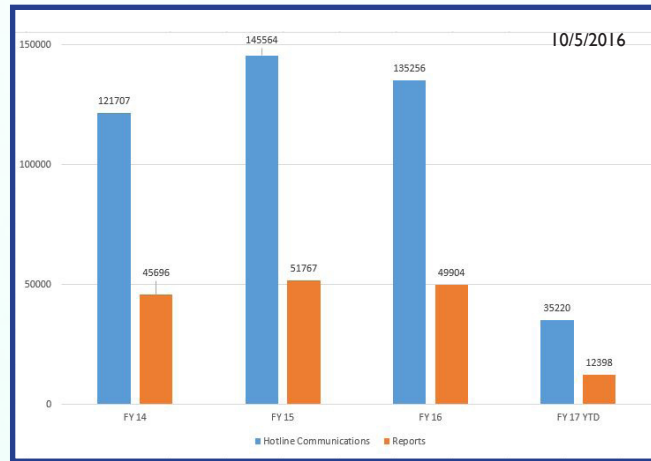
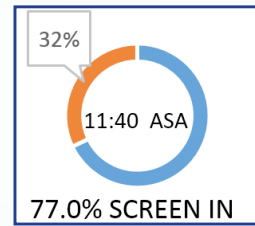


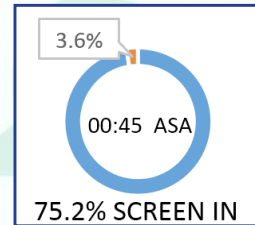
INCOMING CALLS



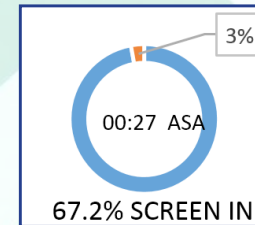
FEB 14 - Abandon Rate



FY 15 - Abandon Rate

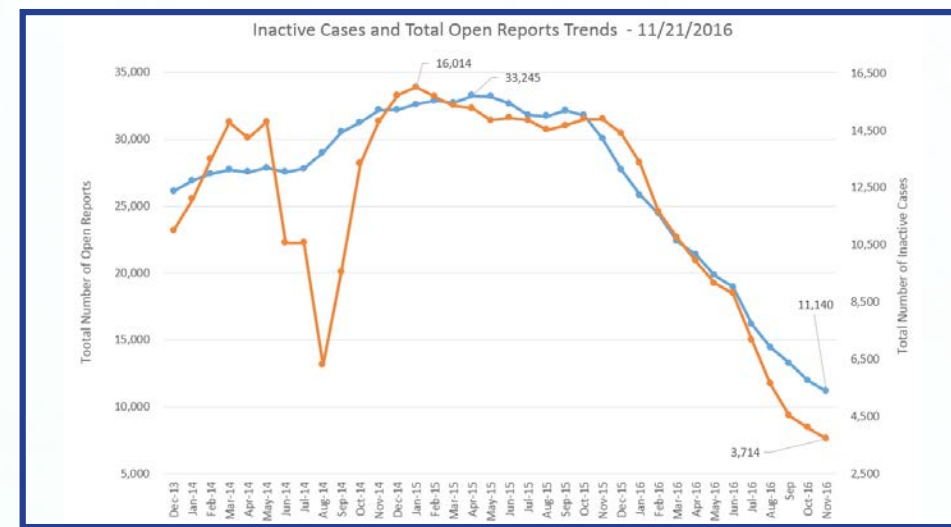


AUG 16 - Abandon Rate



ASA = Average Speed to Answer

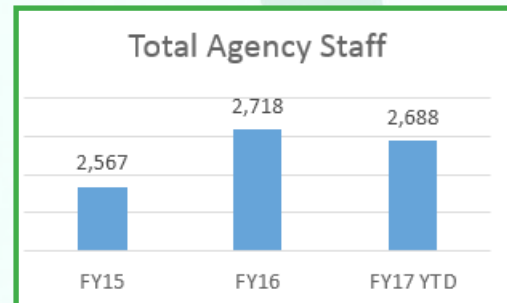
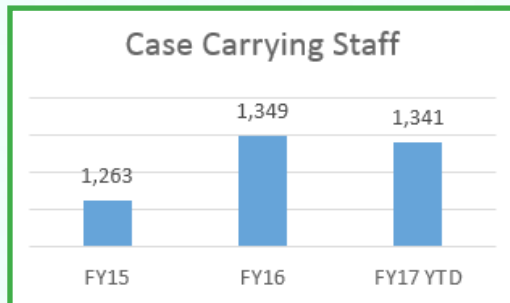
INVESTIGATIONS PERFORMANCE



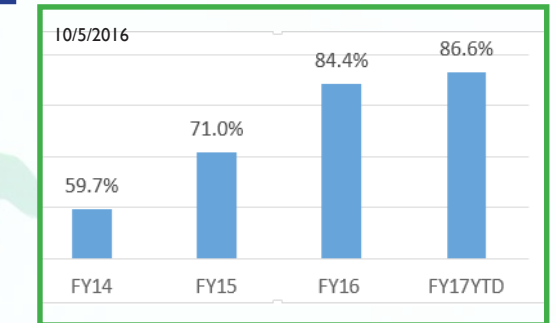
Inactive Cases Leg Benchmark = < 1,000;
Open reports Leg Benchmark = < 13,000



