



ANNUAL REPORT 2020

Robin Reese, Executive Director



LUCAS COUNTY
CHILDREN
SERVICES

Message from the Director

The coronavirus pandemic disrupted much of our daily lives in 2020. For caseworkers at Lucas County Children Services, it made the difficult job of protecting children even more challenging than usual. Home visits involved layers of PPE and a little bit of “re-engineering”—think front porch visits—to keep children, caregivers, and caseworkers safe while getting the job done. True to our tradition of excellence, we just rolled up our sleeves, washed our hands, picked up our laptops and got to work.

I am proud of the way that LCCS employees embraced technology, and used more than a little tenacity to keep the agency on mission. They found innovation at every turn. Drivers who couldn’t pick up children for in-person visits instead dropped off books, activity packs, diapers, and meal kits, all the while maintaining safe social distancing. Family Visits monitors developed “virtual visits” for parents and children to stay connected via Teams and Zoom, and a routine to keep the visits rooms sanitized once limited visits returned. Community Advocates provided tech support for families learning how to manage “virtual school” for the first time.

During the school year, many of the referrals we receive come from teachers and school personnel. We value the commitment that teachers make to the well-being of their students and their willingness to report any concerns. While we miss the impact that those close relationships have on students, we are taking a, “glass half full” perspective; while children were at home instead of the classroom, members of the community were keeping an eye on them, and calling us when things didn’t look right. It was clear that our community rallied around our children.

Other positive trends in 2020 included an increase, to 71 percent, of children being served while living at home or with a relative, even as the number of children entering custody during 2020 actually increased seven percent. Fifty-three percent (53%) of children that entered custody were placed with a relative. And, the average number of children in custody increased only two percent during 2020 which works out to 17 more children on average per month.

By the second quarter of 2021, the pandemic situation had improved somewhat, but a full recovery remained down the road.



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Financial Summary

Beginning Fund Balance
\$10,895,243

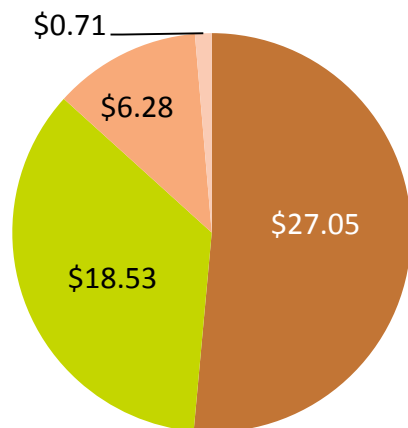
Total Revenue
\$52,571,481

Total Expenses
\$47,280,101

Year-End Fund Balance
\$16,186,623

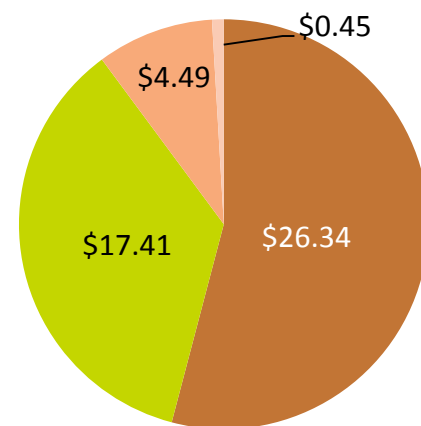
2020 Revenue (in Millions)

■ Levy ■ Federal ■ State ■ Other



2019 Revenue (in Millions)

■ Levy ■ Federal ■ State ■ Other



Total revenue increased by over 3.9 million dollars during 2020; an increase of eight percent from 2019. Revenue increased from all sources. Levy funding remained the largest source of revenue at 51%, followed by federal funding at 35%.

Expense	2019	2020	Trend
Salaries & Benefits	\$26.82M	\$27.82M	+4%
Placement Costs	\$11.54M	\$11.11M	-4%
Child Welfare Contracts	\$0.38M	\$0.33M	-11%
Daycare	\$1.26M	\$1.42M	+13%
Other Client Costs	\$0.98M	\$1.25M	+28%
Intergovernmental Contracts	\$1.94M	\$2.33M	+20%
Other Contracts	\$0.30M	\$0.21M	-29%
Other Operating Costs	\$2.92M	\$2.81M	-4%
TOTAL EXPENSE	\$46.14M	\$47.28M	+2%

Overall expenses increased two percent during 2020. Placement costs decreased by 4% while daycare, other client costs and intergovernmental contracts increased by 13%, 28% and 20%, respectively because of a large State investment in child protection.

