



Wisconsin Department of
Children and Families

Division of Milwaukee Child Protective Services Independent Monitoring Report

2024 Semi-Annual Report
January-June 2024

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Executive Summary and Highlights

The Wisconsin Department of Children and Families (DCF) and its Division of Milwaukee Child Protective Services (DMCPS) are focused on achieving long-lasting results that improve the safety, permanency, and well-being of children and families in Milwaukee County. From January through June 2024, DMCPS performed the following:

Access and Initial Assessment / Independent Investigations

- A total of **7,916** child protective service reports were received.
 - **3,106 (39%)** were screened-in for further initial assessment/independent investigation.
- A total of **2,962** initial assessments and **49** independent investigations were completed.
- At the start of 2024, there were **77** initial assessment specialists (IAS) employed at DMCPS. From January through June 2024, **17** IAS were hired, and **six** IAS separated employment resulting in a **6%** semi-annual turnover rate.

Safety

- The case management agencies made face-to-face contact on **9,583** of the expected **9,999 (96%)** monthly face-to-face contacts.
- A total of **23** children re-entered out-of-home care (OHC) within 12 months of being discharged to reunification or guardianship.
- While in OHC, **two** children were victims of maltreatment by their provider.

Permanency

- On average per month, **77** children entered OHC, and **63** children exited OHC.
- On average per month, **1,494** of **1,753 (85%)** children in OHC were placed in a family-like setting.
- On average per month, **687** of **1,753 (39%)** children in OHC were placed with a relative.
- On average per month, **621** of **1,753 (35%)** children were in OHC for more than 24 months.
- Of the **171** children who reunified during the first six months of 2024, **64 (37%)** reunified within 12 months of entering OHC.

Well-being

- On average per month, **1,603** of **1,755 (91%)** children were current with their annual medical exams.
- On average per month, **1,144** of **1,441 (79%)** children were current with their annual dental exams.

Child Welfare Case Manager Workforce

- At the start of 2024, there were **164** child welfare case managers (CWCMs) employed at the contract agencies. From January through June 2024, **28** CWCMs were hired, and **28** CWCMs separated employment resulting in a **15%** semi-annual turnover rate.
- On average per month, **67** of **156 (43%)** case carrying CWCMs had more than 15 children on their caseload.

This report is a cumulative performance summary for DMCPs. Changes in the data between this report and prior reports reflect updates due to validation procedures as well as changes in reporting structure.

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1. Introduction

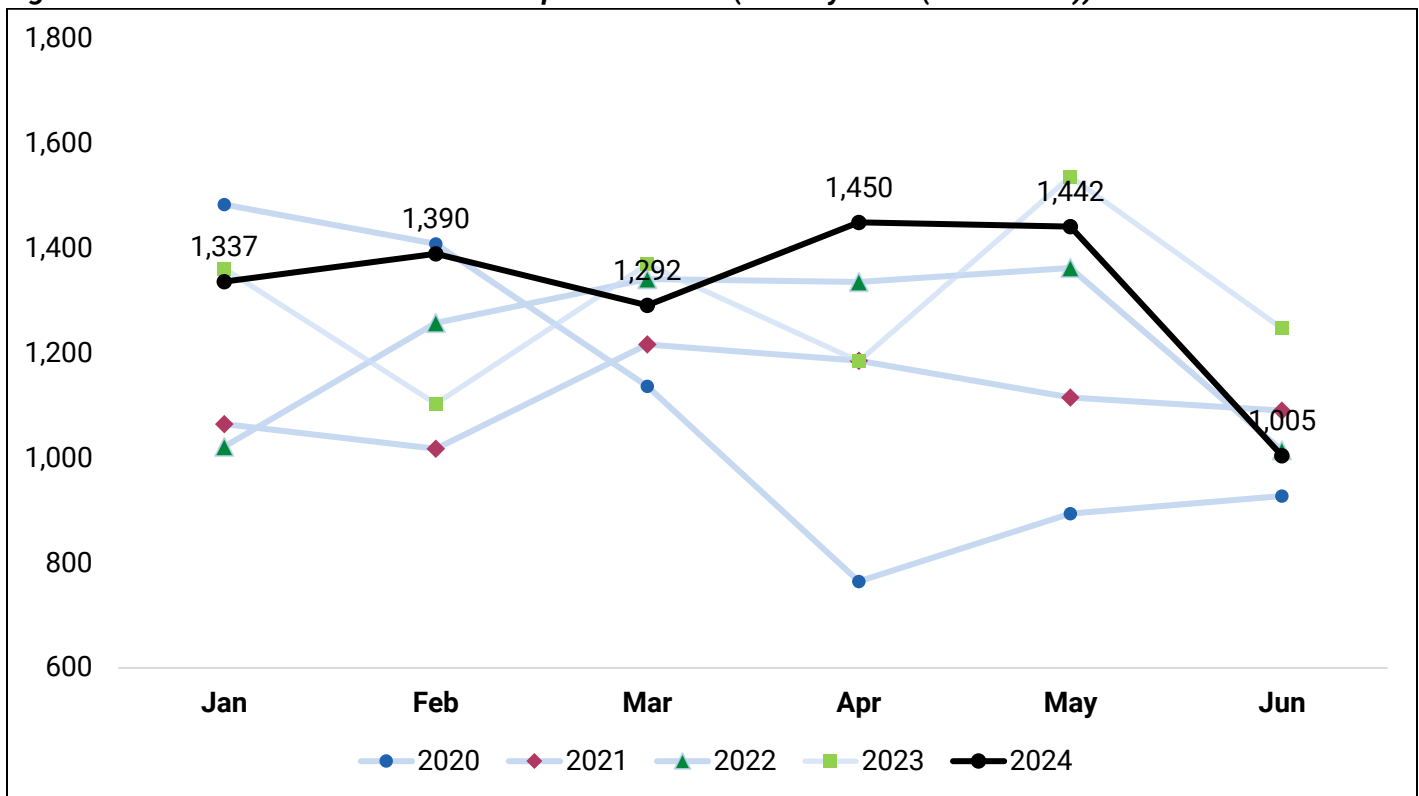
The DMCPs Independent Monitoring Report (IMR) provides pertinent information on key areas of the child welfare system in Milwaukee County. The report includes information about Access, Initial Assessment, outcomes related to safety, permanency, well-being, and the workforce. The IMR is intended to serve as a mechanism for maintaining transparency to both internal and external stakeholders while providing information about the overall functioning of Milwaukee County's child welfare system.

