

# A Preliminary Look at Fiscal Year 2025 Q1 - Q2 March 2025

**Data Pending End-of-Year Refresh  
Data as of March 19, 2025**



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Department of Family  
and Protective Services

## Table of Contents

<b>Statewide Intake .....</b>	<b>3</b>
<b>Child Protective Investigations .....</b>	<b>4</b>
<b>Residential Child Care Investigations .....</b>	<b>7</b>
<b>Day Care Investigations .....</b>	<b>9</b>
<b>Family Based Safety Services .....</b>	<b>11</b>
<b>Conservatorship .....</b>	<b>12</b>
<b>Conservatorship: Children Without Placement .....</b>	<b>15</b>
<b>CBC Performance .....</b>	<b>16</b>
<b>Adult Protective Services .....</b>	<b>33</b>
<b>Workforce.....</b>	<b>34</b>

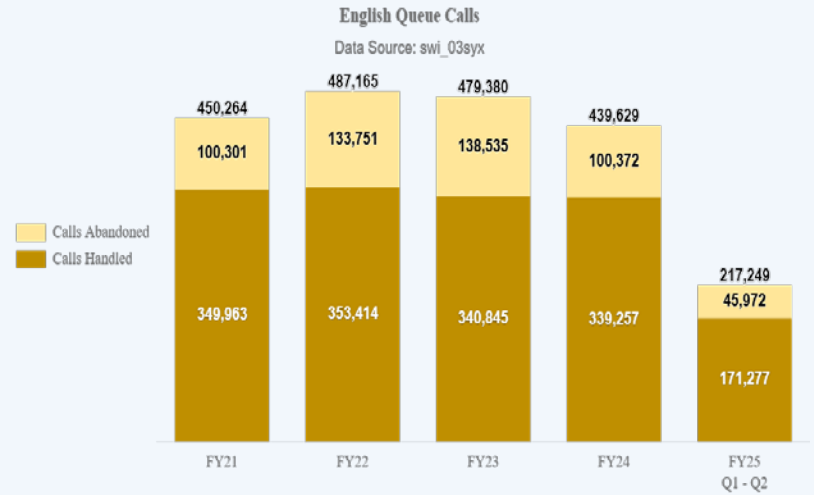


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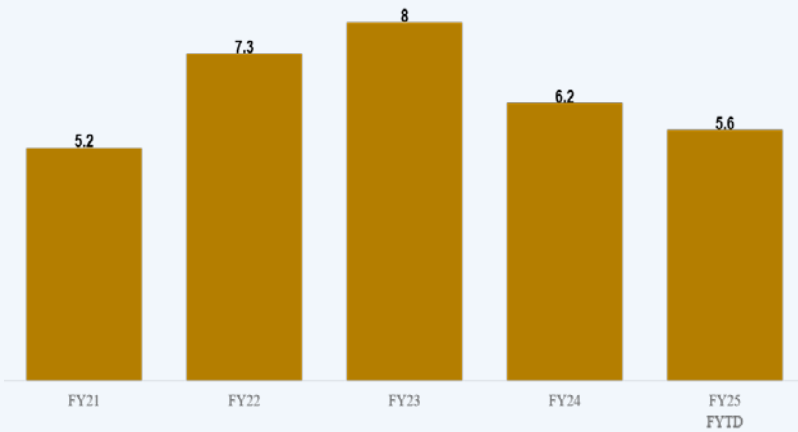
# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

## Statewide Intake

The number of Calls Handled in the first two quarters of FY25 is trending slightly higher than the same period in FY24. The number of Abandoned Calls is down by 14K compared to FY24 Q2.

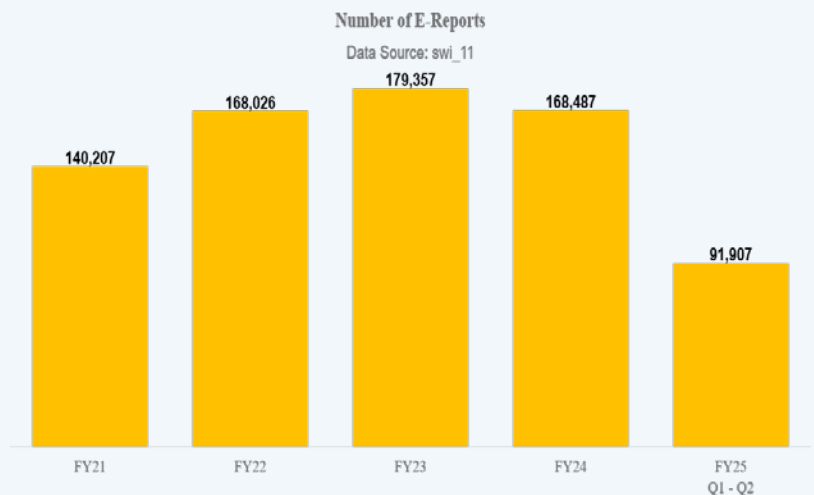


English Queue: Average Hold Time  
Data Source: swi\_03syx, exd1\_03



Average hold time for calls in the English queue is over 30 seconds shorter in FY25 Q2 compared to FY24.

The number of E-Reports is similar in FY25 Q2 compared to the number during the first two quarters of last fiscal year.



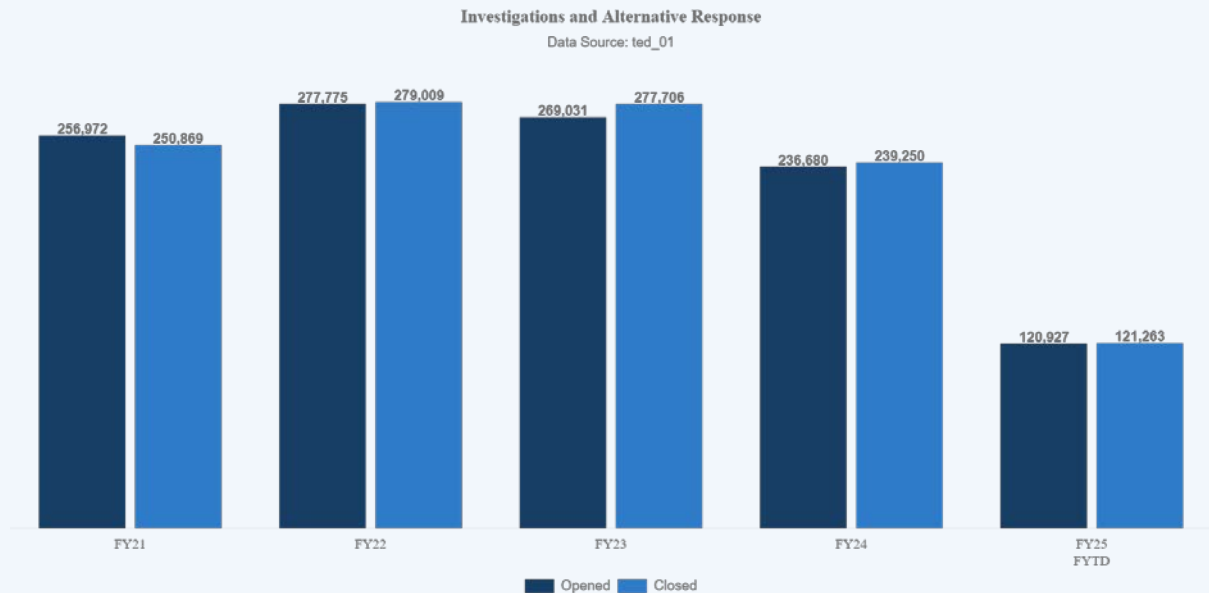


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# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

## Child Protective Investigations

Alternative Response (AR) and Investigations (INV) assess safety/risk and identify services needed to support the family. Cases initially presenting with less immediate safety or risk issues follow the AR track while high risk cases such as severe physical and sexual abuse follow the traditional investigative track. In AR there is no alleged perpetrator, no disposition, and no entry into the Central Registry.



The number of opened Investigation and Alternative Response stages in FY25 Q1-Q2 is like the first two quarters of FY24.

CPI: Average Daily Caseloads  
Data Source: Legislative Budget Bureau Targets and Projections by Quarter



The number of average daily cases assigned to CPI caseworkers has decreased every quarter since the beginning of FY23.

### Average Daily Caseloads Calculation:

Daily sum of all cases assigned to an **Investigation** caseworker open at the end of each day during the fiscal year.  
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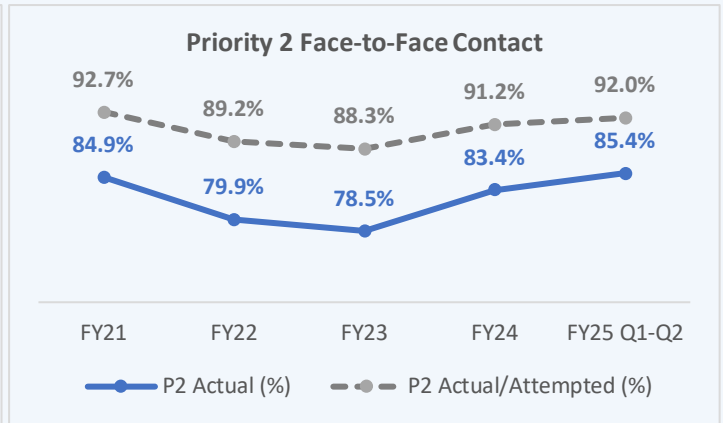
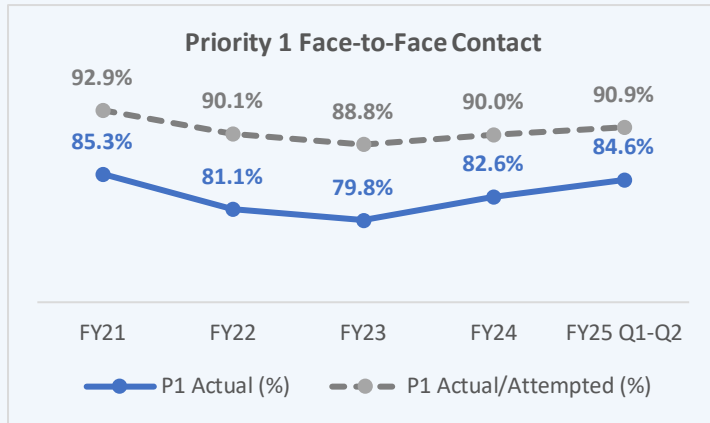
Daily sum of **Investigation** Caseworkers in certain job classification codes who have at least one case assigned at the end of each day during the fiscal year with different full time equivalent (FTE) values assigned based on tenure.



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# A Preliminary Look at Fiscal Year 2025 Q1 - Q2 Child Protective Investigations

Priority 1 contacts with children are to be made within 24 hours and Priority 2 contacts with children are to be made within 72 hours. If contact is attempted in the timeframe, but the child is not seen face-to-face, those efforts are counted in the "actual or attempted" metric, but not the "actual" metric.

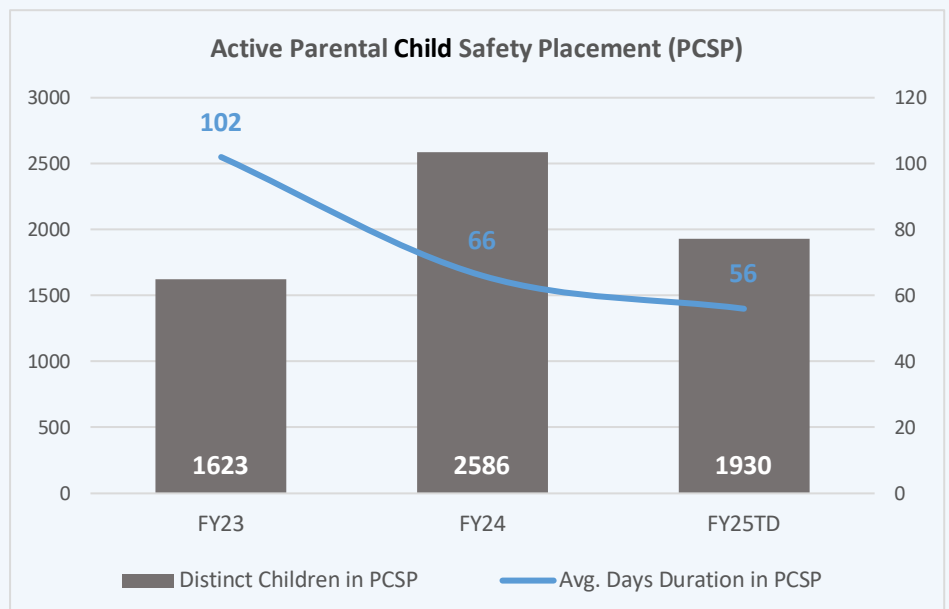


Data source: ted\_01 Note: Face-to-Face percentages calculated in the month the case was closed.

**Timeliness in P1 and P2 face-to-face actual or attempted contacts during FY25 Q1-Q2 showed continued improvement from FY24.**

A family-initiated PCSP is a type of safety plan used when the situation meets both of the following criteria: 1) There is an immediate danger to a child 2) All options allowing the child and the parent or legal guardian to remain in the home together were exhausted.

**The distinct count of children in Parental Child Safety Placements is trending higher than FY24 but children are spending less time out of the home.**



Data source: cps\_pcsdp\_06

Fiscal Year summary data as of 4/7/25.

**Distinct Children in PCSP** - Counts reflect a distinct count of children (0-17 years old) per region in at least one active PCSP for the fiscal year. Children in multiple active PCSPs for the reporting period are only counted once. If a child had multiple active PCSP's during the month in different regions, they will be counted once per region.

**Average Days Duration in PCSP** - Average days are cumulative meaning days from previous months are included when the PCSP remains active at the end of the fiscal year. State Totals for Average days is the total number of days in an active PCSP divided by the number of distinct children in an active PCSP during that period.



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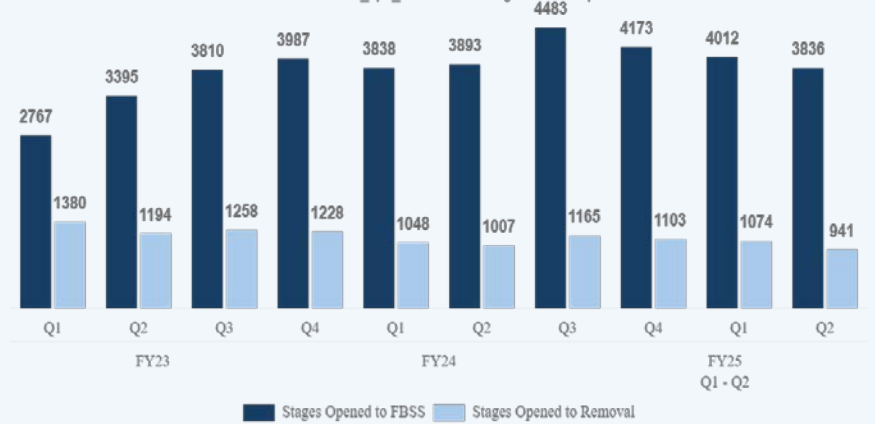
# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

## Child Protective Investigations

The number of closed investigations opened to FBSS in FY25 Q2 is akin to FY24 Q2 while removals continue to decline.

