

SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES

37-00-00



MISSION

To assist children, youth and families in making positive changes with services that support child and public safety, behavioral health and individual, family and community well-being.

GOALS

The primary goals of the Department of Services for Children, Youth and Their Families (DSCYF) are:

- To ensure the safety of children, youth and the public from abuse, neglect, dependency, self harm, substance abuse, crime or violence by youth and institutional abuse by adults with criminal and/or child abuse histories; and
- To provide positive outcomes for children and youth through reunification with families, timely achievement of permanency, achievement of the most appropriate level of functioning and behavioral adjustment, reduced recidivism or return to service and prevention services to avoid entering or re-entering the department's mandated services.

KEY OBJECTIVES

- Child Protective Services includes investigation of alleged abuse; neglect or dependency; out-of-home placement as necessary; in-home treatment; and adoption. The goals of child protective services include a reduction of re-abuse, timely reunification

with family when appropriate, timely achievement of permanency either through adoption, guardianship or long-term foster care and child and family well-being.

- Juvenile Justice Services includes detention, institutional care, probation and aftercare services consistent with adjudication. The desired goal of juvenile justice services is a reduction of subsequent rearrests/offenses (recidivism rates).
- Child Behavioral and Mental Health Services includes drug and alcohol treatment, crisis services, outpatient treatment, intensive outpatient treatment, day treatment and residential mental health. DSCYF strives to provide accessible, effective behavioral and mental health services for children in collaboration with families and service partners. The desired goals of these services include enabling children and caregivers to address and/or overcome issues and achieving the most appropriate level of functioning and behavioral adjustment in the least restrictive, most appropriate environment possible.
- Prevention and Early Intervention Services includes training, public education and contracted services aimed at preventing child abuse, neglect, dependency, juvenile delinquency and drug and alcohol abuse among children and youth. Programs linking families with community resources to help reduce the risk of abuse and neglect are provided with funds authorized through the Safe and Stable Families Act. The desired goal of these services includes the prevention of service entry or service

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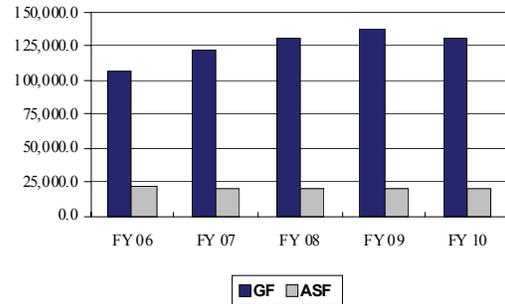
re-entry in one or more of the above three core services.

- Child Care Licensing Services includes licensing of all child care facilities where regular child care services are provided by adults unrelated to the child and for which the adults are compensated. It also provides criminal history and/or Child Protection Registry checks for all DSCYF employees, foster care parents, adoptive parents, employees of DSCYF contracted client services, licensed child care providers, licensed child care provider employees, licensed child care provider household members and health care and public school employees with direct access to children or vulnerable adults.

The key objectives and priorities of the department include:

- Reduce the percentage of children and youth who return to service within 12 months of case closure;
- Reduce the percentage of children and youth in out-of-home care;
- Reduce the percentage of children and youth in community-based services for six consecutive months who are in out-of-home care for more than five consecutive days during the following 12 months;
- Increase the percentage of community-based services as a percentage of the total contracted services;
- Streamline and reduce redundancies in service delivery and administrative support processes;
- Expand and enhance prevention activities and services in partnership with schools, community centers, faith-based institutions and other community organizations;
- Monitor use of out-of-state residential services;
- Manage lengths of stay in out-of-home placements and residential services;
- Provide services in the most appropriate and least restrictive settings possible;
- Support student centered instruction to increase academic achievement in the department's educational programs;
- Use data to manage program operations; and
- Ensure quality child care and child care facilities that meet Delacare Standards.

