children in foster care who are living in kinship care increased from 33.0 percent in Fiscal 2018 to 38.0 percent in Fiscal 2019. One result of the greater focus on kin placements has been a reduction in the number of children placed in their community of origin, which decreased seven percentage points in Fiscal 2019.

The number of children for whom a child protective investigation found some credible evidence that maltreatment by foster parents may have occurred increased from 7.5 incidents per 100,000 care days in Fiscal 2018 to 9.9 in Fiscal 2019. During this period the number of foster homes with an investigation that found some credible evidence of maltreatment declined 10 percent from Fiscal 2018 to Fiscal 2019, but the overall rate per 100,000 care days increased because children spent fewer days in care overall. During Fiscal 2019, the vast majority, 98.2 percent, of all active foster homes had no investigations that found credible evidence of abuse or neglect. However, ACS takes every allegation of maltreatment in foster care extremely seriously. Each allegation is fully investigated by the Division of Child Protection to make certain that children are safe in the home. When ACS identifies concerns with safety performance by one of its provider agencies, ACS mandates a safety improvement plan; the failure of an agency to improve leads directly to heightened monitoring or corrective action status.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
All children entering foster care (preliminary)	4,233	3,657	4,088	4,080	3,729	*	*	Neutral	*
★ Children placed in foster care in their community	36.9%	36.3%	36.6%	36.2%	28.9%	36.0%	36.0%	Down	Up
★ Children in foster care (average)	11,098	9,906	8,921	8,732	8,322	↓	↓	Down	Down
– Children in foster kinship homes	3,636	3,230	2,761	2,883	3,170	*	*	Down	*

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
– Children in nonrelative foster boarding homes	6,533	5,829	5,337	5,027	4,386	*	*	Down	Down
– Children in residential care	929	847	823	821	767	*	*	Down	Down
★ Children who re-enter foster care within a year of discharge to family %(preliminary)	9.1%	7.8%	6.2%	9.1%	9.8%	6.0%	7.0%	Up	Down
School Attendance Rate - Children in Foster Care (%)	82.5%	82.5%	82.2%	81.4%	81.9%	*	*	Neutral	Up
Total days all children spent in foster care	4,710,116	4,379,682	4,062,642	3,923,854	3,687,906	*	*	Down	Down
★ Number of moves in foster care per 1,000 care days	1.5	1.4	1.6	1.7	1.7	1.4	1.4	Up	Down
★ Children maltreated during family foster care placement per 100,000 care days	4.0	5.2	6.7	7.5	9.9	5.0	5.0	Up	Down
★ Critical Indicator	"NA" Not Available		↕↔ Directional Target	* None					

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

When placement into foster care is necessary, ACS makes every effort to minimize disruption and trauma by placing siblings together and identifying relatives or family friends who can provide kinship foster care. The proportion of siblings who enter care at the same time and are placed together in the same foster home remained at 94 percent in Fiscal 2019. ACS has launched a highly successful initiative to increase its use of kinship foster care placement. The proportion of children entering foster care who ACS immediately places with kin grew from 34.1 percent in Fiscal 2018 to 40.4 percent in Fiscal 2019.

ACS continues to have more than 90 percent of foster children and youth in family-based rather than congregate placements. The average number of children in congregate, residential care dropped by 6.6 percent from 821 in Fiscal 2018 to 767 in Fiscal 2019 and comprises nine percent of the children in care.

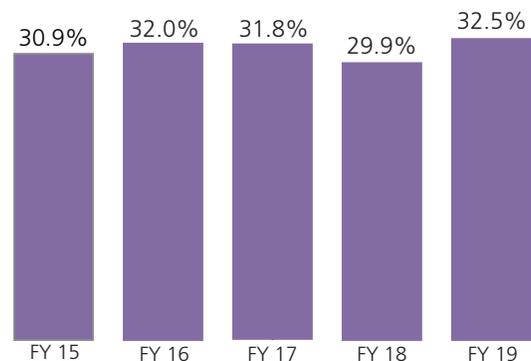
Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Siblings placed simultaneously in the same foster home (%) (preliminary)	88.9%	91.4%	93.0%	94.1%	93.8%	*	*	Neutral	Up
★ Children entering foster care who are placed with relatives (%) (preliminary)	29.5%	27.4%	30.1%	34.1%	40.4%	30.0%	44.0%	Up	Up
★ Critical Indicator	"NA" Not Available		↕↔ Directional Target	* None					

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

In Fiscal 2019, the percent of children who reunified within a year of entering foster care rose from 29.9 to 32.5 percent. ACS continues to implement a range of strategies to improve permanency outcomes for children in foster care. The strategies include reunification, kinship guardianship [KinGAP], or adoption.