Closed Investigations Opened to FBSS and Removals

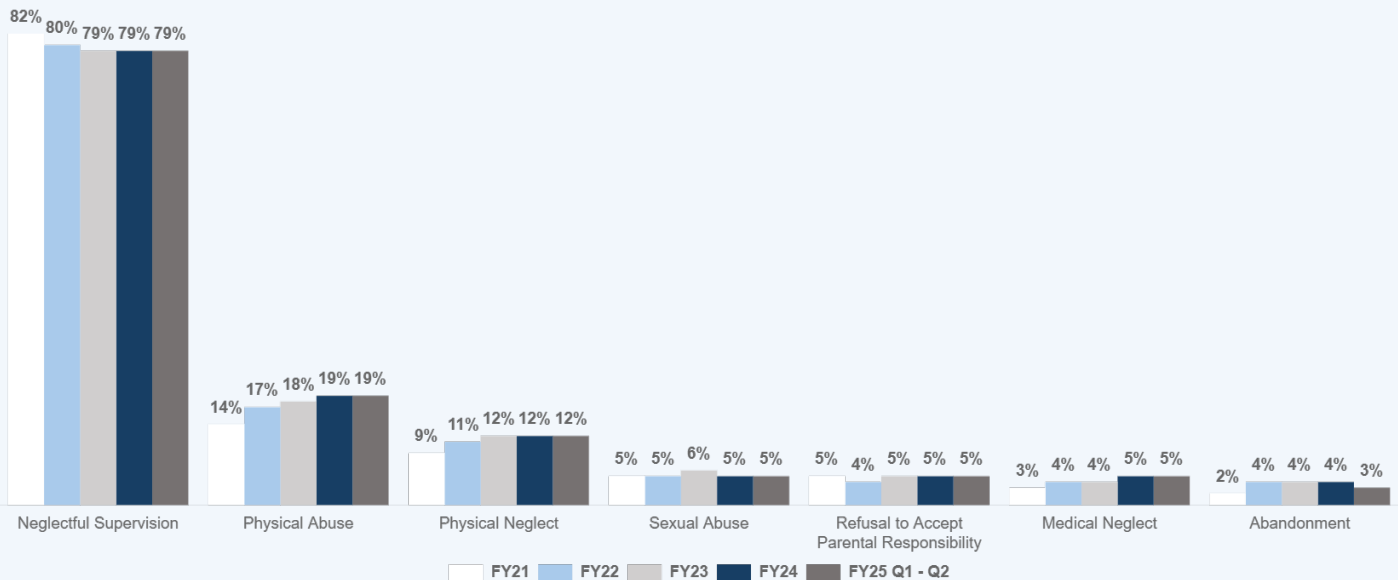
Data Source: inv\_cps\_06: CPS Investigations Completed



Most Common Removal Reasons

Data Source: cps\_sa\_19

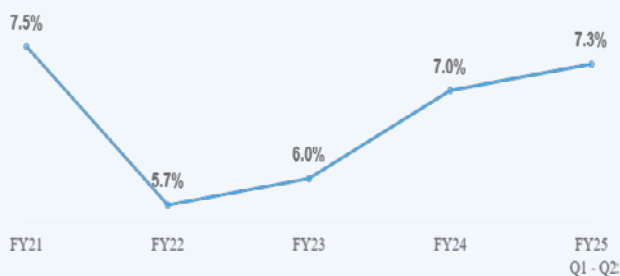
Note: A child may be removed for multiple reasons



Fewer children entered conservatorship beginning in FY22 compared to prior fiscal years. During FY25 Q1-Q2, a similar proportion of removal reasons were identified for children who were removed compared to the previous two full fiscal years.

Recidivism for Closed Investigation Stages

Data Source: cps\_pmat\_01: CPS Outcomes Placemat



FY25 Q1-Q2 is trending slightly higher than FY24 but is lower than FY21.

**Recidivism Calculation:** Number of children who have a confirmed allegation in an investigation or an open FPR or SUB stage within 12 months of a closed investigation with no ongoing services/Number of children (alleged and confirmed victims) in investigations (including admin closures) closed 12 months ago with no ongoing services.



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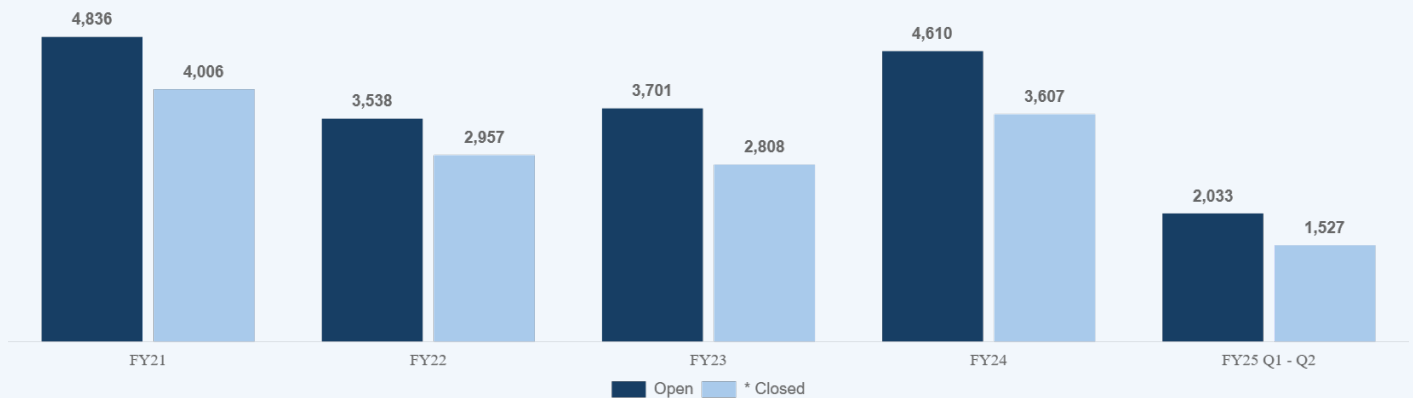
# A Preliminary Look at Fiscal Year 2025 Q1 - Q2 Residential Child Care Investigations

Residential Child Care Investigations (RCCI) is a program within the Child Care Investigations (CCI) division of Child Protective Investigations (CPI). The RCCI program investigates child abuse, neglect, and exploitation in operations that provide 24-hour residential care.

## Residential Child Care Investigations

Data Source: inv\_lic\_46, inv\_lic\_03\_21

\*Count of closed investigations excludes administrative closures and closed due to merge.

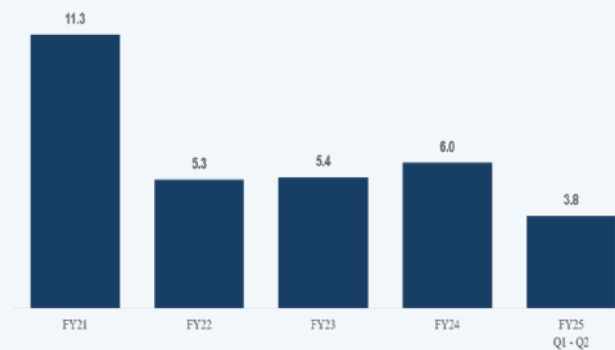


The number of opened and closed cases for FY25 Q1-Q2 is slightly lower than the first two quarters of FY24.

## RCCI: Average Daily Caseloads

Data Source: ted\_01, ted\_03

In the first two quarters of FY25, there has been a sharp decrease in average daily caseloads.



### Average Daily Caseloads Calculation:

Daily sum of all cases assigned to an **RCCI** caseworker open at the end of each day during the fiscal year DIVIDED BY Daily sum of **RCCI** Caseworkers in certain job classification codes who have at least one case assigned at the end of each day during the fiscal year with different full time equivalent (FTE) values assigned based on tenure.



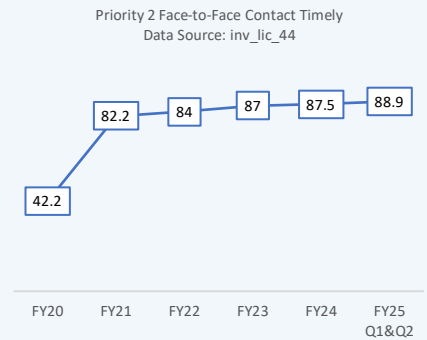
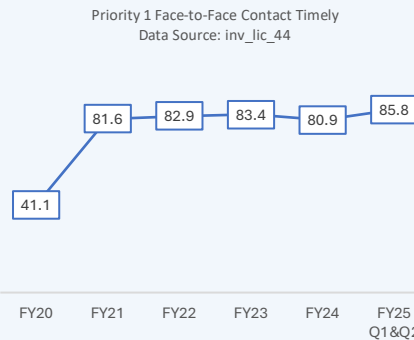
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# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

## Residential Child Care Investigations

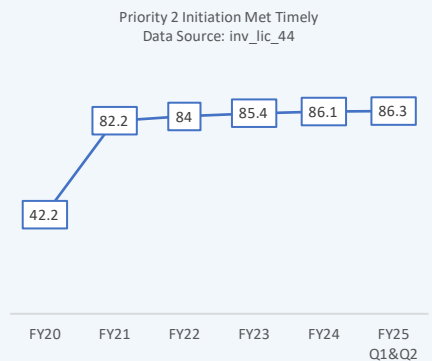
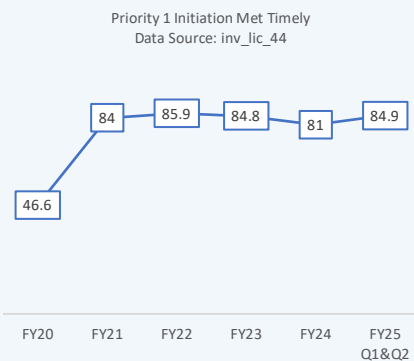
Priority 1 face-to-face (FTF) contact is timely when FTF contact with the alleged victim is made within 24 hours of the intake date. Priority 2 victim FTF contact is met timely when FTF contact with the alleged victim is made within 72 hours of intake. Attempted FTF contacts do not count toward FTF timeliness.

**Timeliness in P1 FTF contacts has increased by 109% since FY20, while P2 FTF increased by 111%.**

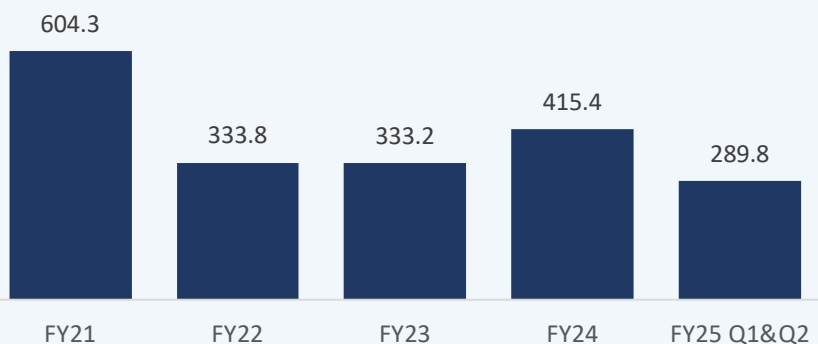


Priority 1 and 2 initiation is timely when victim FTF contact is timely with all alleged victim(s) within the investigation.

**Timeliness in P1 Initiations increased by 5% in FY25 Q1-Q2 compared to FY24, with P2 Initiations remaining steady.**



Average Number of Investigations Open at End of Month  
Data Source: inv\_lic\_46



**The average number of cases remaining open at the end of the month has decreased across the first two quarters of FY25.**



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# A Preliminary Look at Fiscal Year 2025 Q1 - Q2 Day Care Investigations

Day Care Investigations (DCI) is a program within the Child Care Investigations (CCI) division of Child Protective Investigations (CPI). The DCI program investigates child abuse, neglect, and exploitation in child care homes and centers.

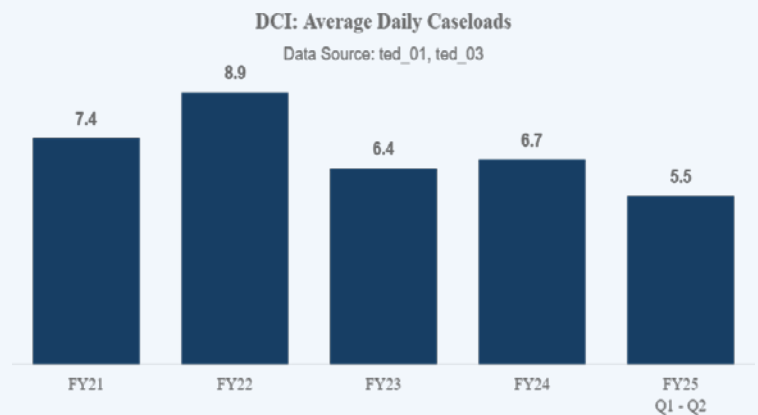
Day Care Investigations  
Data Source: inv\_lie\_46, inv\_lie\_03\_21

\*Count of closed investigations excludes administrative closures and closed due to merge.



Opened investigations and closed investigations are trending lower in the first two quarters of FY25 compared to the same time last fiscal year.

DCI has continued to keep average daily caseloads at historic lows, with an average daily caseload decrease by over 1 case per worker since FY24.



#### Average Daily Caseloads Calculation:

Daily sum of all cases assigned to an **DCI** caseworker open at the end of each day during the fiscal year.

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The daily sum of **DCI** Caseworkers in certain job classification codes who have at least one case assigned at the end of each day during the fiscal year with different full time equivalent (FTE) values assigned based on tenure.



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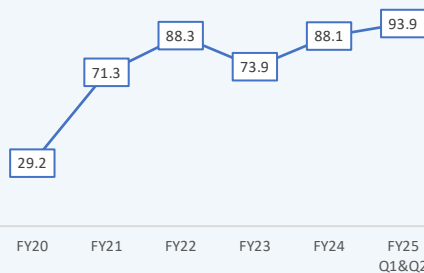
# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

## Day Care Investigations

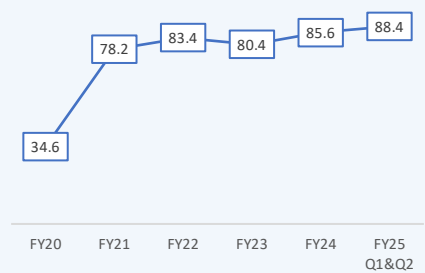
Priority 1 face-to-face (FTF) contact is timely when FTF contact with the alleged victim is made within 24 hours of the intake date. Priority 2 victim FTF contact is met timely when FTF contact with the alleged victim is made within 72 hours of intake. Attempted FTF contacts do not count toward FTF timeliness.

**Face-to-Face  
contact timeliness  
has been increasing  
since FY23 for both  
P1 and P2's.**

Priority 1 Face-to-Face Contact Timely  
Data Source: inv\_lic\_45



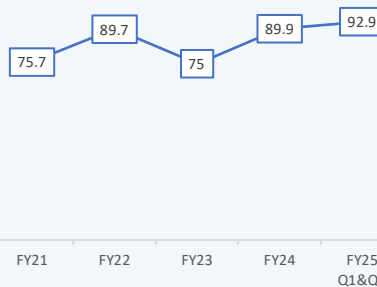
Priority 2 Face-to-Face Contact Timely  
Data Source: inv\_lic\_45



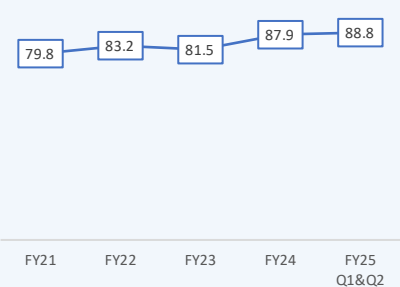
Priority 1 and 2 initiation is timely when victim FTF contact is timely with all alleged victim(s) within the investigation stage.

**Similarly, P1 and  
P2 timely  
initiations have  
been increasing  
since FY23.**

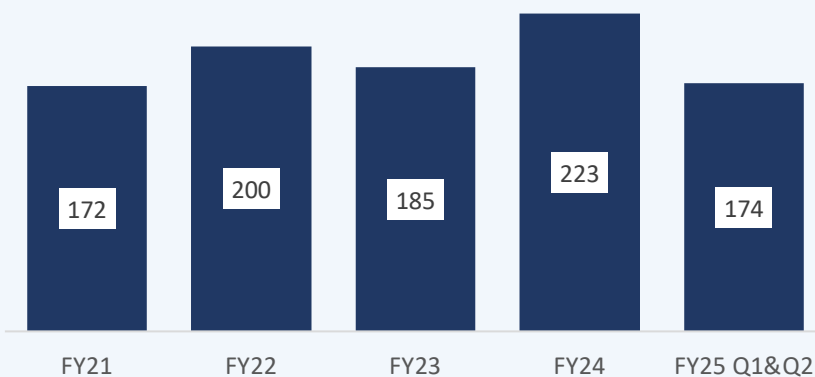
Priority 1 Initiation Met Timely  
Data Source: inv\_lic\_45



Priority 2 Initiation Met Timely  
Data Source: inv\_lic\_45



Average Number of Investigations Open at End of Month  
Data Source: inv\_lic\_46



**FY25 Q1-Q2 had a  
lower average  
number of DCI  
investigations open at  
the end of the month  
compared to the last  
three prior fiscal  
years.**

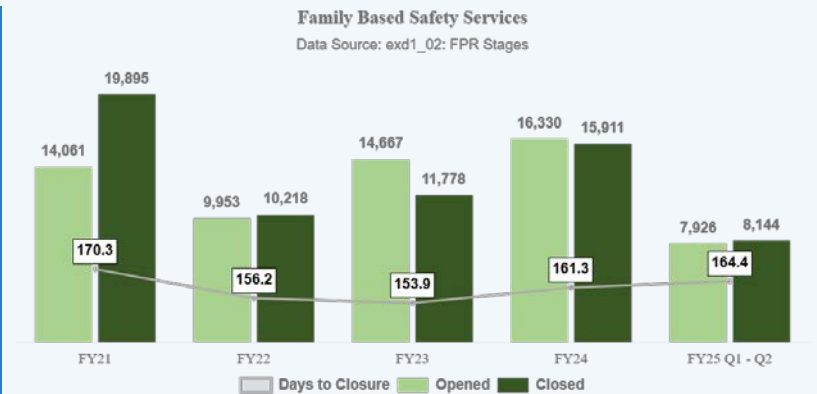


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# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

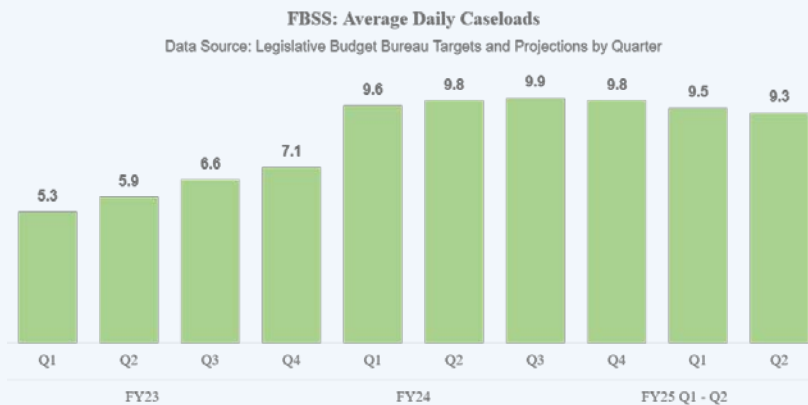
## Family Based Safety Services

The number of opened FBSS stages in FY25 Q1-Q2 is trending like the same timeframe in FY24, but there are slightly more closed cases. Time to FBSS case closure in FY25 Q1-Q2 is in line with FY24.



