

DCFS Services *Statewide*

In Federal Fiscal Year 2020 (FFY20)

APRIL 2021

Child Welfare

DCFS received **45,158** reports of child abuse or neglect to its statewide, toll-free, 24/7 hotline 1-855-4LA-KIDS (1-855-452-5437).

3,162

families served in their homes

6,181

children served in Foster Care

254

youth* served in Extended Foster Care
*(ages 18-21)

667

newly certified foster homes

1,708 children reunified with families

756 children adopted

Family Support

Child Support Enforcement

There were **263,161** cases monthly on average, and **\$480.7 million** was collected.

Supplemental Nutrition Assistance Program

An average **821,651** residents received about **\$126 million** in SNAP benefits monthly.

Disability Determination Services

DDS adjudicated claims for **22,568** workers, **31,194** adults and **8,458** children.

Kinship Care Subsidy Program

An average **3,046** children received **\$701,828** in KCSP benefits monthly.

SNAP Employment & Training

24 partners were reimbursed **\$4 million** in federal funds for employment & training services statewide.

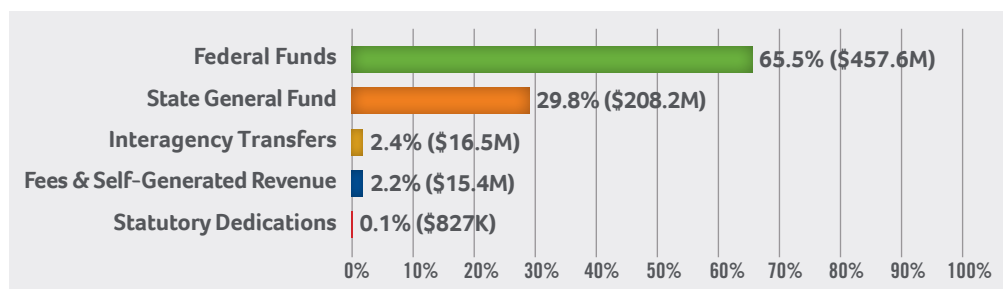
Family Independence Temporary Assistance Program

An average **6,628** residents received **\$547,277** in FITAP benefits monthly.

DCFS Economic Impact

DCFS employs about **3,463** full-time staff around the state. In FFY 2020, **4,310** retailers accepted SNAP benefits, which put **\$1.68 billion** directly into Louisiana's economy, produced about **\$2.59 billion** of total state GDP, and supported approximately **22,827** jobs.

SFY 2019-20 Existing Operating Budget



DCFS Responding to Unprecedented Need

Disaster Response and Recovery

➔ DCFS Responded to **6 major emergency events**, logging more than **173,000** hours in disaster response.

- Coronavirus Response*
- Tropical Storm Cristobal
- Hurricanes Marco and Laura (Combined event)*
- Hurricane Sally
- Hurricane Delta*
- Hurricane Zeta

* Still active, as of Dec. 31, 2020

➔ Sheltering

At the peak of the disaster response, on Sept. 12, there were **18,213 hurricane evacuees** in **78 shelters** in Louisiana and Texas. Of those, 12,990 were in Louisiana. DCFS also supported **3 Isolation Sites** and **1 Medical Monitoring Station** in response to the coronavirus pandemic. Isolation sites were still active as of Dec. 31, and Medical Monitoring Station was placed on standby status in case needed at a later date.

➔ Food Assistance

Provided more than **\$686.9 million in emergency food assistance**, implemented the nation's first large-scale **fully virtual DSNAP application process** and received **168,091 phone calls** applying for DSNAP benefits in the 3 major hurricanes

- **\$137.1M in Pandemic EBT benefits** to 284,259 families of school children due to coronavirus-related school closures *(In partnership with Louisiana Department of Education)*
- **\$51.86 million in DSNAP benefits** following 3 major hurricanes
 - ▶ \$38M to 56,338 households for Hurricane Laura
 - ▶ \$4.18M to 10,832 households for Hurricane Delta
 - ▶ \$9.6M to 26,803 households for Hurricane Zeta
- **\$51.6 million in Replacement SNAP benefits** for food lost due to power outages of 24+ hours
 - ▶ \$26.78M to 101,768 households for Hurricane Laura
 - ▶ \$15.2M to 122,556 households for Hurricane Delta
 - ▶ \$9.6M to 101,768 households for Hurricane Zeta
- **\$446.4 million in Supplemental SNAP benefits** *(through Dec. 2020 and counting)* to bring families up to the maximum monthly allotment by household size due to the coronavirus

DCFS Responded to Record Food Need—

Almost 1 million

Louisianans on SNAP in January 2021.