AGENCY RESOURCES



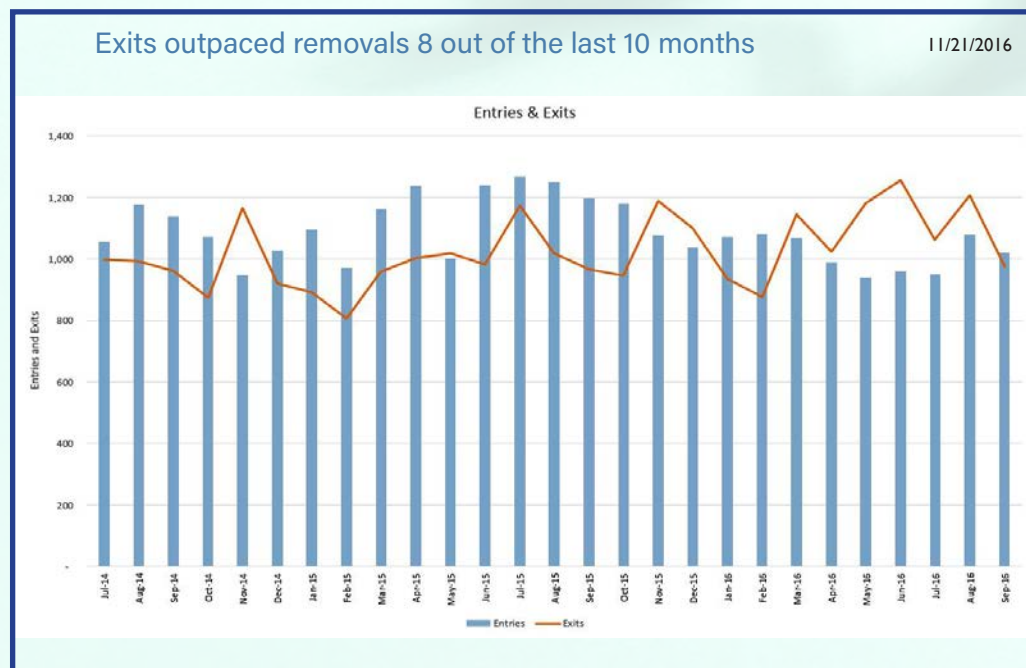
ON TIME INVESTIGATIONS RESPONSE



CHILDREN ENTERING & EXITING CARE

	FY 15	FY 16	SEP 16
REMOVALS	13,124	13,132	955
EXITS*	11,575	12,813	935

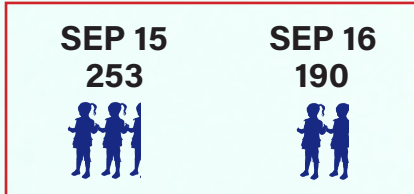
Placement Unit achieved significant gains since its creation 6/2015



PLACEMENT UNIT DURATION TO PLACE CHILDREN

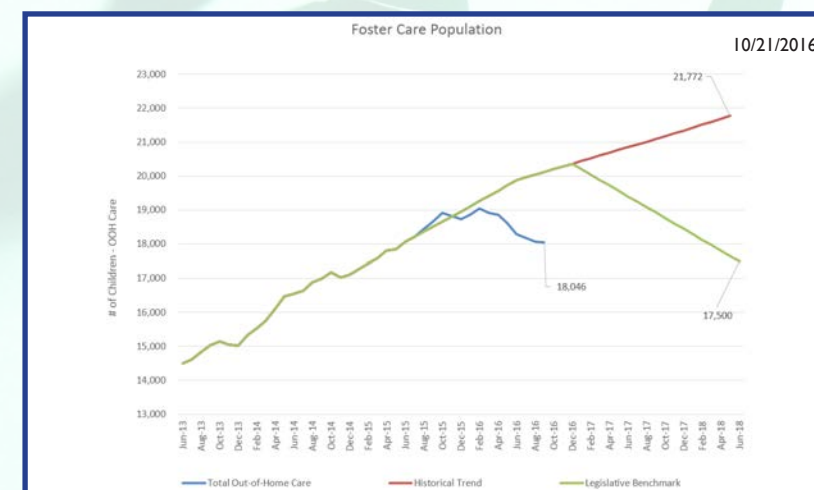


NUMBER OF CHILDREN VISITING PLACEMENT UNIT



OUT OF HOME POPULATION

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17 YTD
POPULATION	13,385	14,494	15,556	18,059	18,287	18,183
Growth rate YOY	22.90%	8.30%	14.20%	9.08%	1.30%	-0.6%



NUMBER OF LICENSED FOSTER BEDS

JUN 14	JUN 15	CURRENT
10,057	10,490	10,964

NUMBER OF LICENSED FOSTER HOMES

JUN 14	JUN 15	CURRENT
4,358	4,506	4,619

NUMBER OF KIDS IN GROUP HOMES

FY 14	FY 15	FY 16	CURRENT
2,246	2,535	2,727	2,714

SAFETY - Arizona ranks 4th lowest nationally in substantiated abuse while in OOH Care.

* Exits data is 60 days lagging