### Average Daily Caseloads Calculation:

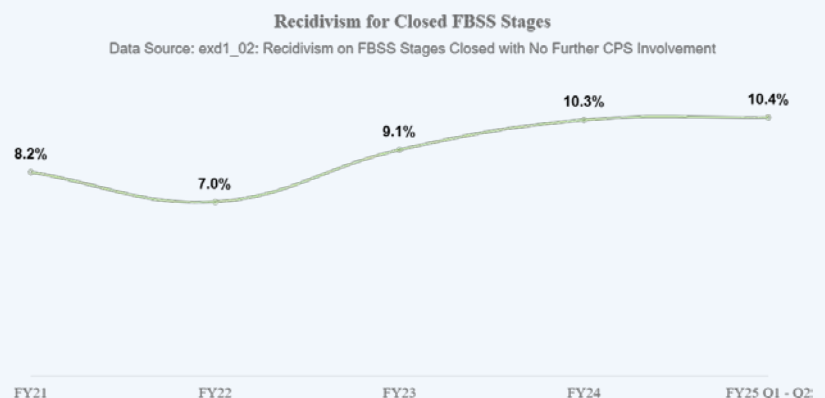
Daily sum of all cases assigned to a Family Based Safety Services caseworker open at the end of each day during the fiscal year DIVIDED BY daily sum of Family Based Safety Services Caseworkers in certain job classification codes who have at least one case assigned at the end of each day during the fiscal year with different FTE values assigned based on tenure.



The number of average daily cases assigned to FBSS workers FY25 Q1-Q2 is akin to FY24.

The percentage of closed FBSS stages (that did result in removal) with a subsequent investigation within 1 year that resulted in:

- a confirmed allegation of abuse/neglect,
  - an opened FBSS stage, and/or
  - a removal
- increased in FY24 and in FY25 Q1-Q2 remains steady.



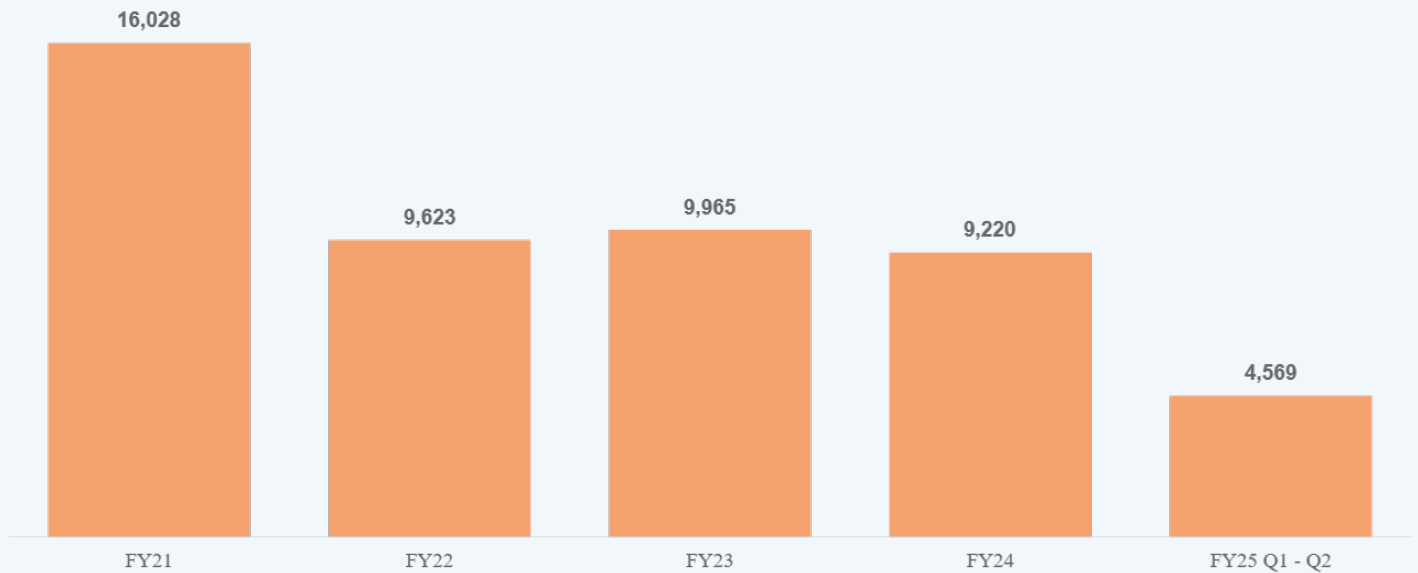


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# A Preliminary Look at Fiscal Year 2025 Q1 - Q2 Conservatorship

## Children New to Substitute Care

Data Source: SA\_19



The number of children removed has dropped since FY22 and FY25 YTD is on a similar trajectory.



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# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

## Conservatorship

### Average Daily Caseloads Calculation:

Daily sum of all cases assigned to a **conservatorship** caseworker open at the end of each day during the fiscal year.  
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Daily sum of **conservatorship** caseworkers in certain job classification codes who have at least one case assigned at the end of each day during fiscal year with different FTE values assigned based on tenure.

Conservatorship: Average Daily Caseloads  
(DFPS Legacy Only)

Data Source: Legislative Budget Bureau Targets and Projections by Quarter, Substitute Care Caseworkers

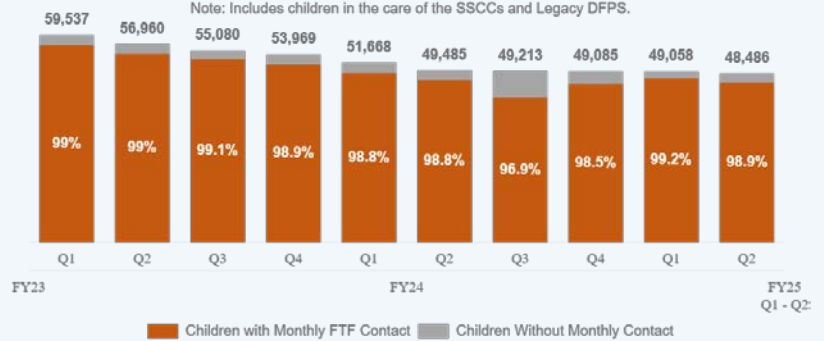


The average number of daily cases assigned to conservatorship caseworkers has declined in FY24 Q1-Q2 compared to prior fiscal years.

The number of children who require a monthly face-to-face contact has dropped over the past two years, but percent of monthly face-to-face contacts made has remained steady.

Monthly Face-to-Face Contacts with Children in SUB/ADO Stage

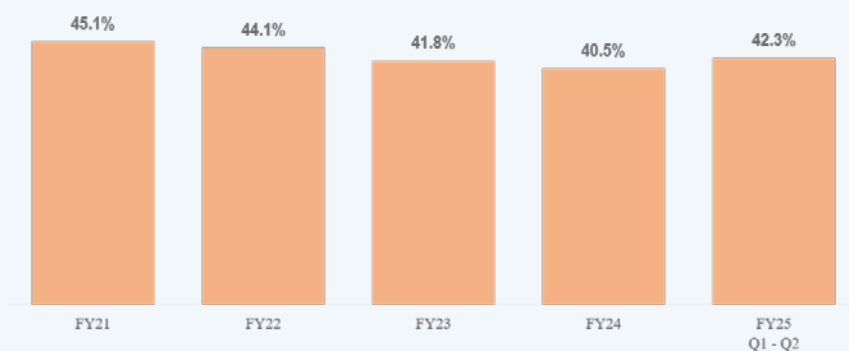
Data Source: sa\_42: FTF Contacts Children 0 17 in Substitute Care.  
Note: Includes children in the care of the SSCs and Legacy DFPS.



Children in Kinship Placements

Data Source: exd3\_01

Note: Includes both verified and unverified kinship. Metric represents the percent of children in substitute care in kinship on the last day of each fiscal year/quarter



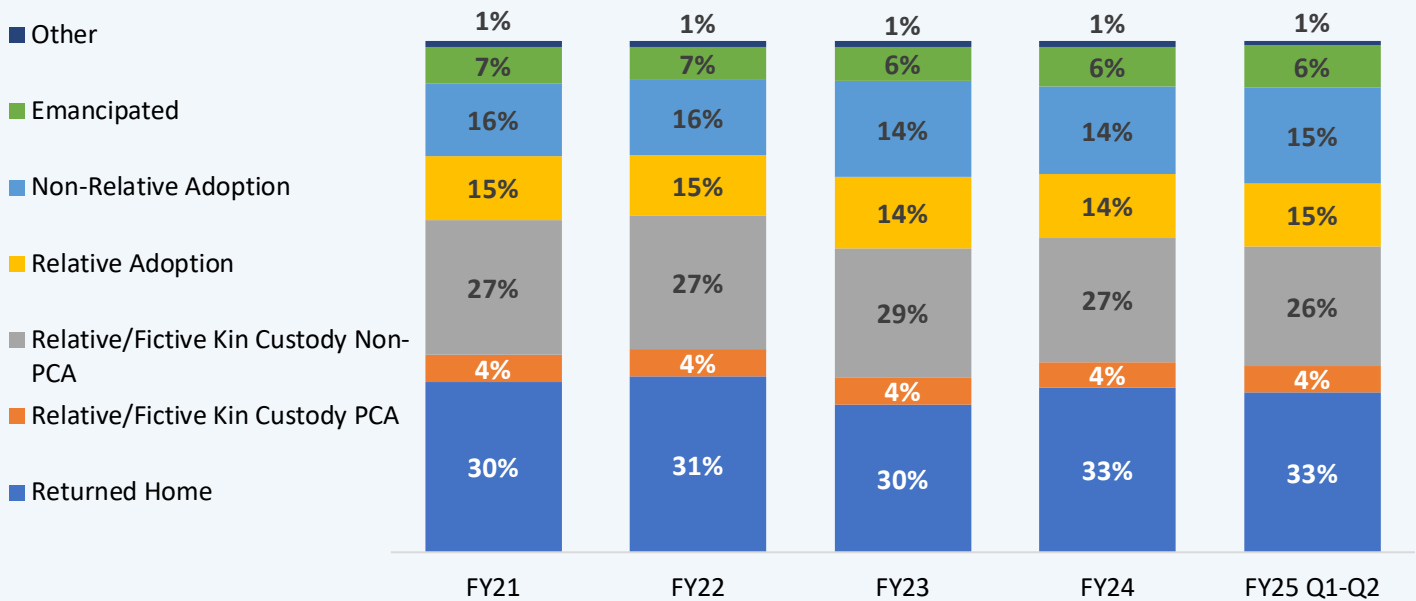
The percentage of children in kinship placements has increased through the first two quarters of FY25.



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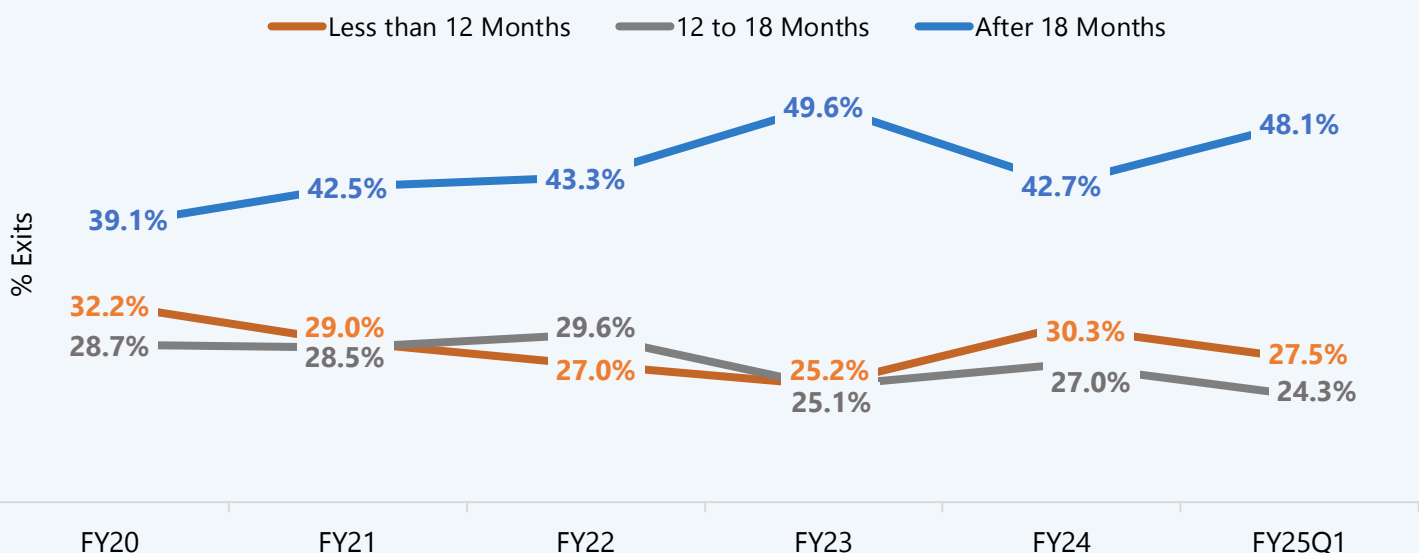
# A Preliminary Look at Fiscal Year 2025 Q1 - Q2 Conservatorship

Exits from DFPS Responsibility



The percentage of children exiting to Non-Relative Adoption FY25 Q1 - Q2 is on the rise. This exit outcome has trended higher than historical average (15%) the last two fiscal years.

Time to Exit from DFPS Responsibility



Data source: Rider 15 (88R) Section A - LBB Performance Measure - March 2025 Submission Data Attachment  
Includes both SSCC and Legacy DFPS.  
^Historical average FY18 - FY24.

Statewide, children exiting after 18 months was 6.9%pt. higher than historical average^ in FY25 Q1.

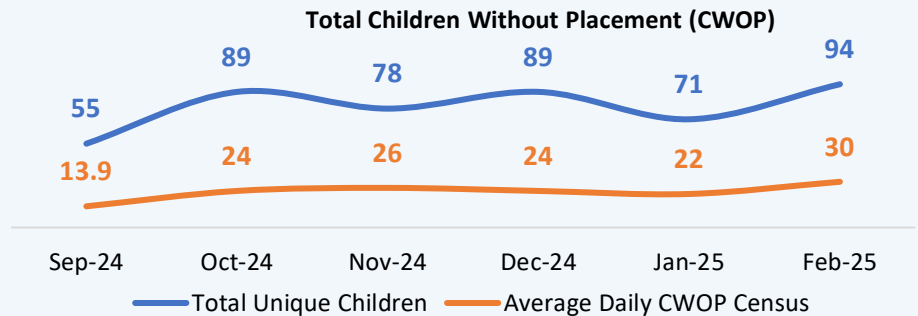


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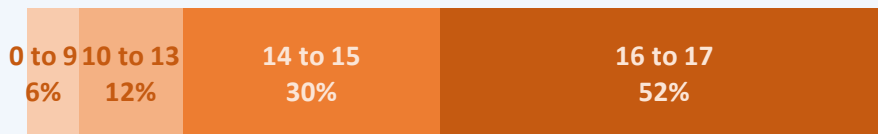
# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

## Conservatorship: Children Without Placement

The total number of unique children without placement in FY25 Q1 -Q2 is 42% less when compared to FY24 Q1-Q2.



Age of Children Without Placement (February 2025)  
N=94 Children/Youth



data source: CWOP Placement Tracker as of 3/3/25

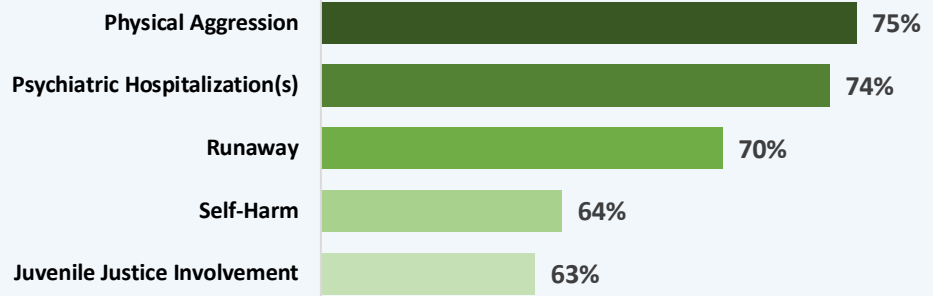
**35%**

of all children who had a CWOP event in February 2025 had been in conservatorship for less than one year.