Five-Year Appropriation History



FUNDING

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	127,140.0	130,934.0	126,027.1
ASF	18,067.7	19,402.2	19,351.5
TOTAL	145,207.7	150,336.2	145,378.6

POSITIONS

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	1,043.6	1,030.1	989.6
ASF	105.0	100.0	98.5
NSF	118.7	120.2	114.7
TOTAL	1,267.3	1,250.3	1,202.8

FY 2011 BUDGET HIGHLIGHTS

OPERATING BUDGET:

- ◆ Recommend (40.5) FTEs, (1.5) ASF FTEs, and (3.5) NSF FTEs to reflect complement reductions.
- ◆ Recommend (\$500.0) in Office of the Secretary to eliminate funding for provider increases.
- ◆ Recommend (\$330.0) in Facilities Management to reflect savings from lease elimination.
- ◆ Recommend (\$1,237.9) in Pass Throughs to reflect the elimination of pass through programs in the Operating Bill.
- ◆ Recommend (\$871.2) in Prevention and Behavioral Health Services to reflect a reduction in contract providers.
- ◆ Recommend (\$634.6) in Youth Rehabilitation Services to reflect a reduction in joint funding and savings derived from case management efficiencies.
- ◆ Recommend (\$313.1) in Family Services to reflect a reduction in contract providers.

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CAPITAL BUDGET:

- ◆ Recommend \$3,679.6 for the development of a new Family and Children Tracking System (FACTS II). The system will track client service history.
- ◆ Recommend \$1,266.8 for the Minor Capital Improvement and Equipment program. These funds will be used to improve the safety and environmental conditions of facilities and help eliminate the deferred maintenance backlog.
- ◆ Recommend \$200.0 for the Maintenance and Restoration program. This funding will be used to maintain agency buildings in their current condition and provide for necessary repairs.

MANAGEMENT SUPPORT SERVICES

37-01-00

MISSION

To support those helping children and families and deliver excellence in educational services.

KEY OBJECTIVES

- Continue to improve department fiscal management.
- Provide direction in information management and continue to expand the use of the Family and Child Tracking System (FACTS) as a management tool.
- Provide leadership in tracking performance measures aligned with departmental goals and objectives and in the use of performance measures in contracted services.
- Maximize cost recovery revenue.
- Provide programs that enable students to continue learning while in department schools.
- Improve internal customer satisfaction.

BACKGROUND AND ACCOMPLISHMENTS

In Fiscal Year 2009, Management Support Services provided an array of support services, some of which are highlighted below:

- Facilities Management replaced the security systems in three secure care facilities, completed a survey of the Delaware Youth and Family Center and notified adjacent land owners who had encroached on campus property to protect important state assets;
- Client Payments, working with the Division of Child Support Enforcement, successfully implemented the automation of the transmission of child support deposits into the FACTS Client Payments system saving two full days of work each month;
- The Cost Recovery unit exceeded the Fiscal Year 2009 cost recovery revenue goal; and
- In April 2009, the Administration for Children and Families (ACF) performed an audit of DSCYF's Title IV-E program, which showed the department was in substantial compliance with all program rules.

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FUNDING

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	17,179.0	18,076.9	16,076.9
ASF	2,560.5	3,199.5	2,531.4
TOTAL	19,739.5	21,276.4	18,608.3

POSITIONS

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	177.2	172.7	150.9
ASF	33.5	32.1	26.1
NSF	79.9	79.8	18.6
TOTAL	290.6	284.6	195.6

OFFICE OF THE SECRETARY 37-01-10

ACTIVITIES

- Provide inter-governmental/departmental relations.
- Provide policy and program development.
- Provide constituent/media relations and departmental communications.
- Coordinate inter-divisional programs and services.
- Coordinate inter-departmental/inter-agency functions.
- Continuously improve case management and quality assurance.
- Resolve issues in service delivery.
- Establish and nurture departmental culture.
- Coordinate departmental legal consultation.
- Coordinate Executive Advisory Council.

PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of YRS/CMH contracted community-based expenditures of total contracted expenditures	50	52	52
% of children returned to DSCYF service within 12 months of case closure	28	26	26
% of children in DSCYF out-of-home care	16	12	12
% of children and youth in community-based services for six months with more than five consecutive days in out-of-home care during the following 12 months	10	10	10

OFFICE OF THE DIRECTOR 37-01-15

ACTIVITIES

- Develop and oversee the division's operations and policies.
- Coordinate departmental budget development.
- Coordinate strategic planning, monitoring and evaluation.
- Monitor and evaluate the division's programs.
- Oversee divisional quality improvements.
- Ensure intra- and inter-agency cooperation and coordination.
- Plan, coordinate and implement staff training.
- Oversee information systems reengineering.
- Coordinate development of divisional and departmental management improvements.