Revenue exceeded expenditures by \$5,291,380. This increased the fund balance to \$16,186,623 at year end.

Referrals and Investigations

4,642 investigations of CA/N were completed

Referrals decreased 10% from 2019

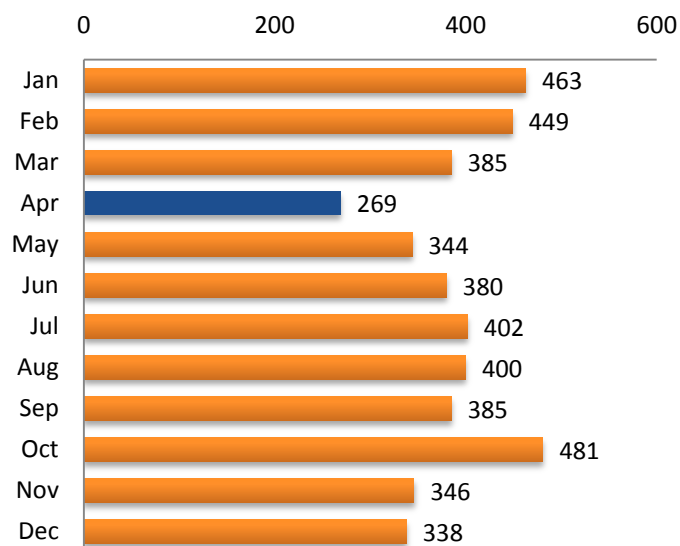
There were 1993 confirmed victims of CA/N

New CA/N Referrals

Referrals	2018	2019	2020	Trend
New CA/N Referrals	4563	5132	4642	-10%
Alleged Victims	6972	7770	6109	-21%
Substantiated Victims	1848	2479	1993	-20%

New child abuse and neglect (CA/N) referrals decreased 10% in 2020. This decrease can be likely be attributed to the COVID-19 pandemic and the resulting decrease in reporting of abuse and neglect. The graph to the right shows the decrease in CA/N referrals which began in March.

CA/N Referrals Accepted by Month



Referrals by Type

Type	2018	2019	2020	Trend
Traditional Response Referrals	74%	73%	63%	-10%
Alternative Response Referrals	17%	19%	29%	+10%
Family in Need of Service	10%	8%	9%	+1%

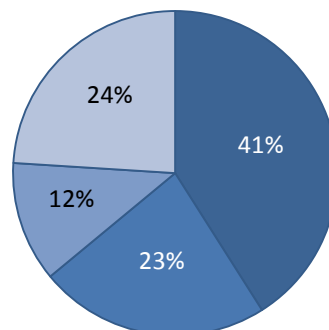
Traditional response referrals decreased 10%; AR referrals correspondingly increased 10%.

Response Time Assigned

Response Time	2018	2019	2020	Trend
72 Hour	98%	98%	98%	NC
1 Hour	2%	2%	2%	NC

Abuse Types

■ Physical ■ Neglect ■ Sexual ■ Emotional



Physical abuse referrals remained the highest abuse type as in previous years. Physical abuse referrals include substance abuse referrals on infants born exposed as well as domestic violence referrals. Neglect was the second highest abuse type at 23%.

Referrals and Investigations

Rates decreased in all Zip Codes except 43620

The top five zip codes remained largely the same

43623 saw the greatest decrease at 49%

Referrals by Zip Code

Zip Code	2018	2019	2020	Trend
43604	130.6	169.3	129.5	-24%
43608	92.3	129	108.6	-16%
43605	103	126.1	95.4	-24%
43620	75.8	88.4	92.9	+5%
43609	89.5	125.2	91.4	-27%
43610	81	115.4	82.4	-29%
43607	71.4	103.5	79.6	-23%
43612	66	90.3	73.1	-19%
43611	56.6	75.6	68.8	-9%
43613	51.1	72.7	55.3	-24%
43615	49.9	57.1	47.7	-16%
43606	41.4	59	43.6	-26%
43614	33.7	47.3	38	-20%
43528	28.9	35.4	28.2	-20%
43623	32.2	49.1	24.8	-49%
43616	26.2	32.1	17.4	-46%
43537	15.6	15.9	13.7	-14%
43560	13.7	16.1	13.5	-16%
Lucas County	55.5	61.6	60.4	-1%

*Rate is per 1,000 children

The rate of children on child abuse and neglect referrals decreased in all zip codes except for 43620, which increased five percent. The top five zip codes remained the same as 2019, except that 43620 was now in the top five zip codes for children on referrals. The rate of children on CA/N referrals was 60.4 per 1,000 children for Lucas County as a whole.