**39%**

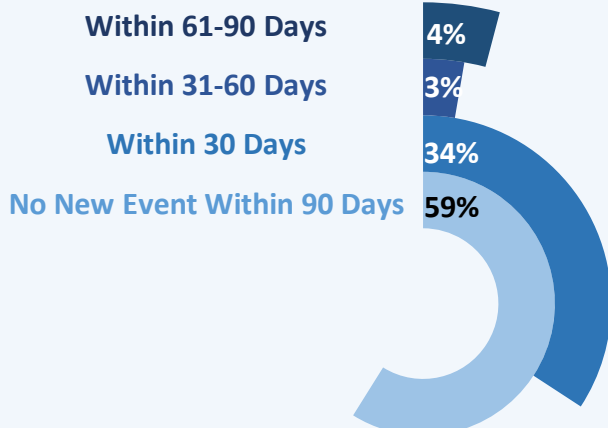
of all children who had a CWOP event in February 2025 were removed due to Refusal to Accept Parental Responsibility.

Top 5 Needs for Children/Youth who had a CWOP Event (February 2025)  
N=110 Events



Children without placement have complex needs.

data source: CWOP Placement Tracker as of 3/3/25



Majority of children exiting a CWOP event did not have a subsequent CWOP event within 90 days. For those that did, it was most often within the following 30 days.

data source: CWOP Placement Tracker as of 3/3/25

PMC Children with CWOP Events Ending in November  
2024 with a Subsequent CWOP Event



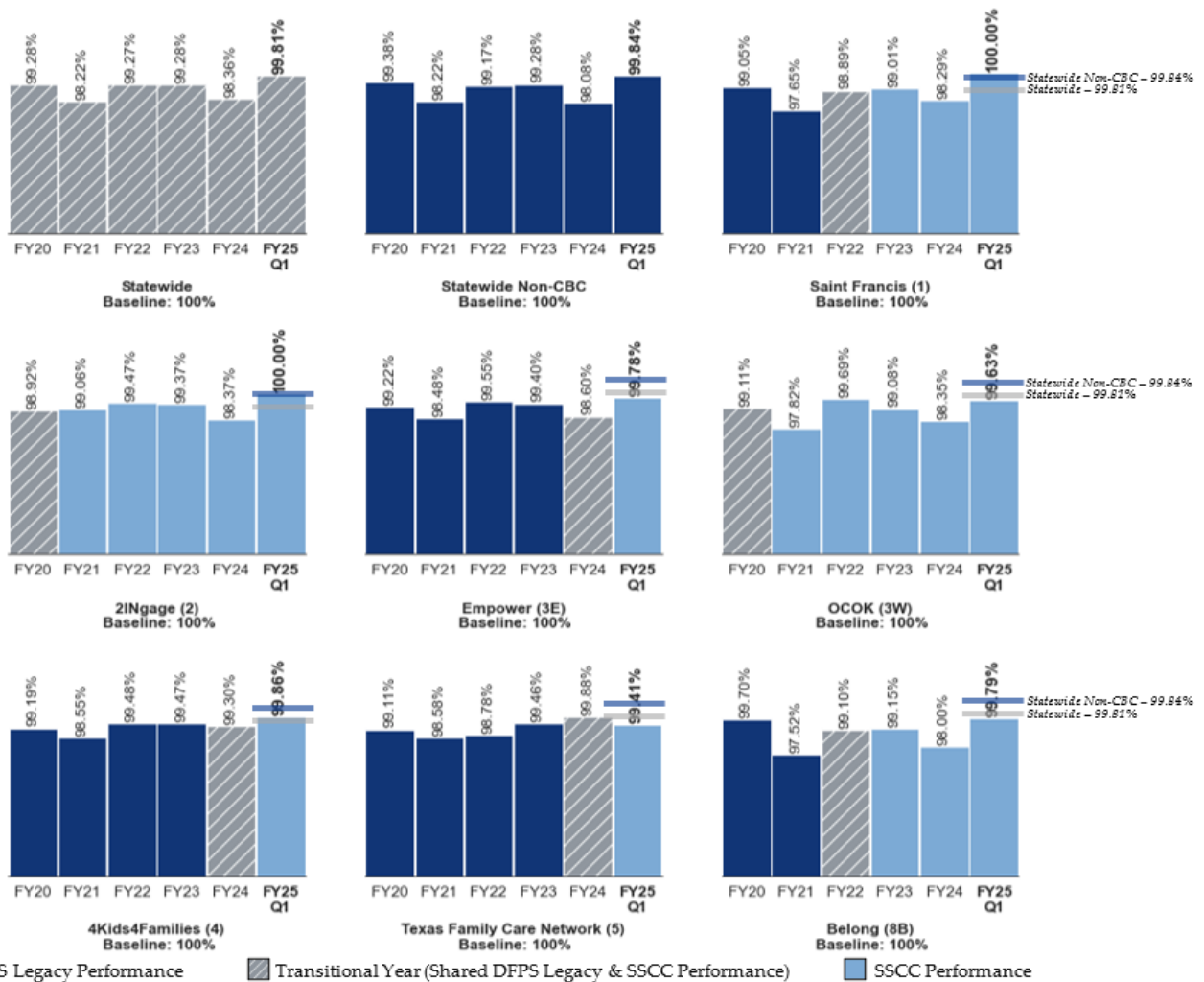
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# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Safety in Paid Care

This performance measure is defined as the percentage of children who do not experience abuse, neglect, or exploitation while in paid foster care. All safety performance below 100% is an area to target for improvement.

### Children Safe in Paid Foster Care



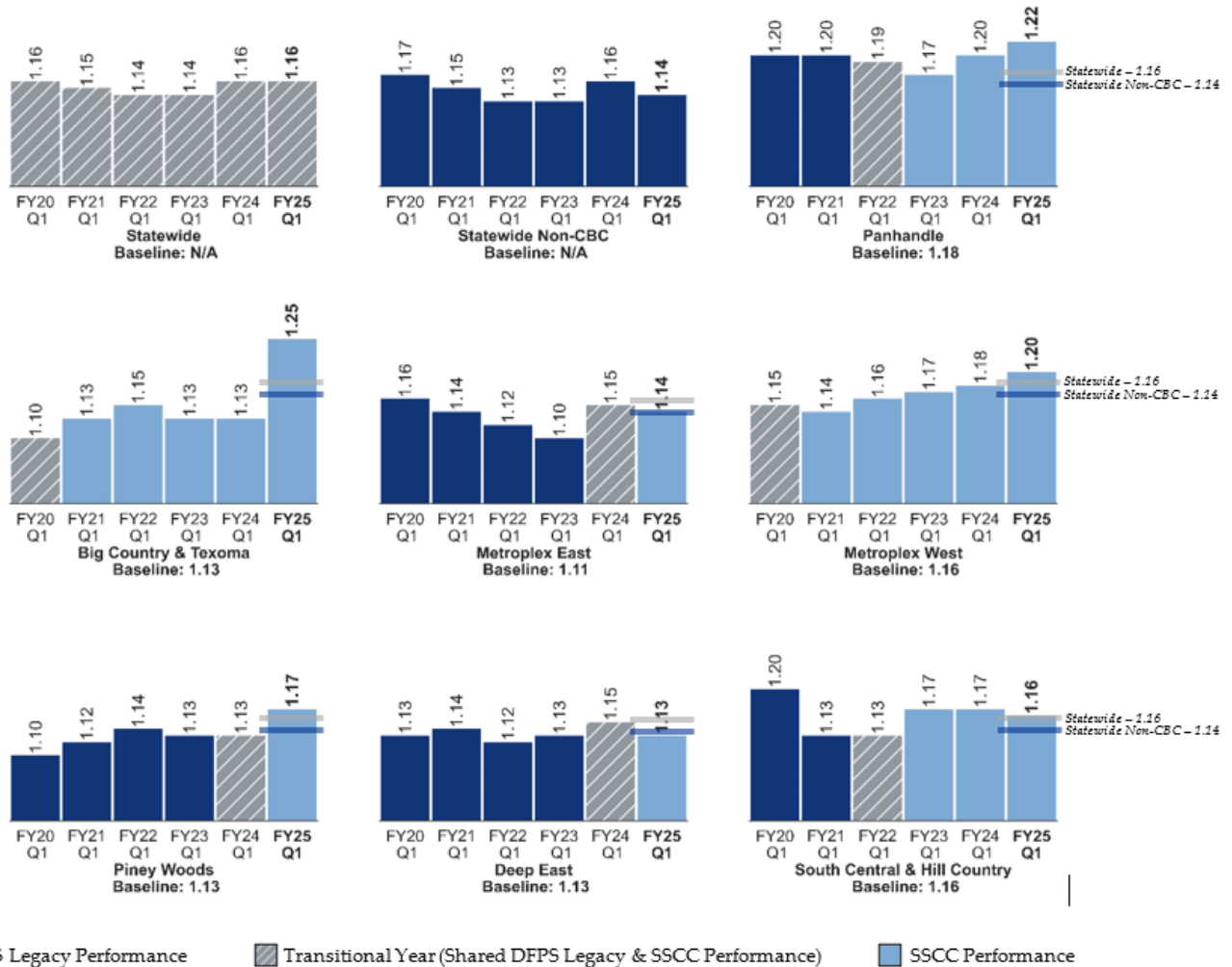
<sup>7</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Paid Foster Care Placements per Child/Youth<sup>8</sup>

This performance measure is defined as the number of SSCC foster care placements per child. This measure is cumulative throughout the fiscal year, and so like quarters are compared to each other.

### *Paid Foster Care Placements (Quarter 1 YTD Only)<sup>10</sup>*



<sup>8</sup> Values noted are for Q1 of specified Fiscal Years.

<sup>9</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

<sup>10</sup> DRIT 116975 Rider 15 Data for SSCC 2.2 Q1 History Only

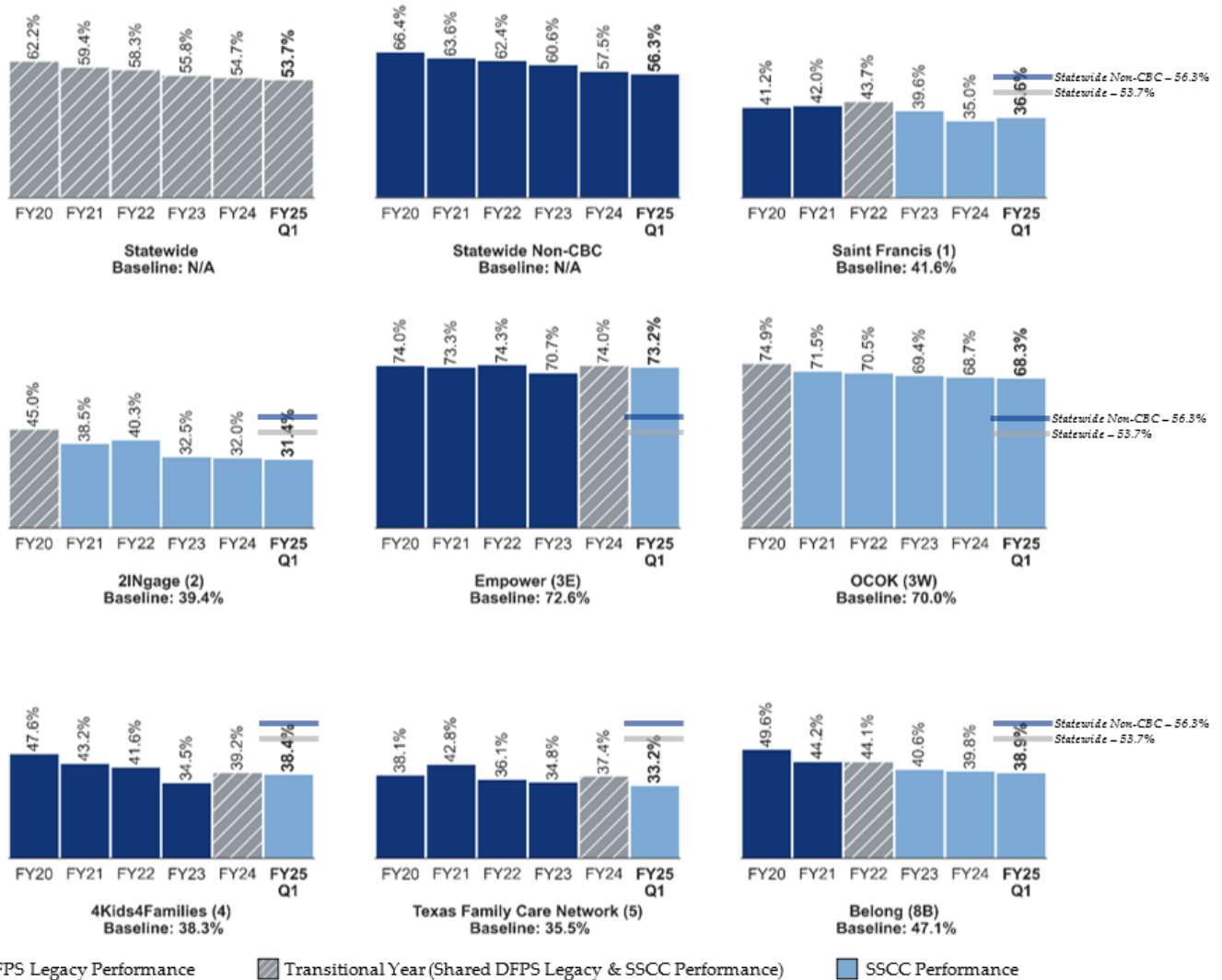
# A Preliminary Look at Fiscal Year 2025 Q1

## CBC Performance

### Percentage of Children Placed in Paid Foster Care Placements within 50 Miles of Removal Location

This performance measure is defined as the percentage of children/youth in paid foster care placements within 50 miles of their home.

#### Children in Paid Foster Care Placements within 50 Miles of Removal Location



<sup>11</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

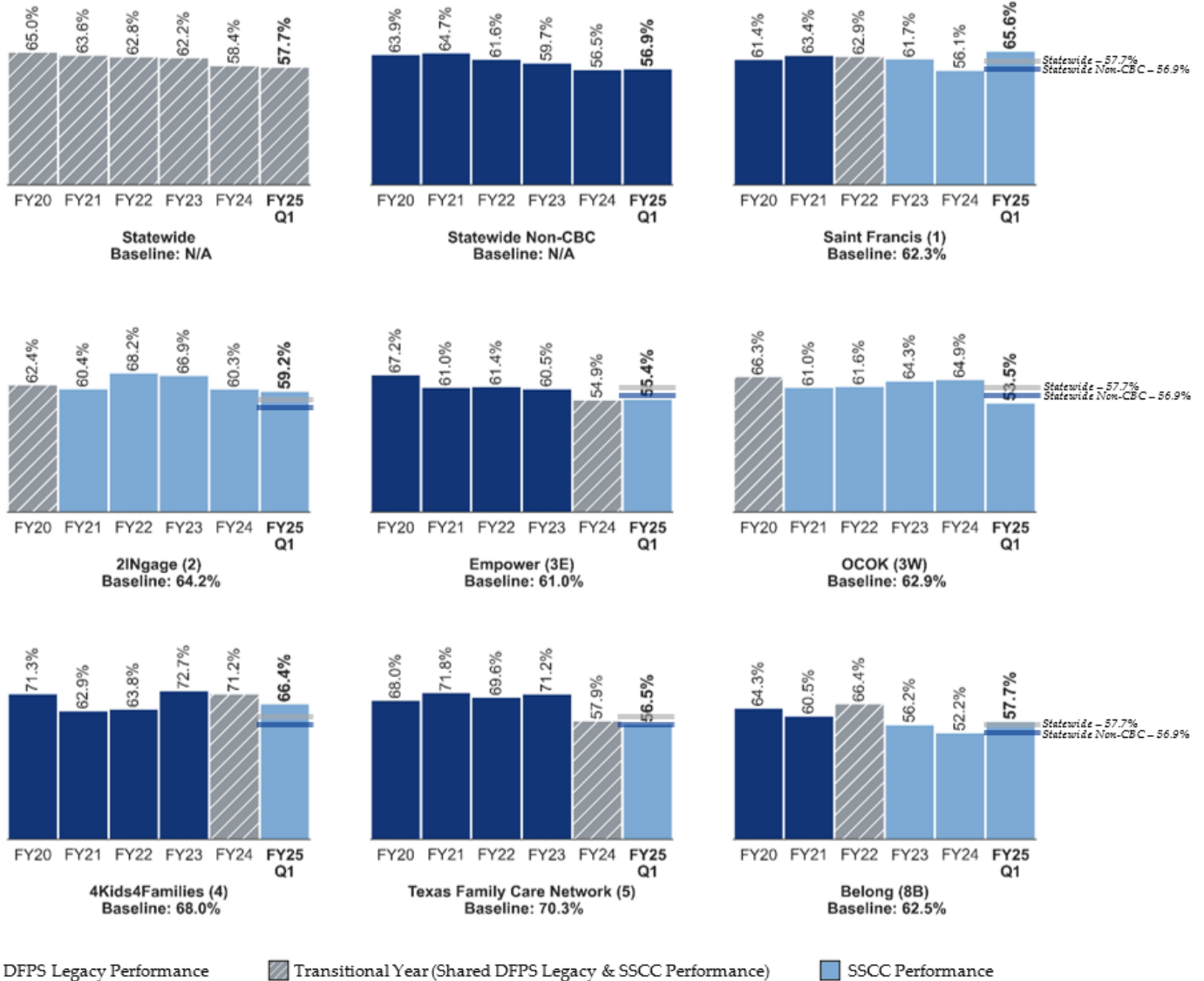


# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percentage of Siblings in Paid Foster Care Placed Together

This performance measure is defined as the percentage of sibling groups all placed together in paid foster care on the last day of the reporting period.