Responded to an **unprecedented food need**, with almost **1 million Louisianans now on SNAP**

- Received 5 times the normal volume of SNAP applications in the first 30 days of the pandemic
- Served a record 477,227 households (981,751 individuals) in January 2021
- Added 109,000+ SNAP households – Up 23% – between Jan. 2020 and Jan. 2021
- Monthly SNAP payments more than doubled to \$206.3M – Up 112.7% – between Jan. 2020 and Jan. 2021

➔ Customer Service & Public Information

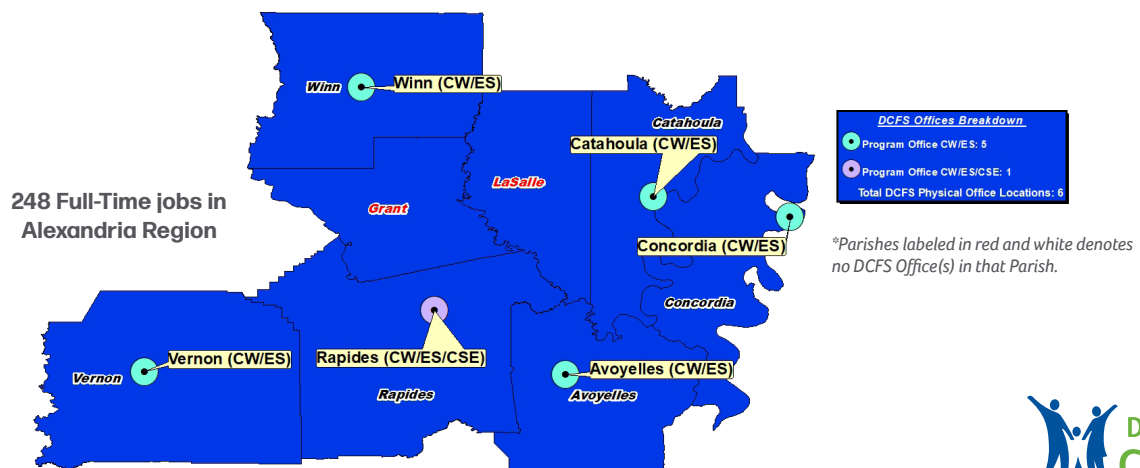
- **Monthly calls** to LAHelpU Customer Service Center **more than doubled** to 175,000+ in April, June and September following the beginning of the COVID-19 pandemic, P-EBT, and Hurricanes Laura and Delta, respectively.
- **Emails for assistance** to LAHelpU customer service staff **more than tripled** last year, from 48,862 in 2019 to 152,275 in 2020.
- DCFS **website users increased 300%** in March-Dec. 2020, compared to the same period in 2019 – from 3.8M in 2019 to 15.2M in 2020. Most of the increase related to SNAP, DSNAP and P-EBT.

Alexandria Regional Data

Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon and Winn Parishes

| Child Welfare | |
|--|---------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 3,560 |
| Total Child Protection Investigations in FFY 2020 | 1,311 |
| Total Families Served in their homes in FFY 2020 | 311 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 410 |
| Total Children Served in Foster Care in FFY 2020 | 643 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 29 |
| Total Foster Children Reunified with Family in FFY 2020 | 180 |
| Total Foster Children Adopted in FFY 2020 | 56 |
| Total Newly Certified Foster Homes in FFY 2020 | 63 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 16,402 |
| CSE Collections - FFY 2020 | \$32,584,177 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 424 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$34,656 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 287 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$65,224 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 66,425 |
| SNAP Benefits Issued FFY 2020 | \$116,883,317 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 22.90% |
| SNAP Economic Impact FFY 2020 | \$110,919,787 |
| Number of SNAP Retailers as of January 1, 2020 | 296 |

