



# Quarterly Indicators Report

December 7, 2017

## Executive Summary

The Quarterly Indicators Report highlights trends in essential Philadelphia Department of Human Services (DHS) and Community Umbrella Agency (CUA) functions, key outcomes, and progress toward the four primary goals of Improving Outcomes for Children (IOC):



More children and youth maintained safely in their own homes and communities



A reduction in the use of congregate care



More children and youth achieving timely reunification or other permanence



Improved child, youth, and family functioning

Data from the first quarter of Fiscal Year 2018 reveal that the system is dealing with a higher volume of Hotline and Investigation activity:

- There was a 9% increase in Hotline activity from FY17Q1 to FY18Q1. FY18's projected total is expected to surpass FY17's total by over 3,150 contact events.
- CPS substantiation rates have risen slightly but steadily since FY14, and in FY17, the rate exceeded the state's average by roughly 6%. GPS rates have also continued to rise and have increased by 3.3% from FY14 to FY17.

Despite these increases, there are many ways in which DHS and the CUAs are making strides towards IOC goals:



**Fewer open cases, with more children receiving in-home services and fewer children receiving placement services.** The total number of families receiving services declined by 5% from FY15. Comparing in-home and placement populations from September 30, 2016 to September 30, 2017, there was a 16% increase in the in-home services population and a 2% decrease in the placement population.



**Emphasis on kinship care.** Nearly half of all youth in placement (46%) are in kinship care.



**Many youth live close to home.** Over half (57.1%) of the youth in foster and kinship care live within 5 miles of their home, and 81.8% live within 10 miles.



**Increases in permanency rates.** Discharges to permanency have increased every year since FY13, and there was an overall permanency rate increase of 2% from FY16.





**Decrease in congregate care.** the percentage of youth in congregate care (12%) has declined by 7.5% in 4 fiscal years, and falls below the national average (13%).



**Continued decrease in repeat maltreatment.** Despite an increase in total CPS reports, the overall percentage of indicated reports with re-abuse has declined by 1.5% in two fiscal years.

The report also reveals areas in which DHS and CUAs can continue to improve:

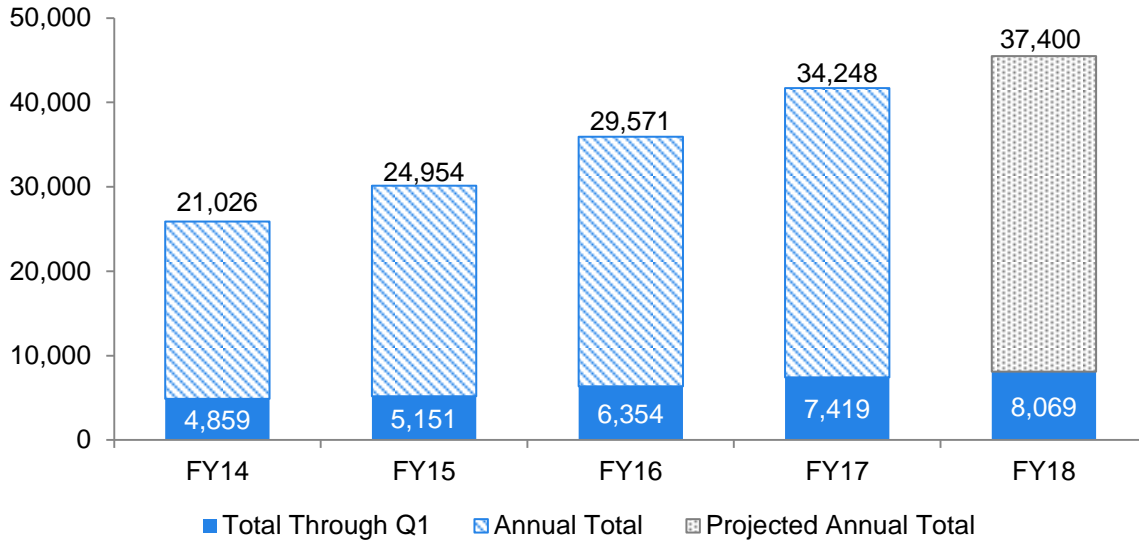
- **Fewer cases closed.** The total number of open cases has decreased over the past two fiscal years, but fewer cases were closed in FY17 compared to FY16. Additionally, while there were 349 more cases closed than accepted for service in FY16, that gap narrowed to only 5 cases in FY17.
- **Declines in caseloads, but slightly higher than DHS' goal.** CUA case management workers carry an average of 11.5 cases. While this represents a decrease in caseload ratio from previous years, DHS is committed to funding CUAs for a 1:10 ratio.
-  **Decreases in permanency timeliness.** While the one-year reunification rate has held steady (59%) since FY12, it is below the federal standard (75%). Additionally, the two-year adoption rate (9%) is below the FY12 rate (30%) and the national average (32%).
-  **Increases in reentry totals.** The total number of youth who re-entered placement in FY16 was higher than in the previous four fiscal years, but the overall rate (15%) was comparable to the rate in FY12 and lower than the previous fiscal year.