### Siblings in Paid Foster Care Placed Together



<sup>12</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

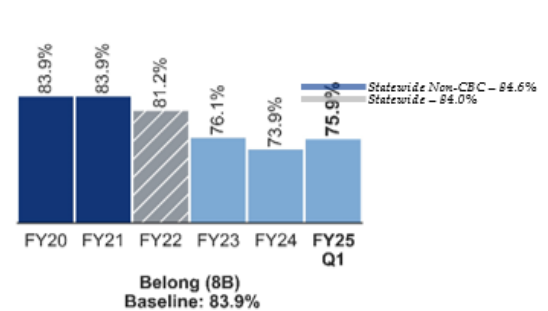
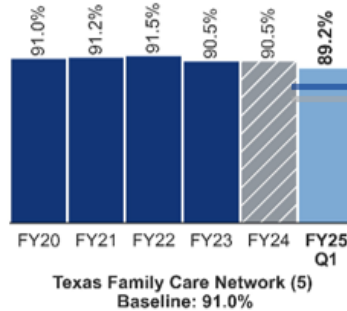
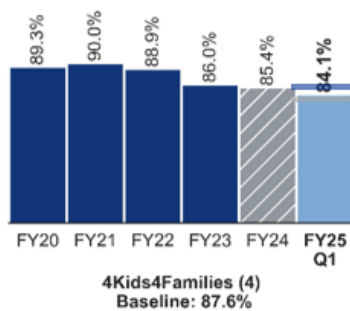
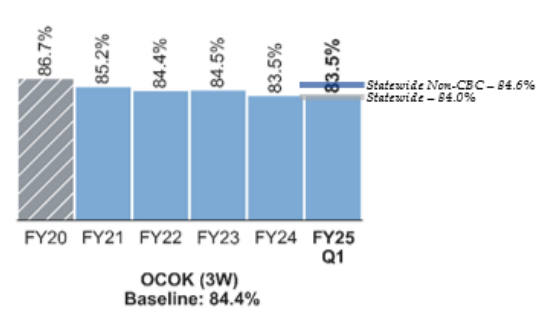
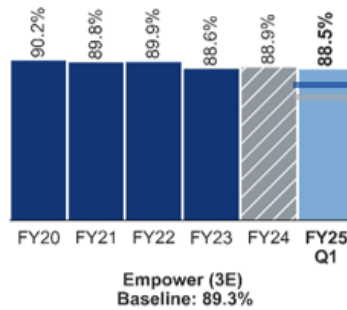
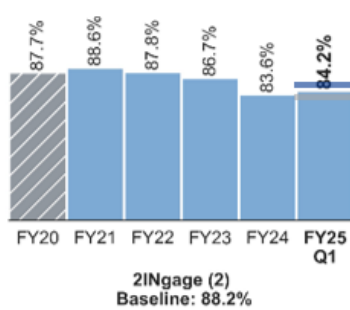
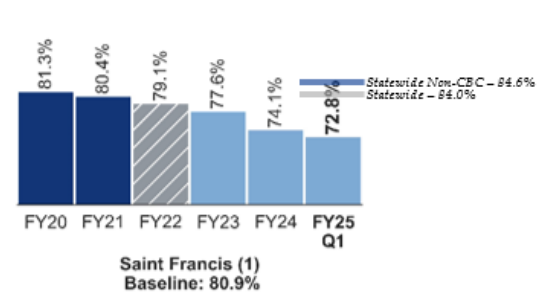
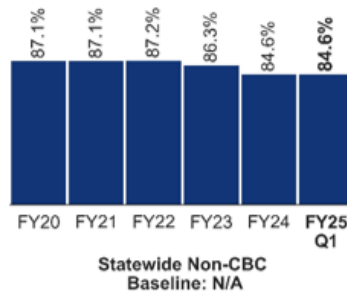
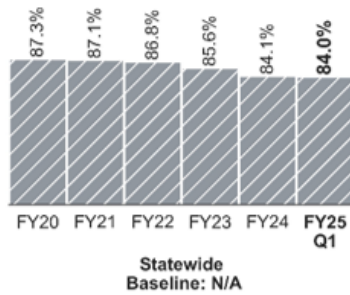


# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percentage of Placement Days in a Home Setting

This performance measure is defined as the percentage of placement days in a home setting for children and youth in conservatorship.

### Placement Days in a Home Setting



■ DFPS Legacy Performance    ■ Transitional Year (Shared DFPS Legacy & SSCC Performance)    ■ SSCC Performance

<sup>14</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.



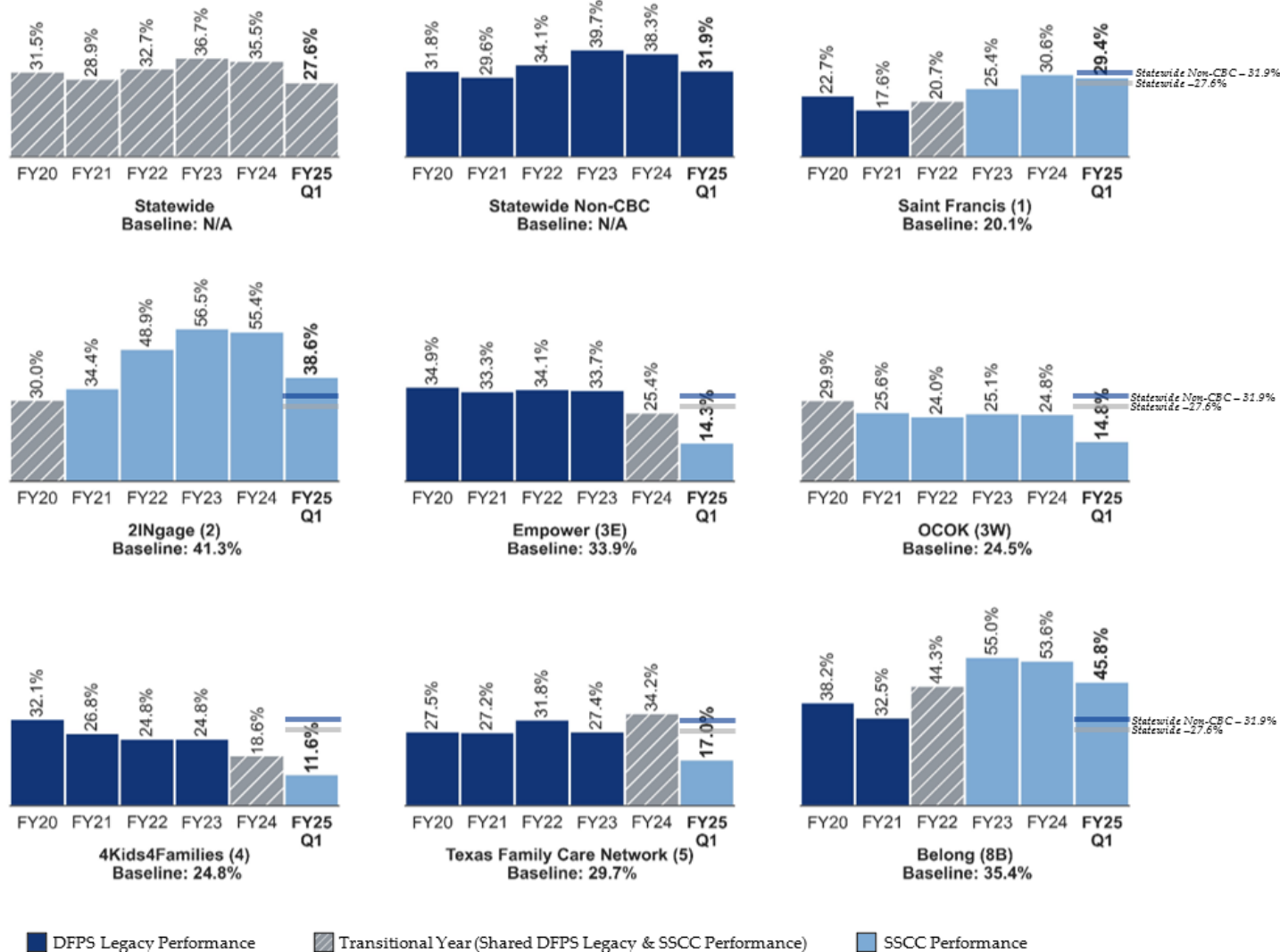
# A Preliminary Look at Fiscal Year 2025 Q1

## CBC Performance

### Percent of Youth Age 16 or Older who have a Driver's License or State Identification Card

This performance measure is defined as the percentage of youth age 16 or older who have a driver's license or state identification card.

#### Youth Age 16 or Older with a Driver's License or State Identification Card



<sup>15</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.



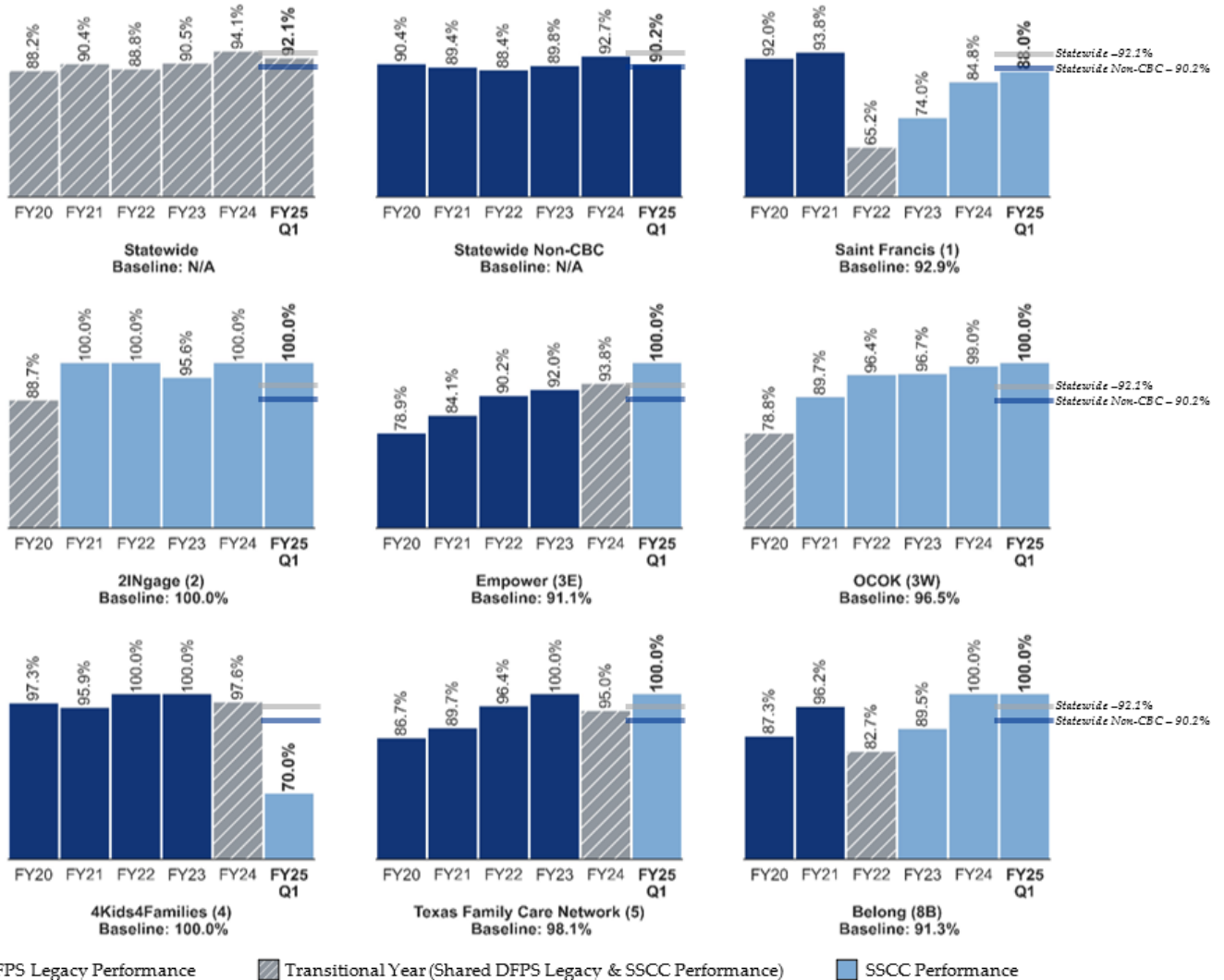
TEXAS  
Department of Family  
and Protective Services

# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percent of Youth who turned 18 and have completed required PAL Life Skills Training

This performance measure is defined as the percentage of youth who turned 18 and have completed required PAL Life Skills Training.

### Youth Who Turned 18 and Have Completed Required PAL Life Skills Training



<sup>16</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

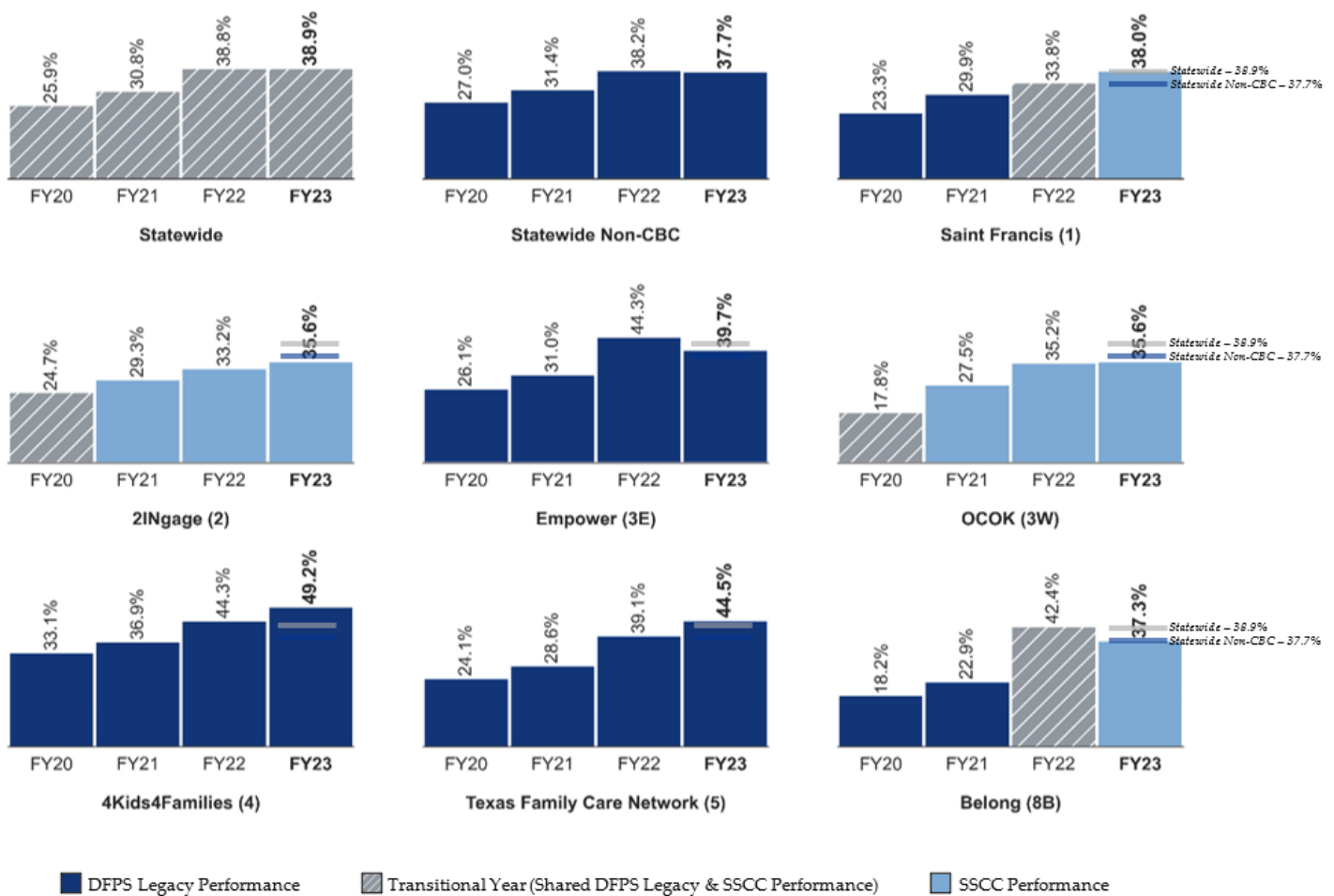


# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percent of Children who Exit to Permanency within 1 year

This performance measure is defined as the percentage of children who exit to permanency within 12 months of entering care. As described on page 18, a full year must pass after the last removal day before performance can be reported; thus, the most recent removal cohort with a full 12-month follow-up period is children removed in FY23.