Louisiana Department of Children and Family Services Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices Alexandria Region 7

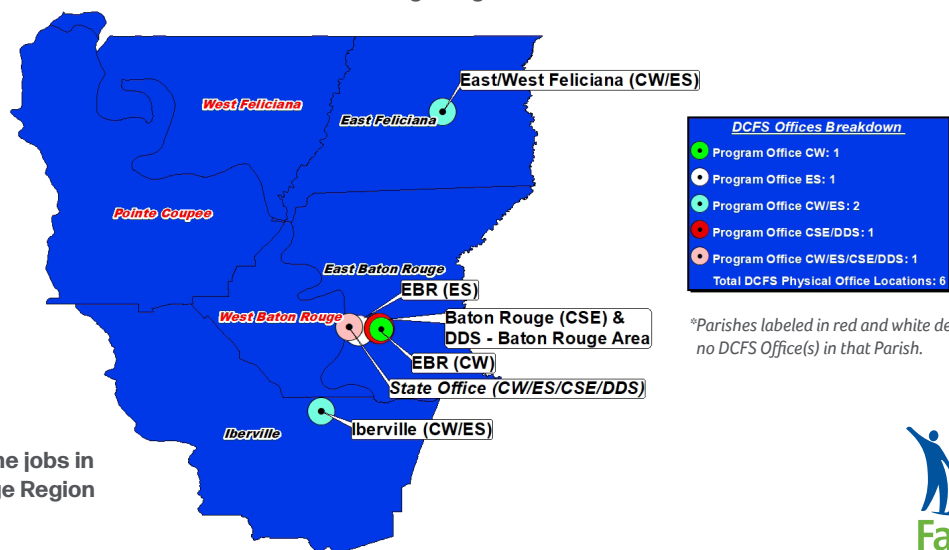


Baton Rouge Regional Data

E. Baton Rouge, E. Feliciana, Iberville, Pointe Coupee, W. Baton Rouge and W. Feliciana Parishes

| Child Welfare | |
|--|---------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 5,093 |
| Total Child Protection Investigations in FFY 2020 | 1,816 |
| Total Families Served in their homes in FFY 2020 | 350 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 255 |
| Total Children Served in Foster Care in FFY 2020 | 411 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 17 |
| Total Foster Children Reunified with Family in FFY 2020 | 139 |
| Total Foster Children Adopted in FFY 2020 | 48 |
| Total Newly Certified Foster Homes in FFY 2020 | 34 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 23,701 |
| CSE Collections - FFY 2020 | \$47,068,089 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 888 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$68,942 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 281 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$64,491 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 111,883 |
| SNAP Benefits Issued FFY 2020 | \$198,953,336 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 20.80% |
| SNAP Economic Impact FFY 2020 | \$183,848,282 |
| Number of SNAP Retailers as of January 1, 2020 | 543 |

Louisiana Department of Children and Family Services
Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices
Baton Rouge Region 2

