



DEPARTMENT OF HEALTH & HUMAN SERVICES

ADMINISTRATION FOR CHILDREN AND FAMILIES
Administration on Children, Youth and Families
330 C Street, S.W.
Washington, D.C. 20201

November 8, 2018

Honorable Glorimar Andujar Matos
Secretary
Puerto Rico Department of the Family
PO Box 11398
San Juan, Puerto Rico 00910-1398

Dear Secretary Andujar Matos:

Thank you for submitting Puerto Rico's Annual Progress and Services Report (APSR), including the annual report on the use of funds under the Child Abuse Prevention and Treatment Act, and the CFS-101 forms requesting funding for fiscal year (FY) 2019 to address the following programs:

- Title IV-B, subpart 1 (Stephanie Tubbs Jones Child Welfare Services) of the Social Security Act (the Act);
- Title IV-B, subpart 2 (Promoting Safe and Stable Families Program and Monthly Caseworker Visit Grant) of the Act;
- Child Abuse Prevention and Treatment Act (CAPTA) State Grant;
- Chafee Foster Care Program for Successful Transition to Adulthood (Chafee Program);
and
- Education and Training Vouchers (ETV) Program.

These programs provide important funding to help state child welfare agencies ensure safety, permanency, and well-being for children, youth and their families. The APSR facilitates continued assessment, development, and implementation of a comprehensive continuum of services for children and families. It provides an opportunity to integrate more fully each state's strategic planning around the use of federal funds with its work relating to the Child and Family Services Reviews and continuous program improvement activities.

Approval

The Children's Bureau (CB) has reviewed your APSR for FY 2019 and the annual report on the use of CAPTA funds and finds them to be in compliance with applicable federal statutory and regulatory requirements. Therefore, we approve FY 2019 funding under the title IV-B, subpart 1; title IV-B, subpart 2; CAPTA; Chafee; and ETV programs.

Counter-signed copies of the CFS-101 forms are enclosed for your records. The Children's Bureau may ask for a revised CFS-101, Part I, should the final allotment for any of the approved programs be more than that requested in the Annual Budget Request.

The Administration for Children and Families' Office of Grants Management (OGM) will issue a grant notification award letter with pertinent grant information. Please note that OGM requires grantees to submit additional financial reports, using the form SF-425, at the close of the expenditure period according to the terms and conditions of the award.

Training Plan

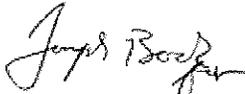
This approval for the FY 2019 funding for title IV-B, subpart 1; title IV-B, subpart 2; CAPTA; Chafee; and ETV programs does not release the state from ensuring that training costs included in the training plan and charged to title IV-E of the Act comply with the requirements at 45 CFR 1356.60(b) and (c) and 45 CFR 235.63 through 235.66(a), including properly allocating costs to all benefiting programs in accordance with the state's approved cost allocation plan.

Additional Information Required

Pursuant to Section 424(f) of the Act, states are required to collect and report on caseworker visits with children in foster care. The FY 2018 caseworker visit data must be submitted to the Regional Office by December 17, 2018. States that wish to use a sampling methodology to obtain the required data must obtain prior approval from the Regional Office.

The CB looks forward to working with you and your staff. Should you have any questions or concerns, please contact Alfonso Nicholas, Child Welfare Regional Program Manager in Region 2, at (212) 264-2890 ext. 145 or by e-mail at alfonso.nicholas@acf.hhs.gov. You also may contact Lekaisha Nishimura Child Welfare Program Specialist, at (212) 264-2890 ext. 142 or by e-mail at lekaisha.nishimura@acf.hhs.gov.

Sincerely,



Jerry Milner
Associate Commissioner
Children's Bureau

Enclosure(s)

cc: Gail Collins, Director; CB, Division of Program Implementation; Washington, DC
Alfonso Nicholas, Child Welfare Regional Program Manager; CB, Region 2; New York, NY
Lekaisha Nishimura, Child Welfare Program Specialist; CB, Region 2; New York, NY

APSR

2018-

FY2019

2019

Administration for Families and Children's
Puerto Rico

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(1) GENERAL INFORMATION

State Agency Administering the Child Welfare Programs

In September 2017, Puerto Rico was hit by two strong hurricanes. First was Hurricane Irma, on September 6, 2017. Two weeks after the passage of Hurricane, Irma in the midst of recovery processes, hurricane Maria passed over Puerto Rico on September 20, 2017. The consequences of the passage of this atmospheric phenomenon through Puerto Rico were of a devastating nature, leaving serious damages throughout all the municipalities of the island.

The hurricane completely destroyed the island's electricity grid, leaving 100% of the Puerto Rico Electric Power Authority's subscribers without service. Communication networks (telephony and internet) collapsed throughout the island. The hurricane left the island in chaos due to the destruction of infrastructures, economic losses estimated at over 100,000 million dollars, 70,000 homes totally destroyed and over 60 officially recorded deaths although independent studies of various media raise the numbers to miles of victims.

For the Administration of Children's and Families, as a leading agency in the provision of social services to the most vulnerable populations, this tragedy takes on significance beyond economic losses, as human pain and suffering became more acute and changed our social reality and daily life. Hurricane Maria had a significant impact on the operation and provision of services of all programs of the Administration of Families and Children. Due to the devastating effects of Hurricane, 65 of the physical structures of local and regional offices suffered damage; 17 local offices were totally lost. After the hurricane, most of the offices did not have electricity, drinking water, telephone services and internet; files and computers were destroyed by the floods caused by the hurricane. The staff of the affected offices had to be relocated to churches, multiple use community centers, even in the exterior spaces of the affected buildings using tents, in order to

continue providing the service as possible under the circumstances. The central offices of ADFAN suffered considerable damage and left the agency unable to operate.

All the personnel of the Administration of Children's and Families were sent to work in different tasks during the emergency management and recovery efforts. The Social Workers were called to visit all the Residential Establishments and Foster Care Homes of children's and adults to verify the welfare and safety of these groups, and assist as regards the needs of food, water and fuel for the electric generators. Staff was sent to the shelters to provide support, intervention in crisis and socio educative workshops for the management of feelings due to the effects of the catastrophe.

The normal and routine operations of the agency are not yet 100% reestablished. There are still local offices being repaired and they do not have the internet service indispensable for the management of the cases in the Integrated Case Management System (SIMCa). The Administration of Families and Children continues to make efforts to bring the agency's operations to the capacity that can meet the needs of the children and families it serves.

The government administration of Puerto Rico continues to work with the effects of the economic crisis affecting the island for ten years. Also with the budgetary restrictions imposed by the Fiscal Oversight and Economic Stability Board by the "Puerto Rico Oversight, Management, and Economic Stability Act " (PROMESA).

The following is the link to the location of where the APSR will be located in the Agency's website: <http://www2.pr.gov/agencias/adfan/Pages/default.aspx>

The following is the contact person for the CFSP APSR:

Glorimar de L. Andújar Matos, Esq. Secretary, 787-294-4900 ext. 1255; email: glorimar.andujar@familia.pr.gov; Carlos A. Rivera Otero, MSW, Deputy Administrator, 787-294-4900 ext.1800; 1801; email:carlos.rivera@familia.pr.gov

Update on Collaboration

PREVENTION SERVICES COLLABORATION

The Assistant Administration for Prevention and Community Services provides services for the prevention of violence in the family through the implementation of a variety of strategies. The beneficiaries come from sectors and communities that have economic, social, labor, educational and environmental disadvantages.

Violence prevention has three classifications. Primary prevention aims to create conditions that will prevent the presence of factors stressors or risk and enhance protective factors. In this line, are focused education and mass-oriented community efforts, as well as the strategies of education and re-education for peace, responsible parenting and life without violence, among others. Secondary prevention of violence refers to a set of measures that immediately address the effects of violence, as they are the services of care, protection, and medico-social care emergency for the victims of the abuse of children's and sexual and domestic violence. Under tertiary prevention specialist attention responses are to reduce or avoid long-term damage. At this level, are the services of care and treatment biopsychosocial preventing the re-victimization or disabilities and severe psychopathology, as well as services that promote recovery.

The Assistant Administration offers services that promote the prevention of child abuse and violence in the family; the development of community-based networks; self-reliance and self-management and a culture of peace within the community setting. Services are provided through programmers, projects and delegation of federal funds to municipalities and organizations for the development of prevention projects.

School for Healthy Leaving and Parenting Program

Developed under the law No. 246 - 2011, is a group educational strategy at the level of universal prevention (primary) and (secondary) selective prevention and part of the duty and the need to establish educational programs aimed at training and strengthen coexistence, parenting and discipline without violence. Similarly, this initiative promotes

values of love, solidarity and peace, in respect of the human rights of all persons. The school offers educational services that support families in their task of parenting and cohabitation without violent. Participation in this program is voluntary. The service is available in the ten (10) offices regional of the Department and offers according to the availability of the participants.

The program has several educational modules:

Working for Family Peace

Promoters of Peace

On the Way of Peace

Youth Module

Module for the Prevention of Sexual Abuse

Spaces of Peace

Education and Negligence

Classification	Module working for the family peace	Promoters of Peace Module	Young module	Guide for the path of peace	Module for the prevention of the Sexual abuse of children	Space of Peace	Educational negligence	Total
Groups	65	15	24	41	18	91	0	254
Participants	899	97	470	1,013	180	1,434	0	4,093
Graduates	267	66	238	792	220	1,434	0	3017

Schools for Life in Family

The Psychoeducational Module for Family Strengthening is a group educational strategy at the level of tertiary (selective) prevention that aims to offer support to families who are receiving social protection services for children's. Through a process of re-education in parenting skills, the aim is to increase the protective capacities of the parents, mothers and primary caregivers.

With this re-educational intervention, the Assistant Administration collaborate with the service plan of family, which is elaborate to reduce the risk factors of abuse in the

children's in the family preservation services, as well as for those as parents who the State removed the custody of their children. This modality provides support to families so that they can preserve, strengthen the family unit, and avoid the recurrence of abuse. The 16 workshops offered to parents are aligned to achieve the results of safety, permanence and welfare of the child and his family according to the Safety Model. The schools offer services in the ten (10) regional offices, covering the 78 municipalities.

During the period from July 2017 to January 2018:

- 46 groups were organized
- 587 people received the service
- 496 families were assisted in the re-educational intervention
- 461 workshops were offered
- 9,592 was the overall attendance of all the workshops
- 12 socio-therapeutic activities were carried out with the participation of 347 parents and children.
- 127 participants completed the requirements for certification
- 151 children were assisted while parents attended the workshops

Safety Nests- Nurse Home Visiting Program

The Nurse Home Visiting Program- "Safety Nests" is a member of the Porta del Sol Board of the Region of Mayaguez. The Board is composed of professionals and community members who work in private companies, government and/or are community leaders. Its goal is to ensure that families and their members are safe through guidance, fairs, and educational and safety activities created specifically for each community, taking their needs into account. The Nurse Home Visiting Program of the Region of Humacao participates in the local Committee in the Linking Actions for Unmet Needs in Children's Health (LAUNCH) Project in Fajardo, which serves the municipalities of Vieques, Culebra and Fajardo. They have also provided educational and preventive services on topics related to early childhood in community activities. The Nurse Home Visiting Program- "Safety Nests" works in partnership with the Woman, Infant and Children (WIC) Program in the Department of Health and Early and Head

Start programs offering training to this personal in safety child rearing practices and the prevention of negligence and maltreatment.

Eight hundred eighteen (818) home visits were made. Agreements were reached to collaborate with the WIC Program, the Healthy Families Program (*Programa Familias Saludables*), and United for Early Childhood (*Unidos por la Niñez Temprana*).

Home Visits by Nurse	Mayagüez Region	Humacao Region	Ponce Region	Total Visits
	600	170	48	818

The nurses from the Program for Safe Nests (Programa Nidos Seguros) participated in health fairs held in several town communities. Lectures were offered about the Shaken Baby Syndrome, the Fetal Alcohol Syndrome (FAS), and Effects of Drugs on the Fetus. These lectures have been offered in schools and to the general public in the communities. Also, educational lectures were offered regarding the Care of the Newborn, and the Phases of Childbirth to pregnant women participants of the WIC Program.

Visiting Nurses Safe Nests Program Community Activities	Mayagüez Region Number of Participants	Humacao Region Number of Participants	Ponce Region Number of Participants	Total Participants
1. Sexually Transmitted Diseases (STDs)	84	404	49	537
2. Pregnancy Prevention	84	110	37	231
3. Pre and Post Natal Care	233	60	9	302
4. Shaken Baby Syndrome (SBS)	593	100	83	776

During the period after the hurricane, the visiting nurses were active visiting the shelters in the regions where they work and supporting the most affected communities with preventive orientations of different diseases. They distributed educational material,

supplies of water, food and clothing. In addition, emergency medical services with the collaboration of hospitals and senior centers. They offered educational talks about water disinfection, leptospirosis, food management and the prevention of mosquito diseases such as dengue and zika. In collaboration with the Administration for Mental Health and Addiction Recovery Services, they offered educational workshops on mental health and interventions in crisis situations due to natural disasters. In these tasks more than 600 people were impacted.

Access and Visitation Program- Encuentro Project

The Encuentro Project has been operating in Puerto Rico since 1998, with federal funds from the Access and Visitation Program requested by the Administration for Child Support (ASUME), through a proposal. It was delegated to the Administration of Families and Children's (ADFAN) under its Assistant Administration of Prevention Services in the Community, to establish and administer the program. The primary purpose is to support, facilitate and encourage access to subsidiary visits of parents and non-custodial mothers, with their children, in a safe and impartial environment, in situations of conflict or domestic violence between the custodians and no custodians.

The Encuentro Project is a coordination center and offers supervised visits. It is a space to deliver and collect children for visits to the home of fathers and mothers in conflict in a safe way and to ensure the welfare and safety of the child. They are facilitated activities and services such as counseling, providing the safe environment required by the parents victims of violence (domestic and other forms) and their children. Provides services to families with children from 2 to 17 years of age giving priority to residents of the towns that comprise the Bayamon and San Juan regions of the Department of the Family and the judicial zones of Bayamon and San Juan (Bayamón, Cataño, Corozal, Dorado, Naranjito, Toa Alta, Toa Baja, Vega Alta, Vega Baja, Guaynabo and San Juan).

Domestic and Gender Violence Prevention

This prevention service is offered through federal funds under "The Family Violence Prevention and Services Act" (FVPSA), Title III of Public Law 98-457, amended and authorized by Public Law 102-295, Title III of the Law of Child Abuse, Domestic Violence, Adoption and Family Services of 1992 and by Public Law 103-222 of September 13, 1994, Violent Crime Control Law. These funds are delegated to private non-profit organizations and municipalities to promote programs and services aimed at preventing domestic violence, improving the quality of life of surviving persons and their children, reducing the incidence of deaths due to domestic violence and raising awareness the community about the problem of violence in the family.

During fiscal year 2017-2018, \$ 1, 392,145.00 were delegated to 21 organizations that submitted proposals for the continuation of shelter and support services. The 21 organizations are divided among 13 projects of non-profit organizations and municipal governments that provide direct or other services, eight organizations offer shelter services for women, children and men victims of gender violence. Shelters Capromuni I and II have programs aimed at men victims of gender violence (required by the federal government). These programs offer safe housing, individual or group counseling or other support services.

Domestic Violence Shelters	People Served
Ruth Home Shelter	110/ 225 children's
La Piedad Home Shelter	90/ 130 children's
La Bondad Home Shelter	56/ 98 children's
CAPROMUNI I	85/ 57 children's and 3 men's (victims)
CAPROMUNI II	60/ 32 children's and 2 men's (victims)
Luisa Capetillo Home Shelter	50/ 120 children's
House of All Shelter	49/ 50 children's
Julia de Burgos House Shelter	49/ 70 children's

Community Organizations for Domestic Violence Prevention Services	Service Population: Counseling, Psychological Services, Legal Counseling, among others.
Familiar Institute Celia y Harris Bunker	206 families /17 children's
Ponce School of Medicine	126 families /37 children's / 90 men and 10 women aggressors
Julia de Burgos Shelter, Ponce	89 families /27 children's
Julia de Burgos Shelter, Aguadilla	110 families /48 children's
AFANA	41 men and 10 women aggressors (separate statistics)
Travelers Aid	57 and 20 men
IDIDFCO	158 families /210 children's and 7 men
Municipality Caguas	160 families /32 children's and 10 men
Municipality Cidra	100 families /40 children's and 10 men
Municipality Coamo	113 families /67 children's
Aging in Harmony	100 persons
Center for Victims of Sexual Assault	45 persons
Office for Promotion and Human Development	26 families / 64 children's

Community Bases Services Program- "Community Based- Child Abuse Prevention (CBCAP).

These services are offered through federal funds under Title II of the "Child Abuse Prevention and Treatment Act" (CAPTA), which are delegated to non-profit institutions and municipalities to develop, operate and expand community-based networks and activities for strengthen and support families and the community. Its purpose is to reduce the possibility of abuse and neglect of children. These funds are directed to the primary and secondary prevention of child abuse. They emphasize the development of

leadership in fathers and mothers, including families with children with special needs. The goals of the program are aimed at achieving the safety, permanence and well-being of children. For the fiscal year 2017-2018, \$236,998.00 was delegated among six institutions.

Community Organizations	People Served	Supporting services
Create	242 families/ 301 children's	Family Counseling and Orientation
Margarita Center	375 families / 110 children's	Services for Children with disabilities.
Ponce School of Medicine	1,115 families / 190 children's	Personal and Family Counseling and Orientation
Portal of Love	257 families/ 50 children's	Psychosocial Workshops and Counseling
House Thought	125 families/ 50 children's	Grupal and Individual Counseling
Bonds of Love	175 families/ 150 children's	Home Visits and Counseling

PROTECION SERVICES COLLABORATION

The Department of the Family continued its collaboration with the PR Police Department regarding institutional abuse in juvenile detention centers. ADFAN must receive a preliminary investigation report from the Puerto Rico Police Department within five (5) working days of the occurrence of the incident, responding to each incident of abuse and / or negligence in juvenile correctional institutions. Such allegations include emotional and physical abuse, assault, fights between minors, abuse and / or negligence of institution personnel against minors, and excessive use of force by the institution's staff.

Currently the Central Registry is receiving via e-mail the written reports from the Department of Correction and Rehabilitation, Bureau of Juvenile Institutions for each incident with a child and the report of the Puerto Rico Police Department, monthly statistical reports that show the status of the investigations of the reports of institutional abuse.

We worked with federal and state security agencies to intervene in cases of protection of children from families who were involved in drug trafficking, firearms and fraud.

Intervention Dates:

- April 4, 2017 - FBI, UIE Aguadilla
- May 11, 2017 – DEA, UIE San Juan, UIE Bayamón, UIE Carolina
- June 20, 2017 - FBI, UIE San Juan
- June 22, 2017 - NIE, UIE San Juan
- June 22, 2017 – ICE, UIE San Juan, UIE Carolina
- June 27, 2017 – FBI, UIE Arecibo
- January 10, 2018 – FBI, UIE Carolina
- January 18, 2018 – FBI, UIE San Juan
- March 16, 2018 – FBI, UIE Bayamón
- March 20, 2018 – FBI, UIE Caguas, UIE Bayamón

***UIE- (Spanish acronym) Investigations Units**

We participated in the webinar of National Child Abuse and Neglect Data Systems (NCANDS), August 18, 2017; this seminar included the following topics: Foster Care and related fields, Workforce and caseload fields, Response time to the investigation and related fields, online validation tool.

A private company, Social & Community Concepts, Inc., was hired to investigate a backlog of 3,135 reports received in 2017. This contributed to the fact that Special Investigation Units could improve their response time in with the 2017 CPS reports.

We have participated as members of the Advisory and Support Committee of the SIMCa system, in different meetings divided, first of all, by the general incidents and the organization of the work of the committee, secondly establishing the priority areas to work with the contracted consultants for the management of the changes or improvements, especially with the data from the NCANDS file and in third order deciding the improvements that were going to be included in the system. An incident is a system issue that needs some resolution from the IT consultant.

The meetings to address general incidents, organized according to the incidents reported by the users, were carried out on the following days:

- May 17, 2017
- June 28, 2017
- July 12, 2017
- August 7, 2017
- August 31, 2017
- September 1, 2017

In those meetings the incidents were discussed and we established how we would work together with the consultants once their company contract came into effect. NCANDS-Meetings were established to handle situations that prevented the NCANDS 2016 file from being accepted. Participants in the meetings to handle the issues of NCANDS, correct the codes and analyze the failure in the data submitted were a group composed of two consultants from the IT Company, Softek, a developer, the Central Registry Director and the Assistant Administrator of Social Protection. Meetings were carried out on the following dates:

- January 17, 2018
- January 19, 2018
- January 23, 2018
- January 25, 2018
- January 26, 2018

We received technical assistance from Walter R. McDonald & Associates, Inc. (WRMA) through Mary Jo Ortiz, conference call on January 17, 2018, to discuss issues about the data that present validation errors. Our discussion included dates of reports that will be included in the 2017 file, clarify information about the date of the incident in the report the date of incident compared to the date of report.

On February, the meetings with the company and the Advisory and Support Committee of the SIMCa system were resumed. We discussed incidents that were hampering the proper handling of data entry into the system and recommendations for changes or improvements in the application. The meetings were held on:

- February 2, 2018

- February 7, 2018
- February 16, 2018
- February 21, 2018
- February 23, 2018
- March 7, 2018
- March 14, 2018
- March 16, 2018
- March 21, 2018
- March 23, 2018
- March 27, 2018

ADFAN continues to work with the improvements identified in relation to the SIMCa Information System. The strategy of working together with the company in charge (Softtek) was developed to correct the areas identified, related to migration, suppliers and AFCARS elements. The support committee of the integrated information system and the company were able to correct the areas related to the intervention of the supervisor and their role within the application, in addition to correcting the areas of migrated referrals, duplicates and the area corresponding to providers among others. It also began to evaluate everything related to the elements of NCANDS and AFCARS. The committee is focused on reducing the issues related to the handling of the case so that it can work quickly and logically.

Improvements related to the NCANDS file data:

Version 3.0.33-

1. Changes in the Risk Factors data fields: this change responded to the non-compliance with federal standards by the way in which the data was selected in the application with the users.
2. Changes were made in the process of documentation of the participants that were not properly identified from the documentation of the report received. This caused a change in the roles of the participants in the investigation, generating errors regarding the ages of the victims and perpetrators.
3. Rule to Link Reports: this change in the application seeks to limit the reports that may be included in the same investigation. In the federal file of NCANDS this situation caused errors in the dates of beginning of the investigation.

Version 3.0.34

Report transmitted on January 31, 2018- Child File and the Agency File

Subsequently, it is requested that the Agent file be re-submitted, which was carried out on February 26, 2018.

Both reports were validated and accepted.

Other changes made that impacted the investigation area of reports of child abuse:

1. Change so that each Supervisor of the Special Investigation Units (UIE) receive all of the files created by the service assistants and not by the supervisor in charge of the Unit, which made it difficult to handle the changes of the supervisors' shifts. Version 3.0.33
2. The situation was corrected with the investigations of institutional abuse migrated from the previous system so that the investigator could complete the investigations pending final determination.
3. In the area of placement of children under the custody of the agency, the values were updated to facilitate the placement process. Version 3.0.33
4. Separate Reports from an Investigation. The process of Separating Reports was included when a file contains an investigation already created. As long as the initial stage (present danger) has not been completed, the investigation is not completed. Version 3.0.34
5. Separate Reports within the file. The Separate Report process was included for reports that are not migrated. Version 3.0.34

Meetings to establish changes as a result of the NCANDS 2017 file, and of the situations identified in the results of the validation of this file and the errors:

- February 21, 2018
- March 15, 2018

We managed to generate the NCANDS file from our user at the central level, to begin to identify errors and corrections that users must make when entering data. The meetings

will continue to complete the necessary improvements to the application in relation to the data of the NCANDS

QA AND TRAINING OFFICE

The Training Office and the Quality Assurance Office staff carried out the following activities during the period of this report:

The Acting Director served as a sub coordinator of the 2018 CFSSR, and the Quality Assurance personnel are being integrated in the systemic factors evaluation groups. They participated in all the meetings in preparation for the review and evaluation process. Although federal review scheduled for September 2018 was canceled by the federal level due to the impact of Hurricane Maria, the office staff continues to work on the Statewide Assessment to be delivered in October 2018.

Training Office:

The office staff coordinated with the Court Administration Office to offer the cross training Module I: Integration to streamline the permanency plans and module II: Agility in achieving the adoption. Also training sessions about Expert Testimony in Court and Trauma during Removal were offered. This interagency coordination enabled the participation of the Training Office Acting director and social work supervisor to participate in meetings and collaborate in the preparation of educational material and serve as training resources. ADFAN contracted with the Continuing Education Institute from the Social Work Professionals College of Puerto Rico to work with ongoing topics on issues such as Strategies for Intervention of Social Work in Cases of Sexual Abuse.

ADFAN established a training room with two computers with all teaching tools available to our training system at the time, for individualized tutorials or training for staff. At present we are now in another building and do not have access to the old building; we have 10 laptops available to provide individualized training and tutorials.

The Training Office participated together with the Foster Care Program personnel and the contracted Ricky Martin Foundation which offered the training “Anti Trata” to 357 social workers personnel from the ten regional offices. The next workshops on Human

Trafficking and Sex Traffic will be offered to the rest of the social workers in the coming months in collaboration with ICE.

Regarding foster parents have been offered 58 trainings across the regions on different topics. Approximately 473 foster parents and staff from the foster care units received training. The workshops include the following topics: economics, mental health, Human Trafficking, Human Development, High risk behaviors and other areas of laws, budgets, communication, self-esteem, education, among others. These topics are aimed at parents / foster parents and adoptive parents.

ADFAN's training office contracted with the Center for Education Research of the Faculty of Education of the UPR/RP to provide guidance on the content of two educational booklets on resilience, one for the foster parents, and the other for social workers and technicians. As a result, we have developed a story book "Contigo" ("With you"). This book is for 0 to 5-year-old children to work with their current legal status through the resilience. The Administration of Families and Children is evaluating the story "Contigo" to determine if it proceeds to be used as an instrument to develop resilience in children who enter foster care.

Another collaboration for the Assistant Administration for Foster Care and Adoption was reviewed the survey for now the foster parent's needs. We worked to obtain the sample of foster parents and with the tabulation of the surveys.

In collaboration for the Assistant Administration for Social Protection and Family Preservation the training office staff, coordinate, schedule and offer the Pre-Service Training to personnel contracted for investigate Cps reports. Also, it has collaborated directly with the Office of the Secretary in the logistics, coordination and scheduling of the Mental Health training offered to social workers of the ADFAN in February 2018.

Representative of the Training Office take part of the committees for the SIMCa mechanized system, CQI and Leadership Model for the ADFAN.

Quality Assurance Office:

The Quality Assurance Office share the finding's report of Ponce, Guayama, San Juan, Bayamon, Carolina, Arecibo and Caguas with all Assistant Administrations.

As part of the follow-up procedure the office has scheduled meetings in the regional offices that were reviewed to report the findings to regional office staff such as associate directors, regional and local supervisors and case workers. Social Work Specialist from each Assistant's Administration were included. According to the results and the priorities identified by each region, a plan for improvement will be developed, which will be overseen by each Assistant Administration. These meetings began in Guayama and San Juan regions.

The QA Office resumed their work on April 30, 2018 after the impact of the hurricane Maria. Until that date the office had no office space so the reading plan was rescheduled to finish on December 2018. The regions of Humacao, Aguadilla, Mayagüez and San Juan (second round) are pending review.