2. Access and Initial Assessment / Independent Investigations

2.1 Child Protective Service Reports - Volume and Response Time

From January through June 2024, DMCPs received a total of **7,916** unique child protective services (CPS) reports. This is a 1% increase compared to the first six months of 2023.¹ Figure 1 shows the total number of CPS reports received from January through June from 2020 through 2024.

Figure 1: Total Child Protective Services Reports Received (January-June (2020-2024))



¹ In the first six months of 2023, 7,806 CPS reports were received.

On average per month, DMCPs received **1,319** CPS reports from January through June 2024. DMCPs screened-in an average of **518** CPS reports for further assessment/independent investigation per month, resulting in an average screen-in rate of **39%**. As a result, DMCPs received 110 more CPS reports in the first half of 2024 compared to the same period in 2023 but screened in 252 less CPS reports (8% decrease). Figure 2 shows the number of screened-in and screened-out CPS reports by month during the first six months of 2024. The majority (75%) of reports were received from mandated reporters.

Figure 2: CPS Reports (Screened-in and Screened-out) Received by Month (January-June 2024)

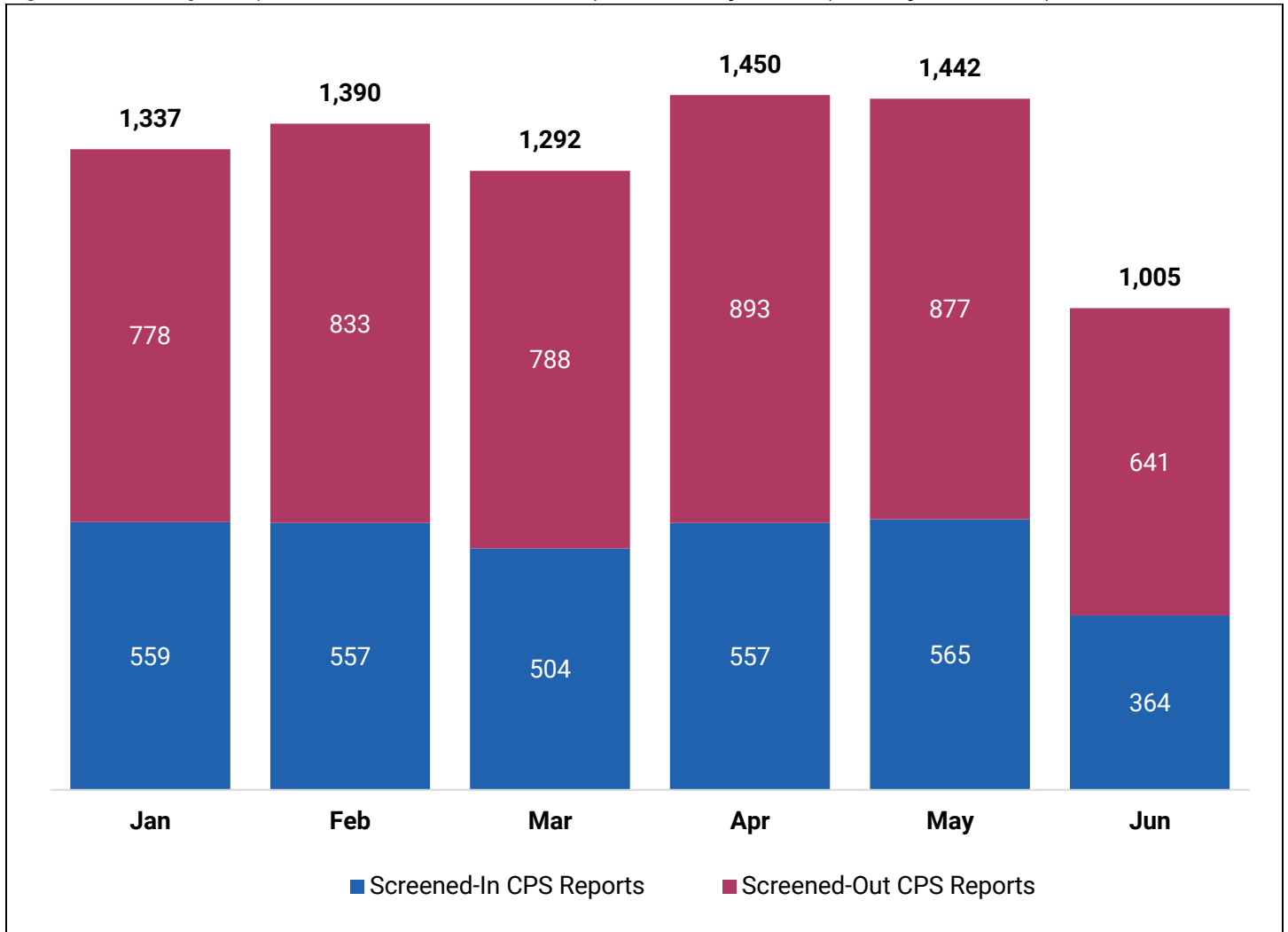


Table 1 shows the response time (by percentage) of CPS reports that were screened in by month from January through June 2024. On average per month, **20%** of CPS reports were screened-in with a same day response time, and an average of **60%** were screened-in with a response time of within five business days.