*Children Who Exit to Permanency Within 1 Year*



<sup>17</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

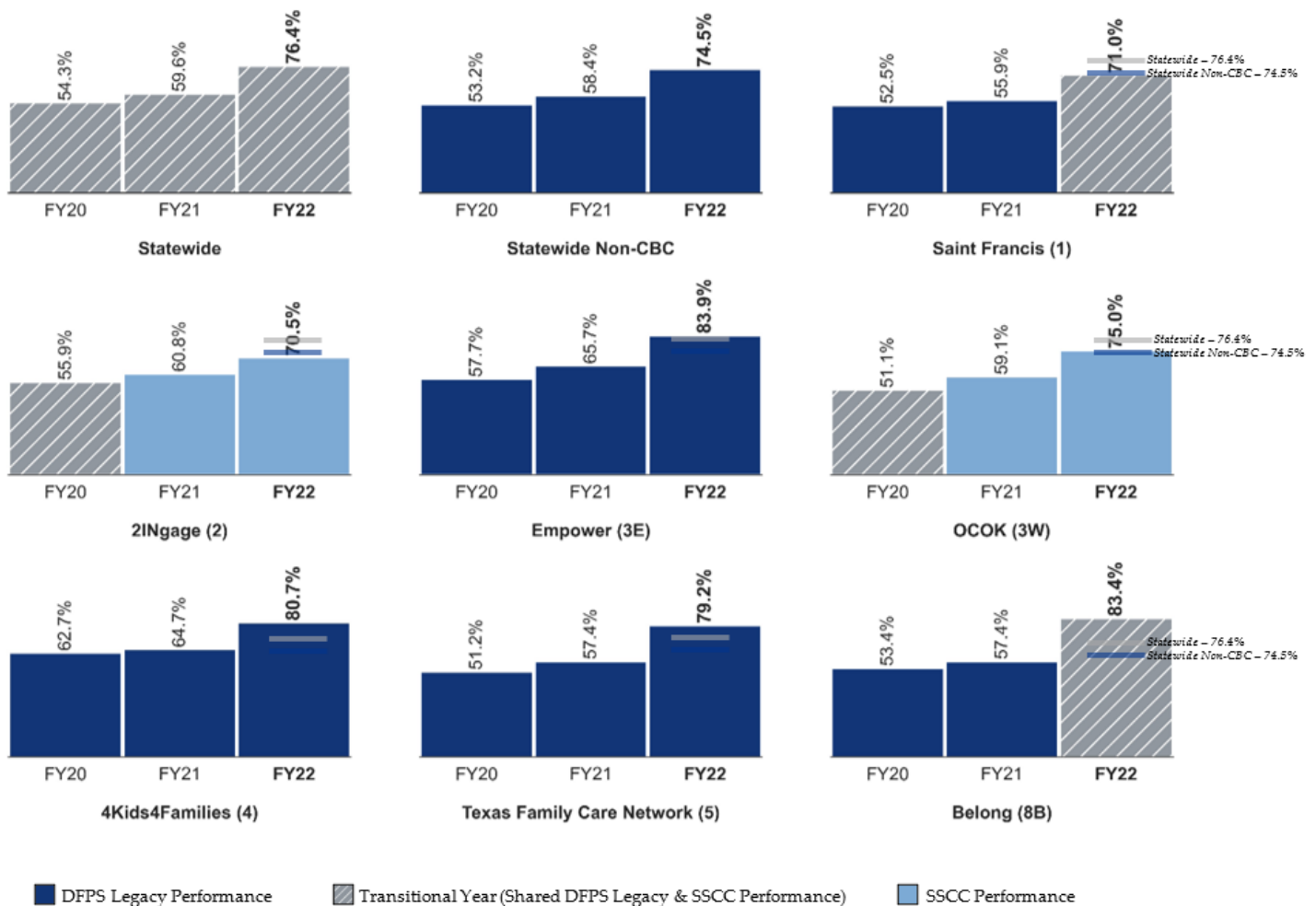


# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percent of Children who Exit to Permanency within 18 months

This performance measure is defined as the percentage of children who exit to permanency within 18 months of entering substitute care. As described on page 18, a full 18 months must pass after the last removal day before performance can be reported; thus, the most recent removal cohort with a full 18-month follow-up period is children removed in FY22. performance measure is defined as the percentage of children who do not experience abuse, neglect, or exploitation while in paid foster care. All safety performance below 100% is an area to target for improvement.

### Children Who Exit to Permanency Within 18 Months



<sup>18</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.



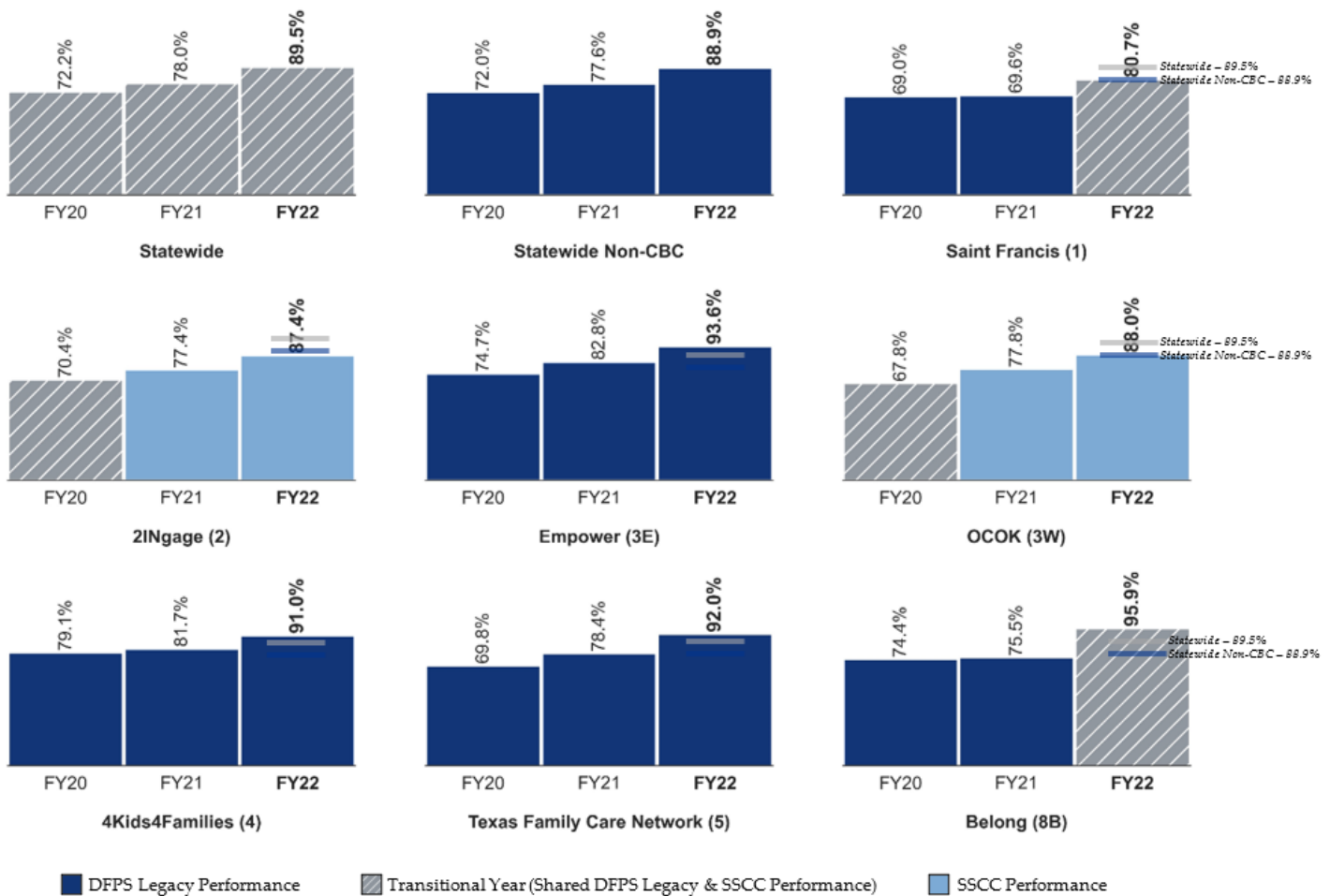
TEXAS  
Department of Family  
and Protective Services

# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percent of Children who Exit to Permanency within 2 years

This performance measure is defined as the percentage of children who exit to permanency within 2 years of entering substitute care. As described on page 18, a full 24 months must pass after the last removal day before performance can be reported; thus, the most recent removal cohort with a full 24-month follow-up period is children removed in FY22.

*Children Who Exit to Permanency Within 2 Years*



<sup>19</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.



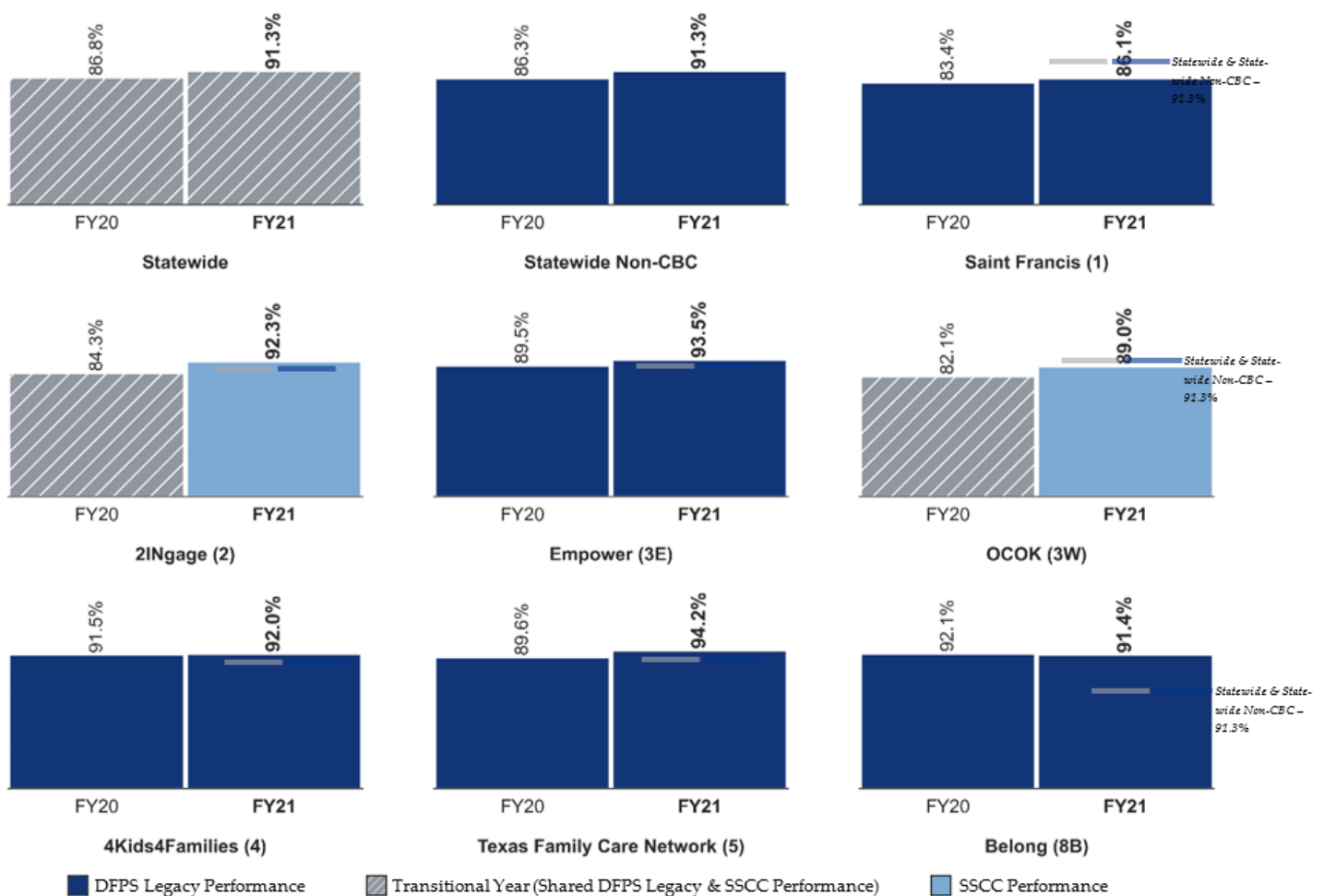
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Department of Family  
and Protective Services

# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percent of Children who Exit to Permanency within 3 years

This performance measure is defined as the percentage of children who exit to permanency within 3 years of entering substitute care. As described on page 18, a full 36 months must pass after the last removal day before performance can be reported; thus, the most recent removal cohort with a full 36-month follow-up period is children removed in FY21.

*Children Who Exit to Permanency Within 3 Years*



<sup>20</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.



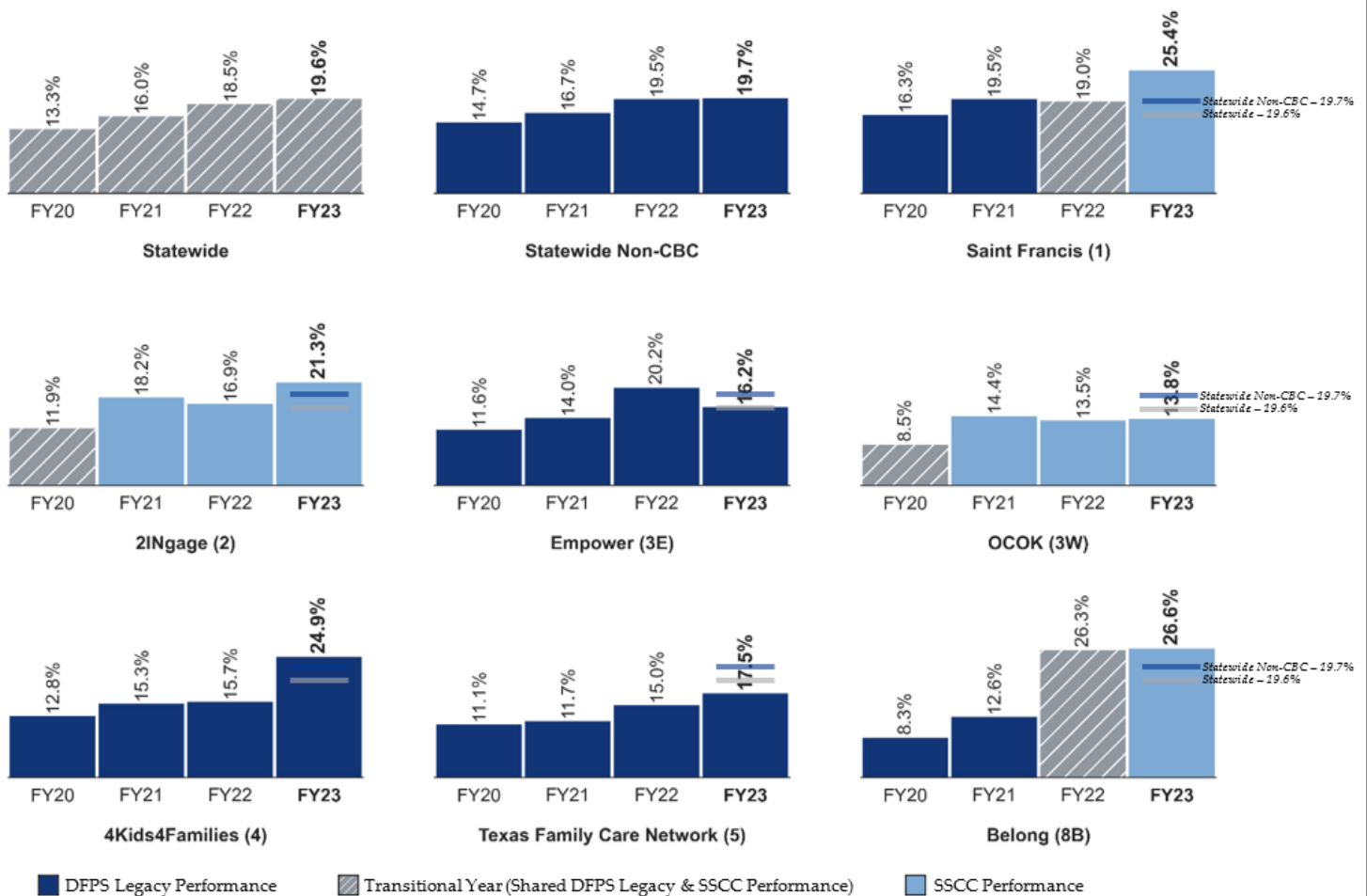
# A Preliminary Look at Fiscal Year 2025 Q1

## CBC Performance

### Percent of Children who Exit to Reunification within 1 year

This performance measure is defined as the percentage of children who exit to reunification within 12 months of entering care. As described on page 18, a full year must pass after the last removal day before performance can be reported; thus, the most recent removal cohort with a full 12-month follow-up period is children removed in FY23.