The CQI committee was constituted. An orientation meeting was held for its members on March 20, 2018. A TA is expected from the Casey Family Foundation for the establishment and implementation of the CQI within the Agency. The Office Director prepared a presentation for the Administration and the Regional Directors, Associate Directors, and supervisors-coaches of the ten ADFAN regions to provide guidance on the content of the regulations and a Master Plan for 2016-2017.

The ADFAN CQI committee members were selected in accordance with the established policies. We are expecting a new date to begin technical assistance through the Casey Family Foundation.

We team up with every Assistant Administration to review specific aspects of the case work in addition of the regular case review. In the next period the QA office will evaluate the TDM and the round table strategies.

Representative of Quality Assurance Office are members of the committees for the SIMCa, and Leadership Model. In addition to this, we are participating in the interagency committee in conjunction with the Court Administration.

FOSTER CARE SERVICES COLLABORATION

The Central Strategic Committee for Permanency is composed of representatives of the Courts, the Justice Department, the Social Worker Professional College and Department of the Family. The mission of this committee is to verify on a monthly basis, the timeliness and completion of federal and state regulations regarding court hearings.

During the period 2017-2018, the Central Strategic Committee of Permanence continues with the mission of expediting the permanence of children in Foster Care, guaranteeing compliance with federal and state standards. During this period, the developed modules corresponding to the adoption service and the acceleration of the permanency plans continued to be offered, carrying out three training of the adoption module and one corresponding to the acceleration of the permanency plans. In the training of the adoption area, the regions of Mayaguez and San Juan were impacted. (It is important to note that training was scheduled from August to December 2017, which had to be canceled due to Hurricane Maria). The committee is also working with the development of the committees at the regional level which will evaluate the barriers in the timeliness of the permanence of the children in foster care and following up on the court

In order to improve services for children in foster care, de Assistant Administration has collaborative agreements with various organizations:

- Adopt Us Kids refers potential adoptive parents for children in Puerto Rico.
- Hogar Cuna San Cristobal, through a collaborative agreement, refers qualified families to be listed in the Voluntary Adoption State Registry.
- Central level nurse supervisor continues to closely collaborate with the health insurance companies First Medical, APS and with SEPI for the continued coordination of medical services for children in care, training and psychological services.

Collaboration with DOJ and OAT

The Agency, through the Assistant Administration for Adoption and Foster Care continues to closely collaborate with the courts, specifically, the Court Improvement Project (CIP). The Central and Regional committees continue to be the operational branch of these improvement efforts. During this period, it continued in collaboration with the Administration of the Courts and the Department of Justice, developing strategies aimed at expediting the permanence of children in foster care, through training and focus groups. It is expected to continue through the Strategic Regional Committee.

The ADFAN, in collaboration with the Administrative Office of the Courts, continued to schedule trainings during this period aimed at improving the quality of hearings held to attain child's permanency within the allotted time, pursuant to state and federal provisions. The details of the efforts made are described in the Update of the Case Review System section of this report.

The Assistant Administration requested and received the collaboration of the Department of Justice, the Office for the Administration of the Courts (OAT) and of the Office of Licensing of the DF in regard to fulfilling Title IV E requirements. The collaborative agreement with the Department of Justice enabled us to check foster parents' and institutional caregivers' background police history using the federal data base. OAT provided copies of the court minutes and resolutions that were missing in the children' family case files and the Licensing Unit verified that licenses continued to be up to date.

During this period, the Administration continues to receive collaboration from the OAT, achieving the updating of the following documents:

- Emergency Request OAT- 1233
- Resolution and order OAT-1234
- Removal Notifications OAT-1235

- OAT 1802- Model of resolution for when they grant total or shared custody to the Department of the Family through the law 88-1986. This document contains the language required to make the claims through Title IV-E.
- OAT-1803-1804- models of Ratification of Custody Sentences. These forms contain the required language necessary to make the claims through Title IV-E.

During this period, the Department of Justice continues to receive assistance with the fingerprinting procedure. Additionally we find ourselves in the renewal of the contract to give continuity to the compliance of the background checks, of the service providers in foster care. It is expected once the contract that the ADFAN makes the fingerprinting through the acquisition of the Livescan machine is signed.

The Assistant Administration for Adoption and Foster Care, in collaboration with the Department of Justice, is working on the final draft of the finger-print protocol.

SEXUAL ABUSE AND SEX TRAFFICKING SERVICES COLLABORATION

Validation and Treatment Services: CIMVAS

The Administration for Families and Children maintains a professional services agreement with the Family Abuse Victim Support Program (PAF), the Community Mental Health Clinic, Inc. (CSMC), Carlos University Albizu (UCA), for the provision of services for the evaluation of allegations of sexual abuse of children. The PAF continues to lead the services with an integrated response approach of a multidisciplinary team that includes the police, ADFAN protection personnel, prosecutor, child prosecutor and medical personnel. PAF conduct forensic assessments of sexual abuse, psychotherapy for child victims of sexual abuse and their relatives (non-offenders), and training.

Prevention of Human Trafficking and Sex Trafficking

Collaboration and coordination was established with the National Center for Missing and Exploited Children to share data of children's reported and improve the limitations that have been identified in the process. Communication with senior officials of the Federal Bureau of Investigation (FBI) has been initiated to establish collaborative agreements between the two agencies, with the purpose of channeling the services required by children in foster care, victims of human trafficking / sexual trafficking. The National Center for Missing and Exploited Children and ADFAN are actively sharing information on how to improve the process of referral of missing children. Conversations have been initiated with the FBI to develop a MOU for the training of staff and other supports.

On February 20, 2017 the Secretary signed an agreement with the Ricky Martin Foundation for the training of all social workers in the agency. The goal is to increase skills in the identification of sex trafficking cases and develop intervention strategies with the assistance of ICE, the FBI and other agencies.

With the workshops with Ricky Martin Foundation the goal is that young people be aware that prostitution, forced labor, debt bondage, child pornography, exploitation for

reproductive purposes and narco-exploitation are just some of the modalities of human trafficking. Human trafficking is the second most lucrative crime in the world. The Ricky Martin Foundation celebrates the month of orientation and awareness in February. The organization wants to uncover and make visible the phenomenon because "it is often camouflaged and often invisible", explained the executive director of the foundation, Bibiana Ferraiuoli. "Education is the best prevention strategy. In Puerto Rico there is resilience and optimism".

Among the data with which they plan to support the awareness process, is that 27% of victims of human trafficking are children's. In addition, 98% of victims of sexual exploitation are women and girls; and 56% of victims of labor exploitation are men and boys.

The Administration of Families and Children (ADFAN), (Spanish acronyms), by regulation ADFAN_CSA_2015-018 of September 30, 2015, established the procedure for children at risk or victims of trafficking or sex trafficking in the foster care and adoption service. In its annex ADFAN-CSA-2015-018 ^a, as required by the Federal law preventing sex Trafficking and Strengthening Families Act, established several requirements with which we must comply in the case management process where human trafficking and sex trafficking or evaded minors is identified.

On February 7, 2018, a meeting was held with Ms. Kay S. Vazquez Marshall, Criminal Information Analyst, of the Interpol office on the design of training for social workers in the Family Department. The objectives and important points in the design are as follows:

- Search strategies (real) for case managers
- Raise awareness of case managers of the importance of the search for evaded minors.
- Maintain a record of evaded children in conjunction with the National Missing and Exploited Center (NCMEC).
- To create contacts with the police of Puerto Rico, by Regional office, for the search of the evaded children.

- Creation and exchange contact information of liaisons by Regional office, to expedite the search for children with the Interpol office and expedite the notification of the location of a child.
- Use of social networks in the search and notification of the disappearance of a child.
- When a child is suspected of being located outside of PR, what resources will be viable for search collaboration.

Criteria presented by the NCMEC for the search of children.

Important points:

- Direct monitoring with the police of Puerto Rico, filing of complaint, follow-up, time for the execution of the complaint, telephone, contact, social security of the child, full address of location, clothing of the child at the time of evasion or Disappearance.
- Report the medical condition if any of the child/children at the time of evasion.
- Category of juveniles evaded (evaded, evaded at risk, evaded in high danger), it is important to know these categories at the time of the efforts that are being made for the search of the child/children, (escaped, beaten, conscience, family abduction).
- Once the location of the child is known, the police headquarters and the Interpol office must be notified, note the number of the police badge to whom information about the child is provided.
- Know the difference between a child evaded/disappeared.

A curricular design is prepared on the chosen topic "sensitive approach in the intervention with children evaded/disappeared"-in progress-is expected by the notification of dates and place to carry out the training.

On January 19, 2018, a communication was issued to Regional/Associate Directors on the evaded/missing persons, where clear and precise instructions were given on the dispatch of statistical data to the Central level, to provide follow-up to the Notification to the INTERPOL office. Emphasis was placed on the responsibility of the case manager

in terms of monitoring safety, once the child is performing adult life, (living with a partner, working, earning income or remuneration for the work done). In these cases, it is recommended to ask the Court for the emancipation of the child/young submitting all the necessary evidence for its grant and then for the closure or file of the case.

CASEY

ADFAN renewed its collaborative agreement with the Casey Foundation through calendar year 2018. The plan for this year includes the following strategies:

Strategy: Data and Research to support practice and policy reforms.

Outcome: Decrease number of children in foster care

Strategy Description: Use of data and evidence to improve child welfare practice and policy by building use of Evidence-Based Practice and increasing data capacity.

Project: Promoting a Data Driven Culture and Supervisor Capacity

Description: This work effort will support leadership development, supervisor training, coaching and capacity building to support shifts in organizational culture that support an accountable data driven supervisory model and effective use of the SIMCa case management system.

ADFAN and Casey are elaborating a work plan according to the guidelines of “Implementation Science Model”. This work effort will support leadership development, supervisor training, coaching and capacity building to support shifts in organizational culture that support an accountable data driven supervisory model and effective use of the SIMCa case management system.

Strategy: Strengthen system capacity to support timely permanency

Outcome: Increase timely permanency within 12 months (and within 24 months); Increase exits to permanency for children in care 2 years or longer (CF SR measures), decrease percentage of emancipations

Strategy Description: Support long-term systemic goals that enable child welfare systems to provide services that are responsive, adaptive, family centered and efficient in safely increasing exits to permanency. Emphasize expedited planning by supporting concurrent permanency options and targeted exit programs. Provide resources, training and implementation practices including case reviews to directly promote permanency options for long staying youth.

Project: Permanency Initiatives

Description: Support work efforts to build capacity to reduce the number of youth who are long stayers.

ADFAN and Casey are elaborating a work plan according to the guidelines of “Implementation Science Model”. This work effort will support leadership development, supervisor training, coaching and capacity building to support shifts in organizational culture that support an accountable data driven supervisory model and effective use of the SIMCa case management system.

Reporting Period	Report Due
May 1 – July 31, 2018	August 15, 2018
August 1 – October 31, 2018	November 15, 2018
November 1 – December 31, 2018	January 15, 2019

Citizen Review Panels

For this year the panels remained active and resumed their meetings four months after the hurricane. From that moment, the Western Panel completed its report, this time aimed at providing follow-up to the actions taken by the Department of the Family corresponding to the recommendations included in the reports for the years 2011 to 2015.

For the Eastern panel, which study was aimed at conducting an evaluative study of foster homes seen through the experience of the children's, could not be completed. However, they submitted the study proposal that already has the first three chapters completed. The first chapter includes the objectives of the study, the research questions, the justification for the study and the methodology that will be used to complete the study. The second chapter is the literature review and the third chapter contains the research design, the description and selection of the sample and the investigation.

Collaboration with Children's Justice Act Funds:

During 2017, the Children's Justice Act committee was reorganized as it did not have all the necessary members to operate. On September 2017 due to the passage of Hurricane Maria, the Administration of Families and Children was not operating routinely for four months until January 2018. The CJA committee began meeting in May 2018 and is preparing its work plan in which there could be collaborations that can be integrated into the new Child and Family Services Plan 2019-2024

(2) UPDATE ON ASSESSMENT OF PERFORMANCE

Safety outcome #1: CHILDRENS ARE FIRST AND FOREMOST, PROTECTED FROM ABUSE AND NEGLECT:

Achieve CFSR Item 1 Goal of 66.3% per QA or quantitative report

Punctuality to initiate investigations of child abuse referrals

For the result of this subsection, the quality assurance office submitted its cumulative review report covering the 2015-2018 period. QA reviewed Ponce, San Juan, Guayama and Bayamón Regional Offices. The result obtained in general is 40% between all offices. This represents 26.3% below the proposed goal.

During the past years, ADFAN has worked on different previously informed strategies. Although it does not show that we have reached the goal, it has kept us in the same compliance percentage, despite the progressive loss of social workers and other resources.

This year a new strategy was added. ADFAN initiated a work plan together with Capacity Building where an analysis of the historical delay in the reports was made to determine the cause / root of the problem. One of the significant findings of the assessment was that the Hot Line was taking reports that did not meet the requirements of the child protection service and its definitions by Law 246-2011. Immediately, individualized workshops were started for the evaluators of the Hot Line who have the responsibility to evaluate the information offered by the caller and determine if it meets the requirements of the service and then, assign the priority response.

After the passage of Hurricane Maria, the plan to improve and maintain an adequate assessment of calls received at the hot line was restarted. The number of calls screened out, increase from 17% before July 2017, to 38% to on March 2018. This has had a direct impact for the investigation units since there has been a decrease in reports awaiting investigation. We understand that this represents a positive impact at the beginning of the investigation.

The reports generated from the mechanized system to measure the time elapsed from the moment a report is taken to the start of the investigation are not reliable. We have requested a specific analysis of the first quarter of 2018 to the quality assurance office that is not yet available. From information obtained through the continuous visits to the investigation units, the decrease in reports has allowed them to; at least comply with the timelines of the start of investigations in reports with priorities of responses of present danger and impending danger. We will continue to establish work plans until the goal is reached.

The Assistant Administration of Social Protection continued with the following strategies to improve the investigation process and initiate in a timely manner the investigations:

- Monthly follow-up meetings to work plans with UIE supervisors and ADFAN Associate Directors
- Evaluation of data and profiles of each Unit, projected for 2017 and 2018
- Weekly reports of child maltreatment reports received in each unit to control the situations referred
- Recruitment of professional services for the investigation of reports of maltreatment or Negligence
- System compliance reports as tools for monitoring the work performed by the Units
- Monitoring reports for data entry
- Visits of the central level supervisors to investigation units to monitor the work plans and meet the goals.
- Support from Children's Bureau Capacity Building Center
- Training of the investigation staff on the applied safety model

Safety Outcome 2: Children are safely maintained in their homes when possible and appropriate

By 2018 ADFAN reported, through QA reviews, that we reached 20% in item # 2 (Services to family to protect children in the home and prevent removal or re-entry into foster care) and 0% in item # 3 (Risk assessment and safety management). The QA Unit reported data for seven regions (Arecibo, Bayamon, Caguas, Carolina, Guayama, Ponce & San Juan).

For the past year, the Assistant Administration for Family Preservation, through their Social Work Specialists, kept visiting the 10 regions of ADFAN and their local offices to provide case management follow up and to review the items reported. During this year a total of 116 visits were made between 10 ADFAN regions and 31 local offices. Emphasis was given to local offices that had the higher numbers of old cases in the system. Approximately 3736 cases were closed between April 2017 and March 2018; for the same period, 2596 new cases were received. A decrease in unassigned cases in 5 of the 10 regions was achieved. In four regional offices there are eight (8) unassigned cases or less. A social study is conducted in every closed case which is revised by the supervisor in order to confirm that safety/risk factors were assessed. There are 1475 unassigned cases in the 10 regions. This represents a slight increase in comparison with the last year (1455 unassigned cases).

The underutilization of the rules set out in the Manual on safety intervention in case management of social protection (ADFAN-PSM-PFF-CSA- 2013-003) was observed through records review or case discussions. This despite the strategies of "coaching" and others established in the state plan. Visits of the QA office to the regional offices to discuss findings of the review were interrupted by the Hurricane Maria. The Social Work Specialists visits were also interrupted during a short period. After the hurricane, emphasis was given to restore communication within offices and with the families. Between January and March 2018, a formal revision of the caseload of several local offices began. The information given by the QA office was used to design a work plan with the region to improve results.

Lack of staff has a direct effect on the provision of services. To deal with that barrier, services were provided through entities contracted by the Assistant Administration for Prevention Services in the Community. Three proposals were evaluated in November 2016 and contracts with the entities were signed. to provide preservation services to 150 families in Arecibo, Mayaguez and San Juan regional offices.

Those entities provided preservation services to 60 families in Arecibo, Mayaguez and San Juan Regions. The expectation to increase the number of cases to be transferred to the community based organizations wasn't achieved due to lack of interest of the participant regions. Only 60 cases were referred.

Permanency Outcomes 1(Children have permanency and stability in their living situations) and Permanency Outcome 2 (The continuity of family relationship and connections is preserved for children)

Permanency Outcome 1

The 2010 CFSR determined that Puerto Rico was not in substantial conformity with Permanency Outcome 1. The outcome was substantially achieved in 66.7 percent of the cases reviewed, less than the 95 percent required for a determination of substantial conformity. The 2010 CFSR case reviews found that foster care reentry was a rare occurrence. However, the 2010 CFSR also identified the following concerns in many of the cases reviewed:

- *Puerto Rico was not consistent with regard to ensuring placement stability for children in foster care.*

QA data for the most recent reviews carried out by the unit indicate that for placement stability PR has obtained the following results:

- Arecibo – 66.7%
- Bayamon - 77.8%
- Caguas – 33.3%

- Carolina – 77.8%
 - Guayama- 88.9%
 - Ponce - 55.6%
 - San Juan - 66.7%
- It is an area of improvement for all the evaluated regions. However, it is working with training to foster parents to increase their abilities as caregivers of children and prevent the relocation of children's during the episode's removal. It is culminating a social study to foster parents at island level in models of intervention of the Agency, which will allow us to have a profile standard of foster parents and identify your needs. A study of needs enabling you to better understand the needs of the smaller custodians of the Agency is working with the East panel. In the visits to the regions there are discussions of cases of children who are identified that they have specific needs and meet them. Some of these efforts are related to:
 - The Central Level nurse continues participates with residential facilities coordinator of a calendar of visits for institutions or temporary homes. Those visits are made with the following purposes:
 - Teaching and application of procedures for health, such as administration of medication correctly and documentation. That procedure assured that the children has received the health service prescribed by their doctor to promote health services in the preventive part and tracking.
 - Verification that each child has their existing health plan.
 - Identify need in the area of health as assistive equipment, any event that the Central Level Nurse understand could qualify for the special cover with the insurer's health, any disease management, among others.

Confirm the existing needs and channel it promptly. The Central Level Nurse has also identified two children's who do not require being in an institution at the time of her visit. A plan was developed with the Social Work Specialist in charge of those regions, to discuss the case and children have been relocated to a temporary home.

- **Residential Facilities Services**

- The purpose of Residential Facilities Services is to provide services in the areas of mental, social, educational and recreational health and to establish behavior modification programs according to the individual and group needs of children; in order to achieve stability and a permanency for every child. Part of the efforts being made are:

Island Wide	Total Minors Served	Special Maintenance Payments of Foster Care	Special Maintenance Payments of Institution	Special Maintenance Payments of One to One Service
10 regions	1,251	\$83,255.00	\$129,560.24	\$95,174.24

Runaway Children's Comparison table for periods of 2018

January	February	March	April	Mayo	Total
44 -minors	52- minors	50- minors	30- minors	34-minors	210

Also there is a Plan for the recruitment of foster and adoption homes. See attachment: Plan for the Diligent Recruitment of Temporary and Adoptive Homes. These plan was developed taking into consideration the characteristics of the children in foster care. In this manner, the families recruited will better match their needs and characteristics, which should have a positive impact on their placement stability.

Appropriateness of the Plans

AFCARS Units

A report generated by the Units (April 2018) indicate the following levels of compliance:

Caguas, Carolina, Guayama and Mayagüez-100% of the plans reviewed were determined to be appropriate. This year, Caguas have a 6% to reach the 100% plans reviewed. In the table we compared the number of revisions made between last year and this one.

- The major reason for not complying with the timely review of the administrative review hearing is that local offices are not sending the required documentation for the Permanency Plan Review Committee to conduct the review.

- The passage of Hurricane Maria affected the revision process, during the months of September, October, November and December 2017. However, hard work has been done so that by April this was the result of the revision 99% of the permanency plans reviewed, were ratified by the Review Committee. (Note: Of the 646 plans reviewed, results of the review were reported for 645 children's.)

Regions	2016-2017	2017-2018	Observation
Aguadilla	6%	22%	There was an increase in 16% of permanency plans that could not be revised.
Arecibo	72%	45%	We managed to increase 27% of revisions, more than last year.
Bayamón	Incomplete data	66%	This year have information.
Caguas	0%	0%	Reviewed all the goal plans.
Carolina	0%	0%	Reviewed all the

			goal plans.
Guayama	0%	0%	Reviewed all the goal plans.
Humacao	50%	37%	We managed to increase 13% of revisions, more than last year.
Mayagüez	60%	0%	It was possible to revise 100% of the permanency plans.
Ponce	20%	84%	There was an increase in 64% of permanency plans that could not be revised.
San Juan	7%	23%	There was an increase in 16% of permanency plans that could not be revised.

Timeliness of the Plans

QA data (item 6 -OSRI)

Regional Office	Period Under Review	Level of Compliance		
		Strength	Area Needing Improvement	N/A
Arecibo	2015-2018	33.3% (3 out of 9 cases)	66.7%	0
Bayamón	2015-2018	66.7% (6 out of 9 cases)	33.3%	0

Caguas	2015-2018	44.4% (4 out of 9 cases)	55.6%	0
Carolina	2015-2018	44.4% (4 out of 9 cases)	55.6%	0
Guayama	2015-2018	88.9% (8 out of 9 cases)	11.1%	0
Ponce	2015-2018	55.6% (5 out of 9 cases)	44.4%	0
San Juan	April 2015-May 2016	44.4% (4 out of 9 cases)	55.6% (5 cases)	0

The QA data suggests that the ten regions with population of children in foster care not reached the performance in terms of achieving the established permanency goal on a timely basis. The finding is that this continues to be an area needing improvement.

AFCARS data (May 1, 2017- April 30, 2018)

The data was collected from manual statistical reports submitted by the regional offices

ITEM	TOTAL 2016-2017	TOTAL 2017-2018
C. ACHIEVED PERMANENCY PLANS		
% Reunification	54%	60%
1. Total Reunification	821	685
Achieved in 12 months or less	290	219
%	35%	32%
Achieved in 24 months or less	531	466
%	65%	68%
% Adoption by Relatives	2%	2%

2.a. Total Adoption by Relatives	30	23
Achieved in 12 months or less	15	0
%	50%	0%
Achieved in 24 months or less	26	23
%	87%	100%
% Legal Guardian by Relatives	18%	19%
2.b. Total Legal Guardian by Relatives	268	213
Achieved in 12 months or less	56	60
%	21%	28%
Achieved in 24 months or less	212	153
%	79%	72%
% Adoption by	7%	7%
3. Total Adoption by Unrelated Individuals	112	77
Achieved in 12 months or less	6	2
%	5%	3%
Achieved in 24 months or less	106	75
%	95%	97%
% Legal Guardian by Unrelated Individuals	1%	1%
4. Total Legal Guardian by Unrelated Individuals	8	10
Achieved in 12 months or less	0	2
%	0	20%
Achieved in 24 months or less	8	8
%	100%	80%
% Other Permanency Plan Living Arrangement (Long Term Foster Care)	2%	1%
5. Total Other Permanency Plan Living Arrangement (Long Term Foster Care)	24	6

Achieved in 12 months or less	1	0
%	4%	0%
Achieved in 24 months or less	23	6
%	96%	100%
% Emancipation	17%	11%
6. Total Emancipation	259	120
Achieved in 12 months or less	16	1
%	6%	1%
Achieved in 24 months or less	243	119
% de logro en 24 meses o más	94%	99%
TOTAL OF ACHIEVED PERMANENCY PLANS	<u>1,522</u>	<u>1,134</u>

Findings:

1. Island wide, the most common permanency plans achieved for the period, are as follows:

- Reunification-60 % - it's a 6% increase
- Adoption by Relative-2% - stayed in the same status
- Guardianship by Relatives-19% - it's a 1% increase
- Adoption by Others- 7% - stayed in the same status
- Guardianship by Others-1%- stayed in the same status
- Other Living Arrangement (Formalized Foster Home Contract)- 1% -decreased by 1%
- Emancipation-11% - decreased by 6%

2. The data available indicates that, the regions that are meeting each plan on a timely basis (12 months or less), are in order of ranking (percentages indicated):

Plans	Aguadilla %	Arecibo %	Bayamón %	Caguas %	Carolina %	Guayama %	Humacao %	Mayagüez %	Ponce %	SJ %
Reunification	62	48	68	47	68	49	60	50	57	74
Adoption by Relative	2	1	2	3	4	0	4	4	0	1
Guardianship by Relatives	9	13	14	47	17	33	20	36	13	11
Adoption by Others	2	3	10	0	9	10	11	10	4	7
Guardianship by Others	0	1	0	3	0	3	3	0	1	1
Other Living Arrangement (Formalized Foster Home Contract)	23	0	0	0	0	0	0	0	3	0
Emancipation	22	34	6	0	2	3	2	0	22	6

- The regional office being more diligent with achieving the permanency plan (Reunification) in 12 months or less are Bayamón and Carolina.
- Carolina, Humacao y Mayagüez are the only regions achieving the permanency plan of adoptions by relatives in 12 months or less.
- Caguas y Mayagüez are the only regions achieving the permanency plan of guardianship by relatives in 12 months or less, in about 30% or more of the cases.
- Humacao leads in achieving the permanency plan of Adoption by Others.
- Guardianship by Others There has been an increase in establishing this permanency plan in all regions, as opposed to last year, which was not being established for children's.

- Only Aguadilla and Ponce are achieving the permanency plan of Other Living Arrangement (Formalized Foster Home Contract) is 12 months or less.
- Aguadilla, Arecibo and Ponce are the regions achieving the permanency plan of Emancipation in 12 months or less. The other regions achieved the plan according to the standard at a very low level of performance.

Strategies for Improvement

The ADFAN in coordination with Capacity Building is developing a strategy to improve the case review and the permanency. It is determined to establish the regional committee as a pilot project in Humacao, Carolina and Caguas regions.

ADFAN and the Administrative Office for the Courts will continue with the Central Strategic for Permanency Committee that will give follow up to the regions regarding permanency hearings and will take action when such reviews are not carried out within the allotted time.

The Administration for Families and Children's and Capacity Building Center for States, coordinate services to improve the following areas: internship and research, the documentation of face-to-face contacts and the practices of permanence. The meetings were held on June 5-8th, 2017, with the aim of examining the capacity plan and the agenda for developing mutual understanding and the plan for achieving the goals. The Administration for Families and Children's will learn about the root cause analysis process and use the root cause analysis process to evaluate the research process, the documentation of face-to-face contacts and the practices of permanence. The ADFAN, the Capacity Building and the Children's Bureau develop a strategy of upcoming steps, including preparation for the CF SR of 2018 in the July 2017 meetings. The agency consisted of meetings of the Permanency group on the 5th and 6th of June 2017 for the continuation of the work with the documentation

and permanence team and the root cause analysis. On June 7, 2017, the agenda continued with teamwork of root cause analysis of the permanence group. This same day we visited the residential establishments Casa Cuna of San Juan and the Casa de Niños Manuel Fernández Juncos, with the aim of meeting the staff and know the services they offer to the children located in these institutions. Then we shared the progress of the work developed, plans and development as a team.