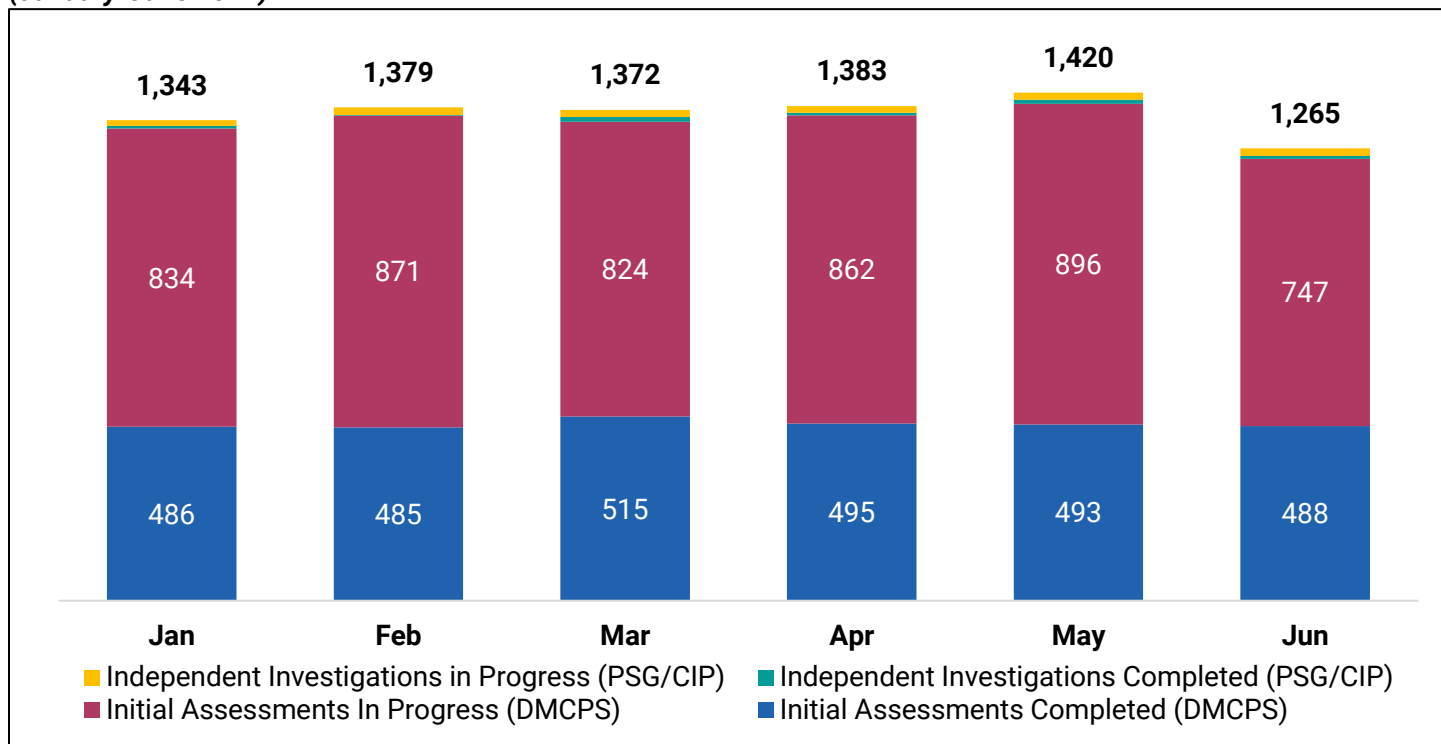
Table 1: Percentage of CPS Reports by Response Time by Month (January–June 2024)

Response Time	Jan	Feb	Mar	Apr	May	Jun
Same Day	17%	24%	18%	22%	20%	18%
Within 24-48 Hours	20%	18%	22%	17%	21%	23%
Within Five Business Days	63%	58%	60%	61%	60%	58%

2.2 Initial Assessments and Independent Investigations - Completed and Pending

From January through June 2024, there were **2,962** initial assessments completed by initial assessment specialists (IAS) and **49** independent investigations completed by Professional Services Group/Community Impact Programs (PSG/CIP).² On average per month, **494** initial assessments were completed by **72** IAS and **eight** independent investigations were completed by **three** PSG/CIP staff. Figure 3 shows the number of completed and pending initial assessments and independent investigations by month during the first six months of 2024.

Figure 3: Number of Completed and Pending Initial Assessments and Independent Investigations by Month (January-June 2024)

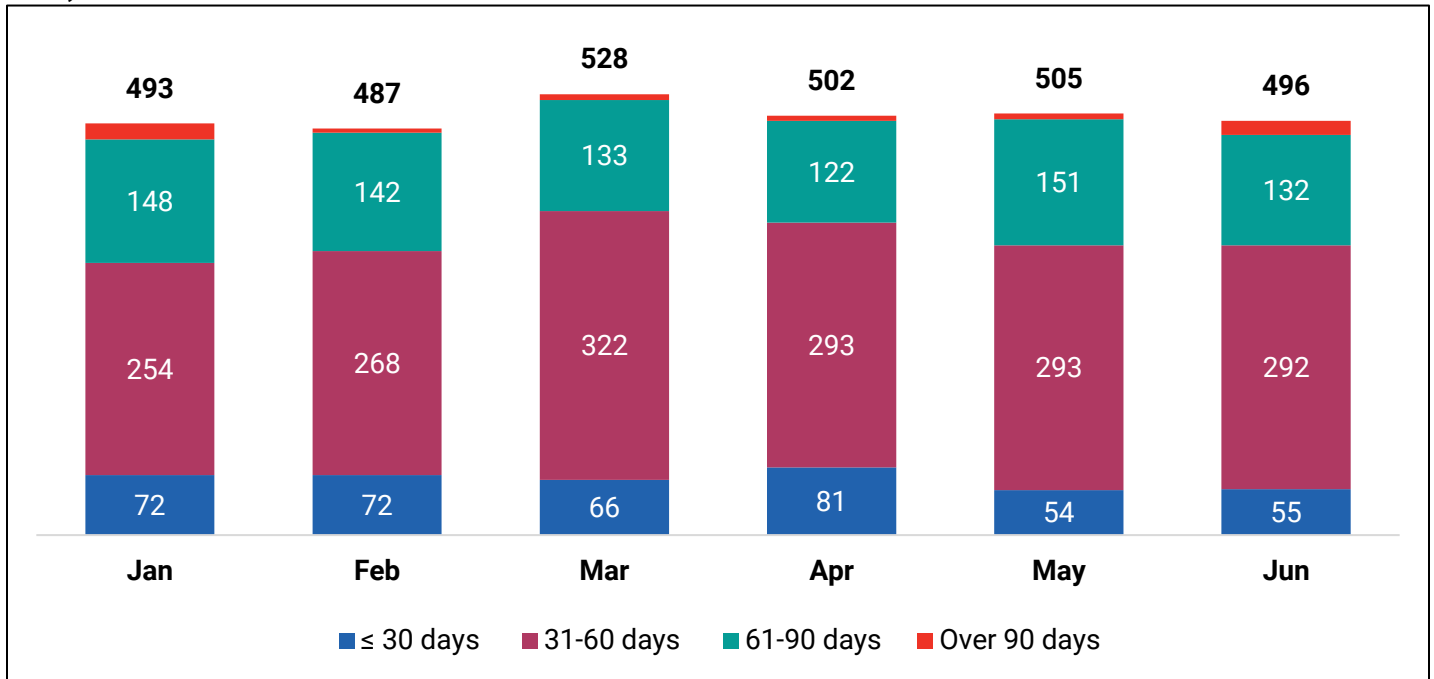


Initial assessments and independent investigations are required to be completed within 60 days of the referral. Figure 4 shows the number of days to complete initial assessments and independent investigations between January and June 2024. In the first six months of 2024, **2,122 (70%)** of the **3,011** completed initial assessments and independent investigations were completed in 60 days or less. This is an improvement from the first six months of 2023.³

² Professional Services Group (PSG)/Community Impact Programs (CIP) staff conduct independent investigations on behalf of DMCPS.