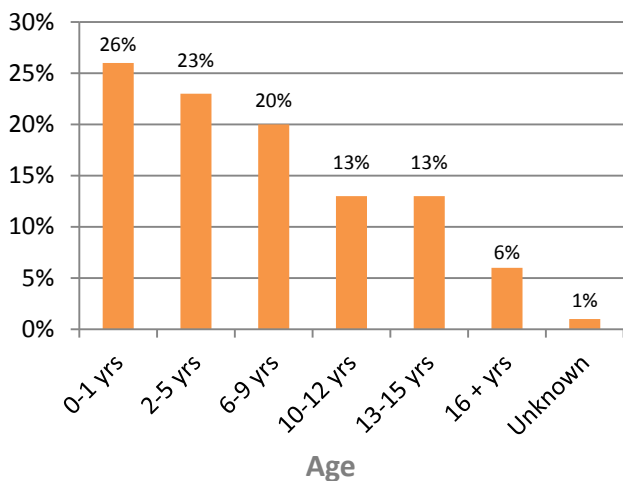
Referrals and Investigations

49% of children on referrals were five or younger

Law Enforcement was the most frequent referral source

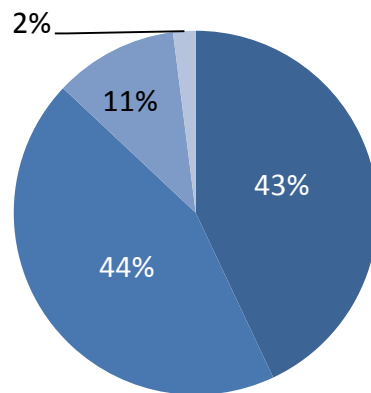
The percentage of referrals from schools decreased six percent

ACV Demographics



ACV Race

■ AA ■ White ■ Other ■ Unk



ACV demographics have remained largely the same during the last three years. Fifty percent of ACVs were female and fifty percent were male. Eleven percent of ACVs were Latino.

Referrals by Source

Source	2018	2019	2020	Trend
Social Services	18%	14%	19%	+5%
Private	18%	17%	18%	+1%
Legal/Law Enforcement	19%	24%	24%	NC
School	15%	14%	8%	-6%
Anonymous	13%	11%	9%	-2%
Medical	11%	16%	16%	NC
Other	6%	5%	5%	NC

The percentage of referrals that were from school personnel decreased six percent during 2020, but the actual *number* of referrals from school personnel decreased 38%. Anonymous referral sources decreased two percent. The percentage of referrals from social service personnel increased five percent.

Substantiation Rate

Type	2018	2019	2020	Trend
All Referrals	37%	44%	41%	-3%
Physical	38%	49%	43%	-6%
Neglect	32%	30%	34%	+4%
Sexual	43%	45%	45%	NC
Emotional	40%	42%	40%	-2%

Overall, 41% of referrals were substantiated for abuse/neglect. The highest substantiation rate was for sexual abuse referrals at 45%.



Eleven percent of referrals were opened to the Department of Family Services for ongoing services to be provided to the family.

Ongoing Cases

450 new cases were opened for ongoing services

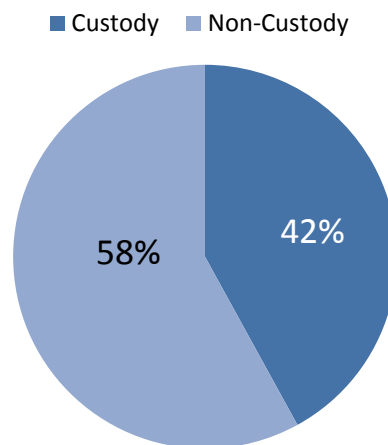
The case opening rate increased less than one percent

58% of new cases opened on a non-custody basis

Cases Opened

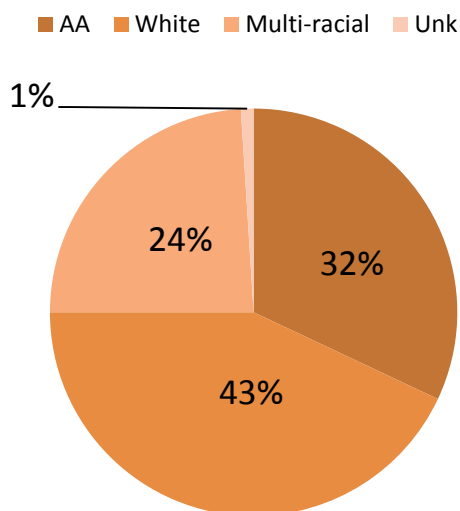
	2018	2019	2020	Trend
New Cases Opened	471	455	450	-1%
Custody Cases	41%	37%	42%	+5%
Non-Custody Cases	59%	63%	58%	-5%
Case Opening Rate	13%	11%	11%	NC
Cases Carried Over from the Prior Year	689	641	581	-9%

Case Type - New Cases Opened



A total of 450 cases opened during 2020; a decrease of only five cases (less than one percent). The case opening rate was 11%. Fifty-eight percent of new cases initially opened as non-custody cases with the children remaining in their own home.