*Children Who Exit to Reunification Within 1 Year*



<sup>21</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

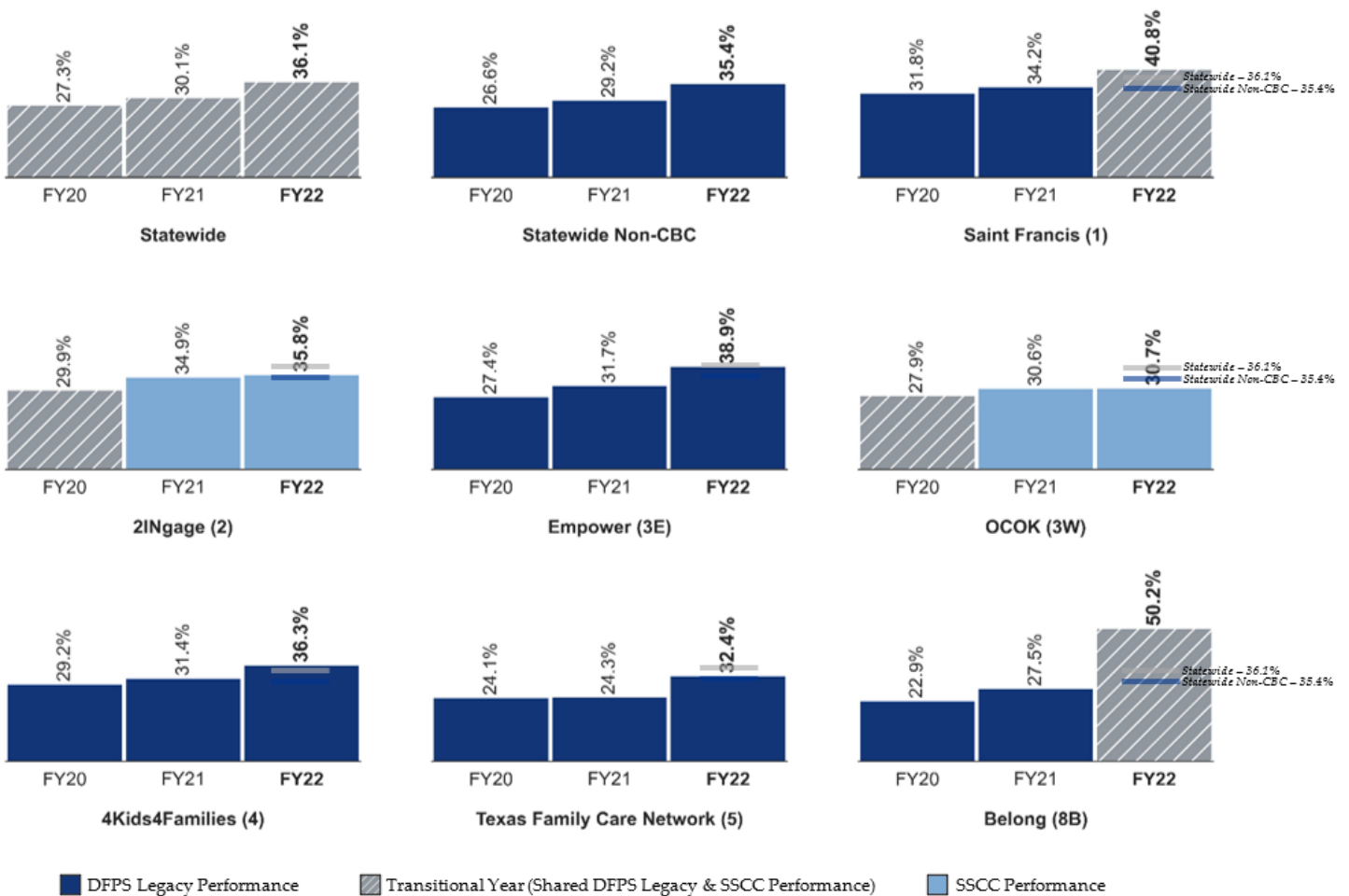


# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percent of Children who Exit to Reunification within 18 months

This performance measure is defined as the percentage of children who exit to reunification within 18 months of entering substitute care. As described on page 18, a full 18 months must pass after the last removal day before performance can be reported; thus, the most recent removal cohort with a full 18-month follow-up period is children removed in FY22.

*Children Who Exit to Reunification Within 18 Months*



<sup>22</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.



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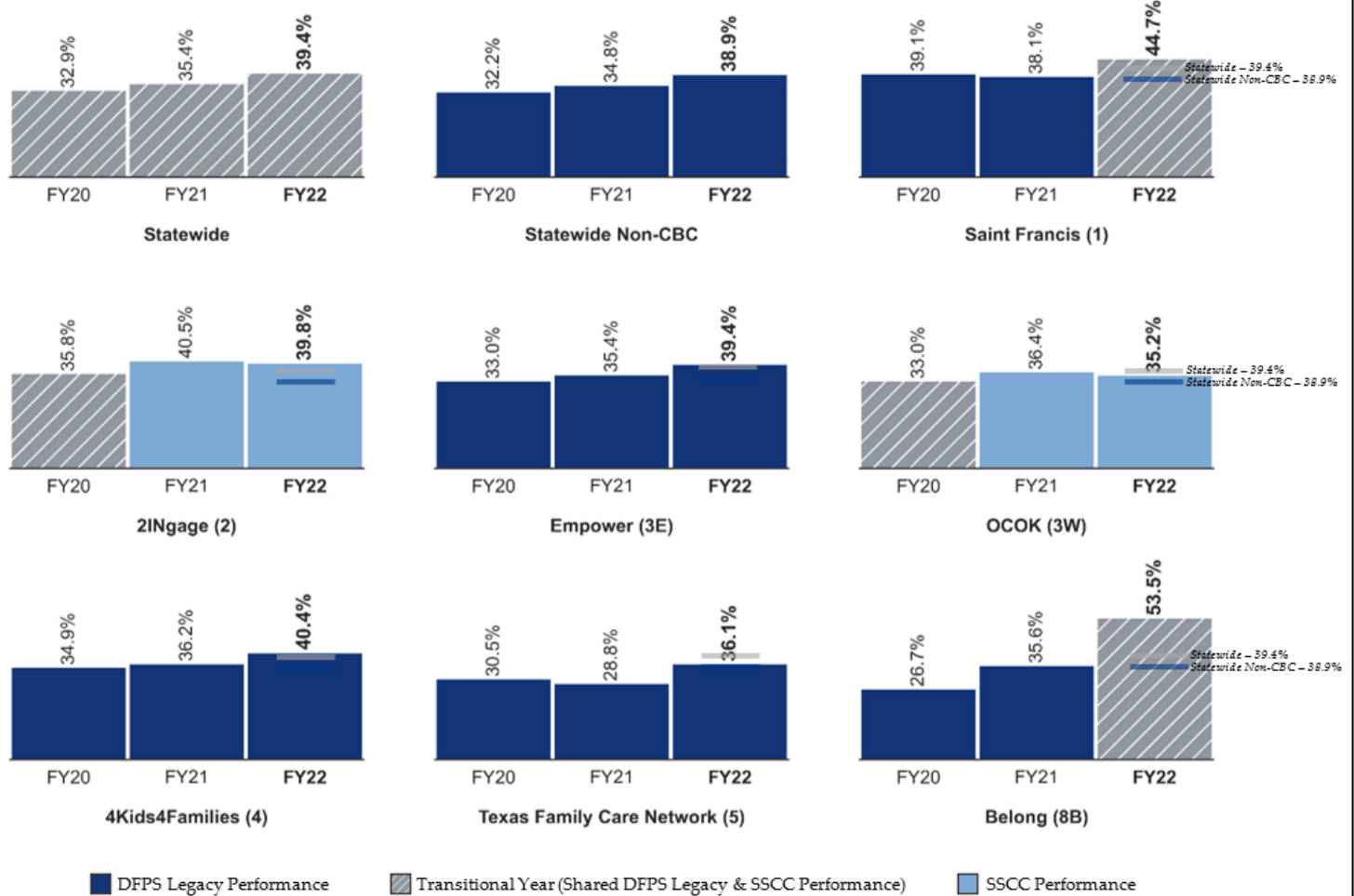
# A Preliminary Look at Fiscal Year 2025 Q1

## CBC Performance

### Percent of Children who Exit to Reunification within 2 years

This performance measure is defined as the percentage of children who exit to reunification within 2 years of entering substitute care. As described on page 18, a full 24 months must pass after the last removal day before performance can be reported; thus, the most recent removal cohort with a full 24-month follow-up period is children removed in FY22.

*Children Who Exit to Reunification Within 2 Years*



<sup>23</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

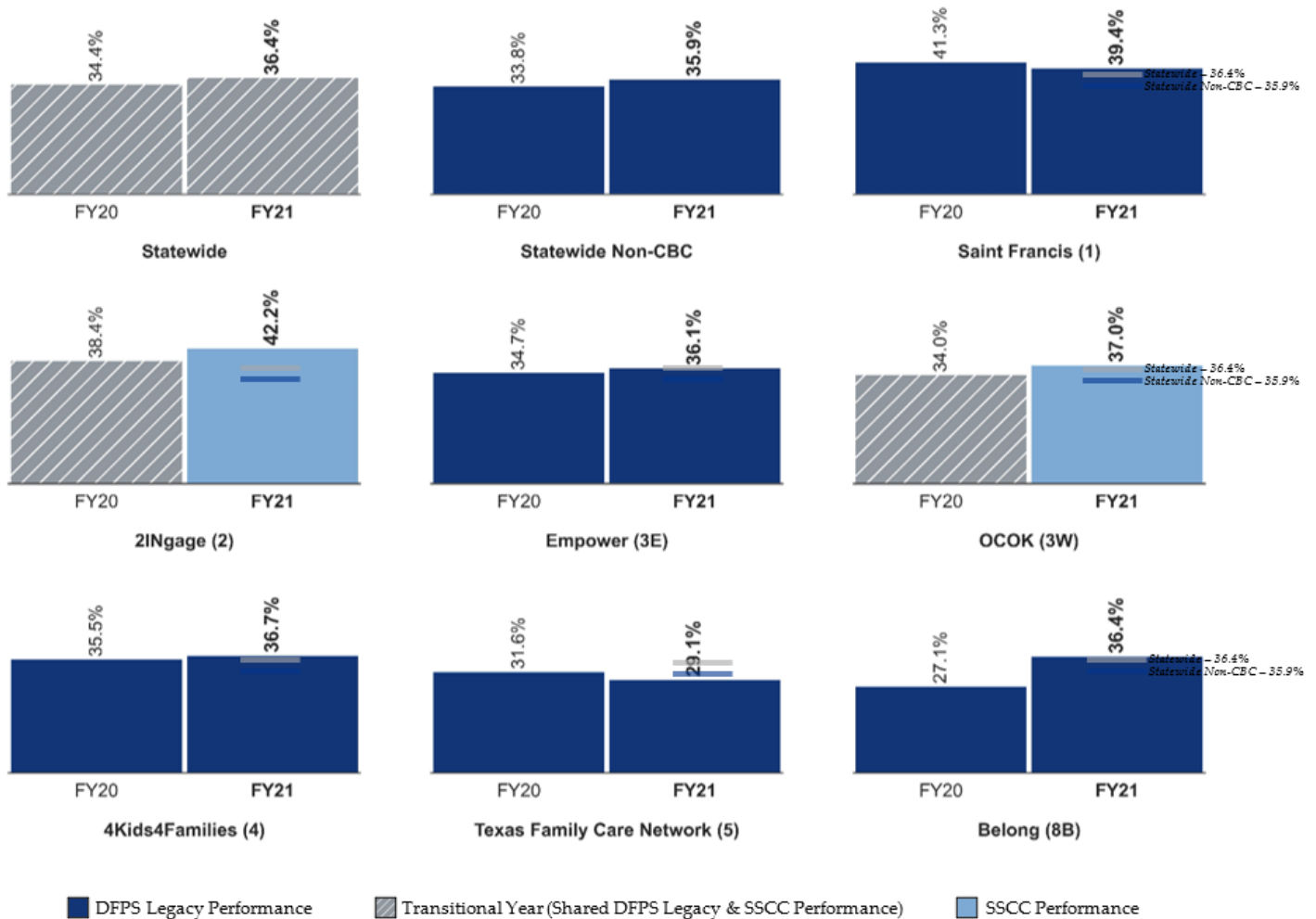


# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percent of Children who Exit to Reunification within 3 years

This performance measure is defined as the percentage of children who exit to reunification within 3 years of entering substitute care. As described on page 18, a full 36 months must pass after the last removal day before performance can be reported; thus, the most recent removal cohort with a full 36-month follow-up period is children removed in FY21.

### Children Who Exit to Reunification Within 3 Years



<sup>24</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

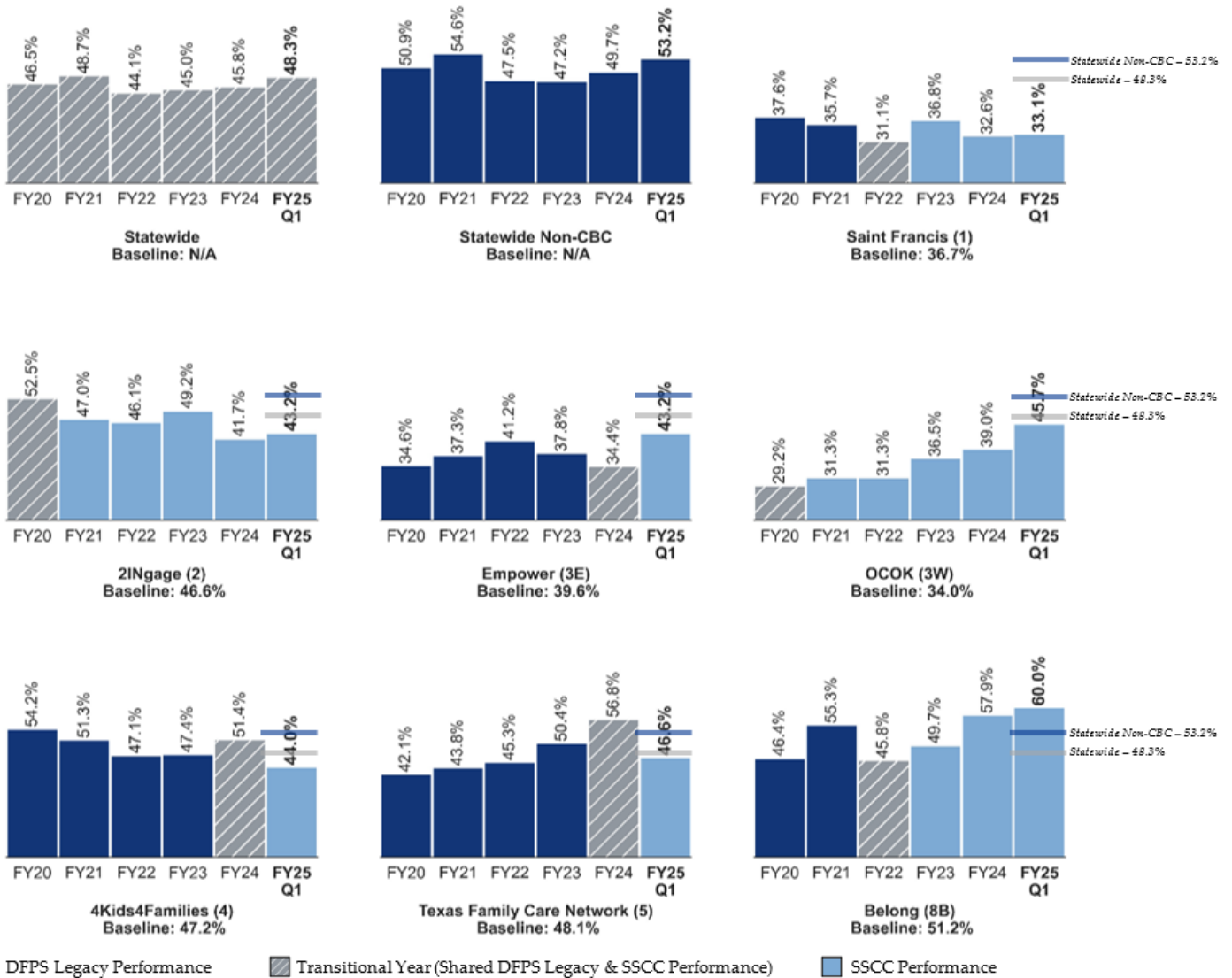
# A Preliminary Look at Fiscal Year 2025 Q1

## CBC Performance

### Percentage of Children Placed with Kin at 60 Days after Removal

This performance measure is defined as the percentage of children placed with kin on the 60th day after removal.