³ During January-June 2023, 1,823 of 3,141 (58%) of Initial Assessments were approved in 60 days or less.

Figure 4: Number of Days to Complete Initial Assessments and Independent Investigations by Month (January-June 2024)



2.3 Initial Assessment Specialists Staffing

At the beginning of 2024, DMCPs employed **77** initial assessment specialists (IAS). In the first six months of 2024, **17** IAS were hired, and **6** IAS separated employment resulting in a **6%** semi-annual turnover rate.⁴ Table 2 provides the monthly number of IAS at the beginning of the month, the number hired during the month, the number separating employment during the month, and the semi-annual turnover rate for the first half of 2024.

Table 2: Number of IAS at the Start of the Month, the Hires and Separations by Month, and the Semi-annual Turnover Rate (January–June 2024)

Turnover	Jan	Feb	Mar	Apr	May	Jun
IAS Start of Month	77	77	77	88	84	88
IAS Hires	0	0	13	0	4	0
IAS Separations	0	0	2	4	0	0
Semi-annual Turnover %						6%

⁴ Turnover rate is the number of IAS who exited employment divided by the number of IAS at the beginning of the year plus the number of IAS hired during the reporting period.

3. Safety

3.1 Face-to-Face Contact by the Case Management Agencies

In the first half of 2024, **9,583** of the expected **9,999 (96%)** face-to-face contacts (FFC) were completed by the case management agencies. Table 3 shows the number of expected and completed face-to-face contacts and the percent of completed face-to-face contacts by month.⁵

Table 3: Number of Expected and Completed Face-to-Face Contacts by Month (January-June 2024)

FFC	Jan	Feb	Mar	Apr	May	Jun
Number of Children Receiving a FFC	1,567	1,552	1,581	1,593	1,639	1,651
Number of Children Requiring a FFC	1,654	1,648	1,650	1,659	1,680	1,708
Percent of Children Receiving a FFC	95%	94%	96%	96%	98%	97%

3.2 Re-Entry

A total of **23** children re-entered OHC within 12 months of discharging to reunification or guardianship in the first half of 2024. This is ten less children when compared to the first six months of 2023.⁶ Table 4 shows the number of re-entries, by re-entry month, and time between exit and re-entry from January through June 2024.

Table 4: Number of Children who Re-Entered OHC by Month (January-June 2024)

Time Before Re-Entry Group	Jan	Feb	Mar	Apr	May	Jun	Jan-June Total
0 - 2 Months	1	2	1	1	0	1	6
3 - 6 Months	1	4	2	0	3	0	10
7 - 9 Months	2	0	3	1	1	0	7
10 - 12 Months	0	0	0	0	0	0	0
Total	4	6	6	2	4	1	23

3.3. Maltreatment in Out-of-Home Care

From January through June 2024, **two** children were victims of maltreatment by their provider while in OHC. Table 5 shows the month of maltreatment, the child's age, the maltreatment type, and the maltreaters' relationship to the victim.

Table 5: Child Victim by Month (January-June 2024), Child's Age, Maltreatment Type, and Maltreaters' Relationship to Victim

Child Victim	Month	Child's Age at Time of Incident	Maltreatment Type	Maltreater Relationship to Victim
1	March	5	Physical Abuse	Treatment Foster Home (Non-Relative)
2	May	2	Physical Abuse	General Foster Home (Non-Relative)

⁵ This measures one face-to-face contact per month; additional face-to-face contacts are required based on case circumstances.

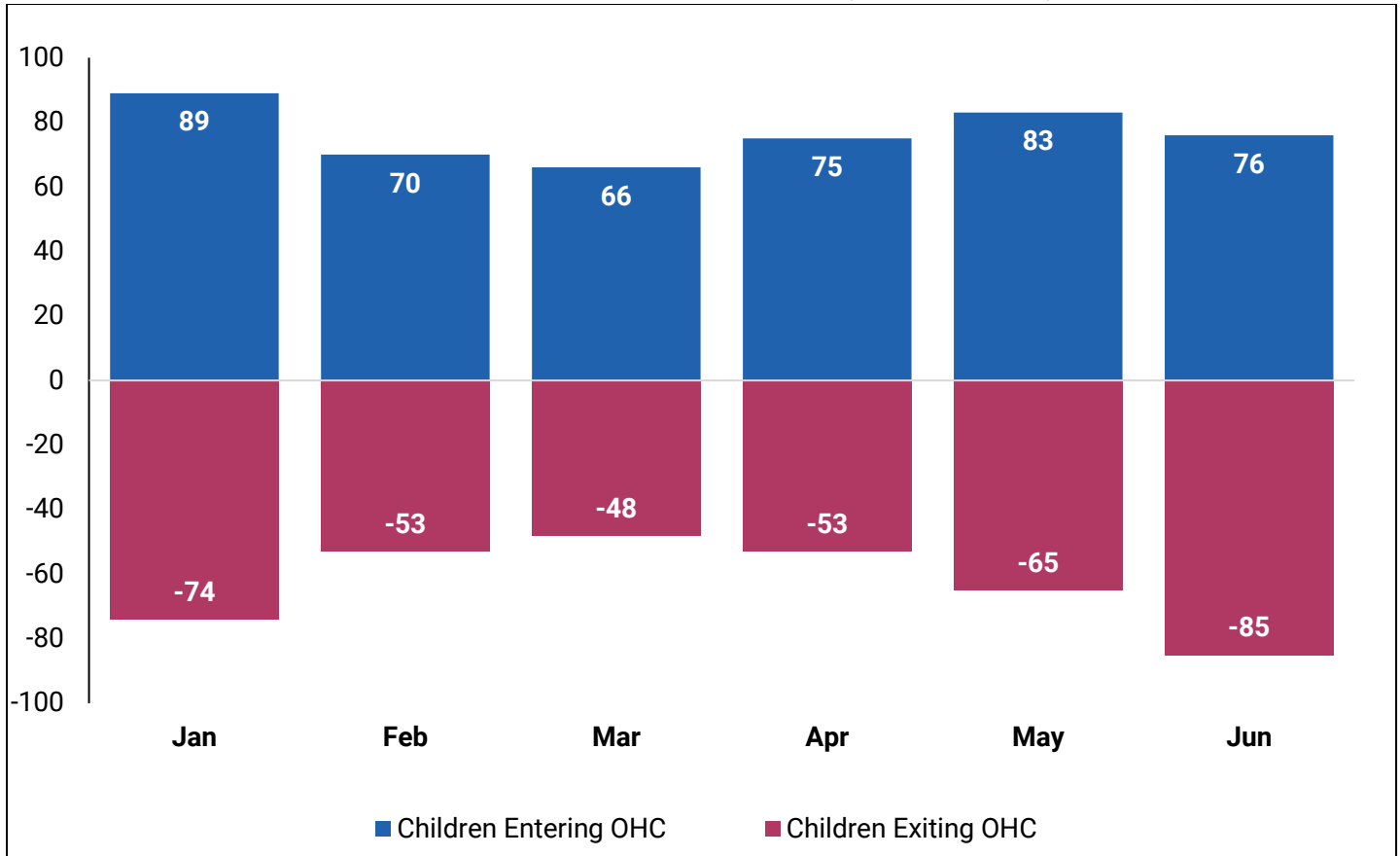
⁶ 33 children re-entered OHC within 12 months from January-June 2023.