The report provides additional details for each of these areas and is organized by Department and CUA functions—Hotline, Investigation, and Service Delivery. The two concluding sections, Permanency and Re-entry, focus on outcomes. The methodology for the report is included in the appendix.

# I. Hotline

The following section includes information related to Hotline, including volume (Figure 1) and screen out rate (Figure 2).

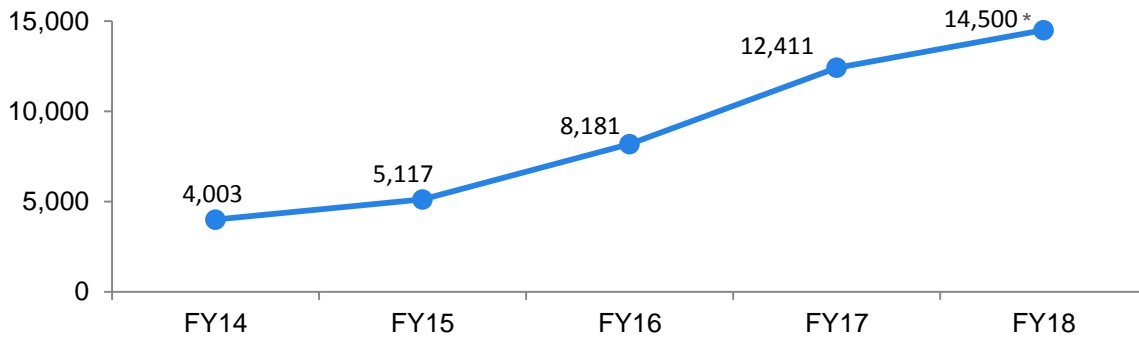
Figure 1. FY-to-date Hotline Report Activity



- Q1 activity has increased every year.
- Compared to FY17 Q1, Hotline handled an additional 650 contacts (9% increase) in FY18 Q1.
- The projected number of total hotline contacts for FY18 is expected to surpass FY17 totals by approximately 3,150.

Figure 2 shows how many contact events were not accepted for investigation (“screened out”) because they do not meet CPS or GPS criteria.<sup>1</sup>