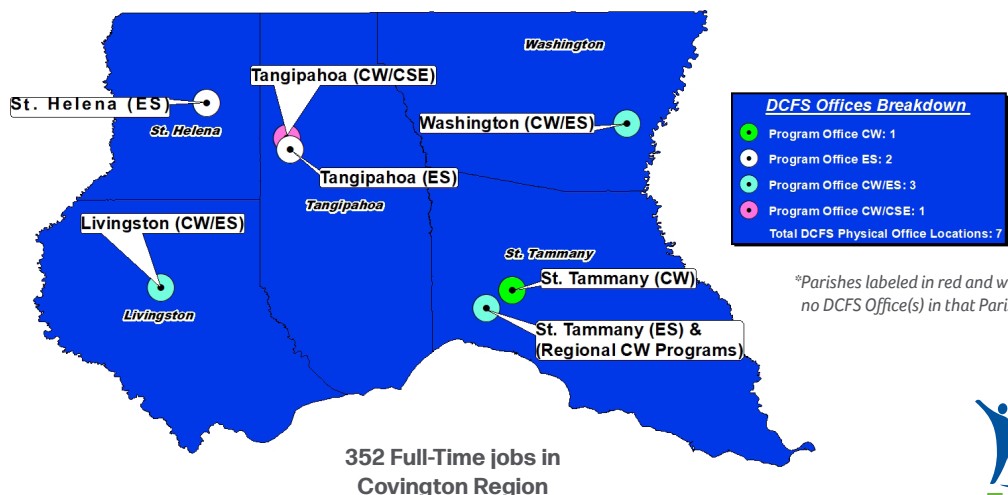


Covington Regional Data

Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington Parishes

| Child Welfare | |
|--|---------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 6,200 |
| Total Child Protection Investigations in FFY 2020 | 2,170 |
| Total Families Served in their homes in FFY 2020 | 587 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 757 |
| Total Children Served in Foster Care in FFY 2020 | 1,136 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 49 |
| Total Foster Children Reunified with Family in FFY 2020 | 303 |
| Total Foster Children Adopted in FFY 2020 | 175 |
| Total Newly Certified Foster Homes in FFY 2020 | 127 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 20,626 |
| CSE Collections - FFY 2020 | \$44,069,991 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 533 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$45,311 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 362 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$81,615 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 99,270 |
| SNAP Benefits Issued FFY 2020 | \$171,628,589 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 18.30% |
| SNAP Economic Impact FFY 2020 | \$162,670,943 |
| Number of SNAP Retailers as of January 1, 2020 | 525 |

Louisiana Department of Children and Family Services
Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices
Covington Region 3

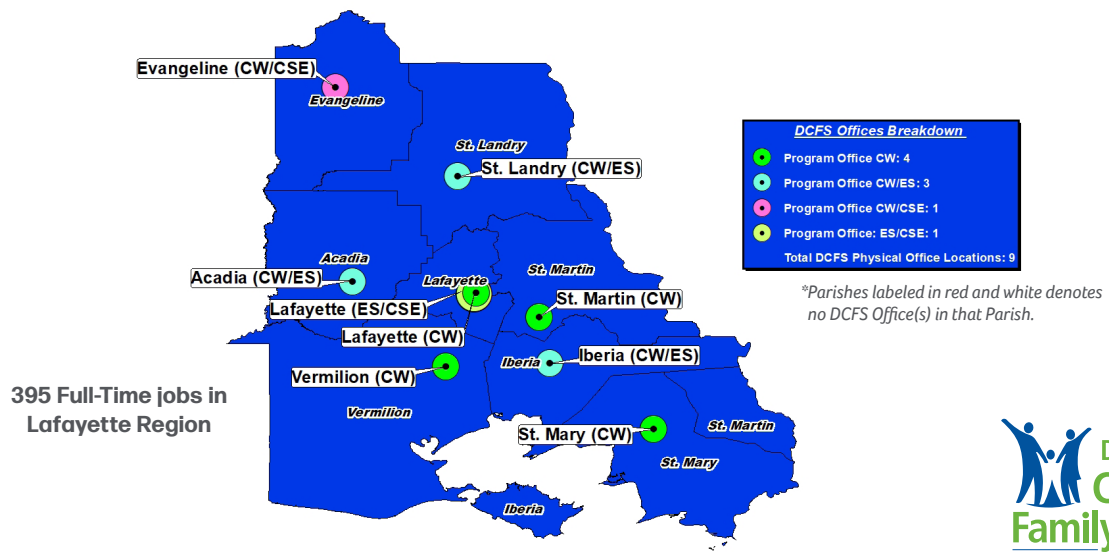


Lafayette Regional Data

Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary and Vermilion Parishes

| Child Welfare | |
|--|---------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 5,983 |
| Total Child Protection Investigations in FFY 2020 | 2,244 |
| Total Families Served in their homes in FFY 2020 | 516 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 459 |
| Total Children Served in Foster Care in FFY 2020 | 746 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 41 |
| Total Foster Children Reunified with Family in FFY 2020 | 221 |
| Total Foster Children Adopted in FFY 2020 | 100 |
| Total Newly Certified Foster Homes in FFY 2020 | 111 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 36,744 |
| CSE Collections - FFY 2020 | \$75,356,184 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 1036 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$83,431 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 503 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$113,686 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 151,638 |
| SNAP Benefits Issued FFY 2020 | \$263,174,812 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 24.00% |
| SNAP Economic Impact FFY 2020 | \$237,389,339 |
| Number of SNAP Retailers as of January 1, 2020 | 708 |