PERFORMANCE MEASURE

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of annual revenue goal reached	104	100	100

FISCAL SERVICES 37-01-20

ACTIVITIES

- Develop financial planning and fiscal policy.
- Manage federal budget analysis and cash management.
- Determine grant eligibility.
- Perform cost recovery operations.
- Provide state/federal fiscal reporting.
- Provide cost allocation plan operations.
- Provide budget analysis and support to divisions.
- Manage accounts payable/receivable.
- Oversee purchasing.
- Manage contracts and grants.
- Oversee client payment operations.

PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of requisitions/purchase orders processed within time standards	99	95	95
% of vendor payments processed within time standards	100	95	95

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FACILITIES MANAGEMENT **37-01-25**

ACTIVITIES

- Provide facility maintenance.
- Oversee facilities/construction management.
- Provide capital improvement planning and administration.
- Oversee safety, emergency and security planning, policy and procedures.
- Manage agency fleet.
- Oversee records management.

PERFORMANCE MEASURE

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of work orders completed within established time standards	88	90	90

HUMAN RESOURCES **37-01-30**

ACTIVITIES

- Oversee staff recruitment/retention.
- Develop labor relations policy.
- Maintain Payroll Human Resource Systems Technology (PHRST) records.
- Provide professional/career development.
- Ensure compliance with affirmative action and Americans with Disabilities Act.
- Oversee payroll/benefits administration.
- Provide organizational development.
- Administer new employee orientation.
- Provide employee performance review/continuous feedback.
- Provide employee relations/communication.

PERFORMANCE MEASURE

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
# of days to fill vacancies for recruited positions (average)	49	34	34

EDUCATION SERVICES **37-01-40**

ACTIVITIES

- Provide student assessment and instructional services.
- Offer student support and school transition services.
- Oversee internal compliance/standards monitoring.
- Provide technical assistance and consultation.
- Oversee program/student outcomes evaluation.
- Provide school-based administrative leadership.

PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of involvement and responsiveness of parents to their child's education while in placement in agency schools	68	80	80
% of students participating for six months or more in an agency-administered educational program that increases their academic performance in the following subjects as measured by a standardized achievement test:			
Mathematics	53	58	58
Reading	56	61	61

MANAGEMENT INFORMATION SYSTEMS **37-01-50**

ACTIVITIES

- Oversee information systems development and support.
- Provide multi-media support, computer training, help desk support, network and personal computer support and telecommunications support.

PERFORMANCE MEASURE

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of time FACTS is available during regular working hours	99.9	99.9	99.9

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PREVENTION AND BEHAVIORAL HEALTH SERVICES

37-04-00

MISSION

To provide effective prevention and treatment services for children through collaboration with families and service partners.

VISION

Children and families: Reaching their fullest potential.

KEY OBJECTIVES

- Develop an integrated approach to prevention services by reallocating the Prevention/Early Intervention section to the Division of Prevention and Behavioral Health Services.
- Operate an accessible, public managed care children's behavioral/mental health care system that integrates the provision of behavioral and/or mental health and substance abuse treatment for departmental clients who are eligible for Medicaid and/or the Children's Health Insurance Program (CHIP) or are uninsured.
- Achieve positive client outcomes through the provision of child behavioral/mental health services that result in demonstrated improvements in a child's behavioral and/or mental health.

BACKGROUND AND ACCOMPLISHMENTS

The Division of Prevention and Behavioral Health Services (DPBHS) has achieved the following:

- Since 1996, in partnership with Medicaid under the Diamond State Health Plan, DPBHS has effectively operated a public managed care children's behavioral health care system, using a professional team approach to assure quality care;
- DPBHS integrated mental health and substance abuse treatment for Medicaid, CHIP and non-Medicaid children and youth, providing a full array of behavioral health care services;
- DPBHS achieved accreditation by the Council on the Accreditation of Rehabilitative Facilities (CARF) in May 2007 for Service Management Network, Crisis Stabilization, Day Treatment, Outpatient Treatment and Residential Treatment;

- DPBHS implemented a Center for Medicaid and Medicare Services federal grant to develop a manual for family psycho-education for children's mental health in Delaware;
- DPBHS obtained a four-year, \$1.6 million grant from Substance Abuse and Mental Health Services Administration (SAMHSA) to establish the Delaware Child Traumatic Stress Treatment Center, initiating the use of evidence-based practice (trauma focused cognitive behavioral therapy) in Delaware's behavioral healthcare system;
- DPBHS implemented a federal Department of Education grant in conjunction with the Delaware Department of Education (DOE) that created a web-based information site for behavioral health problems and instructions on how to acquire services for children and families;
- DPBHS obtained a six-year \$9 million SAMHSA grant to develop behavioral health services for young children and their families;
- Staff expanded access children's behavioral healthcare in Delaware, increasing the number of children served annually by 30 percent since 2000; and
- Prevention and Early Intervention received a three-year, \$1.5 million grant to reduce negative behaviors and enhance resiliency in youth ages 10 to 24 most at-risk for suicide.