The percent of children in care 12-23 months at the beginning of the fiscal year who were discharged to permanency increased from 24.4 to 24.7 percent. Among children who had been in care for 24 or more months at the beginning of the fiscal year, the percent discharged to permanency decreased slightly from 25.8 to 25.3 percent, but the number of children in care for two years or more decreased from 4,941 to 4,866 and is down 36 percent since five years ago. The number of children discharged from foster care as adults, without achieving permanency, decreased from 723 to 661.

Children discharged to permanency within a year of placement (%)



In Fiscal 2019, the number of children reunified with their families dropped by 9.5 percent, corresponding to the declining number of children entering foster care and the smaller foster care census. The rate of re-entry to care rose from 9.1 percent in Fiscal 2018 to 9.8 percent. Fiscal 2019 was the first year of a new effort to provide foster care agencies with additional resources and funding to support safe reunification and trial discharges.

Reflecting an intensive focus on achieving permanency through kinship guardianship, the number of children exiting foster care to KinGAP increased by 23 percent from 306 children during Fiscal 2018 to 377 children during Fiscal 2019. As the foster care population continues to decline and more children achieve permanency through kinship guardianship, fewer children in care achieve permanency through adoption. There was a 14 percent drop in the number of children eligible for adoption and an 18 percent decrease in the number of adoptions from 901 in Fiscal 2018 to 740 in Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Children discharged to permanency within a year of placement (%)	30.9%	32.0%	31.8%	29.9%	32.5%	35.0%	35.0%	Neutral	Up
★ Children in care 12-23 months discharged to permanency (%)	20.1%	24.4%	24.9%	24.4%	24.7%	27.0%	27.0%	Up	Up
★ Children in care 24 or more months discharged to permanency (%)	23.2%	24.9%	24.8%	25.8%	25.3%	27.0%	27.0%	Neutral	Up
Children adopted	990	1,061	899	901	740	*	*	Down	*
Children eligible for adoption (average)	1,092	1,053	904	708	609	*	*	Down	*
Kinship Guardianship Assistance discharges	283	343	384	306	377	*	*	Up	Up
Children returned to parents (reunifications)	2,615	2,676	2,289	2,480	2,244	*	*	Down	*
★ Critical Indicator	"NA" Not Available		⇕⇓ Directional Target		* None				

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.

Driven by increasing availability of publicly financed services, such as 3K and Pre-K provided at no cost by the Department of Education, Early Learn NYC utilization continued to decline in Fiscal 2019. Contract enrollment fell six percent from 29,656 in Fiscal 2018 to 27,781 in Fiscal 2019, and average center-based enrollment declined seven percent from 22,110 to 20,644. Center-based childcare utilization declined to 73.3 percent and family child care utilization fell to 83.0 percent.

Child care voucher enrollment declined two percent. Voucher enrollment for family child care rose 12 percent to 29,576, but vouchers for center-based child care went down six percent to 26,607 and vouchers for informal (home-based) child care fell 21 percent to 9,424. Mandated voucher enrollment declined 11 percent. The largest mandated populations, which have remained stable, are children whose parents are working or in work activities and receiving cash assistance and those transitioning from cash assistance. Vouchers for other eligible children increased 27 percent. This increase was driven by two factors: a substantial investment in vouchers for low-income, non-mandated, children in Fiscal 2019; and an increase in the number of children in ACS child welfare cases accessing child care. All families in child welfare cases accessing subsidized child care are required to enroll with child care providers known to ACS rather than informal providers. The increase in children with child welfare cases accessing subsidized child care contributed to the increase use of vouchers for licensed family child care programs and the decrease in voucher enrollment in informal/non-licensed settings.