In the week of July 18 to 21, 2017, the documentation team and permanence in their work agenda, visited the regions of Carolina, Caguas and Humacao, with the purpose of continuing the root cause analysis. A practical exercise was carried out with the social workers and supervisors of the three (3) regions, on separate days.

The strategy used was the delivery of an index card, so that they answered what they understood by permanence and what areas they understood that they had to impact to achieve it. Also, to answer what barriers have not allowed permanence to be achieved; what strategies have been used to reduce the number of children with more than 25 months in the system without fulfilling the permanency plan.

If it had not diminished, they were asked to answer what strategies they would use to achieve it. They will also answer why it is important that each child has a permanency plan; why it is important to visit the children every month to comply with the permanency plan. They will also answer what is the similarity between the face-to-face visit and the permanency plan; and review the regulations on legal guardianship and permanency plans.

- The results of the visits to the three (3) regions, Carolina, Caguas and Humacao were analyzed, in relation to the permanence being established the strengths, barriers and strategies, identified by the social workers, supervisors, directors/ It is associates and other support staff of the

ADFAN. Questions related to the permanence strategy were answered, analyzed and included.

- From August 21 to 24, 2017, the group of Capacity Building Center and the Administration of Families and Children, met to continue the strategy of permanence.
- On Going – The passage of the atmospheric phenomenon (Maria) by Puerto Rico, on September 20, 2018, difficult the continuity of work between Capacity Building for Center and the Administration of Families and Children's.
- The normative letter ADFAN-CSA-2013-011 Regarding Guardianship Permanency Plan will be discussed with the Justice Court Staff to clarify the concept due to difficult with some judges in various regions that doesn't accept the name of the concept.
- The ADFAN will be continue reorganizing Regional Committee to achieve the Permanency Plan, which will be used as a strategy to periodically determine whether visits are taking place within the allotted time in order to fulfill the permanency plan. These visits are performed by the social worker in charge of the case to evaluate the service plan outcomes. This can guarantee the achievement of the permanency in a timely manner.

Puerto Rico had not sought TPR in accordance with the requirements of ASFA.

The ADFAN together with the OAT continues to re-evaluate the functions of the regional committees of permanency plans, which will be monitoring that the court hearings are being carried out in the corresponding times as a strategy to expedite the permanence of the children. The form to be used for the evaluation of the hearings will be redesigned. It will begin as a pilot plan in the regions of Humacao, Caguas, Carolina and San Juan.

The Central Committee of Permanency Plans continues to meet at least once a month to work and evaluate various strategies that can expedite the permanence of children's in foster care.

The Assistant Administration for Adoption and Foster Care in coordination with the Legal Division is evaluating the concept of Guardianship, addressing the request to amend the regulations of Law 246, and include the permanency plans established in the ASFA and AFCARS law.

The Assistant Administration for Adoption and Foster Care continues its participation in the Strategic Central Committee of Permanence in collaboration with the Office of the Administration of the Courts, Department of Justice and Puerto Rico Social Work Professional College.

Within the strategies that have been determined in said committee to work on the acceleration of the permanence in children's in foster care, we continue offering modules I and II, corresponding to the acceleration of the plans for permanence and adoption.

During this period several trainings of module II had been scheduled, which were suspended due to Hurricane Maria. Only three could be carried out in the Mayagüez region, where 70 social workers and supervisors were impacted, as well as judges, attorneys and lawyers of the agency. It is expected to complete these trainings in all regions during the next period.

A training of Module I was also carried out (acceleration in the Permanence Plans), impacting the number of 32 social workers and supervisors.

Adoption Units Data

In June 2018, there were reportedly 61 partially released children from the total of 436 children with an adoption plan. During the period, 239 children's have been released from parental authority.

Through the Adoption Units, the strategy of identifying every child has been reinforced with a permanent adoption plan that has not yet been referred to. The social workers

participate in the revisions of the plan in the meetings and offers follow-up to cases arrested for the termination of parental rights. Regional Committees can help identify at an early stage when a child is a potential candidate for adoption. It is in the agenda to improve the format so that it is more agile to obtain the data. Strategies such as these were affected by the recovery of activities following Hurricane Maria's passage through Puerto Rico. However, in the next period it is part of the work of the Central Strategic Permitting Committee.

During this period the adoption of 185 children was achieved. Of these, 97 were of foster care and 88 were of private adoptions. Of the adoptions achieved through foster care, 4 were adoptive family members and 93 by private families. The State Voluntary Adoption Registry (REVA) enrolled 182 families. Of these, 159 marriages entered, 9 of same-sex couples. A total of 32 single people made the decision to enter REVA.

Puerto Rico was not consistent with regard to ensuring that children with a goal of APPLA had a permanent placement and/or were receiving services to ensure a successful transition from foster care to independent living. The personnel assigned to the Independent Living Service search for young people who can qualify to receive the services by monthly reviewing the Unique and Reliable Inventory of each regional office. In addition to this, they participate in the Permanent Plans Review Board meetings, where the permanency plans of the children's of each local office are discussed. This

allows them to identify young people and to recommend the possibility of adding the permanency plan of Economic Independence as primary or concurrent, as applicable in each case, so that the young people can begin to receive the services is discussed. If there is a young person who does not qualify for Independent Living Services, the local office worker must provide services according to the regulations.

Other strategies that are being implemented are the following:

Team Decision Making Strategy:

The Assistant Administration for Adoption and Foster Care followed up on this strategy in coordination with the Casey Family Program staff and the Aguadilla, Arecibo, Carolina and Humacao regions. The passage of the hurricanes caused changes in the agency and in the personnel, which affected the development of this strategy.

We discussed eight (8) cases between Carolina (5) and Humacao (3). Among the cases discussed, three families had children under 0-5 years old (2 from Carolina and 1 from Humacao). There were no cases discussed in Aguadilla and Arecibo. This strategy will be monitored in coordination with Casey and in accordance with the assigned personnel and the current situation in these regions.

The Round Table strategy:

The development of this strategy continued to face difficulties in the regions (Caguas, Guayama and San Juan) due to the lack of personnel, which worsened after the hurricanes and no cases were discussed in these regions. In coordination with Casey, this strategy will be re-evaluated to establish a plan that responds to the current situation in those regions.

Presently, ADFAN has 436 children with adoption permanency plan and 119 kids with TPR. Of these children, 36 are above the 7 years of age.

Permanency Outcome 2: Preserve the Continuation of Relationships and family Ties of the Minors

QA Data (P 2).

Region	Aguadilla	Arecibo	Bayamón	Caguas	Carolina	Guayama	Humacao	Mayagüez	Ponce	San Juan
Period under review	2015-2018									
Item 7: Placement with siblings										
Strength		100%	100%	100%	100%	100%			100%	100%
Area Needing Improvement		0%	0%	0%	0%	0%			0%	0%
N/A		0	3	0	0	3			2	3
Item 8: Visiting with parents and siblings in foster care										
Strength		12.5%	37.5%	33.3%	11.1%	37.5%			25%	0%
Area Needing Improvement		87.5%	62.5%	66.7	88.9%	62.5%			75%	100%
N/A		1	1	0	0	1			1	3
Item 9: Preserving connections										
Strength		66.7	77.8%	37.5%	55.6%	77.8%			22.2%	55.6%
Area Needing Improvement		33.3%	22.2%	62.5%	44.4%	22.2%			77.8%	44.4%
N/A		0	0	1	0	0			0	0
Item 10: Relative placement										
Strength		50.0%	66.7%	50%	25%	66.7%			28.6%	0%
Area Needing Improvement		50%	33.3%	50%	75%	33.3%			71.4%	100%
N/A		2	3	3	1	2			2	5

Item 11: Relationship of child in care with parents										
Strength		0%	28.6%	50%	12.5%	28.6%			0	0%
Area Needing Improvement		100%	71.4%	50%	87.5%	71.4%			100%	100%
N/A		6	2	3	0	2			3	5

Findings

Findings reported where of the following regions: Arecibo, Bayamón, Caguas, Carolina, Guayama, Ponce and San Juan.

In the Item 7: Placement with siblings. The findings in this item continue show strength about the efforts that the Social Workers are doing in the case management toward the siblings can be together and connected.

In the Item 8: Visiting with parents and siblings in foster care- Several regulations and memorandums have been developed, such as the following: ADFAN-CSA-2016-06 (Visits among siblings); ADFAN-CSA-2006-011 (Family Visits). This normative letter established the standard of visits to parents and siblings to preserve the connections between the children with their families. This area continues needs improvement.

In the Item 9: Preserving connections we have improved with the improvement plan. Although we have improved in the regions of Arecibo, Bayamón, Carolina and San Juan; not yet reached the standard and therefore continues to be an area to improve.

In the Item 10: Relative placement – From the QA outcomes and the ones was obtained from the Foster Care Units on the ten (10) Regions we can have concluded that the placement of children in the family’s homes is an area that needs improvement. The policy of the ADFAN it’s established in the normative letter “Relative Visits” (ADFAN-CSA-2006-011”; January 26, 2006), continuing current. We are working with

the certification units of the regions to certify more family foster homes, and is included as part of the recruitment plan. In addition, they will be working with the case managers to implement strategies that allow children to stay with their family members as long as it is the safest and best in their welfare.

In the Item 11: Relationship of child in care with parents this area continue needs improvement because the quality assurance results continue to show that it is an area that should continue to be strengthened until the required standards are met.

Well Being Outcome 1 - Families have enhanced capacity to provide for their children's needs

According to 2010 CSFR, findings were:

The Administration of Families and Children, in collaboration with the Quality Assurance Unit, tabulated the data collected using the Statistical Program (SPSS), to assess the training needs of the foster parents. This population is mainly interested in the following training topics:

Foster Parent Training Needs Table

Topic	Percentage
Intervention and Management of Children with Mental Disorders	42.2%
Suicide in children and adolescents	40.7%
Crisis intervention	39.3%
Anger Management	37%
Behavior disorder	37%
Trauma by removal	36.3%
Removal Trauma Cyber identity theft and child pornography	35.6%

Human trafficking	32.6%
Identifying Support networks	31.9%
Handling of children with contagious conditions	31.9

We have met with personnel from the Training Office to create modules that respond to the needs identified. However, emphasis is being placed on training for children in cases of disasters, due to the experience with the passage of Hurricane Maria in our country.

In the 2017-2018 with star with the, The Citizen Panel of the East is conducting a study of children in foster homes, which will make known the needs them. We are waiting for the culmination and results of this study to establish the changes based on the needs identified in it.

The following table reflects the results of the training needs study offered to contracted residential managers of residential child care facilities.

Table of Needs of Training of the Directors of the Residential Establishments

Topic	Percentage
Crisis Intervention	52.5%
Intervention with mentally disturbed children	47.5%
Intervention with sexual behavior in children	47.5%
Anger management	45.8%
Behavioral Disorders	44.1%
Suicide in children and Adolescent	44.1%
Children sexuality (Identity/ Sexual orientation)	42.4%
Trauma: remove from home	39%
Protective intervention techniques	37.3%

Human trafficking	32.2%
How to deal with kids	32.2%

For residential establishments, 73 services proposals were evaluated. They are broken down in the following way:

Region	January - April 2017
	Agreements / Contracts
Aguadilla	3
Arecibo	7
Bayamón	34
Caguas	7
Carolina	4
Guayama	2
Humacao	2
Mayagüez	2
Ponce	3
San Juan	9
TOTAL	<u>73</u>

Monthly Caseworker Visits and Visits in Home Table

2015-2016		2016-2017		2017-2018	
MCV	VIH	MCV	VIH	MCV	VIH
72%	88%	74%	92%	77%	92%

As for the contacts of workers with children, for the final year of September 2016, the objective was fulfilled as follows: MCV-72% and HIV-88%. Data for 2016-until April

2017 indicate performance in a MCV-74% and HIV-92%. Data for the period from October 2017 to May 2018 indicate a performance of MCV 77% and HIV 92%. Compared to the 2017, the data shows an upward trend of 3% in monthly visits to children in the place of location.

On Going - The Administration of Families and Children and the Service to Residential Establishments continue to gather in their monthly meetings with the work team, social workers and supervisors, the importance of the visits face to face to the children in the Place of location. In addition, a report of adjustment and progress is required, and a face-to-face visit report which is delivered with the invoice of the service provided at the ADFAN Central Level, in addition, it must be sent to the social workers, who in turn notify the same to the regional supervisor and local offices for continuity of follow-up to face-to-face visits. In the period between January 2018 and until May 2018, 85% of the residential establishments that shelter children under the custody of the state have been visited throughout the island, specifically the regions of Aguadilla, Arecibo, Bayamón, Caguas, Guayama, Humacao, Ponce and San Juan.

The following data describes performance according to QA data:

Region	Aguadilla	Arecibo	Bayamón	Caguas	Carolina	Guayama	Humacao	Mayagüez	Ponce	San Juan
Period under review	2015-2018									
Item 12: Needs and services of child, parents, and foster parents										
Strength		22.2%	33.3%	55.6%	22.2%	22.2%			0%	22.2%
Area Needing Improvement		78.8%	67.7%	44.4%	78.8%	78.8%			100%	78.8%
N/A		0	0	0	0	0			0	0
Item 13: Child and family involvement in case planning										
Strength		0%	26.7%	25%	26.7%	20%			21.4%	14.3%

Area Needing Improvement		100%	73.3%	75%	73.3%	80%			78.6%	85.7%
N/A		4	0	3	0	0			1	1
Item 14: Caseworker visits with child										
Strength		55.6%	22.2%	22.2%	11.1%	33.3%			11.1%	0%
Area Needing Improvement		44.4%	78.8%	78.8%	88.9%	67.7%			88.9%	100%
N/A		0	0	0	0	0			0	0
Item 15: Caseworker visits with parents										
Strength		0%	12.5%	25%	0%	0%			0%	0%
Area Needing Improvement		100%	87.5%	75%	100%	100%			100%	100%
N/A		6	1	5	0	3			3	4

The QA data suggests that Well-Being I continue to be an area needing improvement. This data is corroborated by the results of the case discussions carried out by Social Work Specialists in the 10 regional offices. Refer to strategy #203, Section “Update to the Plan for Improvement (Table of Goals, Objectives and Interventions)”. Specifically, in terms of the evaluation of needs of children and their parents, and the involvement of the child and their families in case planning, the safety model practice establishes the required procedure (Refer to strategy # 206) but we find that there is no fidelity in carrying out the evaluation, that in most of the cases the evaluation is not updated regularly and the services plan is either not written and or does not comply with the established Services Plan requirements.

In the case of foster parents, each region has its own format for evaluating its needs; However, we are culminating the same to implement it before we culminate the year 2018.

In this part we continue on-going for the time less of Hurricane Maria. But we are finalizing the social study for foster parents based on the security model and the general model used by our agency.

Well-Being Outcome 2 – Children receive appropriate services to meet their educational needs

The 2010 CFSR determined that Puerto Rico was not in substantial conformity with Well-Being Outcome 2. The outcome was substantially achieved in 57.7 percent of the cases. This percentage is less than the 95 percent required for a determination of substantial conformity.

The 2010 CFSR case reviews found that, in general, the educational needs of children in foster care were assessed and addressed.

In a review conducted by the QA unit, ADFAN reached a substantially achieved rate in a 57.7% of all applicable cases. (Arecibo, Bayamon, Caguas, Carolina Guayama, Ponce & San Juan: PUR 2015-2018).

Even though performance in these areas has not reached 95%, meeting the educational needs of children is where we are closer to reaching the goal.

QA Data on Educational needs of the Children

Region	Aguadilla	Arecibo	Bayamón	Caguas	Carolina	Guayama	Humacao	Mayagüez	Ponce	San Juan
Period under review	2015-2018									

Item 16: Educational needs of the child										
Strength		62.5%	71.4%	75%	62.5%	62.5%			62.5%	77.8%
Area Needing Improvement		37.5%	28.6%	25%	37.5%	37.5%			37.5%	22.2%
N/A		1	2	1	1	1			1	0

Well Being Outcome 3:

The 2010 CFSR determined that Puerto Rico was not in substantial conformity with Well-Being Outcome 3. The outcome was substantially achieved in 42.9 percent of the applicable cases. This percentage is less than the 95 percent required for a determination of substantial conformity. The QA Unit reviewed cases in seven regional offices Arecibo, Bayamon, Caguas, Carolina, Guayama, Ponce and San Juan. The period under review (PUR) 2015-218. The physical and mental health needs of children are not assessed and/or addressed consistently; however, children in foster care are more likely to have needs assessed and addressed than children in the in-home cases.

Region	Aguadilla	Arecibo	Bayamón	Caguas	Carolina	Guayama	Humacao	Mayagüez	Ponce	San Juan
Period under review	2015-2018									
Item 17: Physical health of the child										
Strength		26.7%	13.3%	58.3	6.7%	6.7%			7.7%	21.4%
Area Needing Improvement		73.3%	86.7%	41.7%	93.3%	93.3%			92.3%	78.6%
N/A		0	0	3	0	0			2	1
Item 18: Mental/behavioral health of the child										
Strength		50%	36.4%	61.5%	58.3%	30.8%			25%	38.5%

Area Needing Improvement		50%	63.6%	38.5%	41.7%	69.2%			75%	61.5%
N/A		5	4	2	3	2			3	2

Item 17: Physical health of the Child - QA data on meeting physical needs of the children is not consistent with data collected by central level nurse supervisor. All children have an active health plan. It is possible that a case file documentation problem might be the explanation for this gap.

Item 18: Mental Health / behavioral of the child – QA data on meeting mental needs of the children is not consistent with data collected by central level nurse supervisor. All children have an active health plan. It is possible that a case file documentation problem might be the explanation for this gap.

TRAINING OR ORIENTATION OFFERED TO FOSTER HOMES AND STAFF 2017-2018

The following table shows all the activities performed by the Central Office nurse geared toward improving performance on this outcome. Caseworkers, foster parents and staff from residential facilities we invited.

DATE	THEME	REGION	PARTICIPANTS
May 4,2017 May 11, 2017 May 19, 2017 July 12, 2017	Discipline Management and study habits couple selection	Aguadilla, Humacao and Mayagüez	In two sessions in Humacao and one session in Mayagüez and Aguadilla impact 81 fosters parents

DATE	THEME	REGION	PARTICIPANTS
May 12, 2017	Drug management	Bayamón	67 foster parents and residential institutions staff
May 22, 2017 March 16, 2018 April 2018	Aspect on the law 246	Aguadilla, Guayama and San Juan	47 foster parents
May 24, 2017 June 30, 2017	Development of self-esteem	Aguadilla and San Juan	79 foster parents and residential institutions staff
May 26, 2017	Family Life	Carolina	27 foster parents
June 16,2017 June 26,2017	Psychotropic medication and side effects, ADHD, Autism spectrum disorder	Caguas, Humacao, Guayama, Ponce and Mayagüez	PowerPoint and material distributed to foster parents, residential institutions staff, case workers. 56 foster parents and residential institutions staff
June 16, 2017 June 21, 2017	Finding a foster home	Aguadilla and Mayagüez	28 foster parents
June 23, 2017	Handling Emotions	Carolina	19 foster parents
June 27, 2017 August 1, 2017	Depression	Mayagüez	In to session the same day impact 38 residential institutions staff
July 21, 2017	Budget management	Mayagüez	15 foster parents
August 1, 2017	Prevention in Suicidal Behavior	Mayagüez	1 foster parents
August 9, 2017	Convulsions	Guayama	27 residential institutions staff

DATE	THEME	REGION	PARTICIPANTS
August 25, 2017	Values	Carolina	20 foster parents
August 25, 2017	Stages of development and TDA	San Juan	61 foster parents
August 30, 2017	Managing Courage	Aguadilla	23 foster parents
October 23, 2017 October 25, 2017 April 4, 2018	Crisis Management after Hurricane Maria	Humacao and Guayama	42 residential institutions staff
December 15, 2017	We are all models	Carolina	15 foster parents
January 26, 2018	Eat well, stay active	Bayamón	12 foster parents
February 16, 2018 March 9, 2018 April 6, 2018 April 13, 2018 April 27, 2018	Developmental Stages for physical, cognitive and emotional stages. Proper management of youth with conduct of high-risk Marijuana synthetic and new trends in the use of the drugs.	Carolina, Mayagüez, Arecibo, Ponce and Bayamón	PowerPoint and material distributed to foster parents, residential institutions staff, case workers. 253 foster parents and residential institutions staff
February 1, 2018 March 1, 2018	Become Builders of Family Peace	Mayagüez	2 foster parents
February 2, 2018	Cutting	Carolina	8 foster parents
February 16, 2018	What is foster care?	Aguadilla	22 foster parents
March 1, 2018	Violence: A serious social problem	Mayagüez	1 foster parents

DATE	THEME	REGION	PARTICIPANTS
March 1, 2018	Negligence: A form of abuse	Mayagüez	1 foster parents
March 2, 2018	I know the children I have in my home	Carolina	20 foster parents
March 12, 2018	Assertive discipline	San Juan	48 foster parents
March 16, 2018	Drug and Alcohol abuse prevention	Mayagüez	18 foster parents
April, 2018	ZICA	Guayama	12 foster parents
April, 2018	School success and Prevention Post-partum	Guayama	20 foster parents
April, 2018	ADHD	Guayama	9 foster parents
April, 2018	Council and Parenting Positive	Guayama	1 foster parent
April, 2018	Developing the character	Guayama	1 foster parent
April 15, 2018	Mistreatment and developmental stages	Ponce	3 residential institutions staff
April 16, 2018	Sexuality	San Juan	48 foster parents
50 sessions	36 Theme	10 regions	1,125 foster parents and residential institutions staff

Update on the Information System

The Integrated Case Management System (SIMCa) used by ADFAN investigators and case workers, included the development of a new technology platform that improves the process quality of the services ADFAN provides. Therefore, the creation and implementation of the Integrated Case Management System (SIMCa) enables us to take referrals, document an investigation and manage active cases from our offices, including generating federal files on a single technological platform. In addition, as part of SIMCa's implementation, a business intelligence tool was included which, along with the information entered by our staff, will: help us study the profile of victims, offenders, and people responsible, as well as tailor services to meet the needs of the population that ADFAN serves.

During this period, the Administration has continued to identify areas in the System that do not allow user to work in an agile and coordinated manner. The contract with the company Softek was signed, and an aggressive work plan to follow up on the incidents reported at the island level was established. The Support Committee receives all the incidents reported, classify them and resolve them according to the assigned priority.

In the plan established with the company, meetings are scheduled three times a week at their headquarters, to work on the incidents identified, giving priority to those related to migration, referral, suppliers, AFCARS and NCANDS elements and user access security area. During the period, 32 meetings have been held to work on these areas. Four (4) trainings were offered covering all regional areas, related to the role of the supervisor within the application. In them, 189 local and regional supervisors were impacted.

In addition, the administration is receiving support from the federal level, which through the Capacity Building have been discussing and analyzing areas that were identified as weak for the management of the system, as well as analyzing everything related to the data elements required in federal reports (AFCARS, NCANDS).

It is important to note that the NCANDS file for this period was approved after all the corrections made by the team composed of the support committee and the vendor, in conjunction with the federal level.

The committee also began the correction of all the AFCARS elements, for which it received a visit from the Capacity Building support center, an additional one participated in a 6 (six) conference call where the company and the federal expert in the data area were included.

The administration received the visit from the federal level in five occasions, in which all the difficulties encountered in the system were discussed, and viable alternatives to work them. It was determined, to work everything related to the AFCARS elements, to minimize the errors, guaranteeing to have a precise and reliable profile of the data in Puerto Rico as of September 2018.

During the period it was possible to correct areas related to the migration of reports, locations and management of providers, areas that were identified as a barrier to the placement of children and to establish their permanency plan.

The administration is evaluating several companies for support in the management of the application, and to be able to work on it internally. The company NorthTrue was identified as one of those that can offer such support, and three meetings were held with it. It is expected to be able to evaluate other companies in the next period.

Training will be carried out to the foster care personnel and residential establishments in relation to the improvements for the creation of the providers. It is expected to impact all supervisors in this area at island level.

Update on the Case Review System

Case Review Systems remains as an area needing improvement for this period, as seen in the results of the QA reports.

The Assistant Administration for Adoption and Foster Care continues its participation in the Strategic Central Committee of Permanence in collaboration with the Office of the Administration of the Courts, Department of Justice and Professional College of Social Workers.

Within the strategies that have been determined in said committee to achieve timely permanency in children in foster care, we continue offering modules I and II, corresponding to timeliness of the permanency plans and adoption.

During this period several trainings of module II had been scheduled, which were suspended due to Hurricane Maria. Only three could be carried out in the Mayaguez region, where 70 social workers and supervisors were impacted, as well as judges, attorneys and lawyers of the agency. It is expected to complete these trainings in all regions during the next period.

A training of Module I was also carried out (accelerate in the Permanence Plans), impacting the number of 32 social workers and supervisors.

During this period the Central Committee of Permanency Plans carried out 7 (seven) meetings, aimed at continuing with the evaluation of the various strategies to achieve the permanence of the children in the times required by the federal and state levels.

The evaluation of a project aimed at the participation of children in judicial hearings began, which is expected to work on the design and procedure in the next period.

During FY 2017 to 2018 we accomplished:

- Reunification of 685 minors
- Adoption of 100 minors
- Guardianship for 213 minors
- Another planned living arrangement for 120 minors

Minors with a Reunification Plan;

During this period 4,784 children in foster care, of which 2,199 had a reunification plan. Of this amount, we managed to reunify 821 minors.

• Six months or less	–	379
• Twelve months	–	569
• Twenty-four months	–	657
• More than twenty-four	–	594
TOTAL	=	2,199

Foster and Adoptive Parent Licensing, Recruitment, and Retention

The ADFAN is in constant search of homes for children with special conditions to accomplish the stability in the life of the child's and their permanency plan. In 2013, ADFAN and the Secretary's office issued a conjoint policy statement to assure that standards are equally applied to licensed and certified placement resources for children in foster care. For the period we continue collaborating, the Supervisors of each of the ten regional Licensing units worked collaboratively with ADFAN staff, in a special data entry effort into the information system. Information was entered on all the licensed resources for children. The information was entered in the same screens that are used by ADFAN's staff to enter the information that fulfills the requirements for certified foster homes, as requirements are the same for both. (For more information see the attachment "Plan for Diligent Recruitment of Temporary and Adoptive Homes").

Licensing requirements for foster homes change. The new Act of Licensing is "Law for the Licensing of Care, Development and Learning Establishments for Children in the Commonwealth of Puerto Rico, "Law 173 of 2016". The Licensing Unit and ADFAN continue to collaborate in updating procedures and Forms to implement the law and

regulation # 8860 of November 29, 2016 "Regulations for the Licensing of Establishments for the Care, Development and Learning of Children in the Commonwealth of Puerto Rico." This includes a project to review files to certify or license foster homes, follow-up to the review process, and verify that the providers in the Registry are entered into the system.

During the period, 182 potential foster homes were recruited. A 126 matching notifications were made.

Families that entered the State Register of Volunteers of Adoption (REVA) during the period.