Louisiana Department of Children and Family Services
Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices
Lafayette Region 5

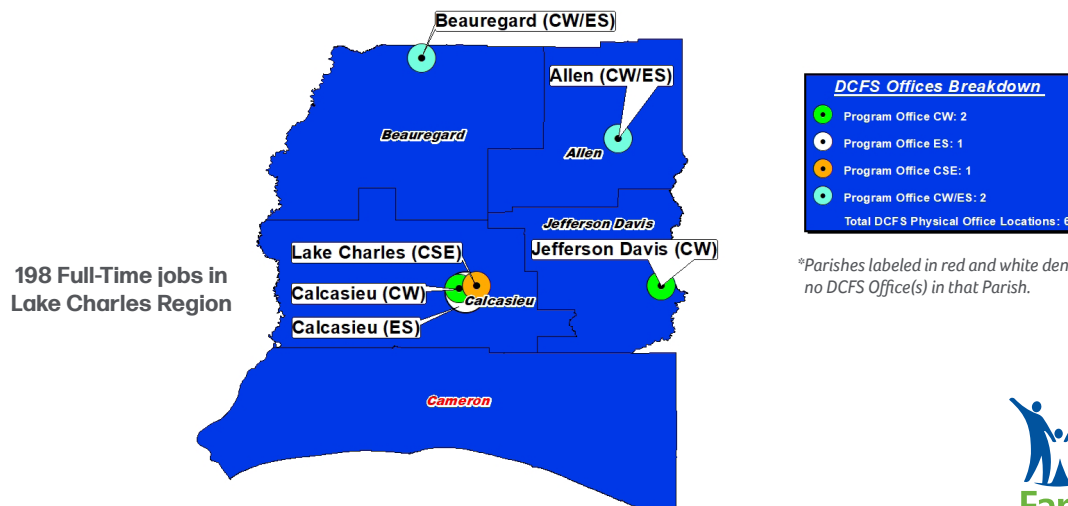


Lake Charles Regional Data

Allen, Beauregard, Calcasieu, Cameron, and Jefferson Davis Parishes

| Child Welfare | |
|--|--------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 3,158 |
| Total Child Protection Investigations in FFY 2020 | 1,211 |
| Total Families Served in their homes in FFY 2020 | 153 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 369 |
| Total Children Served in Foster Care in FFY 2020 | 494 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 6 |
| Total Foster Children Reunified with Family in FFY 2020 | 69 |
| Total Foster Children Adopted in FFY 2020 | 52 |
| Total Newly Certified Foster Homes in FFY 2020 | 45 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 11,739 |
| CSE Collections - FFY 2020 | \$25,064,689 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 235 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$19,301 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 214 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$47,589 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 55,922 |
| SNAP Benefits Issued FFY 2020 | \$95,271,996 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 19.60% |
| SNAP Economic Impact FFY 2020 | \$85,821,900 |
| Number of SNAP Retailers as of January 1, 2020 | 285 |

Louisiana Department of Children and Family Services
Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices
Lake Charles Region 6



Monroe Regional Data

Caldwell, East Carroll, Franklin, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union and West Carroll Parishes (Jackson and Bienville Parishes' Economic Stability data also counted within this Region)

| Child Welfare | |
|--|---------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 3,271 |
| Total Child Protection Investigations in FFY 2020 | 1,244 |
| Total Families Served in their homes in FFY 2020 | 384 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 486 |
| Total Children Served in Foster Care in FFY 2020 | 656 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 24 |
| Total Foster Children Reunified with Family in FFY 2020 | 118 |
| Total Foster Children Adopted in FFY 2020 | 76 |
| Total Newly Certified Foster Homes in FFY 2020 | 75 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 22,242 |
| CSE Collections - FFY 2020 | \$37,932,275 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 752 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$63,491 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 338 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$76,094 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 92,393 |
| SNAP Benefits Issued FFY 2020 | \$165,407,230 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 26.40% |
| SNAP Economic Impact FFY 2020 | \$145,741,471 |
| Number of SNAP Retailers as of January 1, 2020 | 366 |