The number of reports of suspected abuse and/or neglect for children in child care programs declined two percent from 726 in Fiscal 2018 to 709 in Fiscal 2019. Child Care investigations include alleged abuse or maltreatment of children perpetrated by someone who cares for children in a setting that is not the child's familial home and that requires state or local government approval and is subject to state laws, regulations and oversight. This includes, but is not limited to, ACS Early Care and Education programs. During this period, the percent of investigations for children in child care that found some credible evidence of abuse or neglect rose 2.5 percentage points to 16.6 percent.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Average EarlyLearn contract enrollment	30,079	30,671	30,117	29,656	27,781	31,300	31,300	Neutral	Up
★ EarlyLearn - Average center-based enrollment	23,077	23,396	22,663	22,110	20,644	23,800	23,800	Down	Up
★ EarlyLearn - Average family child care enrollment	7,002	7,275	7,454	7,545	7,137	7,500	7,500	Neutral	Up
★ Average EarlyLearn Utilization (%)	81.8%	83.4%	81.9%	80.7%	75.6%	85.0%	85.0%	Neutral	Up
★ Average EarlyLearn Utilization - Center-based (%)	82.0%	83.1%	80.5%	78.5%	73.3%	85.0%	85.0%	Down	Up
★ Average EarlyLearn Utilization - Family child care (%)	81.4%	84.6%	86.7%	87.7%	83.0%	85.0%	85.0%	Neutral	Up
Average child care voucher enrollment	66,801	67,527	66,968	66,682	65,607	*	*	Neutral	*
★ Average mandated children voucher enrollment	55,000	54,761	53,723	50,937	45,569	*	*	Down	*
★ Average other eligible children voucher enrollment	11,801	12,659	13,245	15,745	20,038	*	*	Up	*
★ Average center-based child care voucher enrollment	27,052	27,132	27,864	28,380	26,607	*	*	Neutral	*
★ Average family child care voucher enrollment	22,177	24,119	24,786	26,469	29,576	*	*	Up	*
★ Average informal (home-based) child care voucher enrollment	17,572	15,976	14,318	11,872	9,424	*	*	Down	*
EarlyLearn - Fiscal year spending per child based on average enrollment in Contract Family Child Care	\$8,577	\$8,715	\$9,072	\$8,826	\$9,006	*	*	Neutral	*
EarlyLearn - Budget per slot in contract family child care	\$9,347	\$9,522	\$9,537	\$10,191	\$10,107	*	*	Neutral	*
EarlyLearn - Fiscal Year Spending per Child based on Average Enrollment in Contract Centers	\$15,598	\$16,754	\$19,755	\$19,261	\$21,282	*	*	Up	*
Fiscal year spending per child - Center-based child care vouchers	\$8,936	\$9,280	\$9,149	\$8,646	\$8,726	*	*	Neutral	*
Fiscal year spending per child - Family child care vouchers	\$7,575	\$7,659	\$8,322	\$7,740	\$7,823	*	*	Neutral	*
Fiscal year spending per child - Legally exempt (informal child care) vouchers	\$4,119	\$4,140	\$4,234	\$4,327	\$4,379	*	*	Neutral	*
Abuse and/or neglect reports for children in child care	492	584	621	726	709	*	*	Up	*
Investigations for children in care that found credible evidence of abuse or neglect (%)	27.6%	15.1%	16.4%	14.1%	16.6%	*	*	Down	Down
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

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.

While the juvenile detention system expanded to include 16-year-old youths in the first phase of Raise the Age in October 2018, the longstanding trend in population reduction continued. In Fiscal 2019 the average daily population in ACS secure and non-secure detention declined 17 percent to 70.5. This reduction was driven by a 17 percent decrease in admissions from 1,754 to 1,449 and a decline in the average length of stay from 19 to 17 days.

The youth on youth assault and altercation with injury rate per 100 average daily population decreased from 0.32 to 0.29, but the youth on staff assault with injury rate rose from 0.07 to 0.30. The child abuse allegation rate went up from 0.15 to 0.28, but the number substantiated allegations of abuse or neglect remained stable at nine. The increase in child abuse allegations is primarily the result of increased youth access to call in allegations anonymously from telephones on their living units. The increase in the youth on staff assault rate is attributable to the consolidation of the juvenile delinquent, juvenile offender and adolescent offender populations into the Crossroads Juvenile Center during the implementation of the Raise the Age law. The challenges of managing diverse populations in one facility will be relieved as staff adjust to managing the new populations in one space and youth adjust to the new setting. ACS resumes control of the Horizon Juvenile Center from the Department of Correction in 2020. In addition, ACS is incorporating a new behavior management system (STRIVE), which, along with the use of evidence-based systems of care, is expected to lead to reductions in such assaults.

The weapon recovery rate per 100 average daily population in detention increased from 0.07 in Fiscal 2018 to 0.09 in Fiscal 2019. The illegal substance/prescription or over-the-counter medication recovery rate increased from 0.06 in Fiscal 2018 to 0.09 in 2019. These increases are attributable to increased supervision and a greater number of staff available to identify and recover contraband.

