

Philadelphia Department of Human Services

In-Home Protective Services Provider Ranking FY2011

This is the Department of Human Services' first annual ranking of In-Home Protective Services (IHPS) providers according to their overall performance. We are excited about this process as it gives us and our providers a basis for meaningful discussion on practice improvement. IHPS is intended for families who are accepted for DHS services because of identified safety threats. The goal of IHPS is to reduce safety threats and increase protective capacities of the family while safely maintaining children in their own home with a safety plan.

The ranking attempts to assess IHPS providers' performance in achieving the goal of this service by considering outcomes related to the following measures:

- 1) Repeat Maltreatment:** The number of CPS reports that were reported during the provision of IHPS and subsequently determined as indicated, and similarly within 6 and 12 months of the IHPS end date;
- 2) Placement or Removal of Children from the Home:** The number of placements that occur during the service, and the number within 6 and 12 months of the service end date;
- 3) Safe and Timely Case Closure:** the number of cases closed within 6 months (12 months for the Cognitively Impaired specialty) due to the family being stabilized, i.e., the children are safe and no longer in need of IHPS;
- 4) Service Quality and Contract Compliance:** the score on the provider's program evaluation of IHPS services that determines to what extent providers are meeting contract requirements as defined by the IHPS service standards.

The final ranking was obtained by first scoring the provider on each of the measures and then combining scores across the measures. A double weight was placed on indicated CPS reports during IHPS and within 6 months of the end date as IHPS is a safety-related service. Indicated CPS reports that occur within 12 months of the service end date are weighted at 1.5, as are the placements that occur during IHPS and within six months after IHPS ends. Measures that have a single weight are placements that occur within 12 months of the IHPS end date, the program evaluation scores, and case closure.

The provider ranking gauges provider performance relative to one another, and its indicators and measures help DHS foster awareness and collaboration in promoting even more positive outcomes for the children and families it serves. DHS believes that its providers are committed to meeting the needs of children and families and we remain confident that all of our children and families are receiving the best possible services from them.

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In-Home Protective Services Provider Ranking
FY 2011**

IHPS Providers Overall Ranking¹		
Score	Agency	Rank
33.50	Wordsworth Academy	1
49.00	NorthEast Treatment Centers, Inc.	2
49.50	Carson Valley Children's Aid	3
50.50	Congreso	4
55.00	Family Support Center	5
58.50	Turning Points for Children	6
61.00	Youth Service, Inc.	7
71.50	Lutheran Children & Family Services	8
82.50	Presbyterian Children's Village	9
90.50	Juvenile Justice Center	10
96.50	Tabor Children's Services	11

The IHPS provider ranking is based on a weighted point system for the measures listed below. Indicated CPS reports have the greatest weight because IHPS is primarily a safety service.

Measure	Weight
Indicated CPS reports during IHPS and within 6 months of the IHPS end date.	2
Indicated CPS reports within 12 months of the IHPS end date.	1.5
Placement occurring during and within 6 months of the IHPS end date.	1.5
Placement within 12 months of the IHPS end date.	1
PREP Evaluation	1
Cases closed within 6 months (12 months if providing cognitively impaired specialty) due to family stabilized	1

¹ Best Nest is not included in the FY2011 ranking because there was insufficient data with which to measure their performance on post-IHPS indicators.