Department of Children and Families **Performance Indicators - 2021**	Frequency	Desired Trend	FY20 Actual	FY21 Revised	FY22 Target
Ensure the safety, permanency, and well-being of children experiencing child abuse or neglect, or other significant family problems that put them at serious risk of harm.	http://www.nj.gov/dcf/families/				
Average wait time before calls coming in to the State Central Registry hotline are answered.	Quarterly	reduce	82 seconds	30 seconds	30 seconds
Percent of Abuse/Neglect Reports assigned for investigation within 3 hours of initial report	Quarterly	maintain	98%	98%	98%
Percent of investigations of Abuse/Neglect Reports completed within 90 days	Quarterly	maintain	97%	95%	95%
Percent of children under Division of Child Protection and Permanency supervision who receive monthly caseworker visits (both in-home and out-of-home)	Quarterly	increase	90%	93%	93%
Adoptions finalized within 9 months of a child being placed in an adoptive home	Quarterly	maintain	97%	95%	95%
Percent of children in out-of-home placement for the quarter who have up-to-date immunization records	Quarterly	increase	93%	96%	96%
Percent of children receiving initial physical exam within 24 hours of entering placement	Quarterly	maintain	98%	98%	98%
Percent of caseload levels compliant with established standards:					
-Intake workers	Quarterly	maintain	96%	90%	90%
-Permanency workers		maintain	100%	95%	95%
-Adoption workers		maintain	98%	95%	95%
Serve children and adolescents with emotional and behavioral health care challenges and intellectual and developmental disabilities through family-centered, community-based programs.	http://www.state.nj.us/dcf/about/divisions/dcsc/				
Percent of children requiring an out of home treatment setting for a behavioral health issue that were served in New Jersey	Quarterly	maintain	100%	99%	99%
Percent of children where a crisis call was addressed by a Mobile Response Crisis Team and the child was able to stay safely in their home/current living arrangement http://www.state.nj.us/dcf/families/csc/mobile/	Quarterly	maintain	98%	95%	95%
Percent of children involved with a Care Management Organization who were maintained in their own home/living arrangement	Quarterly	maintain	90%	85%	85%
Percent of children in an out of home treatment setting who were discharged to a lower intensity of CSOC services or discharged to their home/current living arrangement	Quarterly	increase	91%	95%	95%

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Average length of stay in an out of home treatment setting (per episode)	Quarterly	maintain	9 months	11 months	11 months
Support child abuse prevention and intervention programs and services to women through a network of public/private partnerships and programs.	http://www.state.nj.us/dcf/about/divisions/dfcp/				
Percentage of Women's Services clients that have more strategies for enhancing their safety after receiving services (the Federal Standard is 65%)	Annual	maintain	95% (FFY 2019)	95%	95%
Percentage of Women's Services clients that have more knowledge of available community resources (the Federal Standard is 65%)	Annual	maintain	92% (FFY 2019)	90%	90%
Percent of children served by the Home Visiting Program of the Office of Early Childhood Services where the children are appropriately immunized	Quarterly	maintain	88%	88%	88%
Percent of children served by the Home Visiting Program of the Office of Early Childhood Services where the children are screened for developmental delays	Quarterly	maintain	90%	90%	90%
School Based Youth Services Program participants who totally or mostly agree that the program has helped them do better in school	Annual	increase	74% (2019-2020)	77%	77%
School Based Youth Services Program participants who totally or mostly agree that the program has helped them prepare for life after high school	Annual	increase	70% (2019-2020)	72%	72%
Provide educational services to students with disabilities and special needs in DCF Regional Schools or state operated / contracted facilities.	http://www.state.nj.us/dcf/about/divisions/oe/				
Percent of eligible students graduating high school while enrolled.	Annual	increase	98% (2019-2020)	99%	99%
At-risk academic students in NJ who showed improvement in reading from pre- to post-test after being enrolled for 90 days	Annual	increase	64% (2019-2020)	66%	66%
At-risk academic students in NJ who showed improvement in math from pre- to post-test after being enrolled for 90 days	Annual	maintain	65% (2019-2020)	65%	65%