REGION	MARRIED			SINGLE		TOTAL
	H/M	H/H	M/M	Female	Male	
Aguadilla	34	0	0	3	3	40
Arecibo	15	0	0	3	0	18
Bayamón	28	2	1	3	0	31
Caguas	21	0	1	1	1	23
Carolina	13	0	0	5	1	19
Guayama	7	0	0	1	0	8
Humacao	10	1	1	5	0	15
Mayaguez	7	0	0	1	1	9
Ponce	7	0	0	0	0	7
San Juan	6	0	0	3	0	9
Recursos Exterior	2	1	2	1	0	3
TOTAL	150	4	5	26	6	182

Service Array

The SIMCa application has the capacity to collect information about the service array that is being provided to participants, island wide, along the life of the case. The report has to be programmed and it will categorize the information by type of service, and participant (child, mother, father, sibling and others) and geographical area and services needed but not available.

The Assistant Administration of Preventive Services in the Community support the initiatives of CBO's for the delivery of an array of programs and services to meet the multiple necessities of the children and families at risk served by ADFAN in an individual and accessible manner. Our federally funded programs continue the delegation of funds to non-profit community based agencies according to the community and family needs. CBCAP: 6 organizations offered integrated services to families and individuals were approved. ASFA (PSSF): ADFAN delegated PSSF funds to 16 organizations that provided an array of services gear towards parents, parents with special needs, adolescents, pregnant adolescents, children and populations with special needs. Services included workshops and training focused to CA/A prevention, strengthening family relationships, developing healthy non-violent parenting skills, responsible parenting. Participants received individual and group counseling, social services, psychological services, referrals to legal, health and other services.

For now, ADFAN uses the results of need assessment carried out through the Auxiliary Administration of Family Preservation Services, (for example CBCAP, ASFA). This Auxiliary Administration consults with the other programmatic areas to get a profile of the families been served or under served to identify prevalent needs and established collaborative service agreements and contracts for services. This type of collaboration has resulted in shared initiatives to provide services to low risk families in preservation services that do have an assigned caseworker. A number of community service organizations under the supervision of Prevention Services have been contracted to provide short term agile services within the framework of integrated family services. Also, due the fiscal situation, ADFAN continues to be proactive in securing other collaborative agreements to provided needed services.

The following information describes statistical data used as part of the needs assessment to prepare the work plan to address participant's needs.

The Assistant Administration for Prevention and Community Services continue with the strategic working plan for 2018-2019 based on data provided by different sources. For example, each region examined the tendency on reporting the types of child abuse and the municipalities of high risk. It reveals a tendency for negligence and emotional maltreatment. The data provided from statistical division of the police of Puerto Rico in regard of the information contained in the “report about Incidents of Domestic Violence, by Crimes Committed”, 2016, submitted by the Statistical Division of the Police of Puerto Rico that reports 7,749 incidents of domestic violence.

The greatest incidence of domestic violence is concentrated in the following geographical areas:

Urban	Incidents 2016
San Juan	541
Arecibo	947
Bayamón	1,286
Humacao	419
Carolina	509
Ponce	471
Caguas	814
Total	4,990

Rural	Incidents 2016
Aguadilla	496
Mayaguez	506
Aibonito	495
Fajardo	461
Guayama	477
Utua	324
Total	2,759

Incidents of domestic violence by place and zone year 2016:

a) 6,500 of the incidents were at the victim's residence; 4,990 incidents were in the urban zone and 2,759 rural zone.

b) Protection Orders by Regions 2016:

Rural Regions 2016

<i>Aibonito</i>	420
<i>Aguadilla</i>	311
<i>Arecibo</i>	577
<i>Bayamón</i>	1,814
<i>Caguas</i>	1,178
<i>Carolina</i>	180
TOTAL	4,480

Urban Regions 2016

<i>Guayama</i>	653
<i>Humacao</i>	546
<i>Mayaguez</i>	380
<i>Ponce</i>	864
<i>San Juan</i>	550
<i>Utua</i>	310
<i>Fajardo</i>	270
<i>Total</i>	3,573

a) Incidence of Domestic Violence in Puerto Rico 2016

Deaths	2016
9	8 women and 1 men

The programs in the Assistant Administration for Prevention and Community Services were informed about this data in order to align their provision of services in the areas of

higher incidence and with high risk factors. During fiscal year 2018-2019, the Assistant Administration for Prevention and Community Services included in contracts, a clause establishing that priority shall be given to ADFAN's referrals offering individualized and accessible services; and that ADFAN requires to establish coordination and/or collaboration with local offices. ADFAN maintained the collaborative agreements to expand the array of services provided to our participants. The following are the collaborative agreements for individualized services and priority access for families referred by ADFAN:

- Department of Health Medicaid, ASES-medical Services, physical health, visual mental, dental health and treatment for substance use problems.
- Department of Labor – to promote employment resources for youth in transition to adulthood;
- Department of Education – Education services to children in Foster Care or residing in their own home, including children with health problems and mental retardation; and
- Teen Challenge – for substance use treatment services.
- Municipalities,
- Nonprofit organizations,
- Faith base organizations.

Agency Responsiveness to the Community

The Department of the Family continues with the services provided by the Nurse Home Visiting Services (Family Nest) and the Schools for Healthy Living and Parenting for the prevention of violence and child abuse and neglect.

The Schools for Healthy Living and Parenting formed two hundred and fifty-four groups (254) and impacted 4,093 persons. In these fiscal year the School for Healthy Living and Parenting reached Fourteen thousand one hundred ninety-four (14,194), offering diverse educational activities.

Educational Orientation			
Month/year	Themes	Groups	Number of Participants
March-December 2017	Law 246	19	497
	Child Abuse	18	293
	Discipline	8	126
	Self-esteem	32	649
	Conflict Management	9	185
	Anger Management	18	300
	Bullying	7	162
	Cybernetic Bullying	27	587
	Human Traffic	10	105
	Domestic Violence and Child Maltreatment	5	75
	Sexual Abuse Prevention	60	1113
	Family in Community	5	183
Other Orientations	242	9919	
TOTAL		460	14,194

The Assistant Administration for Prevention and Community Services continues reaching the municipalities through the educative musical play "*Mi Familia es mi Mejor Proyecto de Vida*", (My Family is my Best Life Project). This educative strategy promotes the message of the importance of building a culture of peace in the family and the community and the use of child rearing practices that guarantees the safety, well-being and permanency of children.

The Agency has developed a community-based model of services delivery that guides the collaborations, the provision and contract of community providers and concerned citizens. The strategy that has been working on is the development of a structured network of community agencies that provide an array of services aligned with

participants needs. This strategy is being working in collaboration with the Social Protection and Family Preservation Assistant Administration. The consideration of this initiative responds to the need of disposing CPS referrals in a more agile way and to provide families in need, with services in a diligent manner. During fiscal year 2017-2018 the Assistant Administration continued strengthening the relationship between ADFAN's local offices and the community-based organizations that received funds. We continue to tailor prevention efforts to the needs identified at the regional and local level, and worked towards improving communication among local and regional offices and community-based organizations.

The Assistant Administration will prepare the 2018-2019 Services and Collaborative Agreements Directory containing information of all the programs, funded organizations and collaborative agreements available for the provision of a variety of services to prevent family violence. The names of the organizations, contact information, municipalities/regions served, target populations, and a brief description of the services offered were included. This Directory will be sent to all Assistant Administrations at the central, regional and local levels. Copies will also available to other organizations and agencies.

The Assistant Administrator for Prevention and Community Services collaborated in public awareness campaigns, share statistical data/services, Service Directories/information brochures, and the development of innovative violence prevention programs with other agencies and organizations in the community.

One example of this coordination of funds has to do with CJA, ASFA and state funds. In regard to the CIMVAS, CJA funds will be used to fund the off the shelf application (Respond@), that enables interchange communication with each other. (See update on Collaboration / *case follow-up*). The operation of the CIMVAS is also funded through ASFA and state funds.

(3) UPDATE TO THE PLAN FOR IMPROVEMENT AND PROGRESS MADE TO IMPROVE OUTCOMES

Revisions to Goals, Objectives and Interventions: Refer to Table Attachment
Implementation Supports:

The training office has offered training, not only focused on the content areas required by local and federal legislation, but also on workshops promoting the self-care and welfare of direct service staff and supervisors who work in the challenging field of child welfare. Special care is also taken in assuring the quality of the training our staff receives, by contracting experts in the field of knowledge they train and by carrying out meetings with those consultants to refine the content of the training. The training office makes sure training is aligned with the CFSP 2015-2019 plan, goals, and objectives and with the staff's identified needs.

The Training Office keeps track of enrollment, according to CFSR items 26, 27 and 28. Its purpose is to establish and maintained a record or evidence on all training that ADFAN personnel have received. Also, we have made efforts with the Institute of Continuing Education of the College of Social Work Professionals of Puerto Rico for the approval of contact hours on continuing education for all the trainings. This collaboration allows social workers and social work supervisors of the agency to keep their social work license active and also promotes training attendance. The office staff prepares Training Certifications with the list of employees who completed the workshop. The director of the Training Office, is responsible for delivering the certificates to the College of Social Work Professionals of Puerto Rico. The Training Office also supports practice by elaborating norms and procedures that guide the practice and improve results.

To support the SIMCa implementation plan, the Training Office develops a training plan and identify and secure adequate training facilities, with the capacity to support the SIMCa application. Facilities at ACUDEN are being used to provide the training for new contract personnel. Also, facilities are the regional offices are used to provide social worker and supervisor an opportunity to receive re-training.

Capacity Building

In the AAFC we are receiving technical assistance from the staff of Capacity Building Center for States in order to increase knowledge about permanency practices and to develop strategies to strengthen and improve permanency practice. Other strategy is to engage in an analysis collaboratively with the Court Improvement Program (CIP) to determine root causes of gaps in permanency practice. Capacity Building staff visited ADFAN on April 3-6, 2017, to establish a work plan. From the visit conference call have been conducted in April 18 aimed at the evaluation series of intervention built on root cause analysis, was determine that ADFAN will increase the capacity to select intervention based on evidence –informed or peer informed. In the following visit that will be carrying out in June 5 to 9, 2017, Capacity Building Staff will be offering technical assistance to the Central Level Staff. According with the agreements with Capacity Building Staff other activity that will be carrying out is evaluating the documentation of face to face contact. In addition of the support that Capacity Building Staff are given to ADFAN Staff it is evaluating SIMCa System to reconcile the face to face contacts in it application.

A meeting was carried out in March 7, 2017 to present the work plan for the next five (5) years and the implementation of the ADFAN intervention to the achievement of permanency.

Progress Benchmarks (Training and QA):

We are complying with the training plan and QA as scheduled in the CFSP 2015 -2019. We monitor plans through a tactical operational plan to verify compliance with the benchmark, as well as the continuous review of the strategic plan in the CFSP 2015-2019 itself. This information and the coordination with the program assistant administrations appear in the Excel table and the training work report of this progress report. The coordination with, for example, the ADFAN regions for the processes of registration of training participants and the request of the list of active cases for the sample selection per quarter according to the QA reading plan also appear therein. (See Table Revisions to Goals).

We start to share the findings with the regions already revised in respond to the CQI process and the follow-up area in the QA Office. We visit the San Juan and Guayama regions and shared the findings to the social work personnel and associate director. They development an improvement plan to work with their priority needs identified through the data that we provide. This plan was shared with each Assistant Administration for follow up.

Feedback loops:

As we previously mentioned, the Training Office in coordination with the Office of Court Administration, offered the training: "Module I: Childhood and Adolescence Well-being Permanency Plans and Module II: Childhood Adolescence Well-being to expedite Process for the Achievement Adoption. Also with Expert Testimony in Court and Trauma During Removal.

The Training Office collaborated in the development and implementation of training on the use of the application of the SIMCa. This application allows for speeding up the documentation process, systematization and keeping the record in digital format. In the next sections of this report, we will present the corresponding design and coordination of the training.

The QA Office provides information to the administration, programs and the Legal Counsel Office regarding the findings of the readings, so that they can monitor the progress of the performance of their respective work areas. We reported the findings by sending the results to the Administration and to the Assistant Administrations. We share the information with the revised regions and for follow up purposes we request an improvement plan to attend the items with the lowest score. Also, the Quality Assurance Office delivers the results sheet of the CFSR OSRI (July 2014) to Assistant Administrators for their information.

(4) UPDATE ON SERVICE DESCRIPTION

ADFAN is under the umbrella of the Department of the Family (DF), which also administers and supervises services to needy families (ADSEF), services to early childhood (ACUDEN), and child support services (ASUME). As a state administered child welfare system, an array of services is provided through these four Administrations that are easier and faster to coordinate for the benefit of the participants we all share. Local level offices are structured as integrated service centers, where staff of the four Administrations shares a common physical space.

Operationally, this translates into informal and formal contacts and operating procedures that many times result in a more comprehensive and agile delivery structure within the continuum of services that the agency offers. Coordination among Administrations and with the Office of Licensing, which is attached to the Secretary's Office. In the past years has strengthened with the creation of the IV-E Unit and the implementation of SIMCa. For example, the ADSEF gave access to IV-E evaluators to their SAICweb application, who can now read information about the income of the AFDC family group. This has simplified and expedited the evaluation of economic eligibility, which is part of the IV-E requirements. The ASUME and ADFAN have been analyzing the universe of children who receive child support compared to the universe of children under custody who are IV-E eligible and claimable. For IV-E purposes, this effort will result in a more accurate count of children that ADFAN claims for reimbursement. Also, the Office of Licensing has been working closely with ADFAN, in assuring that all licensed caregivers (foster parents or institutional) have a background check based on a search of the FBI criminal data base. They have a draft of a policy statement that will be issued shortly, requiring that all licensed caregivers have that additional background check. ADFAN has also incorporated that requirement in the contracts with the institutions used for placement of children.

ADFAN continues to strive each year to meet the mandate, in *Law for the Protection, Well-being, and Protection of Minors*, No. 246 of December 16, 2011, that the

Department of the Family, government agencies and community organizations work together in the attention and prevention of child abuse. Many of those collaborations continue to be carried out through the Multi-Sectorial Board (same as Tran-sectorial Board), "*Justicia para la Niñez*" (*Court Improvement Project*), *the Children's Justice Act Task Force, Multi-sectorial Boards and the Citizen Review Panels, among others.*

The CBCAP, PSSF and VD Programs worked in collaboration with the Child and Families Services Plan to help develop a structured network of community agencies that provide an array of services aligned with participants needs. In July 2017 the CSBG funds and services be transfer to the Office for the Socioeconomic Community Development (ODSEC by its Spanish acronyms).

Following, is a more detailed description of each of the Assistant Administrations through which ADFAN carries out its ministerial responsibilities and how those collaborations are operationalized. Each programmatic service area is assigned a 20% of the PSSF funds to support the services each one provides. The Administration of Families and Children has approved a Cost Allocation Plan since February 2017. The agency builds a system for data collection of the Random Moment Sample. In June 2018 began the training for Social Workers on the application. It is expected to be able to carry out the first claim in the fourth quarter of the year 2018.

ASSISTANT ADMINISTRATION FOR PREVENTION AND COMMUNITY SERVICES

The Assistant Administration for Prevention and Community Services is responsible for most of the prevention and community based programs in the Administration of Families and Children (ADFAN). The Assistant Administration establishes and implements primary, secondary and limited tertiary prevention services in communities throughout Puerto Rico, with the goal of strengthening families and promoting a culture of peace in communities. It administers the following programs: Schools for Healthy Living and

Parenting (Escuelas para la Convivencia y la Crianza), Schools for Family Life (Escuelas para la Vida en Familia), Access and Visitation Program-Project (Proyecto Encuentro), Nurse Home Visiting Program- “Safety Nests”, Community-Based Child Abuse Prevention Program (CBCAP), Domestic Violence Prevention Program (FVPSA), 20% of the Promoting Safe and Stable Families funds(Family Support and Prevention Programs, PSSF.

For FY 2018 The Schools for Healthy Living and Parenting Program will continue working in the implementation of the Centers for Family Peace and Support for the reduction of risk factors and strengthening the protective factors in high risk communities. We keep on working the goal of establish at least two centers per region and continue the training of one hundred family peace promoters to work in close collaboration with these centers. On May 2017, a new center was inaugurated at the Miguel Such Vocational School.

The Nurse Home Visiting Program “Safety Nest” will continue working in close collaboration with agencies and organizations in the planning and delivering preventive services to pregnant high risk adolescents. This program will continue the use of the administration of the Age and Stage Questionnaire (ASQ) for the early detection of delays in the infant developmental stages.

Since the Access and Visitation Program-Proyecto Encuentro is a proposal from the Administration for Child Support which delegates funds, decided that the Administration of Children and Families will continue being the Agency to be responsible for the delivery services.

The Assistant Administration will continue supporting the initiatives of the community based organizations for the delivery of an array of programs and services to meet the multiple necessities of the children and families at risk served by the Administration of Children and Families in an individual and accessible manner. We will continue

supporting the use of evidence based models and actualized needs assessments as essential requirements for the planning and provision of services.

ASSISTANT ADMINISTRATION FOR CHILD PROTECTIVE SERVICES

The Assistant Administration for Child Protective Services is responsible for the investigation of CA/N reports. As one of its primary components, the State Center for the Protection of Children is responsible for the operation of the Child Abuse and Neglect Hotline and the Orientation and Family Support Hotline. Both lines are responsible for providing an expedite system of communication to receive family and/or institutional abuse reports, investigation of CAN reports and to provide orientation and crisis intervention in different areas of family life. It also, operates the Central Registry which maintains updated statistical and programmatic information about CAN reports and cases receiving services by ADFAN. The Regional Investigation Units make the initial contact with the alleged child/ren victim/s and their families according to the priority response assigned by the Hotline. Investigators assess for the presence of child safety threats implement protective and safety actions on behalf of the children and give disposition to family and institutional CA/N reports. Interventions may involve court contact to protect the child.

- **Central Registry:** work unit that receives and records all child abuse investigations conducted in Puerto Rico, performs search history of abuse as requested, processes applications to expunge files and maintains a file of reports and investigations of institutional abuse. The Central Registry receives an average of **452** requests per month.

During this year, a total of **5,429** requests to perform a search history and others requests were received. The decrease in requests to the Central Registry is attributed to the period that the Central Registry was not operational. After the Hurricane Maria the Central Registry office was close down due to damages to the building. After two months ADFAN was able to relocate the staff to a temporary office and began to offer services as usual.

- **Hot line:** A special communication system for Child Protection Services called "Child Abuse, Institutional Abuse, Neglect and Institutional Neglect Hotline", used by all citizens to report situations of abuse, institutional abuse, neglect and / or institutional neglect of children, twenty-four (24) hours a day, seven (7) days a week.

All reports of child abuse, institutional abuse, neglect or institutional neglect, will be investigated to any time of day or night, any day of the week. The hot line received from April 2017 to March 2018 a total of 67,672 calls, of which 66,442 were addressed and classified as CAN reports, social emergencies, elderly and disabled adult reports. 13,182 calls became child abuse reports, including reports related to institutional abuse, and were referred to an investigation unit to perform a social investigation.

It is important to note that the line maintained its operations during the atmospheric event "Maria" and managed to maintain its telephone system with only some sporadic interruptions. The SIMCa system was restarted in 24 hours. The operations of the line served to maintain communications between the investigation centers and the central office, since most of them had their communications systems down.

- **Orientation line:** special communications system, free of charge, which receives calls and offer professional guidance to any individual or family who requests it. The line aims to support and strengthen individuals and families to improve their social functioning and family relations, offering guidance to citizens to identify and detect risk factors associated with abuse, violence and other social crisis. Serves the general population including all:

- Ages
- Gender
- Nationality
- Social origin
- Political and religious ideas

This service is used to provide general guidance and social services required, and it is a tool used to divert situations which do not represent a situation of abuse, and that do not meet the CAN criteria. The family or individual is then referred to social counseling services in the community. Currently the orientation line receives the reports that the hotline screen out. If a risk factor is identified in the call, and there is an identified informant, staff from the orientation line reach out to the families and coordinate the services that they required.

The Orientation Line performed 16,889 orientations.

This year, a total of 140 risk factor orientations were transferred from the hotline to the Orientation Line. The calls that the Hotline classifies as orientation with risk factors are part of the total of the orientations offered in the service. The decrease in this area is attributed to the training and work done in the direct line that has impacted the reports received through a better screening and in the same way the guidelines where alleged risk factors were cataloged.

- **Investigations units** (UIE Spanish acronym): a special program for intervention in situations of child abuse on a 24/7 schedule. There is a unit in each of the 10 ADFAN regions to cover the entire island. Its overall purpose is the investigation of child protection reports (0-17) and situations pertaining children ward of the state. UIE also investigates social emergencies of elderly, adults with disabilities and situations of institutional abuse, out of business hours.

there were a total of 13,182 reports and 20,075 alleged child victims received for investigation, according to data from the information system (SIMCa) from April 2017 to March 2018. Of these, 5,135 were children between the ages of 4 - 7 years. Bayamon, San Juan and Ponce were the regions that received more reports.

As of March 2018, the Investigation Units reported that:

- 97% of the reports received in 2015, were investigated
- 76% of the reports received in 2016, were investigated
- 55% of the reports received in 2017, were investigated
- 38% of the reports received in 2018, were investigated

ASSISTANT ADMINISTRATION FOR FAMILY PRESERVATION AND STRENGTHENING SERVICES

The Family Preservation and Strengthening Services Assistant Administration is responsible for the delivery of family preservation services to families, to assure the safety, development and well-being of their children, while they remain in their own home. It works towards improving the protective capacities of the parents, and towards preventing the removal of the children from their homes. It works in collaboration with the families, communities, services providers and other public and private agencies in the development and implementation of integrated services to assure the preservation of the family unit. It promotes the safety, stability and wellbeing of children, victims of intra-familial and institutional maltreatment, of women victims of domestic violence and families with children with multiple social, emotional adaptation problems, as well as, dual diagnosis and special needs.

To meet this goal, the ADFAN, has adopted the Generalist practitioner model focused on the family and Safety model. These models provide the conceptual and philosophical, framework as well as the methodological structure to guide the intervention services worker.

The family preservation services in the ADFAN include:

Intensive In-Home Preservation Service,

Aimed at families in crisis, particularly when the child's removal is imminent to preserve the family unit. The caseworker promotes the empowerment of the family. Flexible and focused services build on the strengths of the family and increase the protective capacities of caregivers. Services are specific to the family and aim to resolve the crisis that puts the child at imminent risk of removal.

Eight Intensive In-Home Preservation Services (SIPH) units were operational in 2016-2017 but only seven remain as of March 2018. As stated in previous reports, several administrative issues resulted in the decrease of staff in the SIPH Units. In 2016, a total of 20 social workers were assigned to the SIPH Units, 16 in 2017 and 17 in 2018. The Arecibo Unit was eliminated during this period. The supervisor resigned and the social worker was transferred to a local office.

In July of 2017, the Deputy Administrator gave guidelines to the Associate Directors stating that no personnel could be transferred from the units. In addition, it was established that all units should increase the number of cases worked by 50%. The goal was to serve 228 cases. At the end of the fiscal year, only 75% of the goal was met. However, given the limitations prevailing between September and December 2017, we consider that it was a significant increase.

During the period 2017-2018, the amount of families and children that received intensive in-home preservation services by region, were 169 (+11.2%) families with 324 (+47.3%) children.

Families receiving SIPH services by fiscal year:

PERIOD	FAMILIES¹	% CHANGE	CHILDREN	% CHANGE
2013-2014	273	-	548	-
2014-2015	211	-22.7%	306	-44.1%
2015-2016	167	-20.8%	417	+36.3%
2016-2017	152	-9.9%	220	-52.8%
2017-2018	169	+11.2%	324	+47.3%

¹ Families served include closed cases and cases still receiving services at the end of the period.

For the next period, ADFAN will carry out an efficiency and effectiveness analysis of the SIPH Unit services. Due to the human resources limitations, ADFAN will consider if it's possible to increase the amount of social workers assigned to the Intensive Preservation Services Units. With the objective of increasing the number of families served, ADFAN will also reconsider some of the administrative issues, such as caseload and inclusion criteria.

(Reference: Line 197, 198, 199 update to the plan for improvement and progress made to improve outcomes)

Preservation Services is offered to families where a CPS report has been substantiated, and focuses on the causes or contributing problems to the risk of abuse to children. Family preservation services are offered to the families for a period of 6 months through all the local offices in the 10 regions.

The Social Work Specialists assigned to the Family Preservation service, visited the Regional and Local Offices during the past year following up in the work plan of each office. A total of 116 visits were conducted between local offices and regions. They were able to visit 10 regions and 31 local offices (see table).

Specialist visits to local offices are planned, and case discussions are held with direct service personnel as needed. The purpose of the visits made between October and December, was to corroborate the status of services after Hurricane Maria:

- Check the safety of families and minors
- Identification of needs associated with the hurricane
- Check if the families were relocated
- Continuity of services
- Reestablish communication between offices and service providers
- Case discussion

The Work Plan has the objective of improving the level of compliance with the standards, procedures and public policy of the Preservation Service in accordance with the six stages of intervention of the General Model adopted by the Agency. To address the number of active, assigned and unassigned cases, the review of the universe or sample of the active cases in the preservation services and the elaboration of the work plans for each region was established as a goal, according to the identified needs. During the review of cases, emphasis was placed on the fulfillment of the tasks of each stage of intervention and the closing of cases within the established periods. In addition, supervisors were asked to assign the family preservation cases to only one or two case managers.

For the follow-up of the work plans by region, each specialist makes visits to the local offices in which greater difficulty in the handling of cases is identified. Inventories of active cases are periodically requested and the SIMCa information system is used to monitor each case.

When performing an evaluation of results and comparing the number of active, assigned and unassigned cases since the beginning of the plan (2014), it's evident that active cases have decreased by 30.15%.

In several regional offices, a net reduction in the volume of cases was observed between April 2017 and March 2018, from 4.62% to 37.76%. For the same period, the Agudilla region had an increase in the volume of cases of 29.07%. See table below. A total of 3736 cases were closed during the year.

In Home cases closed and received by regional office

April 2017	AGUADILLA	%	ARECIBO	%	BAYAMON	%	CAGUAS	%	CAROLINA	%	GUAYAMA	%	HUMACAO	%	MAYAGUEZ	%	PONCE	%	SAN JUAN	%
Balance April 2017	86		546		1051		437		714		691		1152		893		581		1900	
Received	110		145		284		186		372		293		349		239		490		128	
Total	196		691		1335		623		1086		984		1501		1132		1071		2028	
<u>Closed cases</u>	<u>85</u>	<u>43.37</u>	<u>257</u>	<u>37.19</u>	<u>573</u>	<u>42.92</u>	<u>351</u>	<u>56.34</u>	<u>405</u>	<u>37.30</u>	<u>367</u>	<u>37.30</u>	<u>444</u>	<u>29.60</u>	<u>348</u>	<u>30.74</u>	<u>647</u>	<u>60.41</u>	<u>259</u>	<u>12.77</u>
Balance March 2018 ²	111	129.07	434	79.49	762	72.50	272	62.24	681	95.38	617	89.30	1057	91.75	784	87.80	424	73.00	1769	93.10
Net reduction ³	0	-	112	20.51	289	27.50	165	37.76	33	4.62	74	10.70	95	8.25	109	12.20	157	27.00	131	6.9
Net increase	25	29.07	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

² Percentage of active cases at the end of the year compared to the total at the beginning of the year.