Louisiana Department of Children and Family Services Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices Monroe Region 9

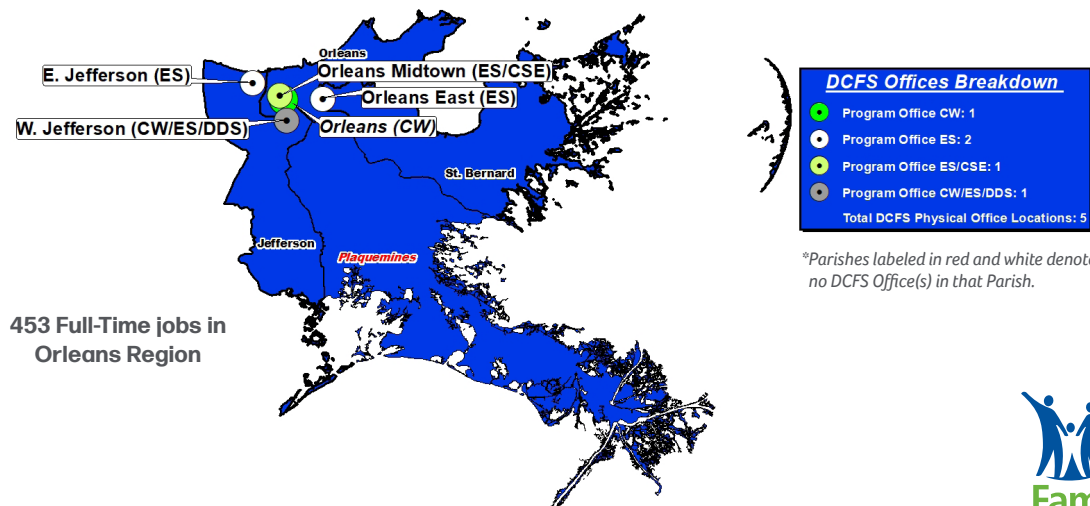


Orleans Regional Data

Jefferson, Orleans, Plaquemines and St. Bernard Parishes

| Child Welfare | |
|--|---------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 9,018 |
| Total Child Protection Investigations in FFY 2020 | 2,809 |
| Total Families Served in their homes in FFY 2020 | 358 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 257 |
| Total Children Served in Foster Care in FFY 2020 | 533 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 34 |
| Total Foster Children Reunified with Family in FFY 2020 | 230 |
| Total Foster Children Adopted in FFY 2020 | 74 |
| Total Newly Certified Foster Homes in FFY 2020 | 55 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 40,904 |
| CSE Collections - FFY 2020 | \$74,279,957 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 985 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$82,049 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 429 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$97,991 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 186,689 |
| SNAP Benefits Issued FFY 2020 | \$323,460,697 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 21.90% |
| SNAP Economic Impact FFY 2020 | \$304,490,482 |
| Number of SNAP Retailers as of January 1, 2020 | 746 |

Louisiana Department of Children and Family Services
Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices
Orleans Region 1