#### Children Placed with Kin at 60 Days After Removal



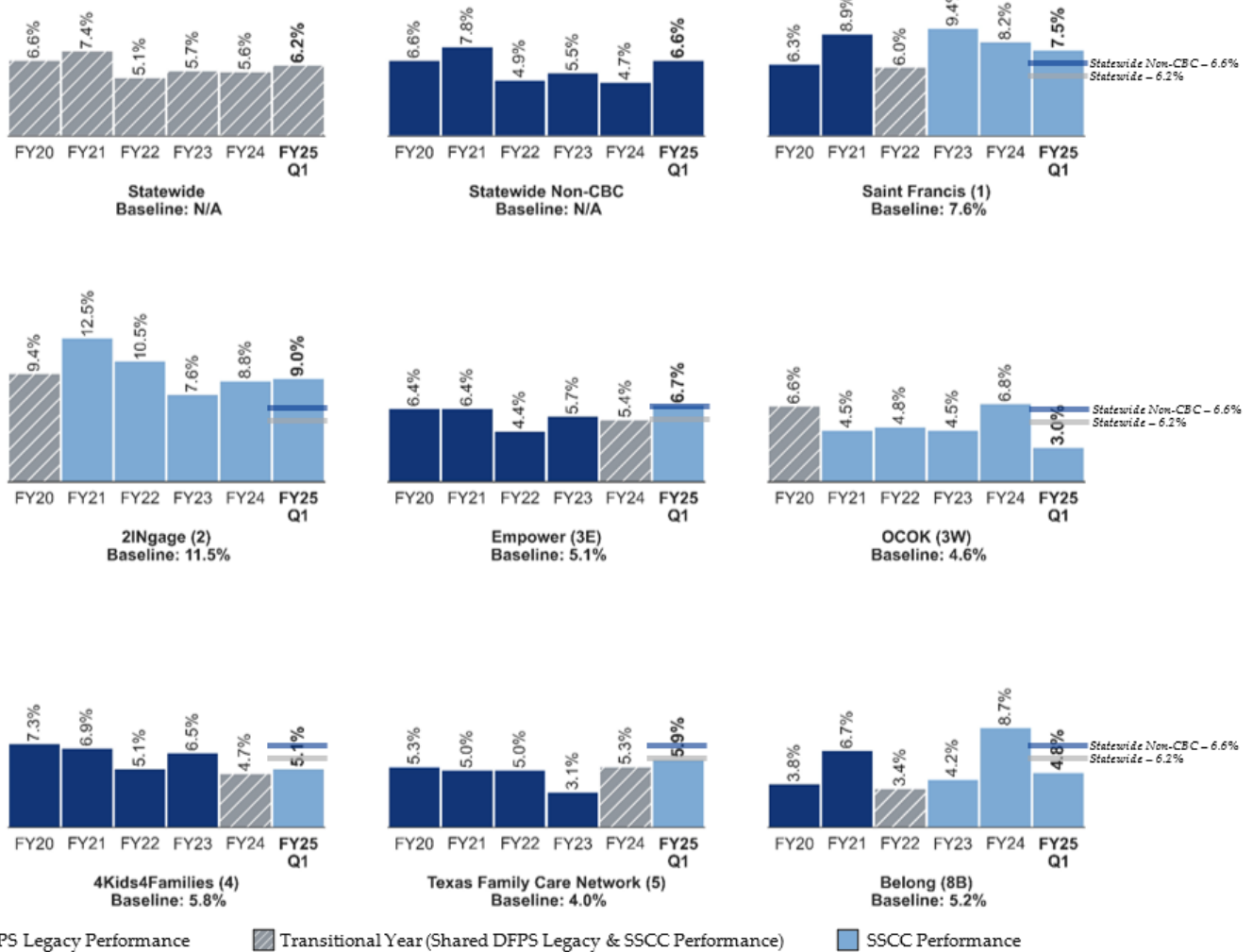
<sup>25</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

# A Preliminary Look at Fiscal Year 2025 Q1 CBC Performance

## Percent of Children who Exit to Permanency and have a new CPS Intervention Within 12 Months from Exit

This performance measure is defined as the percentage of children who exit to permanency and have a new CPS intervention with 12 months from exit.

### Children who Exit to Permanency and have a new CPS Intervention Within 12 Months from Exit



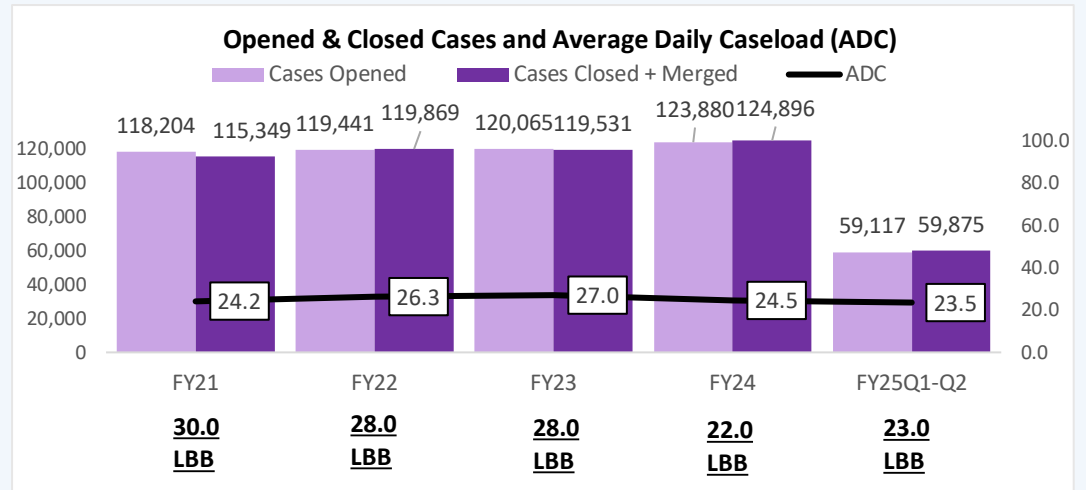
<sup>26</sup> Statewide Non-CBC excludes the active CBC Community Areas of 1, 2, 3E, 3W, 4, 5, and 8B.

# A Preliminary Look at Fiscal Year 2025 Q1

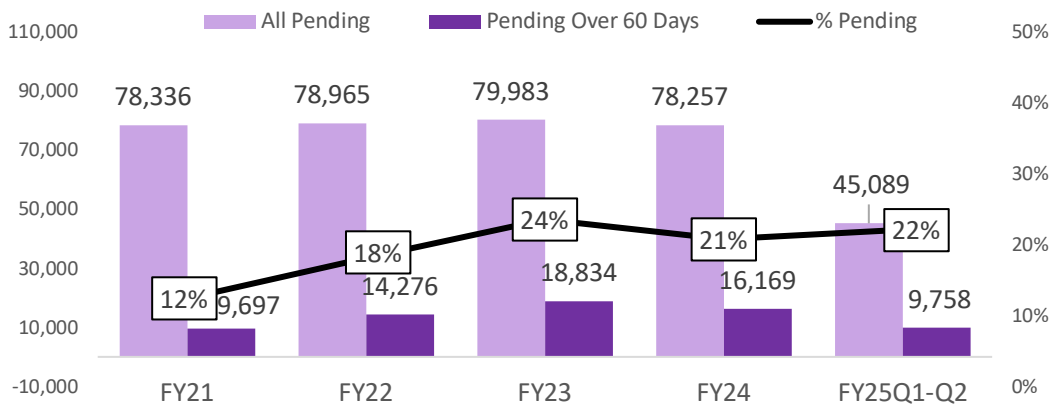
## Adult Protective Services

In FY25 Q1 – Q2,  
Average Daily  
Caseloads continued  
to drop almost  
reaching LBB target.

data sources: *aps\_inv\_svc\_01*,  
*csl\_aps\_05*, *csl\_aps\_04*, Legislative  
Budget Performance Measure List  
Targets



### Cases Pending Over 60 Days



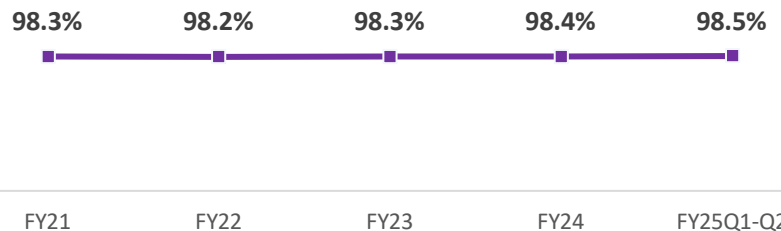
The rate of Cases  
Pending Over 60  
Days rose slightly in  
FY25 Q1-Q2. This is  
within the range  
expected for single  
stage casework.

data source: *inv\_aps\_13*

Timeliness in case initiation  
contact remains high, meeting  
program target of  $\geq 98\%$ .

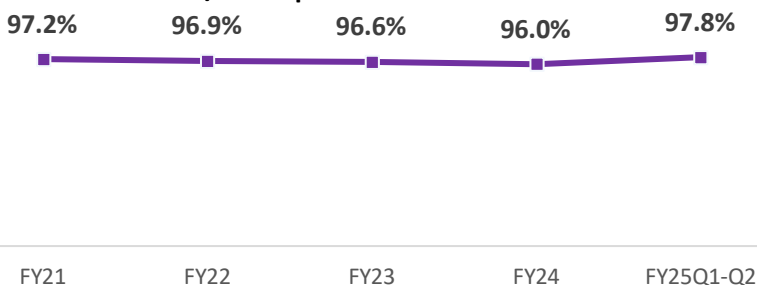
Case initiation contacts are made within 24  
hours after Statewide Intake receives an  
allegation of abuse, neglect, or financial  
exploitation.

### Case Initiation Contact Timeliness



data source: *inv\_aps\_05*

### Initial Actual/Attempted Face-to-Face Contact Timeliness



data source: *inv\_aps\_05*

Initial FTF contacts are made with the client based  
on final priority of the allegation.

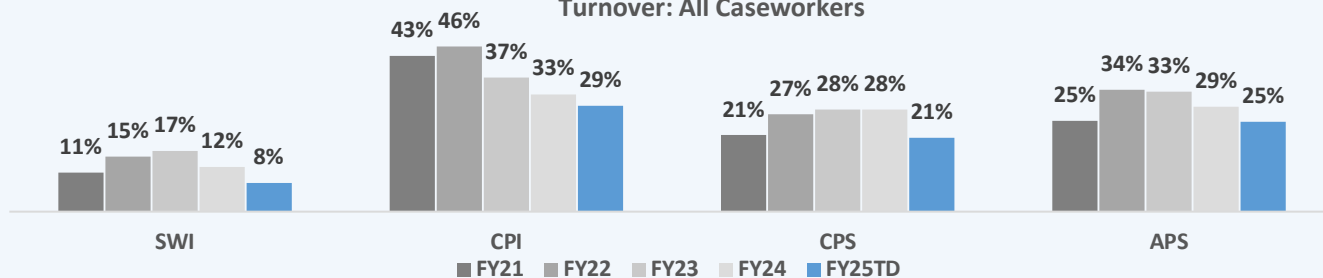
- Priority I within 24 hours of intake.
- Priority II within 3 calendar days of intake.
- Priority III within 7 calendar days of intake.
- Priority IV within 14 calendar days of intake.

Initial Face-to-face contact timeliness rose slightly in FY25 Q1-Q2 to within 0.5% from  
program target of  $\geq 98\%$ .

# A Preliminary Look at Fiscal Year 2025 Q1 - Q2

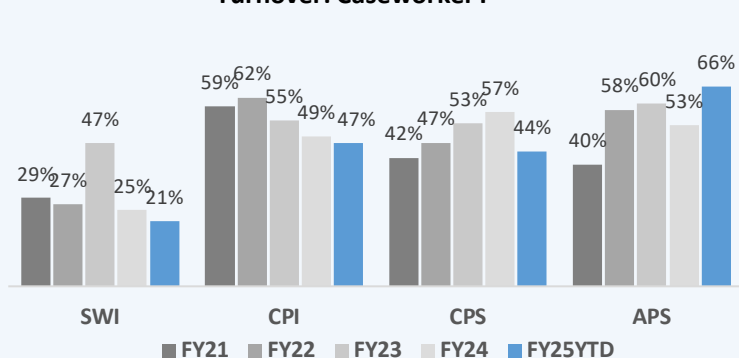
## Workforce

Turnover: All Caseworkers

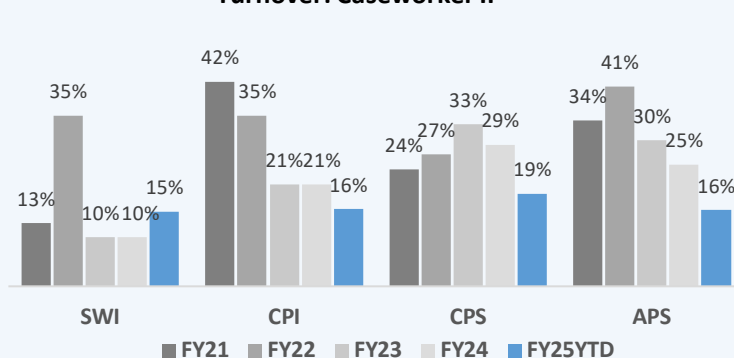


**FY25TD annualized turnover is trending lower than FY24 across all programs.**

Turnover: Caseworker I

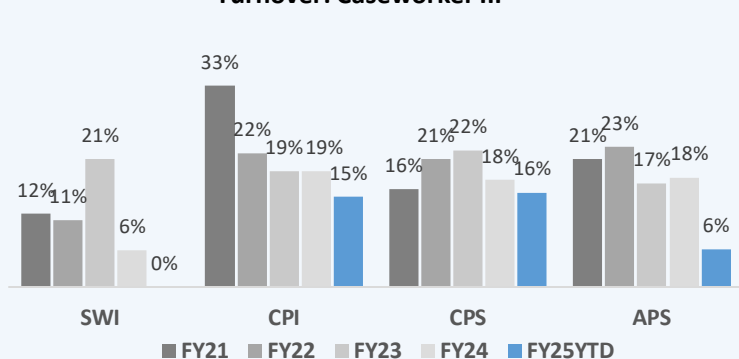


Turnover: Caseworker II

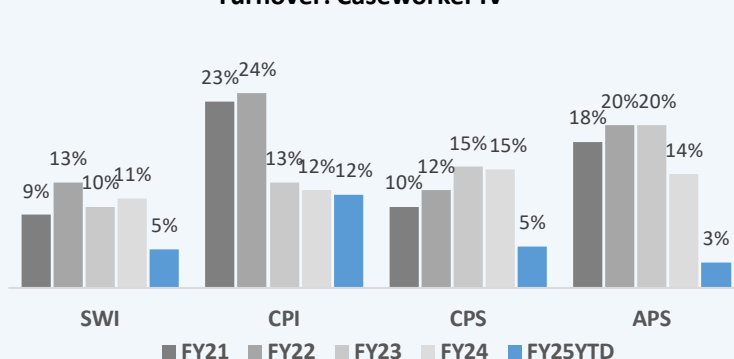


**Caseworkers I and II are new field staff. Turnover is higher across all programs for these workers when compared to Caseworkers III, IV, and V.**

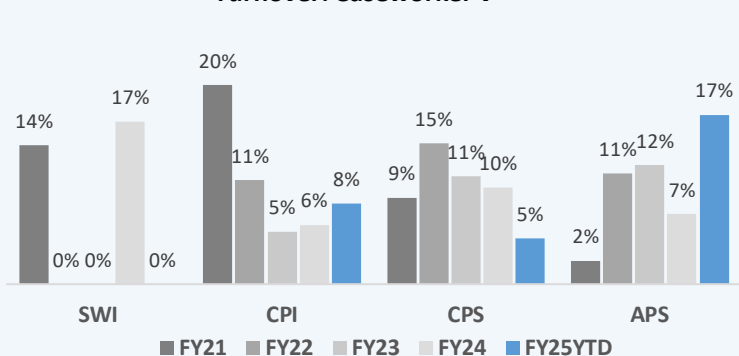
Turnover: Caseworker III



Turnover: Caseworker IV



Turnover: Caseworker V



**Caseworkers III, IV, and V are more tenured and have completed more trainings. They have much lower turnover compared to newer staff. With exception of CPI and APS Caseworker V, all other programs are trending lower as of FY25 Q2 YTD when compared to FY24.**