4. Permanency

4.1 Entries into Out-of-Home Care

At the beginning of 2024, there were **1,721** children in OHC⁷. On average per month, **77** children entered OHC, and **63** children exited OHC during the first six months of 2024. As a result, there were **1,756** children in OHC at the end of June 2024, an increase of **35 (2%)** from the beginning of the year. Figure 5 shows the number of children entering and exiting OHC by month.

Figure 5: Number of Children Entering and Exiting Out-of-Home Care by Month (January-June 2024)



4.2 Placement Groups

On average per month, there were **1,753** children in OHC between January and June 2024. The placement types are divided into three groups: family like (foster home, kinship care, treatment foster home, unlicensed non-relatives, trial reunification), congregate care (group home, residential care center, shelter), and other (detention, institutions, hospitals, missing from OHC, supervised independent living). Figure 6 shows the number of children in OHC by placement group and month during the first six months of 2024. On average per month, **85%** of children in OHC were placed in a family like setting, **10%** were placed in a congregate care setting, and **5%** were placed in other settings.

⁷ Children in out-of-home care is based on the number of children at end-of-month; this count includes unique children only (i.e., no child is counted twice in the same month).

Figure 6: Number of Children in OHC by Placement Group and Month (January–June 2024)

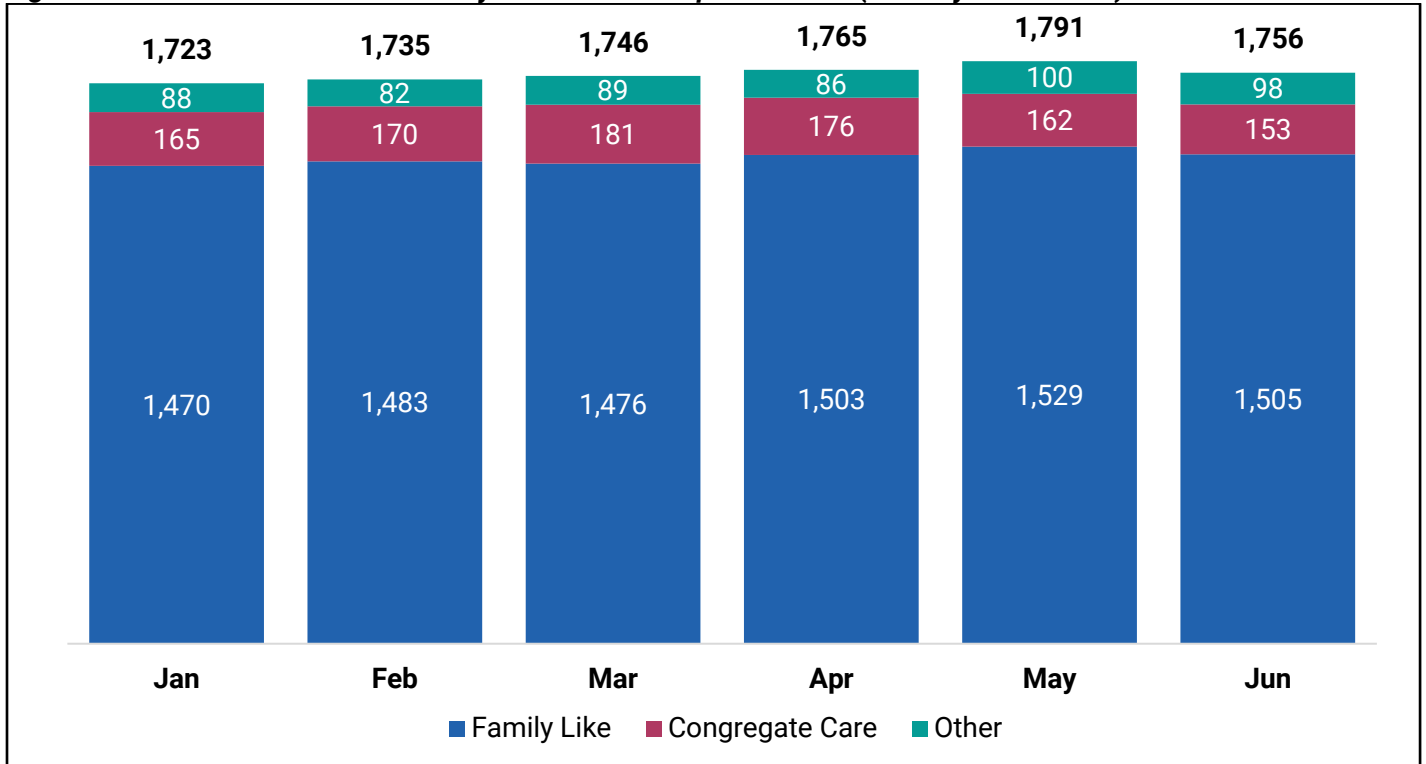


Table 6 shows the number of children in OHC by placement group, age group, and month during the first six months of 2024⁸. On average per month, there were **524** children aged 12 years or older in OHC. Of these older children, **275 (52%)** were placed in a family like setting, **159 (30%)** were placed in congregate care, and **90 (17%)** were in other care. Of all the children in OHC, on average per month, **687 (39%)** of placements were with relatives.⁹

Table 6: Number of Children in OHC by Placement Group, Age Group, and Month (January-June 2024)

Placement Groups & Age Groups of Children	Jan	Feb	Mar	Apr	May	Jun	AVG
Family Like	1,470	1,483	1,476	1,503	1,529	1,505	1,494
0 to 2	417	417	418	432	447	432	427
3 to 4	227	235	228	228	230	230	230
5 to 11	553	557	559	566	575	564	562
12 to 15	177	179	173	182	188	191	182
16+	96	95	98	95	89	88	94
Congregate Care	165	170	181	176	162	153	168
5 to 11	11	8	8	9	7	9	9
12 to 15	80	81	91	81	76	75	81
16+	74	81	82	86	79	69	79
Other	88	82	89	86	100	98	91
0 to 2	0	0	2	0	2	0	1
5 to 11	0	1	0	1	0	0	0
12 to 15	24	26	26	24	29	29	26
16+	64	55	61	61	69	69	63
Totals	1,723	1,735	1,746	1,765	1,791	1,756	1,753

⁸ Placement group and age as of the end-of-month.