FUNDING

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	26,125.2	27,654.3	27,876.1
ASF	11,672.7	11,678.2	12,295.6
TOTAL	37,797.9	39,332.5	40,171.7

POSITIONS

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	196.8	195.8	196.8
ASF	24.0	22.0	26.5
NSF	6.0	6.0	62.0
TOTAL	226.8	223.8	285.3

MANAGED CARE ORGANIZATION 37-04-10

ACTIVITIES

- Manage intake and assessment.
- Manage clinical services management.

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- Administer the provider network for the statewide DPBHS children’s behavioral health services system.
- Provide specialized evidenced-based training for the behavioral health community.
- Ensure quality improvement.
- Manage data collection, information monitoring and analysis.
- Oversee case and program consultation for the department.
- Manage service planning to include linkages with model programs.
- Manage consultation/presentation to other organizations on Delaware’s public children’s behavioral health system.

PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of parents satisfied with behavioral health services	*	*	90
% of timeliness for intake disposition:			
emergencies - same day service	90	95	95
routine - within two working days	92	90	90

**New performance measure.*

PREVENTION/EARLY INTERVENTION **37-04-20**

ACTIVITIES

- Provide community-based training, public education and consultation services to prevent child abuse and neglect, youth suicide, delinquency, mental health disorders, drug and alcohol abuse among children and youth, violence and family instability.
- Support for community-based organizations in assessing local needs, building programs, managing local resources and coordinating local prevention efforts.
- Conduct school-based interventions to help at-risk students, their siblings and families.
- Collaborate with the divisions of Family Services and Youth Rehabilitative Services to prevent siblings of children in care from entering the service system and prevent recidivism once youth have re-entered the community.
- Provide community-based family support and preservation services.
- Promote health and well-being to strengthen children, families and communities.

PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of children in the K-5 Early Intervention program improving or maintaining the following six months after program entry:			
acceptable behaviors	83	80	80
acceptable school performance	75	75	75

PERIODIC TREATMENT **37-04-30**

ACTIVITIES

- Provide crisis response/intervention services and crisis beds for diversion from hospital.
- Provide family-centered, community-based outpatient mental health and substance abuse treatment.
- Provide intensive, home-based outpatient mental health and substance abuse treatment.
- Provide mental health and substance abuse day treatment.

PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of identified clients presenting in crisis maintained safely without hospital admissions	86	87	87
% of identified clients successfully completing intensive outpatient mental health service	67	65	65

24 HOUR TREATMENT **37-04-40**

ACTIVITIES

- Provide specialized residential mental health and substance abuse treatment services.
- Provide community-based, 24-hour mental health residential treatment services and therapeutic group care.
- Provide inpatient psychiatric hospital treatment.
- Manage individual residential treatment homes.

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PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of hospital readmissions within 30 days of discharge	11	15	15
% inpatient hospital expenditures as total of all treatment expenditures	7	7	7

YOUTH REHABILITATIVE SERVICES
37-05-00

MISSION

To support public safety and positive change of children, families and communities through guidance, education and empowerment.

VISION

The Division of Youth Rehabilitative Services (YRS) will set the standard for excellence in juvenile justice.

KEY OBJECTIVES

- Institute the System of Care model by recognizing the needs of the child and directing services toward fulfilling those needs through collaboration with Child Mental Health, Family Services and the community.
- Measure and monitor the progress of youth who receive YRS services through case management and recidivism.
- Maintain American Correctional Association (ACA) accreditation at the Ferris School, New Castle County Detention Center and Stevenson House Detention Center.
- Control institutional overtime and casual/seasonal payroll expenditures by effectively managing workforce requirements.

BACKGROUND AND ACCOMPLISHMENTS

Assessment of Delaware’s Juvenile Justice System: In 2008, YRS commissioned an evaluation of the juvenile justice system. Results confirmed YRS is progressing well on its direction and initiatives to date, although more improvements can be made. YRS will work collaboratively with system partners to further improve the service delivery system to youth.