During Fiscal 2019, the non-secure detention abscond rate fell to 0.02 per 100 average daily population from 0.04 in Fiscal 2018. This reduction was the result of strengthening the facility orientation process for youth, increased communication between shifts to ensure that staff are monitoring residents effectively and improvements in training of new staff.

Consistent with the decline in admissions to detention and buttressed by the availability of alternatives to placement and collaboration between ACS and the Department of Probation, the number of young people entering Close to Home placement fell 39 percent from 136 in Fiscal 2018 to 82 in Fiscal 2019. The average number of youth in Close to Home placement fell 30 percent from 139 to 97. Releases to Close to Home aftercare declined 19 percent from 151 to 122.

The Close to Home absent without consent rate remained at 0.2 per 100 care days in Fiscal 2018 and Fiscal 2019. There was an increase in the youth on staff assault with injury rate from 0.06 to 0.09. To address this ACS has implemented case planning improvements which promote focus on the individualized needs of young people and ongoing monitoring and support for providers to support the needs of an older and more complex population.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Total admissions to detention	2,755	2,528	2,126	1,754	1,449	↓	↓	Down	Down
★ Average daily population (ADP), detention	169.9	156.6	119.4	84.9	70.5	↓	↓	Down	Down
Secure detention - ADP	94.7	91.7	69.9	49.6	44.9	*	*	Down	Down
Non-secure detention - ADP	74.4	64.9	49.6	35.3	25.6	*	*	Down	Down
★ Average length of stay, detention (days)	23	21	24	19	17	↓	↓	Down	Down
★ Escapes from secure detention	0	0	0	0	0	0	0	Neutral	Down
★ Abscond rate in non-secure detention (average per 100 total ADP in non-secure)	0.05	0.03	0.08	0.04	0.02	0.05	0.04	Down	Down
★ Youth on youth assaults and altercations with injury rate (per 100 total ADP), detention	0.30	0.39	0.38	0.32	0.29	0.35	0.35	Down	Down
★ Youth on staff assault w/injury rate (per 100 total ADP), detention	0.05	0.08	0.11	0.07	0.30	0.15	0.15	Up	Down
★ Weapon recovery rate (average per 100 total ADP), detention	0.08	0.07	0.06	0.07	0.09	↓	↓	Up	Down
★ Illegal substance/prescription or OTC medication recovery rate (average per 100 total ADP), detention	0.09	0.07	0.06	0.06	0.09	↓	↓	Neutral	Down
★ Child abuse and/or neglect allegation rate (internal) (average per 100 total ADP), detention	0.15	0.11	0.14	0.15	0.28	0.10	0.10	Up	Down
Investigations for children in detention that found credible evidence of abuse or neglect	27	17	18	9	9	*	*	Down	Down
★ Average daily cost per youth per day, detention (\$)	\$1,065	\$1,431	\$1,684	\$1,688	\$1,651	*	*	Up	*
Admissions to Close to Home placement	258	238	227	136	82	*	*	Down	Down
★ Number in Close to Home placement	176	151	156	139	97	↓	↓	Down	Down
★ Number in Close to Home aftercare (average)	122	121	97	69	54	*	*	Down	*
Absent without consent (AWOC) rate, Close to Home placement	0.4	0.3	0.3	0.2	0.2	0.4	0.3	Down	Down
Discharges from Close to Home placement (dispositional order complete)	260.0	227.0	182.0	173.0	115.0	*	*	Down	*
Releases from Close to Home placement to aftercare	283	201	194	151	122	*	*	Down	Down
Youth on staff assault with injury rate, Close to home placement	0.05	0.07	0.13	0.06	0.09	0.05	0.05	Up	Down
Youth on youth assault with injury rate, Close to home placement	0.12	0.10	0.13	0.13	0.13	0.09	0.09	Up	Down
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target		* None				

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

All youth receive mental health screening for acute psychiatric needs within one hour of their admission, so that highest needs youth are identified and referred to urgent mental health services. In Fiscal 2019 the percent of youth who received general mental health screening or services while in detention declined 2.4 points from 76.2 percent to 73.8 percent. Almost half of the youth admitted to detention are released within a day. As a result, the mental health team is not always able to make contact.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Youth who received mental health screening or services while in detention (%)	NA	NA	NA	76.2%	73.8%	↑	↑	NA	Up
★ Residents seen within 24 hours of sick call report (%)	100%	100%	100%	100%	100%	100%	100%	Neutral	Up
★ General health care cost per youth per day, detention (\$)	\$80	\$121	\$163	\$241	\$171	*	*	Up	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