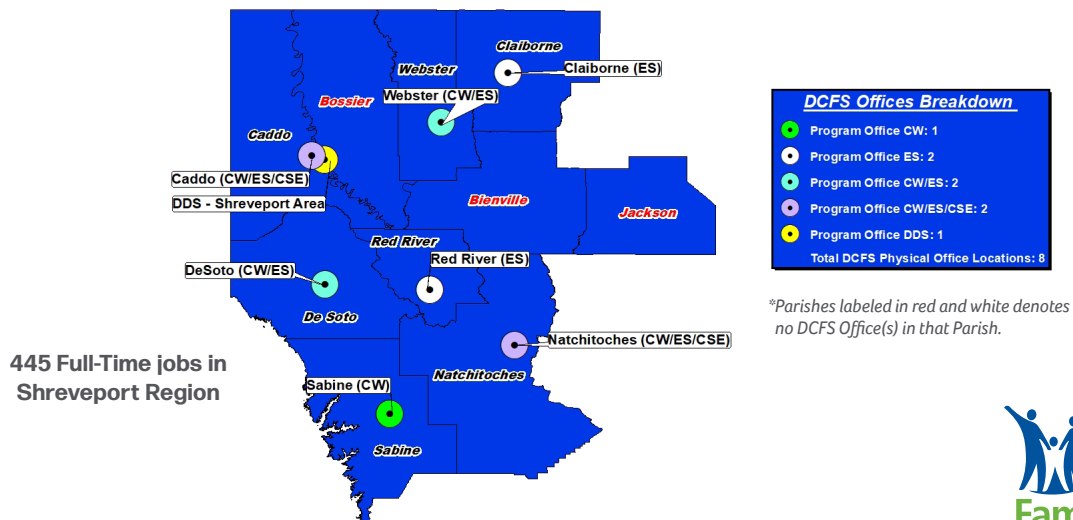


Shreveport Regional Data

Bienville, Bossier, Caddo, Claiborne, DeSoto, Jackson, Natchitoches, Red River, Sabine, and Webster Parishes
(Bienville and Jackson Parishes' Economic Stability data included in Monroe Region)

| Child Welfare | |
|--|---------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 5,208 |
| Total Child Protection Investigations in FFY 2020 | 1,907 |
| Total Families Served in their homes in FFY 2020 | 336 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 443 |
| Total Children Served in Foster Care in FFY 2020 | 774 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 27 |
| Total Foster Children Reunified with Family in FFY 2020 | 275 |
| Total Foster Children Adopted in FFY 2020 | 76 |
| Total Newly Certified Foster Homes in FFY 2020 | 85 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 35,997 |
| CSE Collections - FFY 2020 | \$68,742,583 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 754 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$61,949 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 408 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$91,745 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 114,733 |
| SNAP Benefits Issued FFY 2020 | \$200,758,972 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 22.00% |
| SNAP Economic Impact FFY 2020 | \$175,883,357 |
| Number of SNAP Retailers as of January 1, 2020 | 439 |

Louisiana Department of Children and Family Services Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices Shreveport Region 8



Thibodaux Regional Data

Ascension, Assumption, Lafourche, St. Charles, St. James, St. John and Terrebonne Parishes

| Child Welfare | |
|--|---------------|
| Total Reports of Abuse & Neglect in FFY 2020 | 3,667 |
| Total Child Protection Investigations in FFY 2020 | 1,319 |
| Total Families Served in their homes in FFY 2020 | 167 |
| Children Served in Foster Care each month, on average, in FFY 2020 | 538 |
| Total Children Served in Foster Care in FFY 2020 | 788 |
| Total Youth, ages 18-21, Served in Extended Foster Care in FFY 2020 | 27 |
| Total Foster Children Reunified with Family in FFY 2020 | 173 |
| Total Foster Children Adopted in FFY 2020 | 99 |
| Total Newly Certified Foster Homes in FFY 2020 | 72 |
| Family Support | |
| Child Support Enforcement (CSE) | |
| CSE Total Cases - FFY 2020 Monthly Average | 21,818 |
| CSE Collections - FFY 2020 | \$49,955,049 |
| Family Independence Temporary Assistance Program (FITAP) | |
| Number of FITAP Recipients each month, on average, in FFY 2020 | 384 |
| FITAP Benefits Issued each month, on average, in FFY 2020 | \$31,146 |
| Kinship Care Subsidy Program (KCSP) | |
| Number of KCSP Recipients (Children) each month, on average, in FFY 2020 | 191 |
| KCSP Benefits Issued each month, on average, in FFY 2020 | \$43,904 |
| Supplemental Nutrition Assistance Program (SNAP) | |
| Number of SNAP Recipients each month, on average, in FFY 2020 | 85,195 |
| SNAP Benefits Issued FFY 2020 | \$147,884,523 |
| SNAP Applications Processed FFY 2020 | |
| Population percentage receiving SNAP in FFY 2020 | 18.70% |
| SNAP Economic Impact FFY 2020 | \$130,044,990 |
| Number of SNAP Retailers as of January 1, 2020 | 402 |

Louisiana Department of Children and Family Services
Economic Stability, Child Welfare, Child Support Enforcement, and DDS Offices
Thibodaux Region 4