Cognitive Behavior Therapy (CBT): CBT is an evidenced-based model that emphasizes consistent problem-solving to initiate behavioral change in detention center youth. The focus of the program is to reinforce and reward youth for appropriate conduct rather than discipline them for negative behavior.

CBT has successfully involved the other service components in the facilities, including education, mental health and medical services. Future plans involve the

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development of a plan to introduce CBT in all in-state facilities.

Juvenile Justice Collaborative (JJC): The JJC was organized in 2009 under the leadership of DSCYF Secretary Vivian Rapposelli and Family Court Chief Judge Chandlee Kuhn. The JJC works in partnership with the Annie E. Casey Foundation as a replication site for the Juvenile Detention Alternatives Initiative (JDAI). The primary goal of the JJC is to improve the effectiveness and efficiency of Delaware's juvenile justice system. Current initiatives include:

- Restructuring of DYRS Community Services;
- Establishing a formal effort to address disproportionate minority contact within the juvenile justice system;
- Reducing the school to juvenile justice pipeline;
- Reducing out of home placement of youth in the juvenile justice system;
- Improving data collection and analysis; and
- Developing legislation to support and sustain juvenile justice reforms.

Since becoming a JDAI replication site, Delaware has significantly reduced the instances of inappropriate and unnecessary detentions, reduced length of stay for Family Court involved youth and strengthened agency and community partnerships statewide.

Global Positioning System (GPS) Tracking: Community Services uses GPS equipment to electronically track the geographical location of probation youth 24 hours a day. This equipment ensures probation compliance and increases probation officer efficiency. In addition, the system notifies the probation officer immediately if a youth violates an identified exclusion area, such as a school zone. Currently, up to 40 youth can be monitored. YRS will continue to seek technological improvements to support client monitoring and supervision.

Comprehensive Approaches to Sex Offender Management (CASOM) Grant: The Department of Justice awarded \$46,890 for the Comprehensive Approaches to Sex Offender Managements (CASOM) grant to Community Services. This grant provides training to assist in system-wide changes and approaches to address treatment and management of youth with inappropriate sexual behavior (ISB). It also assists the Division of Prevention and Behavioral Health Services by improving upon its statewide network of specially trained outpatient therapists to work with this target group and their families statewide.

The grant provided an impetus to establish a specialized four probation officer unit to supervise 100 ISB identified youth. The same probation officer is assigned to the same youth during their entire time on supervision, whether in the community or in placement.

Reduction of youth in out-of-state residential placements: Average number of youth in out-of-state contracted residential placements decreased from 113 in Fiscal Year 2008 to 60 in Fiscal Year 2009 due to placement recommendations between YRS and the courts.

Detention population reductions: Various initiatives centering on detention alternatives have resulted in a decrease in the detention center population. In Fiscal Year 2008, the combined average population of the two detention facilities was 129. In Fiscal Year 2009, the average population was 116.

Grace and Snowden Cottages: DYRS operates two staff-secure, gender-specific programs on the department's campus for up to 30 delinquent youth. The facilities provide educational, social and cultural programming, mental health counseling, family engagement activities and exposure to social and cultural programs provided in collaboration with community partners. In Fiscal Year 2009, over 200 youth were served.

Mowlds Cottage: Mowlds Cottage is a 20-bed staff secure transition program for youth exiting Ferris School. Youth continue their education programming, explore employment opportunities and participate in family engagement sessions. The youth reintegrate into the community through home passes and organized community events. Mowlds Cottage also serves youth who are sentenced to short-term residential placement for violations of probation and other minor offenses. In Fiscal Year 2009, 269 youth were served, 145 transitioned from Ferris School, and 123 were placed there on Administrative Holds, Violation of Probation charges, etc.

Quality Improvement: Staff self-inspection assessments of all DYRS operated facilities. The goal is for all DYRS managed residential programs to be evaluated in Fiscal Year 2010.

Prison Rape Elimination Act (PREA): As part of the federal mandate to prevent sexual assaults in our juvenile facilities, YRS received \$110,000 to provide training to staff, as well as the installation of 26 video cameras in our secure care facilities.