⁹ Relative as defined in [§48.02\(15\)](#)

4.3 Foster Homes

From January through June 2024, the average number of open foster homes was **475**, a total of **99** providers were newly licensed, and **113** providers were closed. Table 7 shows the number of providers licensed as new foster homes, the number of providers closed, and the resulting monthly number of foster homes.

Table 7: Number of Foster Homes by Month (January–June 2024)

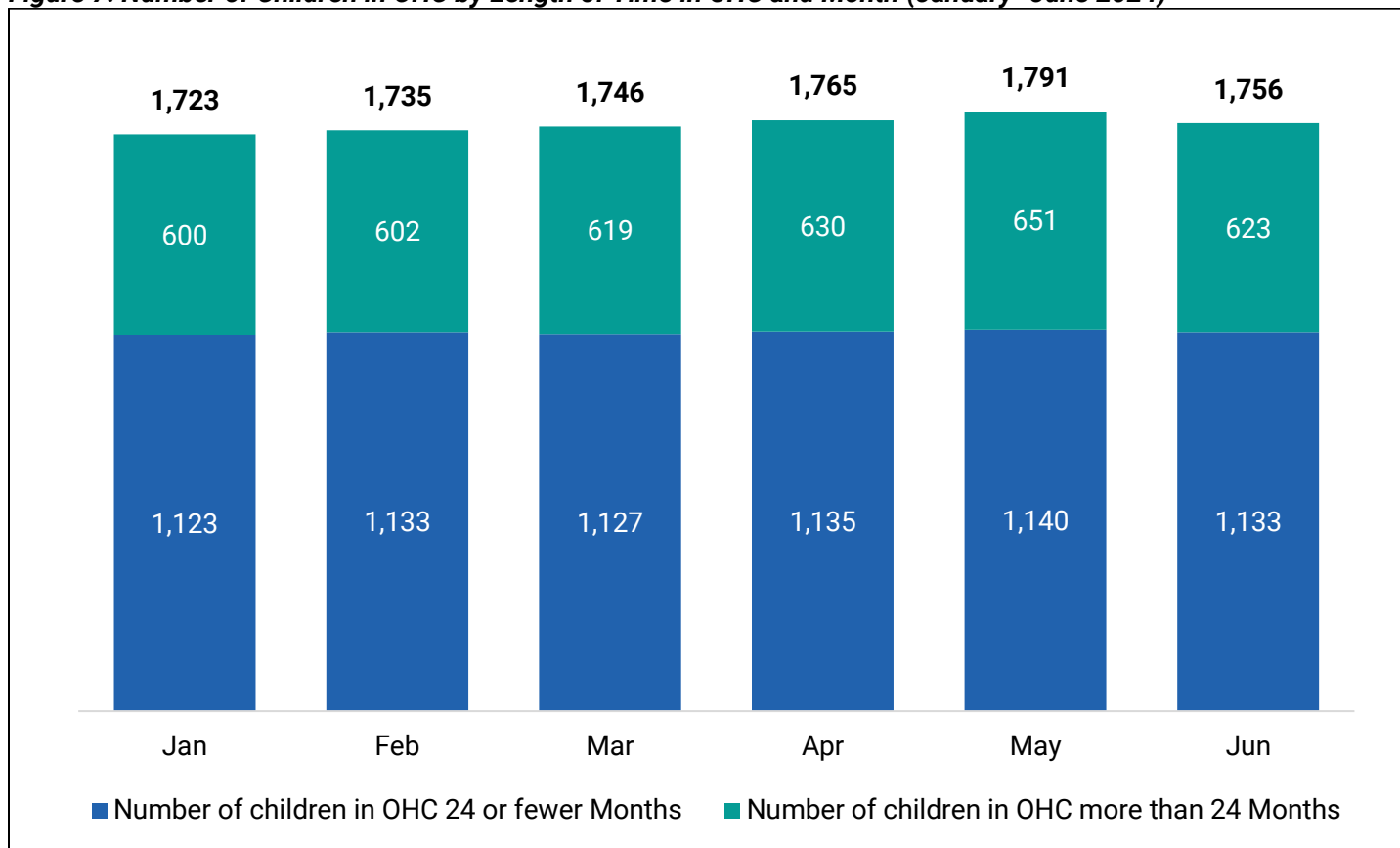
Foster Homes	Jan	Feb	Mar	Apr	May	Jun
Foster Homes at the End of the Month	481	483	477	470	462	475
New Foster Homes	16	22	14	14	13	20
Closed Foster Homes	30	19	16	18	19	11

Note: Differences between the number of foster homes at the end of the month and the number of foster homes at the beginning of the following month could be the results of belated data entry and/or pending work.

4.4 Length of Stay

On average per month, **621** of **1,753 (35%)** children were in OHC for more than 24 months in the first six months of 2024¹⁰. This is similar to the first six months of 2023.¹¹ Figure 7 shows the total number of children in OHC broken out by the number of children in OHC 24 or fewer months and the number of children in care more than 24 months. The percentage of children in OHC more than 24 months remained stable throughout the first six months of 2024.

Figure 7: Number of Children in OHC by Length of Time in OHC and Month (January–June 2024)



¹⁰ Length of stay is determined based on episode length as of the end of month.

¹¹ From January through June 2023, an average of 634 of the 1,771 (36%) children were in OHC more than 24 months.

4.5 Permanency Outcomes

A total of **378** children exited OHC during between January and June 2024. Figure 8 shows that **171 (45%)** of children were reunified, **74 (20%)** of children had a transfer of guardianship (TOG), **89 (24%)** children were adopted, and **44 (12%)** discharged for another reason.