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

The percent of youth admitted to detention with previous detention admissions remained stable at almost 59 percent in Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
★ Youth admitted to detention with previous admission(s) to detention (%)	63.3%	61.0%	64.0%	58.5%	58.7%	*	*	Neutral	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Collisions involving City vehicles	46	34	30	33	16	*	*	Down	Down
Workplace injuries reported	184	226	214	215	288	*	*	Up	Down
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	79,347	87,775	94,860	135,252	113,959	*	*	Up	*
Letters responded to in 14 days (%)	85.4%	97.1%	88.4%	80.9%	75.0%	*	*	Down	Up
E-mails responded to in 14 days (%)	89.7%	97.8%	97.3%	82.8%	80.4%	*	*	Down	Up
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY15	FY16	FY17	FY18	FY19	FY19	FY20	
Expenditures (\$000,000) ³	\$2,826.7	\$2,875.1	\$2,974.1	\$2,976.8	\$3,297.3	\$3,256.4	\$2,690.4	Up
Revenues (\$000,000)	\$3.9	\$7.2	\$8.5	\$9.5	\$10.7	\$3.4	\$3.4	Up
Personnel	5,972	6,000	6,362	6,629	7,148	7,223	7,272	Up
Overtime paid (\$000,000)	\$30.1	\$33.9	\$49.1	\$61.1	\$17.2	\$17.2	\$17.0	Neutral
Capital commitments (\$000,000)	\$5.8	\$10.2	\$10.0	\$111.7	\$31.1	\$132.9	\$153.4	Up
Human services contract budget (\$000,000)	\$1,647.8	\$1,710.3	\$1,742.9	\$1,729.6	\$1,898.8	\$1,900.1	\$1,396.1	Up

¹Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds
 "NA" - Not Available * None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY18 ¹ (\$000,000)	Modified Budget FY19 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$500.0	\$544.7	
001 - Child Welfare	\$349.8	\$371.1	1a, 1b, 1c, 1d, 1e, 2a
003 - Head Start/Day Care	\$18.7	\$19.1	2a
005 - Administration	\$97.3	\$102.3	All
007 - Juvenile Justice	\$34.2	\$52.2	3a, 3b, 3c
Other Than Personal Services - Total	\$2,476.7	\$2,752.7	
002 - Other Than Personal Services	\$85.4	\$97.0	All
004 - Head Start/Day Care	\$1,038.3	\$1,142.6	2a
006 - Child Welfare	\$1,220.6	\$1,337.2	1a, 1b, 1c, 1d, 1e
008 - Juvenile Justice	\$132.4	\$175.9	3a, 3b, 3c
Agency Total	\$2,976.8	\$3,297.3	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2018. Includes all funds. ² City of New York Adopted Budget for Fiscal 2019, as of June 2019. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- ACS has replaced the mental health services indicators 'In-care youth who were referred for mental health services, detention (%)' and 'In-Care Youth who received mental health services (%)' with the indicator 'Youth who received mental health screening or services while in detention (%)' to reflect the program's service model.
- ACS revised Fiscal 2020 targets for the indicator 'Children in substantiated investigations with repeat substantiated investigations within a year' to a more achievable level consistent with historical results and ACS' goal of responding quickly to every allegation of abuse and neglect with thorough assessments of safety and risk.
- ACS revised Fiscal 2020 targets for the following indicators: 'Children entering foster care who are placed with relatives,' 'Children who re-enter foster care within a year of discharge to a family,' 'Abscond rate in non-secure detention (average per 100 total ADP in non-secure)' and 'AWOL rate, Close to Home.'

- ACS revised the desired direction of the indicator 'Children adopted' to reflect the declining foster care population and resulting decline in the number of children who can be adopted.
- Fiscal 2018 data for the indicator 'Investigations for children in detention that found credible evidence of abuse or neglect' was revised to reflect current figures.

ADDITIONAL RESOURCES

For additional information go to:

- Statistics:
<http://www1.nyc.gov/site/acs/about/data-policy.page>
- Monthly flash report:
<http://www1.nyc.gov/assets/acs/pdf/data-analysis/2016/FlashIndicatorAugust2016.pdf>

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