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FUNDING

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	39,934.2	41,441.5	39,843.7
ASF	1,546.5	1,965.3	1,965.3
TOTAL	41,480.7	43,406.8	41,809.0

POSITIONS

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	367.6	363.6	353.6
ASF	22.0	22.0	22.0
NSF	--	2.0	2.0
TOTAL	389.6	387.6	377.6

OFFICE OF THE DIRECTOR **37-05-10**

ACTIVITIES

- Institute the System of Care model by ensuring intra- and inter-agency cooperation and coordination.
- Direct division operations and develop policy.
- Manage budget and fiscal operations.
- Monitor/evaluate division programs.
- Coordinate training.
- Comply with mandates in providing core services.

COMMUNITY SERVICES **37-05-30**

ACTIVITIES

- Assess the type and quantity of alternative, probation and aftercare services needed to serve delinquent youth who do not require secure incarceration.
- Provide case management and monitoring for youth being served in alternative programs, secure care, probation and aftercare.
- Monitor contracts to ensure appropriate use and quality of service.
- Maintain census and fiscal control of contract usage.
- Provide assessment and case planning, consistent with the Dispositional Guidelines for Juveniles, for seriously delinquent youth and their families.
- Maintain youth in the least restrictive environment through the Placement Authorization Committee (PAC) and Population Emergency Response Team (PERT) processes.

PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of Level IV recidivism*	33	35	35
% of initial probation contacts on time	85	100	100
% of ongoing probation contacts on time	90	100	100

**Recidivism rate provided by the Delaware Statistical Analysis Center June 2009 report (based on 12-month felony arrests of Fiscal Year 2007 releases).*

SECURE CARE **37-05-50**

ACTIVITIES

- Provide secure detention for preadjudicated youth.
- Provide 24-hour custodial care and treatment in a staff-secure, gender-specific residential setting for adjudicated youth.
- Provide appropriate education, treatment, counseling, recreation, vocational training, medical care and family-focused case management for youth in secure residential facilities.
- Maintain ACA accreditation for secure care institutions.

PERFORMANCE MEASURE

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of Ferris School recidivism*	49	40	40

**Recidivism rate provided by the Delaware Statistical Analysis Center June 2009 report (based on 12-month felony arrest of Fiscal Year 2006 releases).*

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FAMILY SERVICES

37-06-00

MISSION

To promote the well-being and safety of children and their families through prevention, protection and permanency.

KEY OBJECTIVES

The safety and protection of a child is the paramount priority of the Division of Family Services (DFS). As such, the division strives to ensure:

- At-risk children are safe from abuse, neglect and exploitation;
- Inter-divisional planning and coordination of services for children and families;
- Professional development of all staff to provide quality service;
- Quality assurance activities are thorough and ongoing;
- Interagency and community collaboration exists to build a system of care to support and strengthen families;
- Licensing and monitoring of the State's out-of-home child care facilities;
- Recruitment and retention of sufficient, quality foster families and improved quality of life for children living in foster care;
- Foster families have the support and parenting skills needed to work with challenging children;
- An enriched continuum of care for children needing placement in specialized and treatment foster and group care; and
- Children who cannot be returned to their family are settled, in a timely way, with a permanent family through adoption or guardianship or older youth are prepared for independence.

BACKGROUND AND ACCOMPLISHMENTS

The Foster Care program continues to make strides in training, enhancing foster parent skills to accept more difficult children, recruiting new foster families and improving outcomes for children in care. Seventy percent of children entering foster care are returned home within 12 months and the absence of maltreatment

recurrence rate for Federal Fiscal Year 2008 was 98.2 percent. Through careful and targeted reviews of children in foster care and swift movement of children to permanent placement settings, the number of children in foster care at the end of Fiscal Year 2009 was 14 percent lower than at the end of the prior fiscal year.

Intake/Investigation: Family Services received 9,527 reports of abuse, neglect and dependency in Fiscal Year 2009, which represents an increase of 12 percent over Fiscal Year 2008. Of those reports received, 62 percent were accepted. Of those accepted, 1,429 were substantiated, representing a decrease of 6 percent in Fiscal Year 2008.

Protective Treatment: In Fiscal Year 2009, a total of 2,395 families and children received treatment services.

Placement: During Fiscal Year 2009, 433 children entered placement, and 867 children exited placement. At the end of the year, there were 743 children in out-of-home care, a decrease of 14 percent from 867 children in care at the end of Fiscal Year 2008.

Adoption: In Fiscal Year 2009, 115 children for whom the division held parental rights were adopted. The overall number of children in the adoption program decreased from 248 in September 2008 to 196 in September 2009.