Family Race of Cases Opened



Forty-three percent of families on new cases opened for ongoing services were White; thirty-two percent were African American. Twenty-four percent of families on open cases were multi-racial.

The race of families on new cases opened for ongoing services changed only slightly, with African American families increasing one percent and unknown race decreasing one percent.

Ongoing Cases

On average, there were 633 open cases each month

52% of cases were agency custody cases

Ongoing DFS cases were open an average of 473 days

Cases Open during the Year

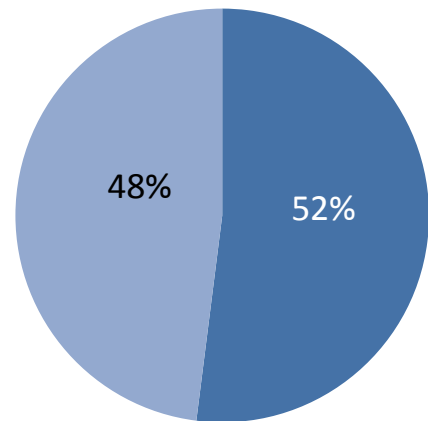
	2018	2019	2020	Trend
Average DFS Cases Open Per Month	675	640	633	-1%
Average IL Case Open Per Month	54	48	44	-8%

LCCS averaged 633 DFS cases open for ongoing services each month during 2020. This was a decrease of one percent. There was an average of 44 Independent Living cases open per month; a decrease of four cases (8%)

On average per month, 52% of open cases were agency custody cases. This includes temporary, legal and permanent custody cases.

Case Type

■ Agency Custody ■ Noncustody/Relative Custody



Children on Cases

	2018	2019	2020	Trend
Average Number of Children on Cases	1,471	1,465	1,434	-2%
Average Children per Case	2.1	2.21	2.12	-4%
Average on DFS Cases	2.18	2.29	2.19	-4%
Average on IL Cases	1.05	1.0	1.1	+1%

The average number of children on cases decreased two percent in 2020. There was an average of 2.1 children per cases, a four percent decrease from 2019.

Cases Closed

	2018	2019	2020	Trend
Cases Closed	520	511	429	-16%
DFS Cases Closed	502	494	413	-16%
IL Cases Closed	18	17	16	-6%
Average Days cases were open				
DFS Average	471	453	473	+4%
IL Average	1,381	1,255	1,532	+22%

A total of 429 cases closed in 2020, which was a decrease of 16%. The average length of time cases were open increased for both DFS and IL cases.

Ongoing Cases

17% of cases opened in the 43605 zip code

76% of case openings were in 10 Toledo area zip codes

56% of case openings involved substance abuse issues

Zip Code of Cases Opened

Zip Code	2018	2019	2020	Trend
43605	15%	14%	17%	+3%
43604	9%	8%	9%	+1%
43609	10%	10%	8%	-2%
43612	10%	10%	7%	-3%
43607	5%	5%	6%	+1%
43608	8%	7%	6%	-1%
43611	5%	5%	6%	+1%
43613	6%	6%	6%	NC
43614	3%	5%	6%	+1%
43615	6%	6%	5%	-1%
43560	2%	2%	2%	NC
43606	3%	3%	2%	-1%
43616	2%	1%	2%	+1%
43620	2%	2%	2%	NC
43623	3%	<1%	2%	1%
Other	<3% per zip	<3% per zip	<3% per zip	-

The highest percentage of cases opened in the 43605 zip code (17%), followed by 43604 at 9% and 43609 at 8%.

Seventy-six percent of case openings were from the top 10 zip codes, all in the city of Toledo.

Reasons for Case Opening

	2018	2019	2020	Trend
Substance Abuse	51%	57%	56%	-1%
Domestic Violence	36%	35%	34%	-1%
Mental Health	32%	32%	27%	-5%
Parenting/Neglect	27%	21%	23%	+1%
Physical Abuse	11%	10%	6%	-4%
Child Behavior	9%	5%	5%	NC
Housing	12%	6%	4%	-2%
Sexual Abuse	3%	2%	2%	NC
Dependency	1%	3%	3%	NC

Substance abuse was the most prevalent reason for case opening; it was a factor in 56% of cases opened. Domestic violence and mental health issues also remain the other prevalent issues, although the percentage of cases opened due to mental health decreased six percent. This could possibly be due to lack of contact with mental health providers due to the pandemic.

