

Appendix L - DCYF Key Performance Metrics

| <b>Key Performance Metrics</b>   |
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| <i><b>Referrals</b></i>  |
| Share of families who are referred to HFA from DCYF.<br>(# of families currently enrolled in HFA CWP and % of HFA CWP slots currently used)  |
| Share of DCYF-referred families that were enrolled between three (3) and twenty-four (24) months of age.   |
| Share of DCYF-referred families with a recent assessment of a Substance Exposed Infant (SEI).  |
| <i><b>Enrollments</b></i>  |
| Average time to enrollment from the time and date of referral.   |
| # of days from referral date to the first home visit.  |
| Share of families that are offered HFA and % of offered families who decide to receive HFA.  |
| Relative rate of families enrolled by racial/ethnic and geographic characteristics.  |
| Proportion of families that are retained in the program over specified periods of time (6 months, 12 months, 24 months, 36 months, etc.) after receiving a first home visit.           |
| Proportion of families who receive at least seventy-five (75%) percent of the appropriate number of home visits based upon the individual level of service to which they are assigned. |
| <i><b>Program Completion</b></i>   |
| Share of families who do not complete the program (incl. reason for non-completion/discharge).   |
| Share of families that discharged who completed a minimum of specified periods of service. (3 months, 6 months, 12 months, 18 months, 24 months, 30 months, 36 months).                |
| Proportion of families who complete program by racial/ethnic and geographic characteristics.   |
| <i><b>Short-term Outcomes</b></i>  |
| Share of families with a new case opened to DCYF, or a new report of maltreatment, within six months after discharge.  |
| Share of children who enter out-of-home placement within six months after discharge (incl. breakdown of placement type).   |
| Share of children who enter any form of out-of-home placement within 12 months of discharge.   |
| Differences in outcomes outlined above (i.e., prevention of out of home removal, decreases in risk/needs) by racial/ethnic and geographic characteristics.                             |