³ Percentage reduction compared to the balance at the beginning of the year

Local Offices visited by Social Work Specialists:

REGION	VISITS	FREQUENCY
AGUADILLA	Regional Office	5
ARECIBO	Regional Office	4
BAYAMON	Regional Office	5
	Bayamón II	1
	Bayamón III	2
	Cataño	2
	Corozal	1
	Dorado	1
	Naranjito	1
	Toa Alta	1
	Toa Baja	1
	Vega Alta	1
CAGUAS	Regional Office	8
	Aguas Buenas	1
	Barranquitas	1
	Caguas	5
	Cidra	2
	Comerío	1
	Gurabo	4
	San Lorenzo	4
CAROLINA	Regional Office	7

	Trujillo Alto	2
GUAYAMA	Regional Office	4
	Arroyo	1
	Cayey	1
	Guayama	1
	Patillas	1
	Salinas	1
	Santa Isabel	1
HUMACAO	Regional Office	5
	Humacao	2
	Juncos	1
	Las Piedras	5
MAYAGUEZ	Regional Office	7
PONCE	Regional Office	8
SAN JUAN	Regional Office	9
	Guaynabo I	1
	Rio Piedras I	2
	Rio Piedras II	4
	Rio Piedras III	1
	San Juan I	1
TOTAL		116

Based on the results of the review carried out in the family preservation cases, improvement is required in all the applicable outcomes. The table shows the percentage of cases rated as strength for each outcome and region.

	Ponce	Guayama	San Juan	Bayamon	Carolina	Arecibo	Caguas
Item 2: Services to family to protect children in the home and prevent removal or re-entry into foster care	20	0	16.7	16.7	25	40	33.3
Item 3: Risk and safety assessment and management	0	0	0	0	0	0	0
Item 12: Needs and services of child, parents and foster parents	16.7	0	16.7	0	16.7	16.7	0
Item 13: Child and family involvement in case planning	33.3	0	0	0	16.7	16.7	0
Item 14: Caseworker visits with child	0	0	0	0	0	0	0
Item 15: Caseworker visits with parents	0	0	0	0	0	0	0
Item 16: Educational needs of the Child	100	0	25	33.3	50	25	0
Item 17: Physical health of the child	0	0	0	16.7	16.7	16.7	0
Item 18: Mental / Behavioral health of the child	0	0	16.7	20	0	50	20

This administration increased coordination with non-governmental entities. Three proposals were evaluated, selected and contracts with the entities were signed. Those entities provided preservation services to 60 families in Arecibo, Mayaguez and San Juan Regions.

The expectations to increase the number of cases to be transferred to the community based organizations wasn't achieved due to lack of interest of the participant regions. Only 60 cases were referred.

STATISTICAL DATA

Family Preservation Services					
Active Cases as of December					
Region	2014	2015	2016	2017	2018⁴
Aguadilla	128	114	83	96	98
Arecibo	793	698	589	476	438
Bayamón	1,038	1,277	1,088	855	733
Caguas	999	832	529	332	278
Carolina	1,572	1,007	724	615	587
Guayama	1,080	870	722	640	603
Humacao	918	1,426	1,220	1,073	1,035
Mayaguez	807	856	924	818	758
Ponce	1,279	879	593	509	395
San Juan	936	1,810	1,892	1,803	1,746
TOTAL	9,550	9,769	8,364	7,217	6,671

⁴ As of April 2018

Family Preservation Services					
Unassigned Cases as of December					
Region	2014	2015	2016	2017	2018⁵
Aguadilla	0	3	0	0	3
Arecibo	1	2	18	10	8
Bayamón	237	416	223	136	116
Caguas	97	161	82	120	77
Carolina	152	16	30	30	54
Guayama	269	104	67	73	1
Humacao	295	360	150	129	176
Mayaguez	272	187	244	175	132
Ponce	190	122	0	0	0
San Juan	699	833	910	861	908
TOTAL	2,212	2,204	1,724	1,534	1,475

The total unassigned cases have been decreasing since 2014 for seven of the ten Regions. As of April 2018 there were 1,475 unassigned cases, which account for a 22.1% of the total active cases. Specifically, for Aguadilla, Arecibo y San Juan the amount of unassigned cases has been increasing in 3.1 %, 1.8% and 52.0%.

The table below presents the percentage change in active and unassigned cases between 2014 and 2018.

⁵ As of April 2018

REGION	PERCENTAGE CHANGE ACTIVE CASES 2014-2018	PERCENTAGE CHANGE ACTIVE CASES 2017-2018	PERCENTAGE OF UNASSIGNED CASES 2014	PERCENTAGE OF UNASSIGNED CASES 2018
Aguadilla	76.56%	102.08%	0.00%	3.1%
Arecibo	55.23%	92.02%	0.13%	1.8%
Bayamón	70.62%	85.73%	22.83%	15.8%
Caguas	27.83%	83.73%	9.71%	27.7%
Carolina	37.34%	95.45%	9.67%	9.2%
Guayama	55.83%	94.22%	24.91%	0.2%
Humacao	112.75%	96.46%	32.14%	17.0%
Mayaguez	93.93%	92.67%	33.71%	17.4%
Ponce	30.88%	77.60%	14.86%	0.0%
San Juan	186.54%	96.84%	74.68%	52.0%
TOTAL	69.85%	92.43%	23.16%	22.1%

(Reference: Line 202-203, 207-210, 212-214, 217-219 update to the plan for improvement and progress made to improve outcomes)

Investigation and attention of institutional child abuse referrals and cases.

The service aims to promote and maintain the safety and protection of minors placed in foster homes, treatment, rehabilitation and educational establishments or out of home care, for a day of 24 hours or part of a day, by investigating reports of institutional abuse. This service is provided at all the Regional Offices and targets reports of all children aged 0-18.

The Institutional maltreatment units (UMI) had 52 social workers as of April 2017, and 48 on March 2018: 13 supervisors and 35 social workers. With the collaboration of the Program of Support to Victims of Sexual Abuse and Family (PAF) Mental Health

Community Clinic, Inc., SEPY, Ricky Martin Foundation, ADFAN Training Office and the Court Improvement Program, training sessions were offered to the staff.

Training	Attendance
Human Trafficking	21
Medication Management	18
Required Medical Services	18
Trauma	4
Sexual Abuse Investigation	10
Service Review	1
Adoption – Permanency Plan	4
Expert Testimony in Court	1

The training sessions occurred up until August 2017 and began on March 2018. Between those dates no training was offered. Orientations, which usually take place in schools, were interrupted also.

A meeting between the Maltreatment Unit Investigators and the social workers responsible for the supervision of institutional facilities (facilitators) was celebrated on April 2018. Each group shared with the other details of their duties, responsibilities, norms and procedures pertaining their area of expertise and ways to collaborate. Emphasis was placed in making continuing efforts to maintain kids in safe places. The Institutional Maltreatment Unit will invite the facilitator to case discussions and decision making process or to coordinate improvement plans with institutions.

Between April 2016 and March 2017, a total of 4,726 reports were awaiting investigation. During the year, 1,843 (39%) were investigated, only 148 (8%) were substantiated. For this period, April 2017 - March 2018, a total of 3824 reports were awaiting investigation, 59% were received between 2011-2016. During the year, 1363 (36%) were investigated, only 93(7%) were substantiated. A reduction of reports

received is observed since June 2017. Continuous training to the hotline and lack of communications after the hurricane season may explain this observation.

	2016-2017	2017-2018		
Reports awaiting investigation during the year	4,726	3,824	-902	-19%
Investigations	1,843	1,363	-480	-26%
Substantiated	148	93	-55	-37%

Institutional maltreatment investigations per region April 2017 – March 2018:

Region	Backlog March 31, 2017	Received March 2017 April 2018	Total	Backlog March 31, 2018	Investigations	%	Substantiated	%
AGUADILLA	249	80	329	220	109	33%	13	12%
ARECIBO	91	73	164	53	111	68%	5	5%
BAYAMON	1195	171	1366	1039	327	24%	9	3%
CAGUAS	100	100	200	73	127	64%	13	10%
CAROLINA	370	94	464	319	145	31%	15	10%
GUAYAMA	44	59	103	45	58	56%	5	9%
HUMACAO	198	85	283	168	115	41%	3	3%
MAYAGUEZ	105	70	175	92	83	47%	11	13%
PONCE	246	77	323	119	204	63%	9	4%
SAN JUAN	285	132	417	333	84	20%	10	12%
TOTAL	2883	941	3824	2461	1363	36%	93	7%

The 80.9% of the reports awaiting investigation are incidents of abuse in schools. All regions have a backlog of abuse in schools. In February 2018, a group was appointed with the task of revising the existing investigation protocol in schools and look up for an expedite procedure. The unavailability of victims, perpetrators and witnesses is the main

obstacle in conducting the investigation. The unavailability of parents' authorization to interview kids in school is also an obstacle.

Last year a reorganization of the Department of Education was placed in motion. As a result, some schools have been closed and students and staff have been reassigned to other schools. For the next academic year, more changes are expected. These changes have been and will continue to be a major setback in the investigation process; in many instances the investigator is unable to locate key witnesses, victims and perpetrators.

Total reports as of March 2018: 2461	Percentage of reports awaiting investigation
Schools	80.91%
Head Start / Child Care	10.03%
Foster Homes	3.74%
Institutions	4.59%
Other	0.73%

SIMCa - Some technical difficulties have aroused during the first year of the system implementation with the documentation of institutional maltreatment investigations in SIMCa. A supervisor of an Institutional Maltreatment Unit was appointed as liaison in the committee that deals with SIMCa issues. With her expertise in the workflow of the investigation process, the group will take the required actions to improve the system. Two meetings have been held with all UMI supervisors and a representation of the investigators to find solutions. Next step is a face to face meeting in each regional office with all staff.

(Reference: Line 188 and 189 update to the plan for improvement and progress made to improve outcomes).

Sexual Abuse Evaluation and Treatment Services - ADFAN maintain a service contract with the Program of Support to Victims of Sexual Abuse and Family (PAF) Mental Health Community Clinic, Inc. The Integrated Services Centers for Children Victims of Sexual Abuse (CIMVAS) were created in response to Law 158-2013, to serve

the entire population of minors in Puerto Rico. For these purposes, six centers were established, distributed throughout Puerto Rico to serve the entire island.

Through these professionals the evaluations of allegation of sexual abuse are conducted. Each completed assessment must be accompanied by an expert report which includes the process of interviews, clinical findings and relevant recommendations.

During this year, the operation of the Centers for Integrated Services for Juvenile Victims of Sexual Abuse (CIMVAS) has continued. Now, the PAF administers the CIMVAS Centers of Puerta de Tierra, Camuy and Ponce created by Law 158-2013. The objective is to obtain accreditation from the National Children's Alliance for each center.

For the 2017-2018 period, the program offered evaluation services to 178 children and treatment services to 60 kids through all Puerto Rico.

Direct and specialized services for children and their families:

- Assessment of allegations of sexual abuse
- Psychological treatment for victims of sexual abuse and their non-offending family
- Trans disciplinary management and intervention in situations that meet the requirements
- Therapy for parents and custodians not offenders of child victims of sexual abuse

Children served by CIMVAS, April 2017 – March 2018

Service	Amount
Evaluation	178
Therapy	60
Total	238

- Professional staff assigned to the three centers.
- Seven (7) evaluators with training and experience in the evaluation of sexual abuse reports.
- Two doctoral interns and ten doctoral students in clinical psychology (this as part of the contributions of the Mental Health Clinic)
- Two clinical supervisors (for students)
- Three facilitators with training and experience in the evaluation of sexual abuse cases.

REFERRAL PROCESS

Referrals to CIMVAS are made by the Department of the Family, the Sexual Offenses Unit of the Puerto Rico Police and the Department of Justice. The report is assigned to a CIMVAS center according to the place of residence of the child at the time of the request; the requested service must be specified.

The ADFAN protocol was approved for the sexual abuse case management. On June 29, 2016, the new "Regulation for the Organization and Operation of the Community Trans-Sector Board for Family Support and Education", (Rule No. 8765) was filed in the State Department. Under Law 158-2013, as amended, the Trans-Sector Board is entrusted with the oversight, certification and regulation of CIMVAS. The Trans-Sector Board should coordinate, support and promote collaborative efforts between government agencies and nongovernmental organizations to ensure that sexual abuse cases are addressed effectively and efficiently in CIMVAS.

Services provision method:

- *Forensic interview*: They are performed as set out in the guidelines: "The American Professional Society on the Abuse of Children"

(APSAC). Staff from the Department of the Family and the Sexual Offenses Unit of the PR Police participate in the interview process.

- *Medical evaluation:* The CIMVAS have medical and nursing staff for the services of medical-forensic evaluation and medical follow-up, for the minors that require this evaluation. For CIMVAS who are still preparing the medical examination area, forensic examinations have been coordinated in hospital emergency rooms located in the corresponding region.
- *Therapeutic interventions:* Psychologists specialized in sexual abuse were hired to offer the therapeutic intervention service. These interventions are performed in a confidential, safe and private environment. As part of the intervention, support is provided to both the child and the parents, custodians and case managers. The National Children and Traumatic Stress Network certifies PAF therapists with the CBT-TF Cognitive Behavioral Therapy Trauma Focused. Currently they are the only therapists with the certification and in the registry of providers in the United States.
- Case Review - Regular meetings are held with the multidisciplinary team (Department of Family, Health, Justice (prosecutors) and the Police PR) to discuss cases and receive recommendations for management and monitoring.
- Case Tracking - Case monitoring is done through individual meetings with the direct service staff, review of records using the Minimum Documentation Monitoring form.
- Case Registration System - The "off the shelf" application for the case registration and follow-up system called RESPOND was implemented in December 2016. The PAF's direct and administrative services staff, case managers appointed in the centers and the social work specialist participated in the design, implementation and application training process.

- RESPOND is not connected with SIMCA, the purpose of the implementation of this mechanized system was streamlining, facilitating and maximizing the handling of information of the referred cases.

Training - The following training sessions were offered by the Program of Support to Victims of Sexual Abuse and Family (PAF):

Date	Topic	Participants
April 1, 2017	Forensic interview in children and adolescents	22
April 4, 2016	Guides, protocols and models of forensic interview I	25
April 11, 2018	Guidelines, protocols and models of forensic interview II	14
April 19, 2017	Models and Criteria for Evaluating Sexual Abuse	26
April 19, 2017	Student Conversation: How to proceed with a suspected sexual abuse, what to do and what not?	10
April 21, 2017	Receiving a child victim of sexual abuse	18
May 17, 2017	Assistance to victims of human trafficking	12
May 19, 2017	Play therapy: Utility and scope of services for child victims of sexual abuse	11
May 25, 2017	Guidance on the services of the Program	25
May 31, 2017	Case presentation: Psychosocial evaluation before an allegation of sexual abuse	6
June 14, 2017	Case presentation: Group Therapy for parents, mothers and non-offended caretakers of child victims of sexual abuse	6
June 15, 2017	Suspected cases of child and adolescent sexual abuse. From the theory to the practice.	30
June 16, 2017	Handling and documentation of records in the PAF	12

Date	Topic	Participants
June 22, 2017	Working with children with sexual behavior	8
June 23, 2017	Practical exercise related to the qualification process of expert testimony	15
June 28, 2017	Methodological issues from a forensic perspective in handling cases with allegations of child and adolescent sexual abuse	15
June 29, 2017	Methodological issues from a forensic perspective in handling cases with allegations of child and adolescent sexual abuse	12
Jul. 6, 2017	Methodological issues from a forensic perspective in handling cases with allegations of child and adolescent sexual abuse	15
Jul. 7, 2017	Methodological issues from a forensic perspective in handling cases with allegations of child and adolescent sexual abuse	12
Aug. 17, 2017	Suspected cases of child and adolescent sexual abuse. From the theory to the practice.	24
Aug. 17, 2017	Forensic interview in sexual abuse cases	25
Aug. 24, 2017	Forensic interview in children and adolescents	13
Sep. 1, 2017	Psychosocial assessment of allegations of sexual abuse	19
	Deepening the theoretical and practical aspects of psychosocial assessment of allegations of sexual abuse	9
Feb.2,2018	Forensic interview in sexual abuse cases. From the theory to the practice.	14
Feb.2,2018	The retraction in the context of the allegations the context of allegations of child abuse and adolescent victims of traumatic experiences	21

Date	Topic	Participants
Feb. 9,2018	Forensic interview in children and adolescents	15
Feb.9, 2018	Forensic interview in children and adolescents	14
Feb. 16, 2018	conflicts in the infant-juvenile population	30
Feb. 23, 2018	Forensic interview in children and adolescents	17
Mar.8,2018	Forensic interview in sexual abuse cases. From the theory to the practice.	32
Mar.9,2018	memory and suggestibility in cases of sexual abuse: Application therapist participation in justice system	19
Mar. 23, 2018	Child parents Psychotherapy and Historical Trauma (CPP)	17
Mar. 23, 2018	Trauma Focus Cognitive Behavioral Therapy 9TF-CBT)	8
Total		571

- Several needs were identified in San Juan center. A letter was sent to the Mayor of the Municipality of San Juan to communicate and request a renewal of the collaborative agreement to continue offering services for the evaluation of allegations of sexual abuse to minors from the center located in their municipality.

Meetings and case discussions:

Date	Agenda
April 5, 2017	Difficulties in screening referrals
April 25, 2017	RESPOND system and PAF pending issues
May 3, 2017	Orientations of PAF / CIMVAS
May 17, 2017	PAF pending issues

May 18, 2018	Program and legal aspects ADFAN / PAF
Jun. 7, 2017	Orientations of PAF / CIMVAS
Dec. 5, 2017	Case discussion CIMVAS Ponce
Dec. 11, 2017	Program and administrative issues

Family Homemaker Service is a support service used to for preserve families and to prevent family disruption. The character of service is temporary and supplements the protective capabilities of the parents or responsible persons to ensure the safety of children in the home. Due to the fiscal situation, the provision of this service has been significantly reduced. It is only used in emergency situations and during a short time period. We will make a final assessment to determine whether the service will continue to be offered only in emergency situations and authorized from the central level. We will identify services through non-governmental organizations that social workers can use to provide the service.

Post-Reunification Services aimed to offer follow-up services to families who resume the responsibility of care of children who had been placed in foster care.

ASSISTANT ADMINISTRATION FOR ADOPTION AND FOSTER CARE SERVICES

Provides services to children since their birth up to twenty-one years of age (the majority of age in Puerto Rico), placed under the custody of the Department. Foster care is implemented as a safety measure, when it is deemed that the safety and well-being of the child cannot be assure if he/she remains in the home while services are being provided. Early in the intervention, with the participation of the parents, the permanency goal of the child and a services plan is designed to address the behaviors, the way the parents think or manages his/her emotions that led to the child's removal.

Progress made towards achieving the permanency plan is reviewed about every three months by the courts. The cases of children under the permanent custody of the agency are being reviewed now by the Administrative Review Boards.

The ADFAN is developing along with the Administration of Courts and Justice Department, training on the law and the protocol for adoption, which will be offered at the staff level island. This strategy is expected that staff could apply the law according to federal and state requirements.

The ADFAN, in its responsibility to provide permanence in the shortest time required for children in foster care, continues the administrative review of children in foster care at least every six months to all children in permanent custody. The review of the case in the court to children in provisional custody is also carried out every three months.

The central strategic committee for permanence, composed of the ADFAN, the Department of Justice and the Association of Social Workers, began to evaluate a project aimed at the participation of children over 14 years of age in the review of their judicial hearings. It is expected to finalize this project in the next period, elaborating the base and procedure to be developed.

One of the social work specialist of foster care had the opportunity to participate in conjunction with the Courts at their annual meeting in June of 2017 in Washington DC. On this occasion, the collaboration was discussed and plan was drawn up between both agencies for the achievement of the permanence of the children of substitute care in their territory.

The Administration offered services to 4,784 children, (this includes children who were served and discharged during the period) achieving reunification plan of 685, adoption of 100, 223 legal guardianships and 126 achieved other permanent living arrangement plan. This data shows an increase in the achievement of the reunification and legal guardianship. In the next fiscal year, we expect to increase the number of children who

achieve permanency through reunification, adoption and legal guardianship, according to state and federal requirements.

The Assistant Administration relies on the following array of services:

Residential Services are offered through a variety of options. Among them are: certified or licensed, relative and particular foster homes; group homes and institutions operated by the agency or through purchase of services.

Permanency Plans- the Auxiliary Administration of Foster Care and Adoption, is responsible for the design and implementation of a permanent plan for each child to assure their permanency. The plans accepted are: Reunification, Adoption, Guardianship and Kinship Guardianship, Long term foster care and Emancipation.

Information Systems- ADFAN continues to submit to the federal level bi-annual reports to comply with the Automated Foster Care and Adoption Reporting System (AFCARS). The first AFCARS file transmitted through the new information system (SIMCa) was achieved in May 2016. Our plan is to continue to work with the data entry process and data quality issues. ADFAN continues to evaluate, modify and correct the SIMCa application to ensure that the next AFCARS reports are generated in an accurate and reliable manner.

Interagency Services/Interstate Compact- This unit of services has the responsibility to coordinate efforts with the different state agencies for the placement and supervision of children as a sending or receiving state as established by the Interstate Compact in the Placement of Children. PR is not a member of the ICPC.

Foster Care Payments Evaluation Unit- It evaluates and makes decisions about the approval of special substitute care boarding rates, recommended by the regional offices, due to the special physical, emotional or mental needs of the children. Foster care rate for *one to one* assistive services for minors with special needs and rates for institutions are being revised.

Health Care Services Unit: Coordinate efforts with public and private sector for the provision of health care services for the children under the Department of Family custody. Each child in foster care has access to an array on medical, dental, mental health, prescription, assistive equipment and other services through a government

provided Universal Health Care card. (See the attachment) Health Care Oversight and Coordination Plan. This plan includes the CARA Act requirements that amended CAPTA.. See the health attachment oversight.

Update on Populations at Greatest Risk of Maltreatment

During this period, ADFAN identified several populations at greatest risk of Maltreatment such as youth in transition from childhood and under age and/or pregnant high-risk female adolescents and their families:

- Youth in transition from childhood- ADFAN continue to make emphasis in the respect and acceptance attitude toward the diversity in the population of youngster in foster care. To this effect, we have contacted the Civil Rights Commission and met with them on several occasions and there is a collaboration of open doors on consultation.

Presently, ADFAN has 525 minors in joint custody with the Juvenile Institution Administration; of that amount 489 entered foster care through the 88 Act and not the 246 Act. In the case management process, case workers assess the risk factors for these minors, including the social problems of their communities. (Drugs abuse, criminality, mental health conditions, etc.). With the approval of the Courts some of these minors are placed in Institutions outside of P.R. because of safety issues and to receive treatment as part of the case plan. The permanency plan review process is enforced, at least annually, for those minors protected under Law No. 88 who were entered in the system under Law No. 246.

Update of Services for Children under the Age of five

ADFAN continues to make concerted efforts towards meeting the needs of this particular age group. In doing so, the following activities and services have been carried out:

- From FY 2017-2018, 14 contracts with residential facilities were renewed to serve the 0-5 population. The facilities will be monitored to guarantee that the need for an institutional setting is justified and services offered are appropriate for the child needs: mental health, disabilities, etc. Also, to avoid a long term stay. The Facilities Coordinator in each region visits once monthly the institutions to evaluate the services and needs of the minors.

- The recruitment of foster and adoptive foster homes for children under five will remain as recruitment priority, especially for those presently placed in shelter/ group home/institutional settings.

- During this period the Training Office developed the module “Familiar Resilience and a Tale” to foster parents, with minors 0-5 of age. During the next period this module will be implemented.

- Due to the passage of the hurricane Irma and Maria not is has been able to implement this training. He is expected to continue with this strategy in 2018-2019 together with the Office of training.

- The Assistant Administration for Adoption and Foster Care is working with the cleaning of data in the system SIMCa and due to that it is necessary to use manual data to report this period. Currently, there are 878 children under the age of five. Of these:
 - 465 are masculine and 413 feminine
 - 108 minors are reported as having a disability
 - 35 mental disability
 - 57 physical disable
 - 16 mental and physical disability

See attachment: The Health Care Oversight and Coordination Plan

- In partnership with Casey Family Program we will be continue the implementation of the Team Decision Making strategy in 4 regional offices.
- During these period trainings to foster parents were offered. See the table: TRAINING OR ORIENTATION OFFERED TO FOSTER HOMES AND STAFF 2017-2018 in Wellbeing 3 area.

ADFAN continues to make concerted efforts towards meeting the needs of this particular age group. In doing so, the following activities and services have been carried out:

- From FY 2016-2017, 18 contracts with residential facilities were renewed to serve the 0-5 population. The facilities will be monitored to guarantee that the need for an institutional setting is justified and services offered are appropriate for the child needs: mental health, disabilities, etc. Also to avoid a long term stay. The Facilities Coordinator in each region visit once monthly the institutions to evaluate the services and needs of the minors.
- The recruitment of foster and adoptive foster homes for children under five will remain as recruitment priority, especially for those presently placed in shelter/ group home/institutional settings.
- During this period the Training Office developed the module “Familiar Resilience and a Tale” to foster parents, with minors 0-5 of age. During the next period this module will be implemented.
- The Assistant Administration for Adoption and Foster Care continue to work with the strategy of Team Decision Making (TDM) in coordination with the staff of Casey Family Program in the regions of Aguadilla, Arecibo, Carolina and Humacao in cases of foster care. It was established that one of priority will be given to children 0-5 years.
- During this period 2016-2017, the Central Level Nurse continues to gives priority to this age group when tracking services provided to this population, according to the monthly report that ASES began to

provide to ADFAN regarding health services received. She continues to participate in the Early Intervention Program Committee of the Department of Health and gives recommendations to improve the services to minors from 0 to 3 years of age, according to IDEA ACT.

- Develop guidelines for the physical, cognitive and behavioral stages Guidelines were developed between the ADFAN Central Level Nurse in collaboration with Specialized *in Integral Psychology Services Group* ("SEPS"). Guide for caregivers of children of 0-21, knowing their development according to how you think (cognition) and acts (conduct).
- The regulation on the Enrollment of Minors in Head Start and Child Care Programs (ADFAN-CSA-2014-012) was created as part of the Service Plan in collaboration with the Administration for Children Care and Integral Development. Under this regulation, the procedure that ensures all preschool children are enrolled in Head Start and Early Head Start was established.
- Continue the improved collaboration with ASSES providing additional information, to facilitate oversight of this particular age group and the services they are receiving.
- The Assistant Administration for Adoption and Foster Care is working with the cleaning of data in the system SIMCa and due to that it is necessary to use manual data to report this period.
- The Administrative Office of the Court and ADFAN will continue giving annual trainings to ensure the all new staff is trained in the Integration Speed up Permanency Plans. Two cross trainings were given in collaboration with the Administrative Office of the Courts in September 2016 and March 2017. These trainings were given to 84 social workers, supervisors and family services technician of ADFAN. In November 2016, began the Module II, Childhood and Adolescent Welfare: Acceleration in the achievement of adoption. Seven (7) trainings have been offered and the following Regions have been

impacted: Humacao, San Juan and Mayagüez. During the next period, we expected to complete training personnel from Mayagüez, Ponce and Bayamón.

- For kids with special needs for whom a family is not willing to adopt, is an alternative. It is only considered for kids this age if he or she has a severe health condition.
- Law 185-2011 allows mothers to surrender custody of a child up to three years old in order to allow the kid to be adopted. This is an expedite procedure to achieve permanency. Kids are placed with a person or family that has been studied by the adoption unit.
- In partnership with Casey Family Program we will continue the implementation of the Team Decision Making strategy in 4 regional offices. As we informed in the last period, to comply with the Fostering Connections to Success and Increasing Adoptions Act of 2008, was included an amendment to the normative letter (ADFAN-CSA-2013-011 A), which also included the last amendments required by Title IV-E (the definition of sibling, substitute guardian, among others) with specific procedures pertaining the kinship permanency plan and timeframes, to apply the term guardianship according to our laws and procedures. Therefore, some court judges don't accept the guardianship term (Tutela in Spanish), because it isn't accordance with Civil Code of Puerto Rico Law. It is scheduled a meeting with ADFAN legal division director, Aguadilla regions staff, Amanda Baerga, Court Administration Coordinator and the Social Work Specialist by June 22, 2017. The purpose of that meeting is to establish a plan with the judges reach a consensus and make an agreement about the legal term.
- A complete guide on psychotropic medications and their side effects was developed. The guide will be disseminated among foster parents, residential institutions staff and case workers.