Figure 2. Total CPS/GPS Screen Outs



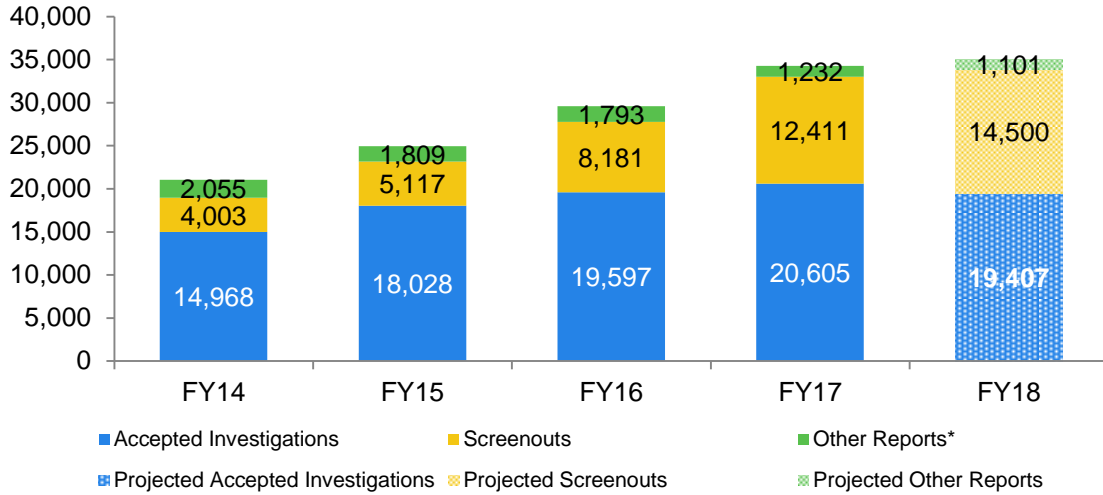
\*projected FY18 total

- Compared to FY17, an additional 2,089 contact events are expected to be screened out in FY18.
  - The projected FY18 screen out total is expected to be more than 3 times the total for FY14.

<sup>1</sup> Hotline Administrators review monthly samples to ensure the screen-outs are appropriate.

Figure 3 shows the action taken for each Hotline contact event.

Figure 3. Hotline Action



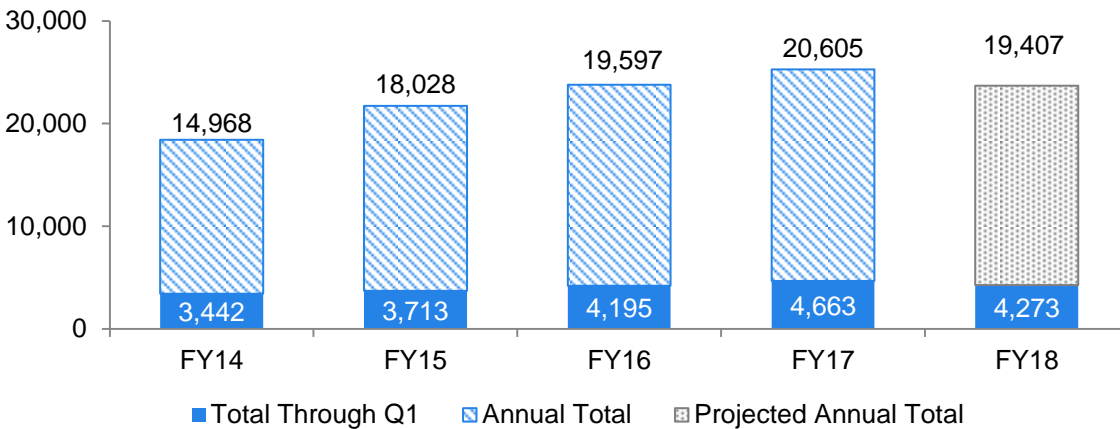
\* Other reports include referrals for law enforcement only, other jurisdictions, information only, or follow a prior report

- Since FY14, screen outs and accepted investigations have continued to increase.
- ✓ Over time, a higher percentage of contacts are being screened out instead of being accepted for investigation.
  - Roughly one third (37.6%) of contacts in FY18 are projected to be screened out.

## II. Investigations

The Investigations Section provides additional detail about the volume of investigations (Figure 4), substantiation rate (Table 1), and rate of repeat maltreatment (Tables 2 and 3).