Figure 8: Number of Children Exiting OHC by Exit Type and Month (January-June 2024)

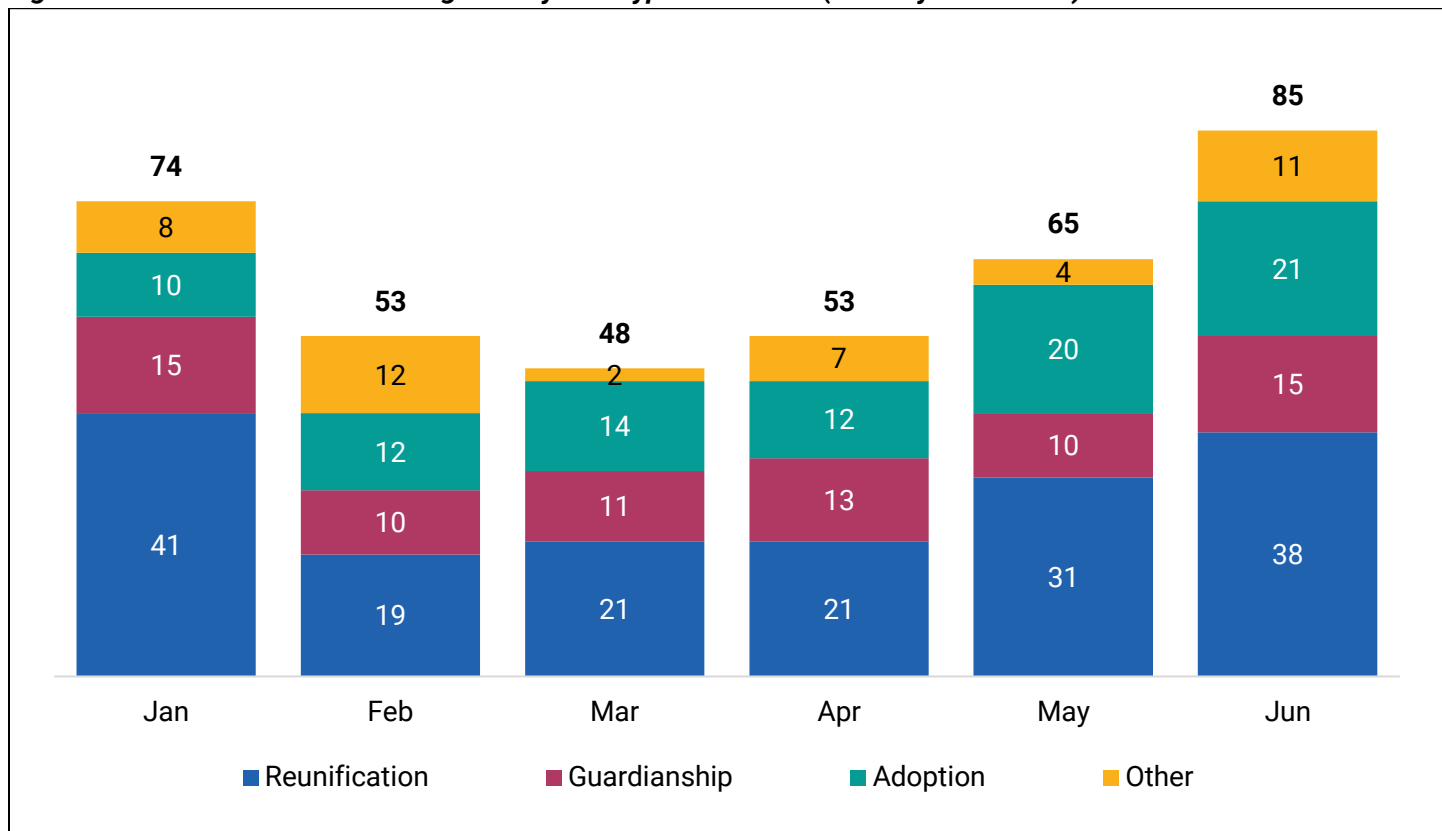


Table 8 shows the length of time that children were in OHC prior to exiting, grouped by monthly intervals. Of the **171** children who reunified, **64 (37%)** reunified within 12 months of entering OHC. Of the **74** children who had a TOG, **40 (54%)** achieved permanency within 24 months or less. Of the **89** children who were adopted, **35 (39%)** were adopted within 24 months or less.

Table 8: Number of Children Exiting OHC, by Exit Type and Length of Time in OHC (January-June 2024)

Exit Reason	<= 1 Month	2 - 3 Months	4 - 6 Months	7 - 9 Months	10 - 12 Months	13 - 24 Months	25 - 36 Months	37 - 48 Months	>= 49 Months	Total
Reunification	11	7	18	17	11	70	25	5	7	171
Guardianship					2	38	28	4	2	74
Adoption				2	4	29	15	20	19	89
Other*	2	1	1		2	9	8	10	11	44
Total	13	8	19	19	19	146	76	39	39	378

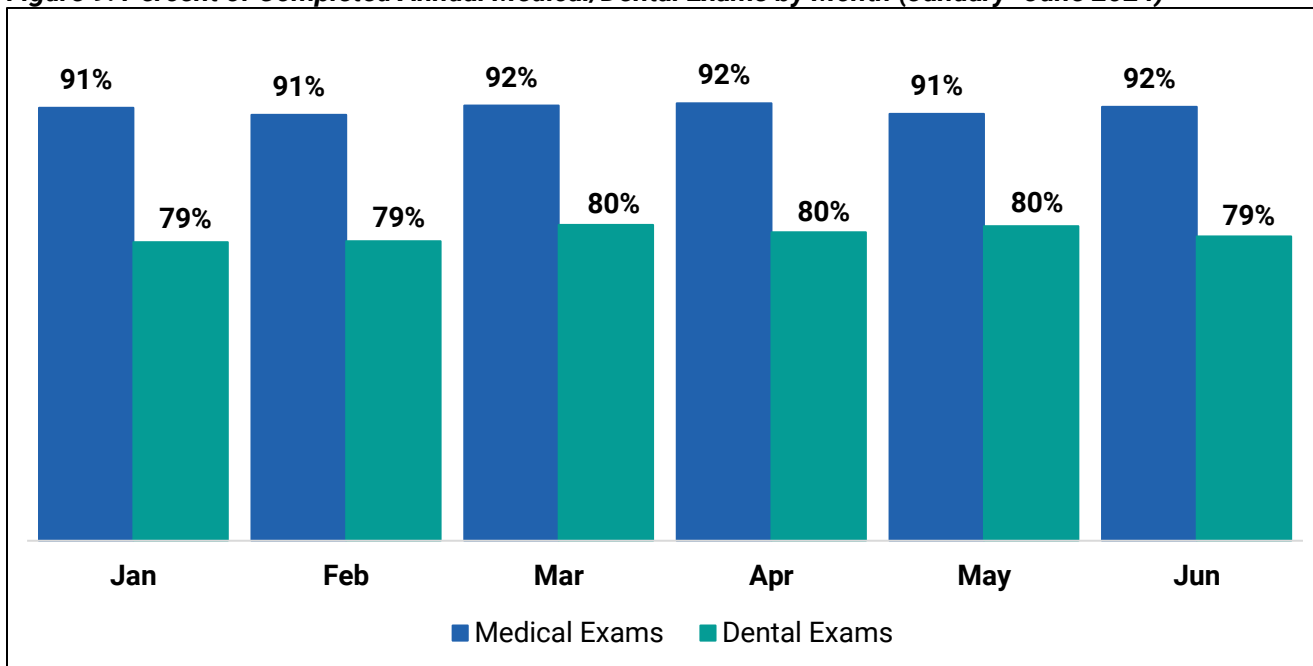
*Other includes age of majority, custody transfer, missing from OHC