Substances Being Used

	2018	2019	2020	Trend
Heroin/Opiates	53%	43%	48%	+5%
Marijuana	39%	42%	41%	-1%
Cocaine/Crack	34%	41%	33%	-8%
Alcohol	27%	33%	31%	-2%
Other	21%	12%	11%	-1%

For cases that opened due to substance abuse issues, heroin or other opiates and marijuana were the most frequently cited drugs being used. Forty-eight percent of cases that opened due to substance abuse involved the use of heroin/opiates and 41% involved the use of marijuana. In 43% of cases, multiple substances were being used.

Custody Figures

Custody entries increased seven percent

53% of children entering custody were placed with a relative

52% of children being served were living in their own home

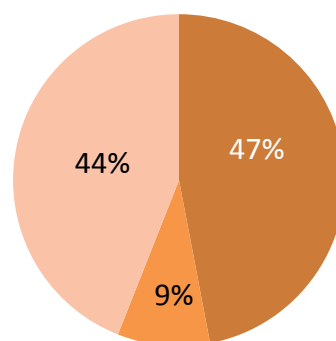
Custody Entries

	2018	2019	2020	Trend
Children Entering Custody	603	501	538	+7%
<i>Agency Custody</i>	91%	92%	91%	-1%
<i>Relative Custody</i>	9%	8%	9%	+1%
Children Entering Relative Placement	60%	55%	53%	-2%

A total of 538 children entered agency or relative custody during 2020, an increase of seven percent from 2019. Nine percent of these children were entering relative custody. Fifty-three percent of children that entered custody were placed with a relative, while either in agency custody or relative custody.

Custody/Placement Type - New Custodies

■ AC/Non-Rel plmt ■ Relative Cust ■ AC/Rel plmt



Custody Status of Children Receiving Services

	2018	2019	2020	Trend
% of Children Served in Agency Custody	48%	42%	41%	-1%
% of Children Served in Relative Custody	11%	7%	7%	NC
% of Children Served Non-custody/PSUP*	41%	51%	52%	1%

On average, 52% of children being served by the agency were being served while they were in their own home (non-custody or protective supervision). Seven percent were in the custody of a relative. The remaining 41% were in agency custody. These figures were mostly unchanged from 2019.

Children in Custody

	2018	2019	2020	Trend
Average Children in Custody	867	713	730	+2%
% Agency Custody	81%	86%	86%	NC
% Relative Custody	19%	14%	14%	NC

Of children in custody while being served by the agency, the majority (86%) were in agency custody. Only 14%, on average were in the custody of a relative. These proportions were the same in 2019.

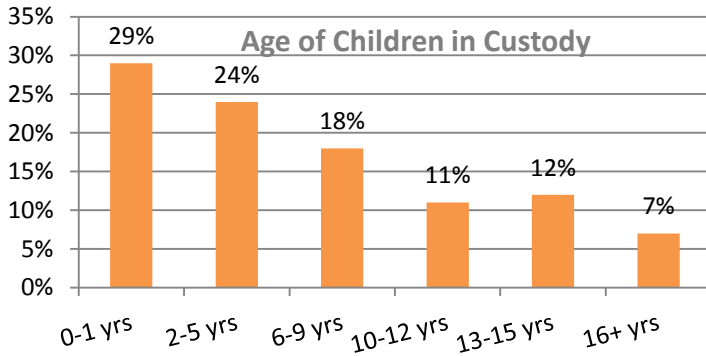
Custody Figures

53% of children in custody were 5 years or younger

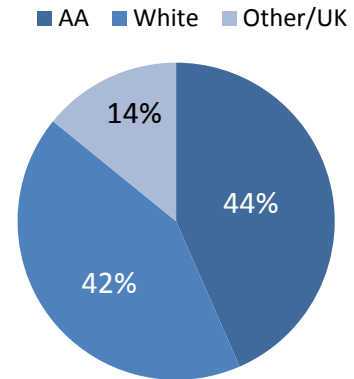
African American children in custody increased two percent

Males made up 53% of children in custody

Demographics of Children in Custody



Race of Children in Custody



Demographics of children in custody did not change substantially but the percentage of children in custody that were African American increased two percent after decreasing one percent between 2018 and 2019. Fifty-three percent of ACVs were male and 47% were female. Thirteen percent of ACVs were Latino which was unchanged from 2019.