Figure 4. Total Investigations



- There were 390 fewer hotline reports accepted for investigation in FY18 Q1 compared to FY17 Q1, an 8% decrease.
- There will be an estimated 1,200 fewer investigations in FY18 than in FY17.

## Report Substantiation

Table 1 reflects the rate at which investigation reports have been substantiated<sup>2</sup> over the past four fiscal years.<sup>3</sup> The substantiation rates for the State, as per the 2016 PA DHS report, were 10.4% for CPS and 41.4% for GPS.

Table 1. Substantiation Rates

Report Type	FY14	FY15	FY16	FY17
CPS	15.4%	15.7%	16.9%	16.5%
GPS	34.9%	36.7%	36.8%	38.2%

- There has been an increase in the CPS and GPS substantiation rates every year since FY14.
- The CPS substantiation rate continues to exceed the state's average of 10.4%.
- The GPS substantiation rate continues to remain below the state's average of 41.4%.

## Repeat Maltreatment

The federal government and the state of Pennsylvania measure maltreatment in different ways. Both measures are provided below.

### Federal Measure

The federal measure for repeat maltreatment looks at the number of indicated CPS victims within a specific 12-month period and examines how many had *another* indicated report within a year. Table 2 shows DHS' FY16 repeat maltreatment using the federal measurement standard.

Table 2. FY16 Repeat Maltreatment—Federal Measure

Fiscal Year	Indicated CPS Victims	Victims with a Subsequent CPS Indication within 12 Months	Federal Repeat Maltreatment Indicator
FY14	598	14	2.3%
FY15	768	30	3.9%
FY16	876	33	3.8%

- 33 of the 876 CPS victims in FY16 (3.8%) had a subsequent CPS indication within 12 months—the highest total number of victims since FY14.
  - While there were three more victims in FY16 compared to FY15, the overall percentage dropped by one tenth of a point.
  - There were more than twice as many victims in FY16 than FY14, with an overall increase of 1.5%.

<sup>2</sup> This report uses the state's definition of substantiation, which includes all indicated and founded CPS reports.

<sup>3</sup> FY18 Q1 substantiation rates are not included as the timeline for determination has not yet been reached.

## Pennsylvania State Measures

The Pennsylvania State measures for repeat maltreatment look at the number of CPS reports received during a specific time-period and identify those children who had a *previous* indication of abuse. The rate of repeat maltreatment for the State, as per the 2016 PA DHS report, was 5.7%.


Table 3. Repeat Maltreatment—Pennsylvania State Measures

	FY15	FY16	FY17
Total Reports (CPS)	4,926	5,232	5,786
# of Reports with Suspected Re-abuse <sup>1</sup>	297	282	347
% of Reports with Suspected Re-abuse	6.0%	5.4%	6.0%
# of Reports Indicated (CPS) <sup>2</sup>	663	777	953
% of Reports Indicated	13.5%	14.9%	16.5%
# of Indicated Reports with Re-abuse <sup>3</sup>	64	70	78
% of Indicated Reports with Re-abuse	9.7%	9.0%	8.2%

<sup>1</sup>Total reports where a child is identified as a victim on a previous report at any time

<sup>2</sup>Number of CPS reports that were Indicated (allegations determined to be valid)

<sup>3</sup>Number of Indicated CPS reports where the identified child was a victim on a previous report

-  The overall percentage of reports with indicated re-abuse has declined over three fiscal years.
  - From FY15 to FY17, there has been an 860 CPS report increase (17%).
  - In FY17, nearly 300 additional reports were indicated compared to FY15—a 44% increase.

