



City of Philadelphia

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MAYOR NUTTER, DHS LAUNCHES SHIFT IN DELIVERY OF CHILD WELFARE SERVICES

*DHS to implement 'Improving Outcomes for Children' and
selects first two IOC Community Umbrella Agencies (CUAs).*

Philadelphia, July 18, 2012 – Mayor Michael A. Nutter and DHS Commissioner Anne Marie Ambrose announced that the Department of Human Services will begin implementing the shift to the 'Improving Outcomes for Children' (IOC) model of case management. This shift will move all case management services to ten selected service provider agencies, called Community Umbrella Agencies (CUAs) and will transition DHS social workers into supportive, monitoring, training and oversight roles.

Over the next four years, approximately ten Community Umbrella Agencies will be chosen by and WILL contract with the Department of Human Services. Each CUA will directly manage cases within a specific geographic region, ensuring easily accessible services for children and families in the DHS system. At the end of the four year transition period, all direct case management services will be handled by the CUAs.

"DHS has seen some tremendous improvements under the leadership of Commissioner Ambrose. But no matter how much we have done, there is still more work to do," said Mayor Nutter. "'Improving Outcomes for Children' is another opportunity for our Administration and DHS to put first the welfare, safety and best interest of Philadelphia's children."

Under the old system, DHS-involved children had two case workers, one from DHS and one from a provider agency. Under IOC, DHS will streamline case management into a single-case management system. This allows for children in the DHS system to have a consistent case manager from the provider agency with the experience and knowledge of DHS staff to account for the care and services given to DHS children and families by the provider agencies.

Mayor Nutter and Commissioner Ambrose also announced the first two selected CUAs, Northeast Treatment Centers (NET) and Asociación Puertorriqueños en Marcha (APM).



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DHS Commissioner Anne Marie Ambrose said, “APM has a long record of serving eastern North Philadelphia, building affordable housing, helping reunify hundreds of families, and providing behavioral health and foster care services. It is an agency truly, as its name says, on the march. NET has also performed very well with its school-based programs, parenting classes, and adult drug and alcohol treatment program. Both APM and NET have a documented record of more than 40 years of commitment and involvement in the communities they serve.”

NET and APM were chosen from six competitive applications to provide services in eastern North Philadelphia, an area with a high concentration of DHS cases.

Nilda Ruiz, President and CEO of Asociación Puertorriqueños en Marcha, said, "We are extremely pleased that APM's decades of proven success in child protective services have resulted in this important opportunity to continue our work under the new CUA paradigm. APM looks forward to helping and stabilizing more families and getting more children into healthy, permanent homes, as soon as possible."

Vice President of Northeast Treatment Centers Regan Kelly said, “NET is known to many people as a national leader in the field of recovery. But we started as a youth services organization more than 40 years ago. We've always maintained a strong connection to supporting youth and families in their own communities. We've developed very successful home and community based programs for youth and families and support more than 400 families every year . We look forward to partnering with the local community and DHS to make this a nationally recognized child welfare system.”

APM and NET will begin training with former DHS case management workers as early as next week. DHS will still be responsible for the children within its care and will still operate the DHS Hotline, continue to perform intake and will still conduct investigations.

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