	2018	2019	2020	Trend
Number of Children Entering PC of LCCS	110	86	99	+15%
Number of Children Entering PPLA	17	12	13	+8%
Custodies Terminated*	589	501	402	-20%
Reunifications	201	147	138	-6%
Custodies to Non-Removal Parent	58	65	39	-40%
LC to Relatives	189	170	121	-29%
Adoptions	98	84	77	-8%
Emancipations	43	33	23	-30%
Other	0	2	4	+100%

The number of children entering the permanent custody of LCCS and the number of children entering legal custody both increased in 2020, by 15% and 8%, respectively.

The number of agency custody terminations decreased 20% from 2019.

Placement Details

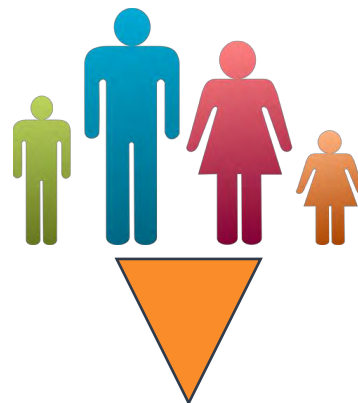
52% of children being served were living in their own home

19% of children served were living in a relative home

24% of children served were placed in a foster home

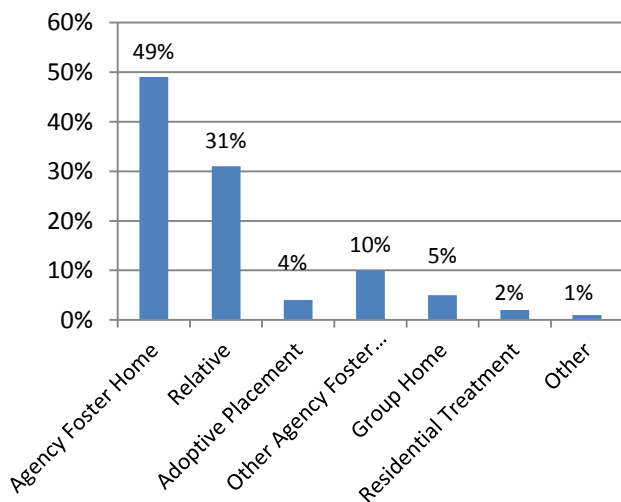
Placement of Children Being Served by LCCS

	2018	2019	2020	Trend
Own Home	41%	50%	52%	+2%
Relative/Kinship Home	27%	19%	19%	NC
Agency Foster Home	22%	22%	20%	-2%
Adoptive Home	2%	2%	2%	NC
Other Agency Foster Home	6%	5%	4%	-1%
Group Home	1%	2%	2%	NC
Residential Treatment	1%	1%	1%	NC
Other	<1%	<1%	<1%	NC
TOTAL	1471	1511	1533	+1%



Seventy-one percent of children were served in their own home or while in a relative home.

Placement of Children in LCCS Custody



When looking only at children in LCCS custody, 49% were placed in an agency foster home and 10% were placed in an other agency foster home. Thirty-one percent of children in agency custody were placed in a relative home while being served. Seven percent of children in agency custody were placed in a group home or residential placement.



Of all children in substitute care while receiving services, on average 41% were placed with a relative, either in agency or relative custody, a three percent increase from 2019.

Independent Living Outcomes

**23 youth emancipated
in 2020**

**70% of youth had a
GED, diploma, or were
still attending school**

**43% of youth with a
diploma or GED were
attending college**

	2018	2019	2020	Trend
Total youth	42	32	23	-28%
% of emancipated youth with a H.S. diploma, GED, or still attending school	27 (64%)	20 (63%)	16 (70%)	+7%
% of youth with a H.S. diploma or GED	14 (33%)	14 (44%)	7 (30%)	-14%
% of youth still attending school at the time of emancipation	13 (31%)	6 (19%)	9 (39%)	+20%
% of youth who were enrolled in college (of those who had graduated or obtained a GED)	8 (57%)	8 (57%)	3 (43%)	-14%
% of youth who were employed	16 (38%)	21 (66%)	9 (39%)	-27%
% of youth not in school or attending college that were employed (N=11)	8 (38%)	9 (50%)	2 (18%)	-32%
% of youth with stable housing*	28 (93%)	22 (92%)	17 (85%)	-7%
% of youth who were "whereabouts unknown" at time of emancipation	12 (29%)	8 (25%)	3 (14%)	-11%
% of youth who were incarcerated	1 (2%)	1 (3%)	0 (0%)	-3%
% of youth with a support system	40 (95%)	29 (91%)	16 (70%)	-21%
% Referral or Case Opened to Bridges	17 (40%)	13 (41%)	8 (35%)	-6%
% in Post Emancipation Services	11 (26%)	9 (28%)	13 (57%)	+29%

*Types of stable housing include Adult Group Home, family home, or own home. AWOL youth are not included in this measure.