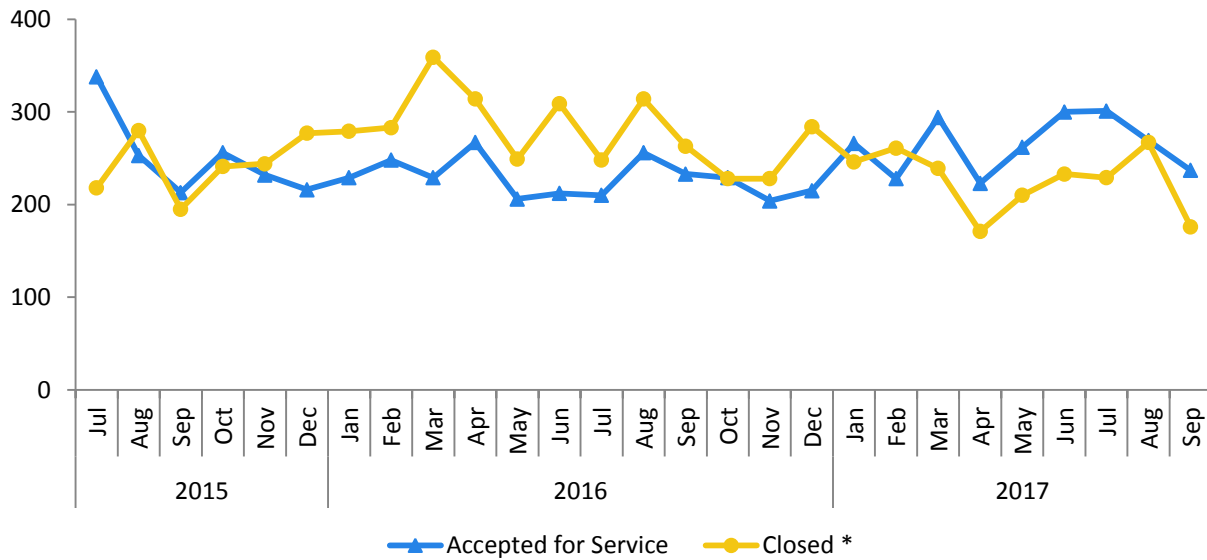
### III. Services

This section looks at various aspects of service delivery including volume, services received, distance from home, case management worker caseload ratios, and visitation.

#### Volume

The tables and figures in this section look at trends in the total number of cases that have been accepted for service or closed—both by month (Figure 5) and Fiscal Year (Table 4), and the total number of cases open for services (Table 5).

Figure 5. Total Cases Accepted for Service and Closed by Month



\*Case Closed or Transferred to Open for Non-CYD Services (Delinquent or Subsidy)

- The total cases accepted for service varies month-to-month but hovers around 250.
- The total cases closed varies month-to-month and declined since its peak in March 2016.


 Since spring 2017, there have been more cases accepted for service than cases closed. This reverses the trend from 2016, when case closures exceeded case openings.

Table 4. Total Cases Closed and Accepted for Service, by Fiscal Year


Fiscal Year	Total Case Closures	Total Cases Accepted for Service
FY15	2,438	3,241
FY16	3,248	2,899
FY17	2,925	2,920

- 323 fewer cases were closed in FY17 compared to FY16, but the total number of cases closed in FY17 still exceeds the total closed in FY15 by nearly 500 cases.
- The total cases accepted for service has fluctuated over the past 3 fiscal years; after a decrease from FY15 to FY16, there was a slight increase from FY16 to FY17. However, the FY17 total remained below the FY15 total.
- The difference between case closures and cases accepted for service narrowed from FY16—from 349 cases to only 5.



Table 5. Families Receiving Services as of June 30<sup>th</sup>

Fiscal Year	Cases Open for Service*
FY15	6,384
FY16	6,034
FY17	6,021

-  The total cases open continues to decline; there were slightly fewer open cases at the end of FY17 than at the end of FY16, and 363 (5%) fewer than at the end of FY15.

## Service Type

Two of the four main goals of IOC are to maintain children safely in their own communities and to reduce the utilization of congregate care. The tables and figures in this section look at what services youth are receiving. First, a point-in-time analysis highlights in-home (Table 6) and placement (Table 7 and Figures 6 and 7) totals. This is followed by an analysis of aggregate placements by fiscal year (Figures 8 and 9).