ADFAN believes that the developmental needs of children under age five are better addressed in a family setting, and, again, will include as a priority of recruitment efforts, children under age five.

In terms of the targeted services, as reported in the first item, ADFAN will be making concerted efforts to evidence that we are taking a particular look at this age group and will continue to improve services geared to this population in specific.

The major change has been the recognition by ADFAN that the direction services were taking in terms of placing children of this age group in shelters was not the best approach in seeking to meet their particular needs, specially, in regards to attachment issues.

Updated Services for Children Adopted from Other Countries

We don't place minors in foreign countries. A family can be studied by the adoption Units in Puerto Rico, when they want adopt in other country, according to the exchange information agreement with the country and compliance with requirements.

(5) PROGRAM SUPPORT

Information System

See Performance: Update on information systems

Title IV-E

During this period from May 1, 2017 to April 30, 2018, together with the Administration of Courts, the following documents were tempered and updated:

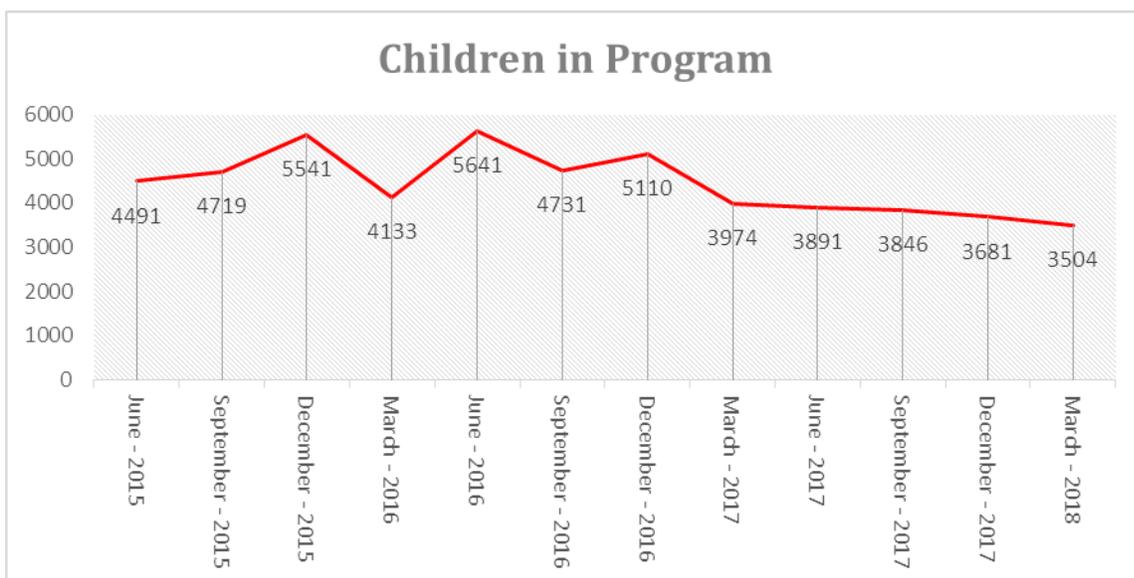
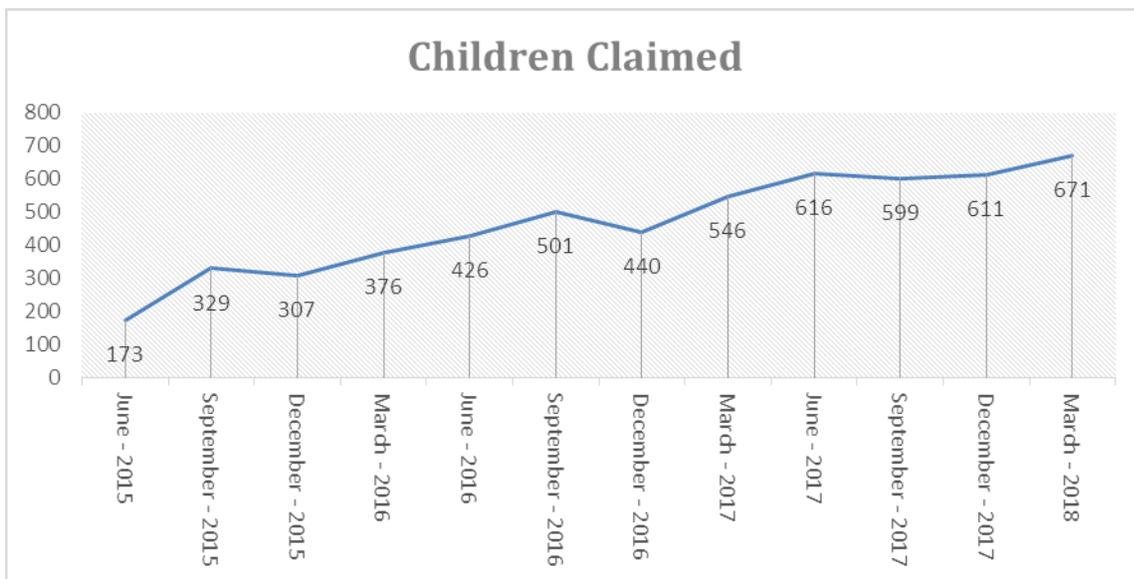
- Emergency Request OAT 1233
- Resolution and Order OAT 1234

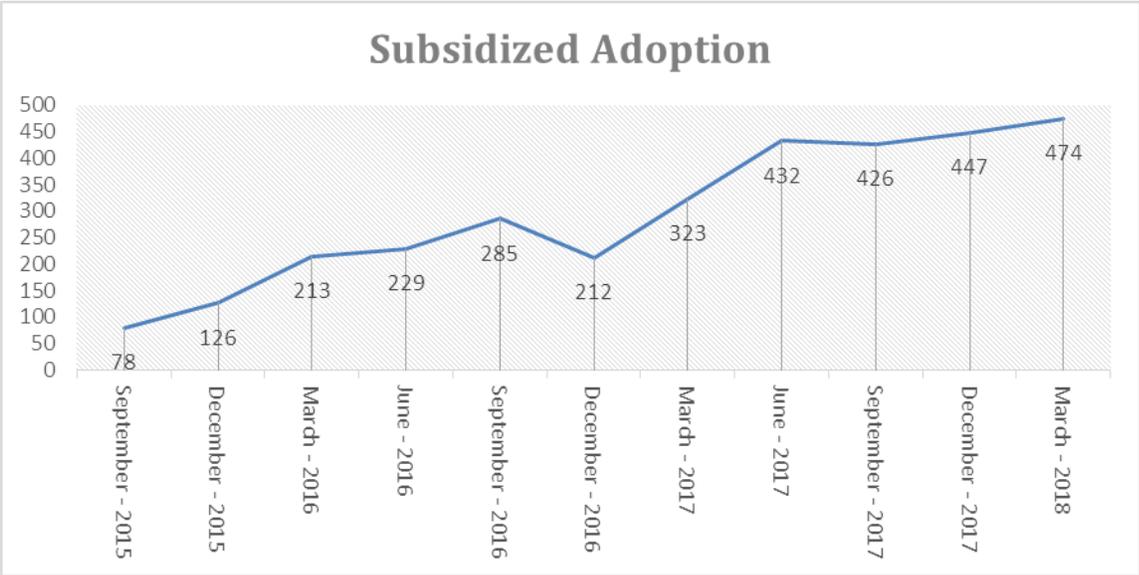
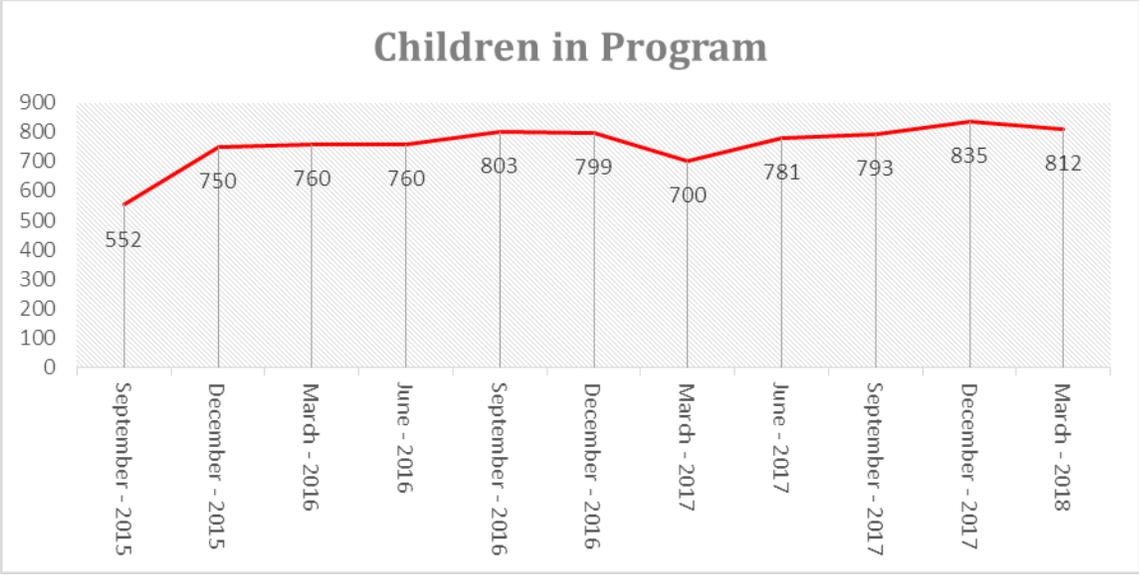
- Notification about OAT Removal 1235
- OAT 1802 is a model of Resolution for when they grant custody or joint custody to the Department of the Family in the cases of minors under the protection of Act No. 88-1986. It contains the necessary language so that the Department of the Family can request the pertinent reimbursements of Title IV-E. (March 2018).
- On the other hand, the forms OAT 1803 and 1804 are models of Sentences of Ratification of Custody. A form should be used when the ratification hearing is seen in its background and the other form should be used when the promoted party is cleared for removal. Likewise, both forms contain the necessary language so that the Department of the Family can request reimbursements pertinent to Title IV-E.
- All the judges who handle these cases were duly notified of the approval of these forms.
- We continue to work collaboratively so that most of the reimbursements can be requested for the benefit of our children.
- We are giving the same follow-up to the approval of notifications of the meeting minutes.
- In compliance with the Federal Laws and the Law of Adam Walsh, we find ourselves in the renewal of the contract to give continuity to the compliance of the background checks. to the providers of services to the care of our minors. Guaranteeing the safety of our children. Being currently the only agency in compliance with this Federal Law. In this new contract the ADFAN will be taking fingerprints through a Livescan machine from the Central Level.

In the September 2017 quarter, for the first time PR claims the following children:

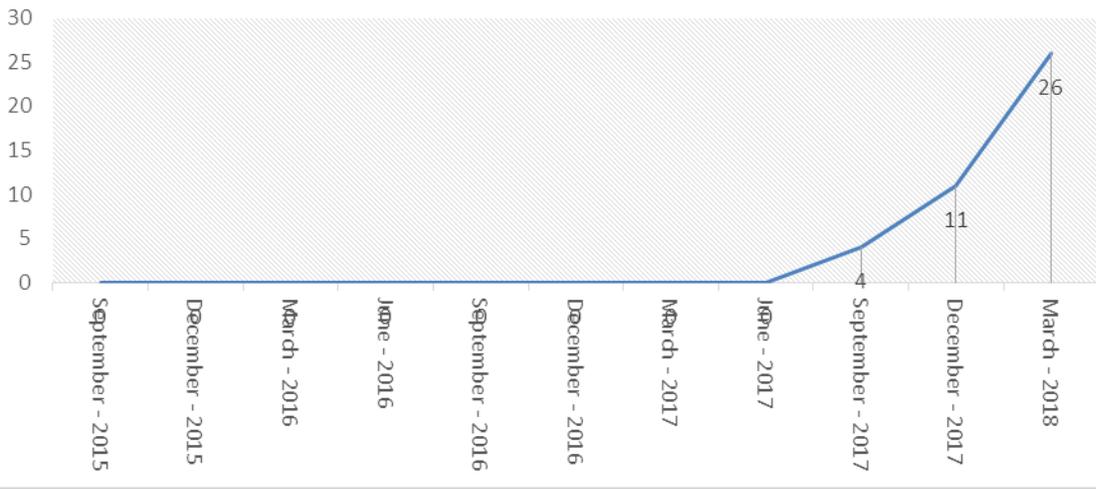
- children over 18 years of age up to the age of 21
- Minors in pre-adoptive homes
- Subsidized guardianship
- In compliance with the Federal Laws and the Law of Adam Walsh, we have made the taking of 2,350 fingerprints to the care providers of our children. Guaranteeing the safety of our children. Being currently the only agency in compliance with this Federal Law.
- On August 2, 2016, through the Department of Justice, a number of ORI, Originating Agency Identifier, was granted to the Department of the Family, Administration of Families and Children (ADFAN) to access the National Crime databases. Information Center (NCIC) and the Interstate Identification Index (III), under authorization under Section 151 of the Adam Walsh Child Protection and Safety Act of 2006. To obtain and from the ORI, the Department of Justice, and the ADFAN personnel had to meet the following requirements:
 - Training in Security Awareness Training for Personnel with Physical and Logical Access.
 - National Crime Information Center / Entry Level Presentation
 - All Personnel Security Awareness / Training
 - Fingerprinting by the Puerto Rico Police (Background Check Screening)

- Certificate of compliance with training and regulations
- Currently the ADFAN is in the process of enabling an area for the installation of a terminal, which meets the specifications of the Department of Justice of PR and the FBI to begin to search through the database of the Integrated Criminal Register (RCI), National Crime Information Center (NCIC) and the Interstate Identification Index (Triple III)

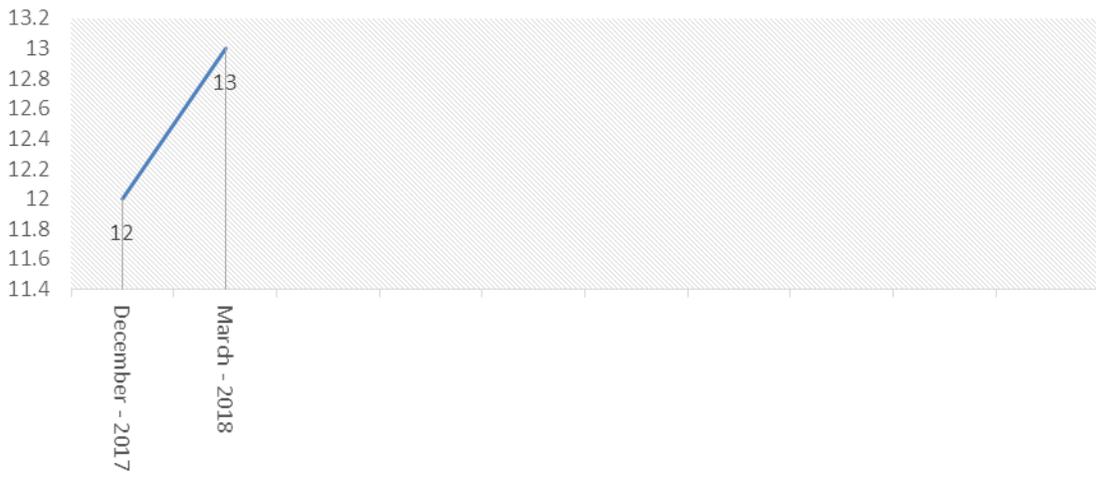


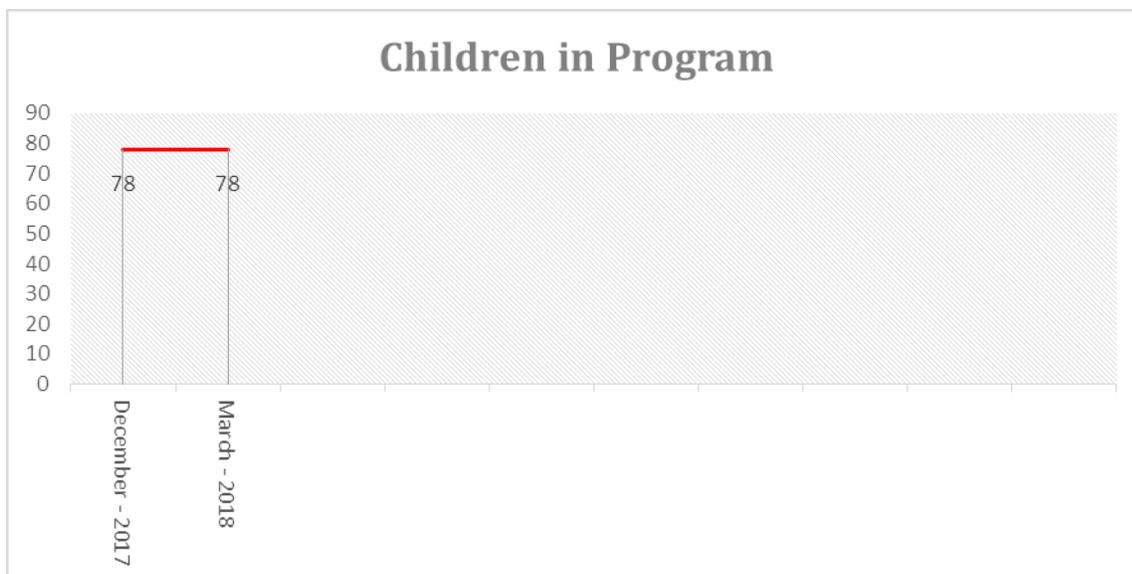


Pre-Adopted



GUARDIANDSHIP





ADFAN's Training Office

The Training Office supported programmatic changes from new policies of services to families and children in Puerto Rico. According to this, we worked massively with training with each Assistant Administration and with the Office of the Secretary.

With the Assistant Adm. for Adoption and Foster Care, the following topics was developing and coordinate: “Anti-Trata” and Training Series: Mental Health in Early Childhood. The topics are for foster parents too. Meanwhile for the Office of the Secretary we coordinated the logistic, schedule and all that we need to provide the training Psychosocial Interventions for Depressed Adults. This one was coordinate to develop the skills to identify Depression as a result of experiencing Hurricane María.

Another contribution was for the Assistant Administration of Social Protection and Family Preservation to offer the Pre-Services Training in five sections to the new contract employee.

We achieved the agency policy related to the Continuous Quality Improvement (CQI) through the ADFAN-AGC-CSA-PS-PFF-2015-019 of October 20, 2015, Implementation

of the continuous quality improvement (CQI) in the social work practice of the ADFAN. The Director of the Office developed an introductory module on the rules for the management personnel at the central level, the directors and associate directors of the regions and the supervisor-coaches. A Master Plan 2016-2017 was created to provide for this project. The first meeting take place on March 20, 2018. At this time the committee are waiting for a new date for receive a TA from Casey Family Programs which was scheduled for September 2017.

Representative of the Training Office take part of the committees for the SIMCa auto mechanized system authentication process. Also in the Committee ADFAN Leadership Model.

We participate with Capacity Building in the work groups Permanency Plan, and Documentation. Like meetings with Casey Family Foundation.

This supports and other will continue as required.

Assessments and contributions of the Quality Assurance Office to the programs:

We must note that, over the past years, the Quality Assurance Office has reduced its staff due to office transfers or resignations to the Agency. Currently, the office has only two case-readers and two supervisors, although we have made efforts to request staffing to the Human Resources Office, this has not been possible due to the fiscal crisis. This personnel, in addition to the essential functions of their job, perform the functions of statisticians, administrative functions, and Training and QA Director with all the scaffolding involving each of these functions. However, as previously stated, although we do not have the required support staff, the Quality Assurance Office staff has collaborated with the Assistant Administration as follows:

We have shared data on critical cases, among others, with the Assistant Administration for Preserving and Strengthening the Family and Community for information and appropriate action. Also, we worked in special revisions in Humcao and San Juan with the In Home cases not assigned.

Also, we worked with the Assistant Administration of Foster Care and Adoption as part of the Central Committee together with the Office of Court Administration to ensure compliance with the permanency hearing in the Court, and notifications to foster parents and absent parents, among others. Moreover, we worked on informs about the stability of foster care placement and collaborated with the data tabulation collected from the surveys to know training needs for foster parents.

A committee was set up to assembly the regulations of each Assistant Administration in order to be reviewed by the appropriate personnel. Each Assistant Administration and The Quality Assurance Office will be represented by a committee staff member. The purpose is group the regulations, and later, keeping them accessible and updated. The observations will be presented to the Administration for decision making.

Representative of the Quality Assurance Office take part of the committees for the SIMCa auto mechanized system authentication process. Also personnel of the office work in the Committee ADFAN Leadership Model. The first meeting take place on March 20, 2018. At this time the committee are waiting for a new date for receive a TA from Casey Family Programs which was scheduled for September 2017.

We participate with Capacity Building in the work groups Intake, Permanency Plan, and Documentation. Like meetings with Casey Family Foundation.

Finally, we have pending to evaluate the TDM and Round Table strategies at the request of the Assistant Administration of Foster Care and Adoption.

We will continue the collaborative work with the Training Office in providing the necessary data so that they can design and coordinate the necessary training for direct service and supervision staff of ADFAN.

These collaborations with the Administration will continue as required and as long as the human resources at the office permit it.

Social Protection Service Program

The training designed for trainees to practice the decision-making process to assign the priority response to a report according to its content are completed. All investigators and supervisors were trained. As of February 2018, a series of visits to the investigation units began. Those visits were aimed at offering coaching to the supervisors on some of the topics addressed in the training and others strategies to improve timelines of the initiation and the process of the investigation. Some of the topics that were addressed during the visits were:

- Important considerations in relation to the different report priorities
- Possible reports that do not require an investigation
- The stages of investigation / requirements
- Protection actions / protective action plan and other
- The assessment process and the six questions
- The assessment of impending danger
- Safety plans
- Determinations of investigations
- Others

At the moment this process has begun with the reading of reports in conjunction with the supervision team. We proceeded to the reading and discussion about the first two points of the topics. It is expected that in the next visits to the units the discussion of the

other topics will continue. At the moment the 10 units have been visited and reports from 7 units have been read. Approximately 1,265 reports were read. Some of the findings should be discussed in our next meetings with Capacity Building to complete the work plan begun in 2017.

We are receiving technical assistance from the Capacity Building Center for States in order to improve aspects related to CPS intake, operational areas related to the hotline services and assistance to improve the investigation process. As a result, we are looking to meet response times and work with the backlog of CPS reports. The assistance will also include the case management mechanized system, used as measurement tool and the functionality of the system as one of the main tools in the protection service.

The Assistant Administration had initiated, along with Capacity Building, an assessment of the delay in reports of child abuse. This assessment started from the moment a report is received. From March to August 2017 there were call conferences, visits to the Hotline, visits to the investigation units, conversations between Social Worker Supervisors and Capacity Building staff, among other actions.

One of the significant findings of the assessment was that the Hotline was taking reports that did not meet the requirements of the child protection service and the definitions of Law 246-2011. We initiate individualized workshops with the evaluators of the Hotline who have the responsibility to evaluate the report and determine if it meets the requirements of the service and assign the priority response. This exercise was completed in August 2017.

After Hurricane Maria, visits to the Hotline began on September 27, 2017. During this period, although an average of six visits were made to the line until November 2017, partial work was done with the plan started as we were going through the emergency

situation throughout the island. However, both the evaluators of the Line and the supervisor continued the training plan with the intakers in relation to taking reports that meet the requirements.

As of December 2017, the plan aimed at maintaining an adequate intake of reports according to screening criteria was restarted and we began exercises to assess whether the response priority assigned to the report is adequate. A total of four visits have been made, once a month for this purpose. The number of calls screened out (do not become CAN reports), increase between July 2017 (17%), and March 2018 (38%). This has had a direct implication for the investigation units since there has been a decrease of reports awaiting investigation.

A new work plan was also established in accordance with the needs identified by the staff:

- Coordination of ongoing trainings in the intake of reports about:
 - elderly abuse
 - child institutional abuse
- Continued training of the safety model
- Coordination of monthly visits for report monitoring (to be carried out on the last Friday of the month)
- Continuation of individualized workshops with the evaluators if necessary
- Start a protocol for the Hot Line (there is not one that collects all the functions of the Line)

Although it is not part of the direct work plan with the personnel of the Line, it is important to emphasize that we must work with the SIMCa adjustments, previously identified to optimize the service.

The ADFAN signed a professional services contract in November 2017 for the investigation the backlog of child protection reports for the year 2017. The main

emphasis has been directed to the units of San Juan, Bayamón, Carolina and Ponce, regions with the largest number of reports awaiting investigation. The coordination of the administrative aspects and the specialized training have been in charge of the supervisors of the Assistant Administration for Child Protective Services. To this end, meetings have been held on the following dates:

- January 10, 2018
- February 22, 2018
- March 6, 2018
- March 28, 2018
-

Other trainings offered to the staff of the different areas of the of social protection.

Group	Topic	Date	Participants
Private project staff	Investigation Process	December 20,2018	8
Private project staff	Safety Model	December,21,2018	8
Private project staff	Investigation Process	January 22, 2018	15
Private project staff	Safety Model	January 23, 2018	15
Private project staff	Investigation Process	March 7, 2018	8
Private project staff	Safety model	March 8, 2018	8
Private project staff	Investigation Process	April 4, 2018	5
Private project staff	Safety Model	April 5, 2018	5
Private project staff	Investigation Process	May 16, 2018	19
Private project staff	Safety Model	May 17, 2018	19

Preservation Services Program

The supervision model project has continued with the support of Casey Family Programs; however, it has faced great challenges. From June to September 2017, the

committee lost several members. Hurricane Maria struck in September and the committee was unable to meet until March 2018. From then on, the committee has tried to recover the work pace it had before. Thus, it has already been possible to recruit five (5) additional members, including human resources personnel and the a representative from the University of Puerto Rico. A proposal was also requested to offer a workshop to supervisors from the regions of Carolina, Caguas and San Juan. This workshop aims to work with the following areas:

- trauma management due to the disaster and how to face similar situations.
- burn-out in the workplace and motivation in difficult times.

The committee expects to hold that workshop in October 2018 and use it to release the official information of the Supervision Model Project.

On the other hand, several conference calls have been held with the Casey Family Programs facilitators, who will visit the implementation team in August 2018. The committee has been meeting on the third Friday of each month. Since the meetings began in March the team meetings have been held without any cancellation.

Foster Care Services Program

During this period (2017-2018) several trainings of module II had been scheduled, which were suspended due to Hurricane Maria. Only three could be carried out in the Mayagüez region, where 70 social workers and supervisors were impacted, as well as judges, attorneys and lawyers of the agency. It is expected to complete these trainings in all regions during the next period.

A training of Module I was also carried out (accelerated in the Permanence Plans), impacting the number of 32 social workers and supervisors.

ADFAN has offered 36 theme of behavior, everyday life, law and health trainings in 50 sessions to prepare and empower the operators of the foster care home and residential staff.