Twenty-three youth emancipated from LCCS custody in 2020, a 28% decrease from 2019. Of these youth, 70% had a high school diploma, a G.E.D., or were still attending school at the time they emancipated. Thirty percent had completed high school or had a G.E.D. Thirty-nine percent of emancipating youth were employed at the time they emancipated. Eighty-five percent had stable housing when they emancipated and seventy percent had a support system identified.

Overview of Services

Assessments caseloads decreased by 2 cases per month

DFS average caseloads remained the same as 2019

236 foster homes were licensed as of the end of 2020

Caseload Averages

	Unit	2018	2019	2020	Trend
Assessments—New Referrals	Referral	11	13	11	-2
Assessments—All Referrals	Referral	14	15	13	-2
DFS	Case	13	14	14	NC
Family Foster Care	Foster Home	22	22	21	-1
Treatment Foster Care	Foster Home	10	9	9	NC
Independent Living (WOR* only)	Children	14	14	14	NC
Post Emancipation	Individual	10	12	12	NC
Community Advocate	Case	11	10	11	+1
Permanency Support**	Case	-	8	10	+2
Health Services (full time)	Children	198	169	197	+28
Case Review	Conference	45	42	40	-2

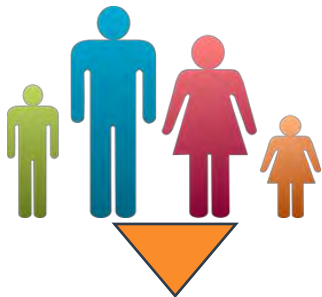
Note: Caseload averages are based on the average number of staff available per month.

*Worker of Record

**Unit established in 2019

Children and Families Served

	2018	2019	2020	Trend
Children Served	12650	13654	13114	-4%
Families Served	5047	5410	5139	-5%



Children and Families served decreased 4% and 5%, respectively

LCCS Foster and Adoptive Homes

	2018	2019	2020	Trend
Total Number of Licensed Foster Homes	266	248	236	-5%
New Foster Homes Licensed	47	36	27	-25%
New Adoptive Homes Approved	46	29	29	NC

The total number of foster homes licensed by LCCS decreased by five percent as of the end of 2020. The total number of new homes that were licensed during the year decreased 25% (from 36 to 27). The number of new adoptive homes approved remained the same as 2019.

Contract Services

2020 contract spending was \$459,700.51

77% of allocated contract dollars were spent

\$46,433.75 was spent on client drug screening

Contract Provider	2019		2020		
	Spent	% Spent	Allocation	Spent	% Spent
Adopt America Network	-	-	\$72,000.00	\$72,000.00	100%
Albert Earl Jr.	\$39,957.50	81%	\$28,000.00	\$8,600.00	31%
Centralized Drug Testing Unit	\$63,115.50	90%	\$70,000.00	\$46,433.75	66%
Family & Child Abuse Prevention Center	\$150,000.00	100%	\$150,000.00	\$150,000.00	100%
Mercy St. Vincent Medical Center Dr. Randall Schlievert	\$36,000.00	100%	\$36,000.00	\$36,000.00	100%
Providence EFP Network	\$39,582.00	80%	\$49,500.00	\$42,896.50	87%
Sylvan Learning Center	\$47,180.00	95%	\$49,500.00	\$42,630.00	86%
TASC Peer Mentoring	-	-	\$75,000.00	\$4,032.11	5%
The Padua Center	\$792.00	5%	\$15,000.00	\$0.00	0%
Youth Advocate Program	-	-	\$75,000.00	\$7,108.15	9%
Zepf Runaway Shelter	\$50,000.00	100%	\$50,000.00	\$50,000.00	100%
Total Contract Amounts	\$426,627.00	90%	\$598,000.00	\$459,700.51	77%

LCCS had a total of 11 community service contracts active during 2020. These contracts are utilized for a range of services to support child abuse/neglect assessments, the achievement of caseplan goals, and to improve children’s educational performance and well-being.