Table 6. Children Receiving In-Home Services

	September 30, 2016	September 30, 2017	Percent Change
DHS	67	54	
CUA	3,838	4,489	
Total	3,905	4,543	16%

-  Overall, there were more youth receiving in-home services at the end of September 2017 than in 2016 (16% increase).

Table 7. Children Receiving Placement Services

	September 30, 2016	September 30, 2017	Percent Change
DHS	887	503	
CUA	5,233	5,497	
Total	6,120	6,000	-2%


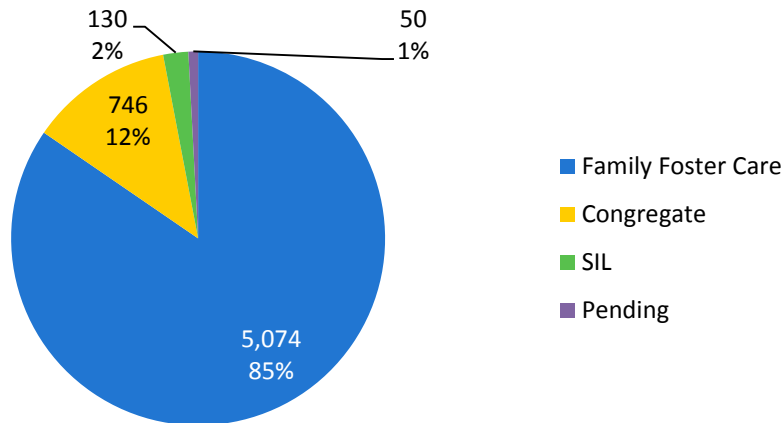
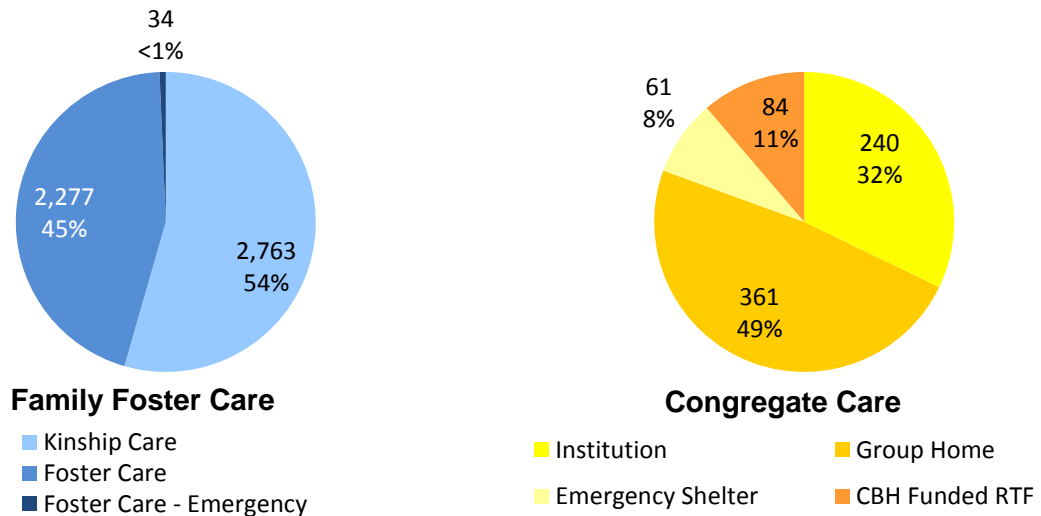
-  There were slightly fewer youth receiving placement services at the end of September 2017 than in 2016 (2% decrease).