Child Care Licensing: In Fiscal Year 2009, Child Care Licensing ensured safeguards for 54,005 children in out-of-home care. The licensing staff made 1,887 facility visits and investigated 344 complaints. The Criminal History unit completed 6,617 criminal history record checks and 39,422 Child Protection Registry checks, resulting in the disclosure of 2,992 individuals with arrest records. A total of 487 individuals were determined unsuitable for employment or care. A total of 521 individuals had substantiated cases of child abuse or neglect. The unit also requested 261 out-of-state child abuse and neglect checks under the Adam Walsh Child Protection and Safety Act of 2006.

Accomplishments

- Initiated Stairways to Encourage Personal Success (STEPS), a youth-driven transitional planning meeting designed to garner more positive outcomes for youth aging-out of foster care. The youth invites members of their support system to participate in a planning meeting to discuss education, housing, needed services, employment, transportation, concern/issues, strengths and any other steps needed to help with their transition.

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- Continued partnership with the Milton Hershey School to gain admission for children in foster care. DFS currently has five students in attendance.
- Conducted public hearings, trainings and gathered public comments as required in implementing new Delacare Rules for Family and Large Family Homes effective on January 1, 2009. Delaware has risen from having the fifth oldest regulations to the nations newest.
- Expanded Heart Gallery to further highlight children in foster care available for adoption.
- Provided Adoption Assessor training to adoption supervisors and workers to improve assessments, child placement strategies and prevent disruptions.
- Gained legislative changes to allow DFS workers to sign for children in foster care to obtain their driver's license.
- Designed and implemented Teen Foster Parent training to teach new foster parents the benefits, challenges and techniques for successfully fostering teens.
- Initiated summer tutoring program for children ages six through 16 in partnership with Sanford School with hopes to expand tutoring opportunities.
- Partnered with the Young Men's Christian Association (YMCA) of Delaware to allow 50 children in foster care to attend residential summer camp.
- Continued to partner with members of the community, such as Rotary, Walmart, Global Health Education using Low-cost Publications (H.E.L.P.), faith-based organizations and private residents to assist children.
- Instituted foster parent pre-service training for Spanish speaking resource families who will care for Hispanic children.

FUNDING

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	43,901.6	43,761.3	42,230.4
ASF	2,288.0	2,559.2	2,559.2
TOTAL	46,189.6	46,320.5	44,789.6

POSITIONS

	FY 2009 ACTUAL	FY 2010 BUDGET	FY 2011 GOV. REC.
GF	302.0	298.0	288.3
ASF	25.5	23.9	23.9
NSF	32.8	32.4	32.1
TOTAL	360.3	354.3	344.3

OFFICE OF THE DIRECTOR

37-06-10

ACTIVITIES

- Prepare and manage the divisional budget.
- Implement service delivery programs.
- Provide quality assurance.
- Oversee data management and analysis.
- Coordinate professional development to ensure staff is able to provide efficient and effective services to children and youth.
- Develop policy.
- Develop planning based on national, state and local best practices.
- Provide regulatory functions including child care licensing and criminal background/Child Protection Registry checks.
- Provide representation on national and local organizations, committees and advocacy groups.

PERFORMANCE MEASURE

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of family child care homes receiving an annual compliance visit	100	100	100

INTAKE/INVESTIGATION

37-06-30

ACTIVITIES

- Receive reports of suspected child abuse and neglect.
- Investigate child abuse and neglect and provide timely and appropriate safeguards.
- Refer families to community resources when appropriate.
- Provide ongoing division services and supports.

SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES

37-00-00

PERFORMANCE MEASURE

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of initial investigation contacts on time	93.3	100	100

INTERVENTION/TREATMENT

37-06-40

ACTIVITIES

- Assure the safety of children while reducing the risk of abuse and neglect.
- Change the behaviors and conditions which cause abuse and neglect.
- Promote the most appropriate services for the safety and well being of children, including in-home services, placement, family reunification, while providing safeguards for children.
- Offer permanency services including adoption, guardianship and independent living.

PERFORMANCE MEASURES

	FY 2009 Actual	FY 2010 Budget	FY 2011 Gov. Rec.
% of timely initial treatment contacts	90.3	100	100
% absence of maltreatment within 12 months	98.2	94.6	94.6
% of exits to adoption in less than 24 months	33.0	36.6	36.6