Technical Assistance and Capacity Needs Anticipated in 2018-2019

- Preparation for CFSR
- Cost Allocation- Random Moment Sampling
- Supervision Model that incorporates data and is geared to results–This strategy has already been initiated, ADFAN is working with Casey Family Foundation.
- Family First Prevention Services Act
- Improvement Results in Preservation and Strengthening Family Services

ADFAN and the Capacity Building Center have a work plan that addresses the information system. One of the goals is to help ADFAN generate and submit valid data files, including NCANDS and AFCARS, so that CFSR measures can be calculated and federal reporting requirements are met. In working with Casey Family Foundation, the work plan includes the development of a supervision model, from the ground up, to address the adaptive capacity component that will assure that the system is used as the primary method of case documentation.

Research, Evaluation, Management Information Systems and/or QA Systems

Implemented or Updated that will be updated in 2017

A collaborative agreement with the Puerto Rico Institute of Statistics resulted in a study that presented profiles on child abuse based on the National Child Abuse and Neglect Data System (NCANDS) 2012-2013. ADFAN is in talks with the Statistics Institute of Puerto Rico to continue with this work and design the study for de years 2013-2014, 2015-2016 and 2016-2017. Some of the profiles/data that are included in this document are: rate of child maltreatment per municipality; geographical distribution of child maltreatment and poverty among children in Puerto Rico; geographical distribution of child maltreatment and educational level.

ADFAN's information system SIMCa was developed throughout 2014-2016 and implemented on April 30, 2016. At present the ADFAN is working on a plan with the Capacity Building for States Center to improve the quality of the data and the Integrated Case Management System (SIMCa).

In July 2016, Dr. Ursula Manfredo presented to the Administrator a report on Project META (*Proyecto Meta*)- analysis of qualitative content of paragraphs 19 and 20 of the Federal Worksheet case review (CFSR, 2008). This qualitative study was conducted in order to identify the characteristics, qualities and description of the visits by caseworkers the child in the place of location and parents.

This study is one novel in ADFAN, by the rigor of using qualitative methodology and program support NVIVO version 10. In addition, this is another source of quantitative and qualitative data information for improving quality.

ADFAN has requested a proposal from the Carlos Albizu University, in San Juan, to research the incidence of human trafficking among youth under the custody of the Department of the Family. The CJA task Force approved this strategy. The study of human trafficking has not been carried out, it will be consulted with the Federal Level Specialist in charge of the Children's Justice Act if it is possible and viable to continue with this investigation and if the funds of this grant can be used.

The implementation of the SIMCa application is described throughout this document. The IV-E module that is part of SIMCa is projected for update in 2018.

Additions or Changes in Services or Program Designs that have been found to be Effective

The creation of the T. IV-E unit to complete the evaluation of eligibility of children under the custody of the Agency has been a major success. With the TA provided by Region II, ADFAN has been able to significantly increase reimbursement and was able to pass the IV-E without errors during the review period.

With the approval and implementation of the Cost Allocation Plan and the RMS the ADFAN will need to create a Work Unit for the claims of the RMS.

(6) CONSULTATION AND COORDINATION – TRIBES

As reported in previous years, Puerto Rico does not have any federally recognized tribes in our jurisdiction. We have reported the administrative procedures (Administrative order no. 2015-01 and Normative letter DF-ADFAN-2015-006) we would follow in case that a tribal minor child enters our child welfare system. The goal will be returning the child with a responsible person within the tribe of origin.

(7) MONTHLY CASEWORKER VISIT FORMULA

Report until May 31, 2018.

Case workers face to face visit to children's:

2015-2016		2016-2017		2017-2018	
MCV	VIH	MCV	VIH	MCV	VIH
72%	88%	74%	92%	77%	92%

The Social Work Specialists of the Assistant Administration for Adoption and Foster Care have been visiting the regions and maintaining constant communication with them, offering support in case management, answering queries and enabling social workers to improve their performance. A total of 62 visits were conducted between local office and regions. A total of 140 cases were discussed. Discussions of neuralgic cases were carried out and the evaluation of all cases with 24 months or more in the system was started. This evaluation continues during the next period. Similarly, cases referred to the

adoption unit were discussed.

These results have been shared by central level with Associate Directors and to the local office direct staff. Casework visits and reporting of results are a regular topic in monthly meetings with Directors. They have identified as barriers the poor condition of vehicles, as in PR it is required that children travel in official vehicles. Also, there are offices that are understaffed, which contributes to the poor performance in this standard. In spite of the economic crisis, ADFAN Administrator is pushing for the recruitment of more personnel with the local Office of Management and Budget and for direct service staff to acquire, on a voluntary basis, the authorization to drive an official vehicle.

(8) ADOPTION AND LEGAL GUARDIANSHIP INCENTIVE PAYMENTS

PR has not received any adoption incentive payments for the past years. We continue to strive to achieve the goal of 300 adopted children per year. Even though the goal has not been reached, the number of adopted children keeps increasing each year.

(9) CHILD WELFARE WAIVER

This item does not apply as long as PR does not have any waiver.

(10) QUALITY ASSURANCE SYSTEM

Due to the devastation and impact of Hurricane Maria on programs and services, on December 22, 2017, the Children's Bureau canceled the third round of federal monitoring for Puerto Rico, which was scheduled for September 10-14, 2018.

However, the Statewide Assessment is being prepared for delivery on October 18, 2018.

The Quality Assurance personnel were physically located in a space on April 30, 2018, date in which the work resumed. The staff was assigned at the local offices of Carolina II, Corozal, and Río Piedras II and in the Humacao region. During this period of time, the staff collaborated in shelters, elderly homes, foster homes, residential facilities, Independent Living Program, also with the Schools for Coexistence and with the Administration of Socioeconomic Development to the Family (ADSEF) and distributing supplies.

Already located Quality Assurance Office continue in the implementation of the plan as established in the CFSP 2015-2019. Since July 2016 we are only two supervisors one of them is the acting of the Training and QA Office Director and only two readers. We continued our plan to read, using the CFSR in the ten ADFAN regions, according to the method and guides provided by the federal government. (See Excel table, Rows 1-10)

Assess the state's current QA/CQI System. Describe any specific practices or system improvement the state has made based on QA-CQI

To answer this question, we provide the assessment performed by *Capacity Building Center for States Assessment Form (CBCSAF) (last updated 03/06/2017)*, and add new information that we collected through our work:

Foundational administrative structure

Describe existing capacity highlights including key strengths and/or needs:

CBCSAF: Puerto Rico has a strong structured case review process. However, assistance is needed with creating a broader administrative structure for CQI to communicate and adapt agency wide standards, policies and procedures.

QA: We have a Master Plan for the implementation of Continuous Quality Improvement was drawn up and was approved by Administrator. This plan includes the introduction, a descriptive narrative, a table with the specific training plan and the timeline schedule. Beside this, the presentation was made to ADFAN's staff.

Furthermore, the ADFAN has the regulation letter of October 20, 2015: ADFAN-AGC-CSA-PS-PFF-2015-019, *Implementation of continuous quality improvement (CQI) in the practice of social work in ADFAN*. The Committee members were selected in accordance with the established policies. The first orientation reunion was March 20, 2018.

We are expecting to start providing technical assistance with Casey Family Foundation and NRCOI for the establishment and implementation of the CQI within the agency.

Quality data collection

Describe existing capacity highlights including key strengths and/or needs:

CBCSAF: Puerto Rico struggles with staff entry of timely and accurate AFCARS data. Puerto Rico must manually transfer data into the CMIS, which has proven difficult without a major shift in agency culture around data.

QA: We have two programs for have the data collection: the quantitative method is SPSS (Statistical Program for Social Science) and for the qualitative method we use N-Vivo. We have access to SIMCA program for case review. Also, we use 'R' program for obtain the sample. (See below Quality Data Collection for more information).

Effective quality assurance case record review process

Describe existing capacity highlights including key strengths and/or needs:

CBCSAF: Puerto Rico's case record review process is a strength of the system. Since 2005, staff has used the CFSR/OSRI to review cases and have built internal expertise in this type of case review.

QA: To complete the CFSR/OSRI we review the case record (including, if applicable, adoption record, independence living program record, institutional maltreatment unit record), SIMCA program and interviews (including, social worker, SW supervisor, minor, foster parent, biological parent, stakeholders and other case participant persons).

Data analysis and dissemination procedures

Describe existing capacity highlights including key strengths and/or needs:

CBCSAF: Puerto Rico's CQI team communicates data regularly to the field. Thirty (30) cases per quarter are reviewed on 10 elements associated with Puerto Rico's PIP. Supervisory staff, with prior case management experience, also conducts regional and

local case reviews. Management receives regular reports whenever there are areas of concerns.

QA: We shared the findings with the regions and the Auxiliary Administration. As a part of these we request an improvement plan to the regions to work with the items who has the lowest score to improvement. We share that plan with the Social Worker Specialist assigned to work with the region for follow up.

Procedures to enable feedback to stakeholders/decision-makers and adjustment of programs and processes

Describe existing capacity highlights including key strengths and/or needs:

CBCSAF: While Puerto Rico has an established internal feedback loop, continued efforts to wrap in external stakeholder feedback loops is an area for further work.

QA: We used the interviews with the stakeholders to access more information and share with the administration to improvement the results.

Provide an update on QA/CQI results and data that have been used to update goals, objectives, and interventions or use of funds in the 2019 APSR.

We updated the measurement plan of the Quality Assurance Office for the year October 1, 2015 to December 31, 2018, which includes: form CFSR translation (July 2014), training on the Quality Assurance staff services, and the reading calendar for the measurement process. This calendar was to be extended for lack of personnel and hurricane Maria. The most recent results from the Quality Assurance Office were

provided to the Administration and disseminated. The regions report are: Ponce, Guayama, San Juan (first review), Bayamon, Carolina and Arecibo.

As part of the follow-up procedure, the office has schedule meetings in the regions already reviewed to report the findings. According to the results and the priorities identified by each region, an improvement plan will be developed, which will be overseen by each Auxiliary Administration. These meetings began in Guayama and San Juan regions. The regions are pending to inform the results are: Ponce, Bayamon, Carolina, Arecibo and Caguas. The regions pending to review are: Humacao, San Juan (second review), Aguadilla and Mayaguez.

On the use of the funds, it is clarified that the Quality Assurance Office is not who controls them.

For states that will undergo a CFSR in FY 2018, describe the state's current case review instrument and whether the state is using or plans to begin using the federal Onsite Review Instrument (OSRI) as part of the state's ongoing QA/CQI process. Describe how many and the type of cases that are reviewed annually as part of the state's ongoing case review process and any plans to increase or decrease the number of cases reviewed.

ADFAN created the Quality Assurance Office in 2003, with trained social work professionals to perform the evaluations according to CFSR provisions. It will continue as a structure in the Central Level of ADFAN, separated from the programs in order to maintain objectivity in the processes. The Quality Assurance Office was created as part of a corrective action of the Program Improvement Plan (PIP) after the first CFSR round. The quality assurance processes are closely tied to service provision to minors and families and with supervision, in order to ensure that services meet the established standards. Monitoring actions are performed by the Regional Offices, at an island wide level. The description of the services that are regularly monitored is presented:

In Home Services: Cases of abuse and neglect where the child victims remain in their own homes with services provided to prevent the removal from the biological home.

Foster Care Services: Offer a stable and secure home or residential setting to minors that are under the custody of the Department of the Family, while the parents receive services to strengthen their protective capacities. A permanency plan is established for each child that should be achieved within a specified period of time.

Both services are offered through the ADFAN's local offices and include active cases in the 10 Regional Offices. The instrument to be used will be the *Child Families Services Review (CFSR)*, the same one used by the personnel at a Federal level in their reviews. Each of the performance items (1-18) is evaluated and the corresponding safety, permanency and well-being outcomes are rated as: strength, area needing improvement and not applicable, which is consistent with the criteria established in the instrument developed by the federal government. The seven (7) outcomes results are rated as: substantially achieved, partially achieved, not achieved and not applicable.

The reading plan was revised and extended due to the lack of personnel and the situation of Hurricane Maria, previously indicated. Scheduled the readings throughout the review period, 2015-2018. We continued observer:

- Reviewed the rules and procedures for the Agency to observe the frames of reference for the measures.
- Reviewed the internal controls for the petition of active cases, case assignments and file registry in the Office.

- Updated the process of case reading and review, modification of the SPSS template according to the form CFSR OSRI (July 2014), for the statistics process and the findings report.
- Translated the review instrument CFSR-OSRI (July 2014).
- Piloted the review instrument with the users.
- Had the review instrument printed.

As part of the preparation for the third round of the CFSR, the regions had begun to be prepared, presented the review instrument, in a group meeting, to the Administration, Assistant Administrators, Social Work Specialists, and regional personnel of Humacao and Caguas.

The case files reading will continue according to the provisions established for the PIP 2011 measures and in the CFSP 2015-2019. The review process and reading will be made in the following manner:

QUALITY DATA COLLECTION

The QA Office carries out a very similar process to the one carried out by the federal CFSR; even the same evaluation instrument is used.

These reviews are scheduled on a quarterly basis, San Juan, as the largest metropolitan region, is reviewed two (2) times per year; the other regions are reviewed once per year.

Sites:

The aim is to collect and extract accurate quantitative and qualitative data, and properly implement it across ADFAN's 10 regions.

1. Aguadilla
2. Arecibo
3. Bayamon
4. Caguas
5. Carolina
6. Guayama
7. Humacao
8. Mayaguez
9. Ponce
10. San Juan

Size:

Each sample consists of 15 cases per region, providing a total sample for 165 cases per year.

60% Foster Care plus over-samples

40% In Home plus over-samples

Universe:

Children in open cases involving at least one report of child abuse and neglect (CPS report). The case has been open for services for at least 60 days as of the sample draw date. Case management services are provided by agency staff in the region under review.

Either:

Foster Care: The child has been in a removal episode for a minimum of 8 days.

In Home: Neither the target child nor a sibling is in a removal episode.

Final Sample Confirmation:

The lists of cases will be provided to the ADFAN's Regional and Associate Director. Then, the list of cases is randomly ordered and the QA Office chooses and confirms that a child or family meets the criteria for inclusion in the sample, up to the required number of cases.

Case Elimination Criteria:

Puerto Rico will follow the case elimination criteria used in the standard CFSR process. In addition, cases may be eliminated from the final sample if:

Any of the above inclusion criteria are found to be not true for the case.

A sibling in earlier order on the list has been included in the final sample.

In Home only – The identified child or a sibling is in Foster Care for 24 hours or longer at any time prior to the review start date.

San Juan only – the family, or one of its children, was selected and reviewed during the most recent review in San Juan.

Period Under Review (PUR):

PUR comprises one year prior to the date the case is reviewed to the review date.

Review Schedule:

Period	2015			2016 - 2018								
Month	<u>Oct.</u>	<u>Nov.</u>	<u>Dec.</u>	<u>January through December</u>								
Regional Offices	<u>Ponce</u>	<u>Guayama</u>	<u>San Juan</u>	<u>Bayamón</u>	<u>Carolina</u>	<u>Arecibo</u>	<u>Caguas</u>	<u>Humacao</u>	<u>San Juan</u>	<u>Aguadilla</u>	<u>Mavaqueez</u>
Active cases list requested	July 31, 2015			October 31, 2015			January 31, 2016			April 30, 2016		

Data:

Findings will be recorded and reported quarterly for each region reviewed, including the number of cases reviewed and, for each goal item, the number of cases rated as strength, the number of cases rated as applicable, and the percentage of strength achieved.

SPSS will be used to organize and expedite the analysis of the data, that is collected through the CFSR instrument (QA-001) & ADFAN Review of record (QA-002).

Quarterly reports with findings will be distributed to the Administrator, Deputy Administrator, Assistant Administrators and Regional Offices.

Instruments:

ADFAN's reviews the ten (10) regions with the CFSR On-Site Review instrument consistent with the instructions and consistent across reviewers. The review is a case record review and interview with the caseworker, supervisor, service provider, parent, child, foster parent, stakeholders or site liaison. CFSR instrument (QA-001) & ADFAN Review of record (QA-002).

Follow Up:

The reports generated through the reading will be presented to the personnel of the applicable Regional Office. The changes from one reading to the other will be reported for their review in order to observe the positive or negative changes, and prepare improvement plan based on their specific data as needed. The Social Workers Specialist follow up to this plan.

Evaluations and collaborations between the Quality Assurance Office and the programs:

It is worth highlighting that in the past, the Quality Assurance Office has decreased its personnel substantially due to office transfers or resignations. Currently, the office counts with only two case-readers and two social worker supervisors. This personnel, perform statistics, administration tasks, director of Training and QA Office as well as their essential duties of their position, with the full range of what these positions entail. Efforts to increase the personnel have taken place, however due to PR financial situation, it has been almost impossible to hire new personnel, even though the wages stem from federal funds. We request that the personnel to be recruited to the Quality Assurance Office possess specific skills so as not to lose the quality of the work, since this is a specialized area. These skills are: experience in the management of direct services of children's protection, program dominion, SPSS, basic statistical knowledge, evaluation process knowledge, use of computer programs, among others.

In previous years there have been proposals stating how the office should be constituted in order to generate the greater amount of results and collaborations. The proposed diagram was the following:

- Director (is present but Acting by a SW supervisor).
- One Official Administrators (not staff in this area).
- One Statistician IV and two Statistics Officers (not staff in this area).
- Two Supervisors in Social Work II [one for the reading area and one for the follow up area and special review] for role and duties evolution according to the

changes suggested by the CQI and the federal requirements to line up the goals with the results in order to offer support to create this scenario, in this regard, it was recommended to promote the two Social Work Supervisors due to their expertise in these areas, but the petition is under review in Human Resources.

- Four Supervisors in Social Work I (two for the reading area and two for the follow up and special review area).
- Twelve Social Workers IV for the reading area (currently we only have two readers).

However, as previously indicated, although there is a shortage of workers the personnel in the Quality Assurance Office has collaborated with the Assistant Administrations in the following manner:

- With the Assistant Administration of Preservation and Strengthening of the Family and Community data has been shared on critical cases, observations of duplicity of those cases among others for corresponding knowledge and action. Collaborations will continue with the Administration as required and as allowed by the Human Resources Offices.
- We team up with every Assistant Administration in meetings, to request of sampling for some specific work, among others things, according to the request.
- With the Assistant Administration of Foster Care and Adoption we have collaborated as part of the Central Committee along with the Court Administration to ensure compliance with the permanence hearings in the Court and the notifications to foster parents and absent parents, among others. Collaborations will continue with the Administration as required and as allowed by the Human Resources Offices.
- Representatives of the QA Office take part of the committees for the SIMCA auto mechanized system authentication process and for establishing a leadership

model in the ADFAN. Another collaboration is with Capacity Building plan for ADFAN.

- We begin develop the CQI Committee.
- With the Training Office collaboration will continue in providing the necessary data so that necessary trainings can be coordinated with the supervisor and direct service personnel of ADFAN.
- Collaborations have taken place with the Administration to provide all information generated by the Quality Assurance Office, through reports or observations from the readings, the Administration will be contacted directly. Collaborations will continue with the Administration as required and as allowed by the human resources allow.

The Quality Assurance Office staff will continue implementing the plan as indicated in the CFSP 2015-2019 according to the methodology and guidelines provided by the federal government. See Section 3 Update to the Plan for Improvement (Row 1-10).

Regarding the need for the technical assistance, at the moment, it is not necessary for the staff of the Quality Assurance Office. At this moment, Capacity Building Center for States provide technical assistance in the mechanized system (SIMCA), hotline, visitation and documentation and permanency plans, observing the continuous quality improvement.

CHILD ABUSE PREVENTION AND TREATMENT ACT (CAPTA)

- There have not been any changes to state law and regulations.
- No significant changes in the proposed use of CAPTA funds.
- CAPTA funds were used, per section 106.a during this reporting period for (#1) the screening and investigation of CPS referrals that were in arrears and training

and #5- "*Developing and updating child protective systems of technology that support the program and track reports of child abuse and neglect from intake through final disposition and allow interstate and intrastate information exchange*".

- Funds were used in combination with CJA funds to develop the business intelligence reports incorporated into SIMCa to track, for example, timeliness in completing initial contacts according to the priority response assigned to the referrals.

Citizen Review Panels

Puerto Rico has constituted three panels according to the requirements of the CAPTA Act: Death Review Panel, Eastern Citizen Review Panel and Western Review Panel. The panels represent almost the entire Island.

The members of the panels meet on a monthly basis and depending on their current investigation they have met up to, two times a month. Our CRP's include volunteer members with expertise in the prevention and treatment of child abuse and neglect.

The members of the panel have maintained their commitment to the service despite the great difficulties that the ADFAN has faced after the hurricane disaster. Both teams continued their work as soon as possible and delivered their respective reports.

MEETINGS HELD BY WESTERN AND EASTERN PANELS

WESTERN PANEL	EASTERN PANEL
04/21/2017- Ponce	05/18/2017- Caguas
05/26/2017- Aguadilla	06/15/2017- Caguas

06/16/2017- Arecibo	07/20/2017- Caguas
07/21/2017- Mayagüez	08/17/2017- Caguas
08/18/2017- Mayagüez	02/15/2018- Caguas
01/19/2018- Ponce	03/21/2018- Caguas
02/16/2018- Arecibo	
03/16/2018- Mayagüez	
During the months of September, October, November and December the CRP could not meet as a result of the hurricane.	During the months of September, October, November, December and January the CRP could not meet as a result of the hurricane.

CITIZEN REVIEW PANEL – EASTERN AREA		
CAGUAS	Mónica García	Coordinator
	Noemí González	Alternate Coordinator
	Dra. Rosa Ramírez	President
	Sonia Laboy	Community Volunteer
	Adelaida Olmeda	Community Volunteer
GUAYAMA	María Rodríguez	Coordinator
HUMACAO	Sandra Christian	Coordinator
	Irma Andino	Volunteer
SAN JUAN	Janet Baez	Coordinator
	Edda Torres	Volunteer

CAROLINA	Mildred Ramos	Coordinator
CITIZEN REVIEW PANEL – WESTERN AREA		
AGUADILLA	María Lourdes Rivera Garnica	Coordinator - ADFAN
	Mari Olga Rodríguez Medina	Housing Department
	Eva Rodríguez	Volunteer
ARECIBO	Melva Quiñones Martínez	President
	Luz Raquel Arce	Coordinator - ADFAN
	Johanna M. Hernández Colón	Alternate Coordinator - ADFAN
MAYAGÜEZ	Jorge Rosado Hernández	Coordinator - ADFAN
	Mayra González	Alternate Coordinator - ADFAN
PONCE	Wilma I. Fare Rentas	Coordinator - ADFAN
	Rosaycela Morales Alvarado	Alternate Coordinator - ADFAN
	Nereida Príncipe Bianchi	Volunteer
	Enrique Rosado Rodríguez	Volunteer
	Alcides Cruz Rivera	Volunteer
CENTRAL OFFICE	Hilda Rodríguez Alvarado	Central Office Liaison

The Western and Eastern Panels rendered their findings report and recommendations to ADFAN.

The western panel decided to work this year with the recommendations that they issued in their past reports between the years 2011 to 2015. They note that ADFAN accepted 33 of the 60 recommendations that comprise their past reports. Their interest is to know which of the 33 recommendations received by ADFAN during the past 5 years have been officially implemented, in the interest of optimizing services. The following were the titles of the reports issued by the panel:

- Recommendations to the amendments to Law 177-2003
- Services offered by the Department of the Family to young people intervened under Law 88-1986
- The in home intensive preservation service and the effectiveness of the services to prevent the removal of children and recurrence of abuse
- Effects of legal and administrative changes in the review process under Law 246-2011
- Effects of legal and administrative changes in the review process under Law 246-2011, extended to the regions of Bayamón, San Juan, Carolina, Caguas, Humacao and Guayama

The Eastern Panel delivered its proposal for an evaluative study with the title of Temporary Homes seen through the experience of children. The panel began its work proposal in time, but it was interrupted by the disaster that faced the island. However, it worked with the research proposal completing three chapters and delivered it to the ADFAN for its reaction. The first chapter includes the objectives of the study, the research questions, the justification of the study and the methodology that will be used to complete the study. The second chapter is the literature review and the third chapter contains the research design, the description and selection of the sample and the research instruments.

The main purpose of the study is to know the perception of children located in temporary homes and that they can offer recommendations to improve the life experience of future children who need to be placed in these homes.

DEATH REVIEW PANEL

The reorganization work of the Death Review Panel began on February 2017.

I. Members of the Panel

Name	Agency
Lcda. Inés del C. Carrau	Justice Department
Tnte. Raúl Negrón	Police of P.R.
Dra. Leila Malavé Pediatra	Member of the Community
Mayra N. Dávila Cépeda	Vida Plena Community Services Center
Dra. Rosa M. Rodríguez Castillo	Institute of Forensic Sciences
Rosangeli Rivera Santos	Assistant Administration of Prevention Services in the Community
Jasmín Fuentes Pagán	Assistant Administration of Foster Care and Adoption - ADFAN
Lcda. Alexandra Pérez Rodríguez	ADFAN Legal Division
Lcda. Maritza Espada Méndez	Health Department
Glenda L. Gerena Ríos	Adm. Assistant of Preservation and Strengthening of the Family and Community
Mariam Garay García	Adm. Assistant of Preservation and Strengthening of the Family and Community
Melissa González García	Adm. Assistant of Preservation and Strengthening of the Family and Community

- II. The first meeting of the Panel was scheduled for Thursday, September 7, 2017 at 9:30 in the morning. The meeting room of the Office of the Assistant Administrator was separated. This meeting could not be carried out due to the passage of Hurricane Irma through Puerto Rico.
- III. The meeting was re-scheduled for Thursday, February 1, 2018 at 9:30 ADFAN Central Office. The same was carried out with the assistance of 7 of the members, the coordinator and Mr. Carlos A. Rivera Otero, Deputy Administrator. During the meeting, all the members of the Panel were presented, the origins of the same were explained to them and a summary of the work carried out in the past years was given.
- IV. The second meeting of the Panel was held on Wednesday, April 4, 2018 at 1:00 p.m. in the Conference Room on the 1st floor of the Institute of Forensic Sciences. Seven of the members of the Panel and the Coordinator attended. In this meeting 2 new members were integrated, Dr. Rosa M. Rodríguez Castillo, Forensic Pathologist representing the Institute of Forensic Sciences and Mrs. Rosangeli Rivera Santos, nurse representing the Assistant Administration of Prevention Services in the Community. In this meeting, the panel elected Dr. Leila Malavé pediatrician as president and, among other matters, the discussion of the draft Manual that will guide the Panel's work began.
- V. The third meeting of the Panel was scheduled for Wednesday, April 4, 2018 at 1:00 p.m. in the Conference Room on the 1st floor of the Institute of Forensic Sciences. This meeting had to be suspended since the Administration of the Institute of Forensic Sciences needed the conference room for an emergency meeting at the same time as our meeting. In addition, several of the members reported that they could not attend the meeting, among them Dr. Rodríguez, who would undergo emergency surgery on the same day of the meeting. Because, in the month of May and early June, several of the panel members would be on vacation, the next meeting will be scheduled for after June 15, 2018. The

secretarial staff of the Institute of Forensic Sciences informed us that at the end of May you will receive the calendar of appointments for hearings in the Court of Dr. Rodriguez and then you can inform us of the available dates to schedule the next meeting and to be able to use your Conference Room.