Figure 6. Children in Placement on September 30, 2017 by Placement Type



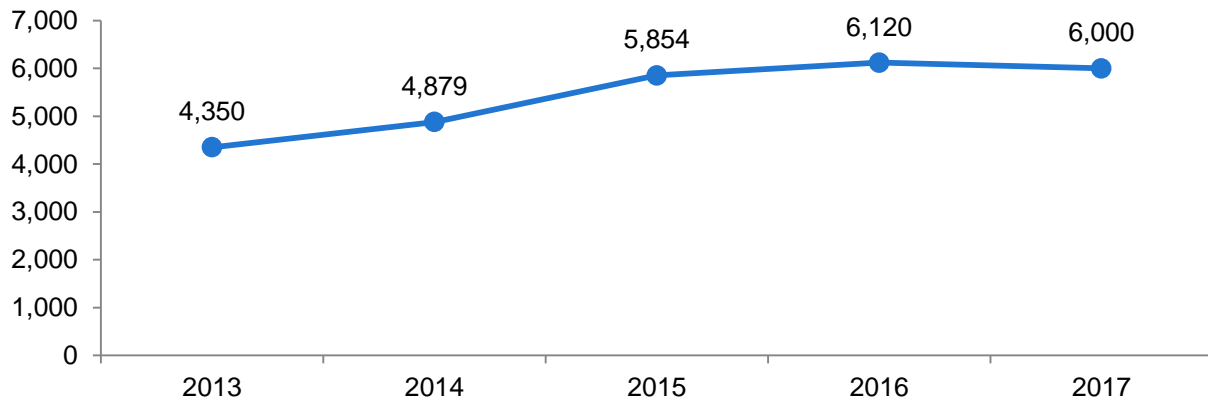
- A large majority (85%) of the 6,000 youth in placement were in family foster care.
- Roughly 1 in 8 (12%) of youth in placement were in congregated care.
- Very few youth were in Supervised Independent Living (SIL) or did not yet have a service type entered.

Figure 7. Children in Family Foster Care and Congregate Care on September 30, 2017



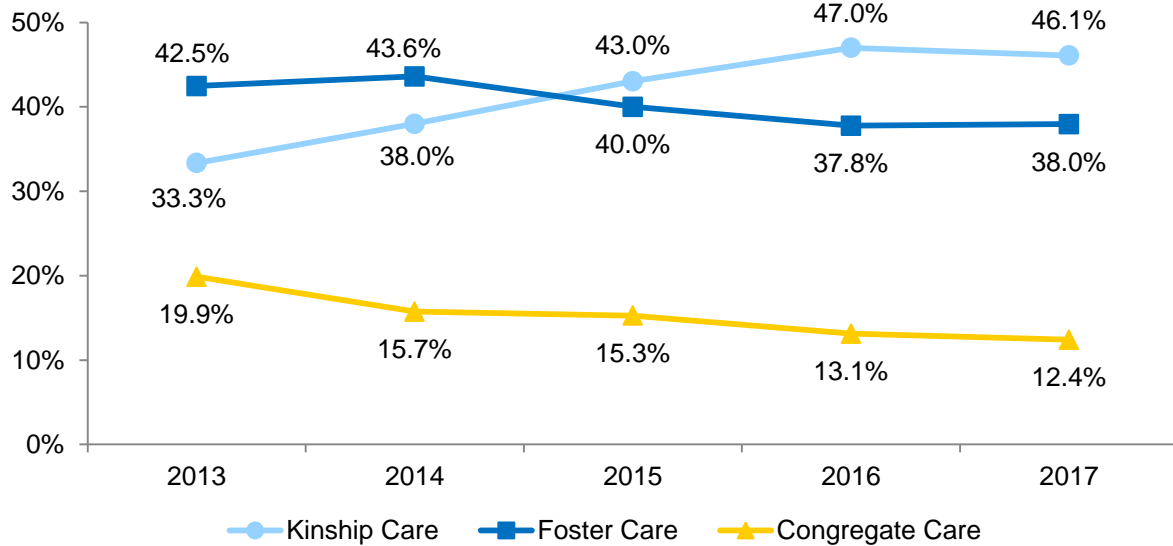
- Of the 5,074 youth in family foster care in September 2017, just over half (54%) were in kinship care and 45% were in foster care.
- Of the 746 youth in congregated care, almost half (49%) were in a group home, and nearly one third (32%) were in an institution.
- 11% of congregated care youth were in a CBH-funded Residential Treatment Facility, and approximately 1 in 12 (8%) youth were in an emergency shelter.