5 Well-being

5.1 Annual Medical and Dental Exams

During the first half of 2024, a monthly average of **1,755** children were expected to have an annual medical exam and **1,603 (91%)** were completed and documented. For annual dental exams, **1,441** children were expected to have an annual dental exam and **1,144 (79%)** were completed and documented. Both are improvements compared to the first six months of 2023.¹² Figure 9 provides the percent of annual medical and dental exams that were completed during the first six months of 2024.

Figure 9: Percent of Completed Annual Medical/Dental Exams by Month (January–June 2024)



6 Child Welfare Case Manager Workforce

6.1 Child Welfare Case Manager Turnover

On January 1, 2024, there were **164** child welfare case managers (CWCMS). During the first half of 2024, **28** CWCMS were hired and **28** CWCMS separated employment, resulting in a **15%** semi-annual CWCM turnover rate.¹³ The turnover rate continues to improve. It has declined over the last three years after its all-time high in 2021.¹⁴ At the end of June 2024, there were **164** CWCMS, the same as at the beginning of the year. Table 9 provides the monthly number of CWCMS at the beginning of the month, the number of CWCMS hired, the number of CWCMS separating employment, and the semi-annual CWCM turnover rate for the first half of 2024.

Table 9: Number of Child Welfare Case Managers at the Start of the Month, the Hires and Separations by Month, and the Semi-annual Turnover Rate (January-June 2024)

Turnover	Jan	Feb	Mar	Apr	May	Jun
Start of Month	164	172	170	162	166	163
Hires	11	2	2	5	4	4
Separations	3	4	10	1	7	3
Semi-annual Turnover %						15%

¹² In the first six month of 2023, 1,509 of 1,776 (85%) of children had an annual medical exam; 959 of 1,435 (67%) of children had an annual dental exam.

¹³ Turnover rate is the number of CWCMS who exited employment divided by the number of CWCMS at the beginning of the year plus the number of CWCMS hired during the reporting period.

¹⁴ The turnover rates the last three years were 26% (2023), 37% (2022), and 46% (2021).

6.2 Child Welfare Case Managers with a Caseload of More than 15 Children

One measure of workload intensity is the proportion of CWCMs with more than 15 children on their caseload. On average, from January through June 2024, **67** of **156 (43%)** case-carrying CWCMs had more than 15 children on their caseload. This is an improvement from the first half of 2023.¹⁵ Table 10 shows the number of CWCMs with cases, the number of CWCMs with more than 15 children on their caseload, and the percent of CWCMs with more than 15 children on their caseload.

Table 10: Number and Percent of CWCMs with a Caseload of More than 15 Children by Month (January-June 2024)

Caseloads with 16+ Children	Jan	Feb	Mar	Apr	May	Jun
CWCMs with Caseload of >15 Children	67	69	71	64	65	65
CWCMs Carrying Cases	153	161	156	157	152	154
% CWCMs with Caseload >15 Children	44%	43%	46%	41%	43%	42%

¹⁵ The average from January-June 2023 was 70 of 149 (47%) of CWCMs had more than 15 children on their caseload.

7 Appendix-Data Sources

Measure	Report Name	Report Type
<i>2.1 Child Protective Service Reports - Volume and Response Time</i>	SM02X100 - Access Report (Enhanced)	eWReports - Monthly Batch
<i>2.2 Initial Assessments / Independent Investigations - Completed and Pending</i>	SM06A109 - Initial Assessment Report	eWReports - Monthly Batch Agency Verification
<i>2.3 Initial Assessments Specialists Staffing</i>	IAS Hires Exits and Turnover DMCPS Organizational Chart	Manual Agency Verification
<i>3.1 Face-to-Face Contact by Case Management Agencies</i>	CM06X103 - BMCW Face to Face Contacts	eWReports - Monthly Batch
<i>3.2 Re-Entry</i>	SM10A112 - Placement Activity and Detail (Exits Tab)	eWReports - Monthly Batch Agency Verification
<i>3.3 Maltreatment in Out-of-Home Care</i>	SM06A109 - Initial Assessment Report Independent Investigation Database	eWReports - Monthly Batch
<i>4.1 Entries into Out-of-Home Care</i>	SM10A114 - Permanency Outcomes	eWReports - Monthly Batch
<i>4.2 Placement Groups</i>	SM10A113 - Placement Count	eWReports - Monthly Batch
<i>4.3 Foster Homes</i>	PM02A100 - BMCW New Foster Homes	eWReports - Monthly Batch
<i>4.4 Length of Stay</i>	SM10A113 - Placement Count	eWReports - Monthly Batch
<i>4.5 Permanency Outcomes</i>	SM10A114 – Permanency Outcomes	eWReports - Monthly Batch Agency Verification
<i>5.1 Annual Medical and Dental Exams</i>	CM01X107 - BMCW Medical-Dental Initial/Annual Examinations	eWReports - Monthly Batch
<i>6.1 Child Welfare Case Manager Turnover</i>	Agency – Turnover-Caseloads	Manual Agency Verification
<i>6.2 Child Welfare Case Manager with a Caseload of More than 15 Children</i>	Agency – Turnover-Caseloads	Manual Agency Verification

For more information and links to historical reports, visit
[DMCPS Data | Wisconsin Department of Children and Families](#)

dcf.wisconsin.gov/mcps/data