A total of \$598,000.00 was allocated to community service contracts during 2020. This was a 27% increase from the amount allocated in 2019. Seventy-seven percent of contract dollars allocated were actually spent, which is a 13% percent decrease in the percentage of contract dollars spent in 2019.

Contract Services

There was a 24% increase in clients served in 2020

Providence served the most individuals at 116

65% of CDTU drug screens were positive

Clients Served by Contract Providers

	2018	2019	2020	Trend
Albert Earl Jr.	-	8	4	-50%
Providence Center EFP Network	76	91	116	+27%
Sylvan Learning Center	29	32	37	+16%
The Padua Center	11	4	0	-100%
Youth Advocate Program	-	-	10	NA
Total	116	135	167	+24%

A total of 167 individuals were served by contract providers in 2020. This was a 24% increase in individuals served from 2019. Sixty-nine percent of those served were served by The Providence Center, which provides a range of services such as domestic violence, parenting and counseling.

Note: Contracted providers not included in this table do not bill on a per client served basis.

Centralized Drug Testing Unit

	2018	2019	2020	Trend
Total screens requested	5,116	4,545	3,193	-30%
Not completed/No show	49%	45%	46%	+1%
Screens completed	51%	54%	54%	NC

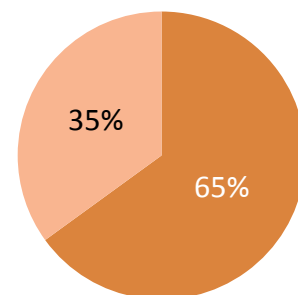
CDTU drug screening services are used for case assessment and monitoring purposes to confirm allegations of substance use or to assess an individual's compliance/progress with treatment. Only fifty-four percent of the 3,193 drugs screens requested were actually completed.

1729 Drug Screens Completed



Results of Completed Drug Screens

■ Positive ■ Negative



Definitions

Alternative Response - Child Protection practice that allows for more than one method of initial response to reports of child abuse and neglect. Also known as "dual track," "multiple track," or "differential response." Alternative Response is usually applied in low-and moderate-risk cases and involves an assessment of the family's strengths and needs and offering of services to the family, without the assignment of a formal determination or substantiation of child abuse or neglect.

Emancipation - Legal status granted by the court that terminates LCCS custody of a child in foster care, typically when the child reaches the age of majority.

Emotional Maltreatment - Chronic attitude or acts that result in significant, verifiable psychological damage or impairment to the social development of a child.

Foster Care - Placement of a child in a family-like setting certified by ODJFS. Foster parents are licensed and must participate in the agency's training and orientation program, undergo medical, financial, and criminal background checks, and obtain fire and other inspections of their home.

Legal Custody - Legal status which vests in the custodian the right to have physical care and control of the child and to determine where and with whom he/she shall live, and the right and duty to protect, train and discipline him/her and to provide the child with food, shelter, education and medical care, all subject to any residual parental rights, privileges and responsibilities.

Permanent Custody (PC) - Legal status which vests in a public child protective agency all parental rights, duties and obligations, including the right to consent to adoption, and divests the natural or adoptive parent of any and all parental rights, privileges, and obligations, including all residual rights and obligations.

Planned Permanent Living Arrangement (PPLA) - An order of a juvenile court pursuant to which the court gives legal custody of a child to a Public Children Services Agency without the termination of parental rights and permits the agency to make an appropriate placement of the child.

Protective Supervision - Disposition pursuant to which the court permits an abused, neglected, dependent, unruly or delinquent child to remain in the custody of his/her parent, guardian, or custodian and stay in his/her home, subject to any conditions and limitations upon the child, his parent, guardian, or custodian, or any other person that the court prescribes.

Referral - An allegation of child abuse or neglect meeting established criteria for assessment made, either orally or in writing, to a public child protective agency from any person in the community with first or second-hand knowledge.

Relative Custody - Refers to cases in which a relative holds temporary custody of the child(ren) placed in the relative's home by the agency.

Residential Treatment Setting - A facility authorized to provide either secure or non-secure care for 11 or more children whose mental, physical, or emotional needs cannot be met in some other less-restrictive placement setting.

Substantiated CA/N - CA/N is typically substantiated through an admission by the person(s) responsible, an adjudication of child abuse and/or neglect, other forms of confirmation deemed valid by the agency, or a professional judgment made by agency staff that child abuse or neglect has occurred.

Temporary Custody (TC) - The pre-dispositional legal status of a child placed in temporary custody of a public children services agency, a private child-placing agency, either parent, a relative residing within or outside the state, or a probation officer for placement in a certified family foster home or in any other home approved by the court.