Update on Services to Substance-Exposed Newborns

Central level nurse prepares the management regulations of the newborn with neonatal withdrawal syndrome: early intervention ADFAN PS PFF 2017 001 CSA. This legislation includes the information required in the law CAPTA as amended by the law face. The procedures laid down in this regulation are strict compliance for both researchers and managers of case in home and Foster care. The regulations include a protocol of intervention that covers from the first contact of the Agency in IPA and throughout the life of the case if it is found with the Foundation. Explains the process and the appropriate clinical management of the case handler with babies born with neonatal withdrawal syndrome or fetal alcohol syndrome. Explains the signs and symptoms that may occur at the time of the birth and after discharge. Complications vary according to the type of drug and time of exposure during the period of gestation, and the importance of early intervention are mentioned, the complications and the specialists who must attend to the baby, including the necessary tests. The legislation was reported via internal mail, email and internet. Central level nurse train Foster parents and residential institution staff about the services to newborns exposed to substances. (Refer to the Health Care Oversight and Coordination Plan).

Amendments to CAPTA made by PL 114-22, the Justice for Victims of Trafficking Act 2015

PR has already created a field in SIMCa to capture the children who are found to be victims of sex trafficking. In addition, ADFAN will be implementing an off the shelve application (Respond@) in the three CIMVAS that the Agency administers.

CJA Task Force has decided to continue the efforts on supporting the development of the PR Child Advocacy Centers (CIMVAS) with the automated application Respond that will allow the centers to manage their cases more effectively.

The three integrated centers that ADFAN operates are located in the municipalities of San Juan, Ponce and Camuy. Each center operates independently and services are supervised by the Assistant Administration of Family Preservation Services. In 2015, the Task Force considered a pilot project to address the need for the integration of the CIMVAS, starting with the three centers operated by ADFAN with the purpose of improving the quality of services provided to this population. From an administrative point of view, the goal is to pursue a technological solution to effectively manage the movement of referrals to avoid duplication of services, avoid or minimize waiting lists, monitoring the process of service provision in the three centers, among others. Different solutions were explored and an off the shelf application, named RESPOND© was selected, based on its capacity to:

- Centralize operations and facilitate the visibility of all children being served in the three centers by storing the information in one place,
- Provide access to the information, according to the security levels that are established,
- Provide information about the status of the intervention process at each center,
- Permit the creation of demographic profiles of child victims, the offender and case details, such as type of abuse (sexual abuse / **sex trafficking**), age, status of the case, interview type, service type, gender of the child and other data). These profiles will be specific to the population served by these centers, which now expand services to children who are abused by other than the mother, father or responsible person, as defined by our local CPS law (Law 246) and to child victims of sex trafficking.
- Importantly, in connection to the sexual offender profile, the application will connect with our newly implemented Integrated Case Management

System (SIMCa, for its Spanish acronym). This means that we will be able to identify possible perpetrators that have not been identified as such, as part of another family group. This means that we will also be able to identify possible child victims that are or have been in contact with such person.

- Indicate whether PR will need to make changes in laws, policies or procedures to implement law requirements-
Law #225 of December 17, 2014 amended our CPS law 246, Law for the Safety, Wellbeing and Protection of Minors, in its articles 2, 3, 5, 7, 8, 11 and 58. It incorporated the definition of Human Trafficking, as part of its definition of maltreatment and institutional maltreatment and it also defines the concept, including sex trafficking.
- Indicate whether PR is electing to apply the sex trafficking portion of the definition of "child abuse and neglect" and "sexual abuse" to persons who are over age 18 but have not yet attained age 24-
PR elected to apply the definition to minors over 18 years of age, according to the Civil Code of Puerto Rico. Those minors also are at risk of being victims of sex trafficking and received all the services in foster care.
- Provide an update on the state's progress and planned activities in the coming year to develop provisions and procedures for training CPS workers about identifying, assessing and providing comprehensive services to children who are sex trafficking victims, including efforts to coordinate with state law enforcement, juvenile justice, and social service agencies such as runaway and homeless youth shelters.

The Adoption and Foster Care Assistant Administration will be working on the followings actions regarding Sex Trafficking:

- Continuing training to social workers and supervisors of ten regions.

- Coordinating further trainings to residential facilities staff regarding reasonable and prudent parents' concept.
- Generating statistical and qualitative reports about sex trafficking cases based on data entered in SIMCa.
- Implement procedures with other agencies to provide a variety services for the children's victims of sex trafficking and a collaborative agreement.
- Developing and implementing the procedures for report the cases of children victims of sex trafficking to the National Center for Exploited Children.

ADFAN and Ricky Martin Foundation have established a collaboration agreement that includes training 500 young custodians of the agency on human trafficking, the second most lucrative crime in the world. Training related to the exploitation of human beings for purposes such as prostitution, sexual violence, child pornography, pedophilia, sex tourism, servile marriage, forced labor or services, slavery or similar practices, servitude or removal of organs. The workshops focus on young people under the tutelage on the state and social workers. The training for social workers and young people began on February 2, 2018 until February 28.

ADFAN has established a collaborative agreement with the Federal Bureau of Investigation (FBI) to coordinate more effectively the cases of foster care sex trafficking victims. It is expected to develop collaborative agreements with the Department of Health, the Administration of Mental Health and Addiction (ASSMCA as in Spanish acronyms), Department of Justice, Juvenile Justice Department and Police Department.

In the Auxiliary Administration for Adoption and Foster Care it was started communication and coordination with staff of the National Center for Missing and Exploited Children (NCMEC) to report missing children in foster care, to clarify procedures and errors of reported information and continue to exchange

information. Also, a Normative Letter, ADFAN-CSA-2015-018 A, was written in September 28, 2016 and distributed to case managers, local and regional supervisors regarding the procedures to refer the cases of missing children to the NCMEC, with the protocol of questions that is required by the Center staff. Additional information was given on previous pages.

- Identify any technical assistance needs the state has identified relating to implementation of the amendments to CAPTA made by the Justice for Victims of Trafficking Act of 2015.

The need to stablish an interdisciplinary network island wide with other agencies and private providers to access a variety of services for children victims or potentially victims of sex trafficking.

The need to train CPS and Supervisors in the abilities to comprehensively asses the indicators of sex trafficking in the case management follow up and the impact

CAPTA Coordinator (SLO):

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CHAFEE FOSTER CARE INDEPENDENCE PROGRAM

(See attachment: Section E - Chafee Foster Care Independence Program)

SECTION F. UPDATE TO TARGET PLANS WITHIN THE 2015-2019 CFSP

The following are included as attachments:

Foster and Adoptive Parent Licensing, Recruitment, and Retention-Recruitment Plan-

(See Attachment)

Health Care Oversight and Coordination Plan
(See attachment)

Disaster Plan

Considering the experience lived with Hurricane Maria, we reviewed the Disasters Plan in all its parts to guarantee that if a phenomenon of this nature occurs again, the protection of the life, safety and welfare of the children and their families can be guaranteed.

Training Plan

The Training Office has given continuity to the planning activities (schedule), offerings, enrollment registry of participants and evaluation of trainings according to goal and objectives presented in the CFSP 2015-2019. And other related activities.

The Training Office was physically located in a space in the Roosevelt Plaza Building on April 16, 2018. However, we continued working on trainings and coordination to meet the training plan.

The Training Office contains the training policy and the levels of training in pre-service, continuous training (ongoing) and training to foster and adoption parents, according to the sections 26, 27, and 28 evaluated by the federal level.

Item 26 “Initial Staff Training”: During the months of December 2017 to April 2018 training was offered to 36 newly appointed personnel to investigate referrals, before being placed in their respective work areas.

For the past group of trainee 2016-2017, the personnel of the Training Office sent a survey with the purpose of knowing how the training facilitated the application/transference of the knowledge obtained in the workplace. Unfortunately, we don't receive any of the surveys completed. We offer follow up but the doesn't answer.

Item 27 “Ongoing Staff Training”: During the year 2017-2018 several trainings were offered with the goal of training the personnel for complying with their roles and their mission. Also, in ADFAN OA-2013-018 Regulation, training requisites are established where direct service personnel are required to complete a minimum of twelve (12) education hours annually. Some of the activities performed to comply with this segment are detailed as follows:

- The Training Office collaborated in the development and implementation of the trainings with the goal of offering the rights trainings and close to the work of the case workers and supervisors. We maintain a training record for each employee. Some of the facilities have been contracted due to the loss of rooms in the old building. Also, we distributed the spaces through the ten (10) regions of ADFAN and Central Level. Participant enrollment has been coordinated in collaboration with the regional coordinator.
- Contracted the Institute of Continuing Education CPTSPR, for the training: " Strategies of Interventions in Social Work before the victimization of Sexual Abuse". A total of 194 social worker and supervisors in social work and Family Service Technicians take the training.
- The Training Office take advance of some contract and collaborative agreements that ADFAN's have through the Assistant Administrations. With the Assistant Administration for Social Protection and Family Preservation a contract with PAF (Family Evaluation Sexual Abuse Program) they offered the following training in coordination with the Training Office:
 - Investigation Process to Protect Allegations of Sexual Abuse. A total of 144 social worker and supervisors in social work and Family Service Technicians take the training.
- In conjunction with the Nurse Supervisor of the Assistant Administration of Foster Care and Adoption we offer the following training series: Mental Health in the Early Childhood:
 - Management of Psychotropic Medications

- Medications for attention deficit disorder and hyperactivity
- Early Medical Examination Program
- Autism Spectrum Disorder

A total of 230 social worker and supervisors in social work and Family Service Technicians take the training series.

- Contracted Ricky Martin Foundation to provide the training: “Anti Trata”. This topic is related to the Sex Trafficking and Human Traffic. A total of 331 social worker and supervisors in social work and Family Service Technicians take the training.
- At the request of the Office of the Secretary we coordinate the training: Psychosocial Interventions for Depressed in Adults. An expert Dr. Dimitris Kiosses from Cornell University was the resource. A total of 202 social worker and supervisors in social work and Family Service Technicians take the training
- In coordination with the Courts we offer two training one Expert Testimony in Court and Removal Trauma. A total of 125 social worker and supervisors in social work and Family Service Technicians take the training Expert Testimony in Court. A total of 120 social worker and supervisors in social work and Family Service Technicians take the training Removal Trauma.
- The SIMCa training – Safety Model was offer to 12 social worker and supervisor in social work of Specialized Investigation Unit.
- The Training Office create a questionnaire with topics of training interest for ADFAN's lawyers. Sent the questionnaire to the ADFAN's lawyers and they returned completed. In a meeting with the Director of the ADFAN Legal Division at the time Ms. Charlene Rivera take place to notify the process and discuss the results. Also the Training Office share the results with the Administrations of the Courts to explore if they could be a Trainer for our lawyers, and to identify what resources the can offer. On January, 2018 we had a meeting with Ms. Amanda Baerga and other personnel of CIP and determine the first three topics to bring.

- Current Jurisprudence in Family
- Professional Ethics in the family cases.
- Evidence Rules.

Item 28 “Training for foster and adoptive parents (prospective)”: The Training Office carried out the following activities for the improvement of the practice and achievement of the results of this section.

- Contracted with the Center for Education Research of the Faculty of Education of the UPR/RP for providing guidance on the content of two educational booklets on resilience, one for the foster parents and the other for the social workers and technicians. As a result, we have the story book "Contigo". This book is for the children 0 to 5-year-old to work with their current legal status through the resilience. In this particular area the Training Office did not have the approval to go ahead with this project.

In conjunction with the Assistant Administration of Foster Care and Adoption of the Training Office, we collaborate to offer parents and adoptive parents a serial of training. Approximately 36 trainings have been offered that have been repeated by the regions to a 1,125 participants. Although this training includes social workers, technicians and licensing officials, it is prepared for foster and pre-adoptive parents. The topics are the following:

- Management of:
 - Medications
 - Emotions
 - Discipline and Study habits
 - Budget
- Cognitive Development, Adequacy management of youth in risk and synthetic marihuana and other trends of use.
- Eat Healthy and Being Active
- Cutting

- Cyber Crimes
 - Values
 - Family Living
 - We all are Models
 - Knowing the child
 - My family: Who's educate it?
 - Depression and Preventing Suicide
 - Finding a home
 - Peace Builders
 - Neglect
 - Violence a social problem
-
- During the next months, the topic of Resilience will be offered and it is expected to start in San Juan and Agüadilla and then to the rest of the foster and pre-adoptive parents of the other regions. These trainings also include social workers, technicians and licensing officials.
 - The two employees who have the Training Office are responsible for collaborate in the performance of training activities according to federal and state laws that regulate the services of training sessions for personnel. Also, to keep reports up to date according to the standards of trainings in item 28. In the same way maintain the enrollment register and the evaluation profile and assessment of the workshops to accomplish the items 26, 27 & 28.

The table that follows contains information on the trainings offered in the year 2017-2018 and made possible through planning, design or coordination with the Training Office.

**Progress Report
Training Curricula
May 2017- April 2018**

Title	Objectives	Resource	Continuing Education Days / Hours	Total of employees Trained Staff	Proportion (%)	Audience	
Safety Model Applied	Understand Security Model Steps Apply concepts in your research.	ADFAN	6 hours	232 aprx.	12	5%	Case managers and social work.
Human Trafficking and Sex.	Familiarize with the terms of Human Trafficking. Understand the victims and be sensitive to their situation. Identify the indicators of possible Traffic Victims.	Khrista V. Trani, Fundació n Ricky Martin.	3 hours	899	331	37%	Case managers and social work, supervisors, support personnel.
Investigation process to protect allegations of Sexual Abuse.	Familiarize with the terms of Sexual Abuse. Understand the victims and be sensitive to their situation. Apply concepts in your research.	PAF	6 hours	899	144	16%	Case managers and social work supervisors.
Training Series: Mental Health in the Early Chilhood: a) Management of Psychotropic medications, b) Medications for attention deficit	Familiarize with the terms of Medications for mental health disorder. Identify indicators and coordinate services. Use of medications for patients with attention deficit disorder and follow up. Medical follow up required by stage of development. Familiarize with the terms and psychological characteristics with the	SEPY, Inc.	6 hours	899	230	26%	Case managers and social work, supervisors, support personnel.

disorder and hyperactivity, c) Early Medical Examination Program, d) Autism Spectrum Disorder.	autism children's.						
Strategies of Interventions in Social Work before the victimization of Sexual Abuse.	Define basic concepts of sexual abuse. Identify the stages of human development in the social area. Understand the implications of sexual abuse. Expand knowledge regarding the action to take in cases of sexual abuse.	CPTSPR	6 hours	899	194	22%	Case managers and social work supervisors.
Pre Service: Research Module.	Understand Services of ADFAN. Familiarize with the 246 law for the 11 December 2011. Understand Security Model Steps Apply concepts in your research.	ADFAN	24 hours	36	36	100%	Social Work and supervisors.
Psychosocial Interventions for Depressed Middle-aged and Older Adults.	Characteristics of late-life depression. Why is late-life depression underdiagnosed or undertreated. Barriers to treatment of older adults.	Dr. Dimitris Kiosses, Cornell University	6 hours	899	202	22%	Case managers, social work supervisors, support personnel.
Expert Testimony in Court	Distinguish the role of the expert witness in the court. Learn skills to offer a testimony in the room. Know the "quantum" of evidence and	Lcdo. Ricardo Román Cruz/EC	7 hours	899	125	14%	Case managers, social work and supervisors.

	characteristics.	ADE ADFAN					
Removal Trauma	Define concepts of trauma in children. Define strategies for trauma management. Identify ways of self-care.	Dra. Marianela Rodríguez-Reynaldo Sra. Mildred Guzmán/ ECADE	7 hours	899	120	13%	Case managers, social work and supervisors.

Update to Training Plan

SEE ATTACHMENT: Training Plan CFSP 2015-2019 (rev. June, 2018)

Description of the setting of training activity

The Training Office have two employees since June 2016 to work with all the activities. The Training activities are planned according to the federal and state laws, the Child Welfare System; ADFAN Regulations; the information obtained from the findings of the CFSR, and from other sources of assessment carried out by the Training Office.

Implementation is carried out according to the curricular framework established in the CFSP 2015-2019 Training Plan, Continuing Education Modules Applied for Items 26, 27 and 28 (see attachment) and other training activities that's contribute to strength the case worker management. A semi-annual calendar is created distributed through the Outlook mail application. Requests are sent to Assistant Administrators and Associate Directors to provide lists to the Training Office from which to prepare the enrollment registry classified by training, place, and date. An up to date list is maintained of those who have completed training. By request of the Training Office, the mentioned modules are approved for hours of professional development by the Institute for Continuing Education of the Association of Social Work Professionals of Puerto Rico.

It was established the training room with two computers with all teaching tools available to our training system at the time, for individualized tutorials or training for staff. At present we are now in another building and do not have access to the old building we have 10 laptops available to provide individualized training and tutorials.

OTHER ATTACHMENTS INCLUDED:

Eastern Citizen Review Panel:

- Panel's Report
- Agency Response Letter

Western Citizen Review Panel:

- Panel's Report

- Agency Response Letter

STATISTICAL AND SUPPORTING INFORMATION

1. CAPTA Annual State Data Report Items:

Information on Child Protective Service Workforce:

As required by law, in PR the practice of social work is regulated by the Law College of Social Workers, Law 171 (May, 1940) and its amendment, law 193 (August, 2004). Therefore, the qualifications of social work professionals entering the payroll of the Department of Family are:

- Bachelor's Degree or Master's Degree from an accredited university
- Valid license issued by the State Department
- Current membership to the College of Social Work Professionals of PR

The agency has a classification and compensation plan according to the qualifications of each staff member. Even those who have no academic training in social work and offer case management of social child protection classified as Family Service Technicians are participants in the plan.

These requirements have remained the same during the reporting period.

The Investigation Unit (UIE, Spanish acronym) continues to be the primary unit responsible for the intake, screening, assessment and investigation of child abuse and neglect referrals. These units are staffed with Family Service Technicians III, Social Workers and Social Work Supervisors.

Education requirements for Family Service Technicians III: The classification requirements, according to ADFAN's Classification Plan, for Family Service Technician III consist of a bachelor's degree and two (2) years of experience.

Education requirements for Social Workers and Social Work Supervisors: Social Workers must have a bachelor's degree in social work, have either a temporary or permanent license, and be active members of the Social Worker's Association. In order for social workers to practice their profession, they must be admitted to the profession by the Social Work Examining Board and be a member of the Social Worker's Association. The Licensing Law of Social Workers, Law 171 of May 11, 1940 and Law

50 of May 18, 1965 as amended, establishes the following requirements for a permanent or temporary license:

Temporary License:

- Bachelor’s degree from a university or college and 18 credits or more in post-graduate studies in social work; or
- Bachelor’s degree from a university or college, with a specialization in social work.

Permanent License:

- Bachelor’s degree from a university or college and two (2) years post-graduate work on social work or equivalent credits on another field, and a diploma on social work; or
- Bachelor’s degree from a university or college, one (1) year post-graduate work in social work or equivalent credits, and at least two (2) years or experience working as a social worker; or
- Bachelor’s degree from a university or college with a specialization on social work, at least 30 credits on social work, and at least three (3) or more years of experience working as a social worker.

The following table shows the job classifications and requirements to entry level. They are listed in hierarchical order which illustrates the requirements for advancement in the positions.

<i>Classification</i>	<i>Qualification Requirements</i>
<i>Social Services Family Technician III</i>	In this level, the FST analyze the more complex cases. Also assists to the Court for the custody cases and the placement of children in foster homes certified by the Agency. After one (1) year of experience staff in this position qualifies for a supervision position.
<i>Family Technician Supervisor</i>	This is a supervising position in charge of all the Family Services Technicians in the local offices of the Department of the Family. This is the highest level in this area. The professional experience of these employees is considered for administrative and directive positions in other offices in the Agency.
<i>Social Worker I</i>	Professional work consisting in providing direct social services to families, adults and children that require the assistance of the Department of the Family. They conduct social studies and evaluate situations to plan and recommend the appropriate assistance, according to the case. After one (1) year of experience they qualify for the next level. This class requires provisional license and membership in the Social Worker’s Association.
<i>Social Worker II</i>	Professional work consisting in providing direct

	social services to families, adults and children that require the assistance of the Department of the Family. Their duties are similar to the Social Worker I, but the cases they manage are more complex. After one (1) year of experience they qualify for the next level. This class requires provisional license and membership of the Social Worker's Association.
<i>Social Worker III</i>	Professional work consisting in providing direct social services to families, adults and children that require the assistance of the Department of the Family. Their duties are similar to the Social Worker II, but the cases are more complex. They attend Court for some assigned cases. After one (1) year of experience they qualify for the next level. This class requires permanent license and membership in the Social Workers Association.
<i>Social Worker IV</i>	Professional work consisting in providing direct social services to families, adults and children that require the assistance of the Department of the Family. Their duties are similar to the ones of Social Worker III, but the cases are more complex. They conduct special investigations and evaluations, and special tasks in the areas of licensing and adoption. After one (1) year of experience they qualify for a supervision position. This class requires a Master Degree in Social Work, permanent license and membership in the Social Workers Association.
<i>Social Worker Supervisor I</i>	This is a professional and specialized work that consists in the direction, supervision and coordination of the work of Social Workers and auxiliary staff. They provide guidance give the instructions and approve the final social reports. They prepare reports informs of the services offered to clients by the Department of the Family. After one (1) year of experience they qualify for the next level of the class. This class requires a Master Degree in Social Work, permanent license and membership in the Social Workers Association.
<i>Social Worker Supervisor II</i>	The duties of this level are very similar to those in level one, but besides the supervision activities, the Social work supervisor II provides guidance and recommendations, including modifications to the service plan, so they better respond to participant. They supervise the local offices and evaluate caseworker's performance and put into place corrective actions plans. They supervise adoption and protection services programs; collaborate as training specialist for staff under their supervision. This class requires a Master Degree in Social Work, permanent license and membership of the Social Workers association. After one (1) year of experience the employee

	qualifies for the Social Work Specialist position.
Social Work Specialist	The Social Work Specialists (SWS) develops the norms and procedures for specific services and programs. The SWS provides technical assistance to central and regional level staff, including the Office of Secretary and ADFAN Administrator. This class requires a Master Degree in Social Work, permanent license and membership in the Social Workers Board. This is the most specialized and highest of the Social Work position within the Department of the Family.

Training requirements for Family Service Technicians III, Social Workers and Social Work Supervisors: All social workers are required to take twelve (12) hours of continued education to renew their permanent or temporary licenses each year. **As of 2013, policy was emitted requiring that Social Services Technicians will also need to complete twelve (12) hours of continued education to keep them up to date in the field. The requirement is twelve (12) credits, per year for both tracks.**

Demographic information of the child protective service personnel:

Regional UIE	Number of Investigators	Sex		Race/ethnicity/age/years of experience
		F	M	
Arecibo	18	13	5	<ul style="list-style-type: none"> All are Hispanic and of Puerto Rican ethnicity Age Range: 24-55 years of age The vast majority of the workforce has an average of 5 to 6 years of experience in CPS
Aguadilla	6	4	2	
Caguas	14	11	3	
Carolina	14	12	2	
Bayamón	27	24	3	
Guayama	8	6	2	
Ponce	11	10	1	
Humacao	8	8	0	
Mayagüez	15	10	5	
San Juan	17	13	4	
Totals	138	111	27	

QUALIFICATION OF CPS WORKFORCE	
TOTAL # OF CPS WORKFORCE	917
<ul style="list-style-type: none"> Bachelor's degree 	611
<ul style="list-style-type: none"> Master degree 	302

• PHD	4
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Juvenile Justice Transfers

According to 2017- 2018 data, the ADFAN has 522 minors in joint custody with the Juvenile Institution Administration. Of these, 479 minors entered the system via law 88 (Juvenile offenders law) and 43 entered the system through the CPS law, law 246. According to law 88 a juvenile offender is a minor that commits an offense and not a crime as an adult. In the case management process, the case workers' assess the risk factors for these minors, including the social problems of their communities. (Drugs abuse, criminality, mental health conditions, etc.). With the approval of the Courts some of these minors are placed in Institutions outside of P.R., for their safety and or for services needed but not available to this population in PR to receive treatment as part of the case management. This information is gathered from the monthly statistical report received from the information system and from the follow-up given to the Foster Care Administration. The population is defined according to the characteristics and criteria established by Law No. 88. The cases are worked on pursuant to the rules and procedures that apply to other foster care cases, including service plan developments. The statistics collected from cases under Law No. 246 are also gathered for this population.

2. Sources of Data on Child Maltreatment Deaths:

- *Sources of Information*

ADFAN continues to use the following sources of information: the Police (reports regarding maltreatment situation being intervened by them and where a child died or is severely injured, results of a police investigation identifying the perpetrators of child deaths, among others), Emergency #911 (emergency type of reports reporting a child death where maltreatment is reported), Hospitals/ Physicians/Medical Personnel (reports describing the nature and sometimes the circumstances of child deaths), School personnel (professional collateral information regarding patterns of parental behavior of child history of injuries of child who died as a consequence of maltreatment), Coroner's Office (causes of death consistent with child maltreatment), Agency Child death reviews Team (Receives detailed information from Coroner's Office, including photos), Dept. of Health, (including from their Child Death Review Team, statistical information), Police Dept. regarding child deaths.

- *If the state does not use information from the state's vital statistics department, child death review teams, law enforcement agencies and medical examiners' offices when reporting child maltreatment fatality data to NCANDS, explain why any of these sources are excluded.*

Information from the Department Health Vital Statistics is the only source excluded because it is not useful in the assessment of these cases, as it does not identify the cause of child deaths.

- All sources of information

Since 2013 the established agreements with the Department of Justice have remained in place. Through the Deaths Review Panel, the Department of the Family will continue the efforts to strengthen the collaboration with the Department of Justice and the Puerto Rico Police in order to sign an agreement so they can report directly to the agency the deaths of children related to child abuse.

ADFAN collects information on children who died and were reported to the hotline. Eighteen children were reported dead to the hotline between April 2017 and March 2018.

Of these, 5 children were male (36%) 3 children 0-3 years old, 1 children 8 years old, and 1 children 16-17 years old. 9 children were female (64%) 4 girls 0-3 years old, 1 girl 4-7 years old, 1 girl 13 years old, 2 girl 15 years old and 1 girl 17 years old.

Cause of death: 1 for physical abuse, 12 negligence, 1 accidental death. In one (1) case the cause of death has not been determined. For those cases, a forensic evaluation is expected to determine the causes of deaths. These data are according to the NCANDS registry.

National Child Abuse and Neglect Data System:

The "National Child Abuse and Neglect Data Systems" (NCANDS) report was submitted on January 31, 2018. ADFAN submitted both, Child File and Agency File.

In the Child File 18,931 records were submitted without errors and were accepted and validated. 10,613 reports were submitted in the Child File, an increase of 11.3% compared to the data for 2016. The percentage of "absence of recurrence of abuse" was 95.8%.

3. Education and Training Vouchers:

- 2016-2017 School Year (July1, 2016 to June 30, 2017), ETV Awarded 372 ETV and 131 of these were new.
- 2017-2018 School Year (July 1, 2017-2018), ETV Awarded 339 ETV and 107 of these were new.

4. Inter-Country Adoptions

Actually in Puerto Rico we are working with inter-countries adoptions. Minors under the custody of Department of the Family can be placed outside of Puerto Rico, but only in United State territories. At present a minor is placed in Dallas, Virginia, Tampa, FL, Pennsylvania and Texas and it is expected that can be adopted from other states.

6. Monthly Caseworker visit data

- Reported until May 31, 2018. (See information in Program Support section)
Case workers face to face visit to children's:

2015-2016		2016-2017		2017-2018	
MCV	VIH	MCV	VIH	MCV	VIH
72%	88%	74%	92%	77%	92%

FINANCIAL INFORMATION

(See Attachment – Financial Information)