Figure 8. Dependent Placements as of September 30<sup>th</sup> of Each Year



- While there was a decrease in total number of dependent placements from 2016 to 2017, the total number of youth in dependent placements remains significantly higher than in 2013.

Figure 9. Congregate, Foster, and Kinship Care Placements as of September 30<sup>th</sup> of Each Year



- ☑ The use of kinship care has risen steadily since the initiation of IOC. In 2013, 1,450 children were in kinship care (33.3%) compared to 2017, when 2,763 children (46.1%) are in relative care. Of all the children placed in home-like settings, 54.8% are with kin.
- ☑ The use of Congregate Care continues to decline, and in 2017 fell below the national average of 13%.


## Distance from Home

DHS strives to keep children in or close to their communities. Table 8 shows the distance distribution for youth in foster and kinship care using a point-in-time analysis.

Table 8. Foster and Kinship Care Youth's Distance From Home as of September 30, 2017

CUA	0-2 miles	2-5 miles	5-10 miles	10+ miles	Unable to Determine Distance*
01 – NET	32.4%	30.2%	22.5%	11.5%	3.4%
02 – APM	33.3%	24.5%	22.9%	15.8%	3.5%
03 – TP4C	32.1%	24.0%	22.4%	20.5%	1.1%
04 – CCS	32.4%	21.1%	23.0%	20.5%	3.0%
05 – WW	32.7%	31.3%	23.4%	10.7%	1.9%
06 – Tabor	30.7%	21.5%	30.4%	12.3%	5.1%
07 – NET	25.0%	32.8%	25.2%	13.3%	3.7%
08 – BETH	21.5%	24.3%	33.6%	16.7%	4.0%
09 – TP4C	30.5%	23.4%	27.0%	15.5%	3.6%
10 – WW	33.4%	25.7%	21.8%	14.5%	4.6%
<b>Total</b>	<b>30.8%</b>	<b>26.3%</b>	<b>24.7%</b>	<b>15.0%</b>	<b>3.2%</b>

\*Invalid home addresses include those outside of Philadelphia or incomplete addresses that could not be geocoded. Distances were calculated using ArcMap10.3 GIS software.

-  A majority (57.1%) of children residing in family foster care live within 5 miles of their home of origin, and 81.8% were within 10 miles of their home of origin.

## Caseloads

DHS is committed to reducing case management workers' caseloads to 1:10. Table 9 shows the distribution of cases across workers by CUA.

Table 9. CUA Case Management Workers' Caseload Distribution on 9/30/2017<sup>4</sup>

CUA	Total Workers	Total Cases	Median Caseload	Average Caseload	Caseload				
					0-5 Cases	6-10 Cases	11-13 Cases	14-16 Cases	17+ Cases
01 – NET	47	510	13	10.9	21.3%	12.8%	31.9%	27.7%	6.4%
02 – APM	46	513	13	11.2	10.9%	19.6%	37.0%	32.6%	0.0%
03 – TP4C	50	580	13	11.6	8.0%	16.0%	46.0%	30.0%	0.0%
04 – CCS	38	440	12	11.6	5.3%	13.2%	61.5%	21.1%	0.0%
05 – WW	75	891	13	11.9	6.7%	9.3%	61.3%	21.3%	1.3%
06 – Tabor	37	431	12	11.6	2.7%	10.8%	78.4%	8.1%	0.0%
07 – NET	44	504	12	11.5	2.3%	29.5%	56.8%	6.8%	4.5%
08 – BETH	40	463	14	11.6	17.5%	22.5%	10.0%	30.0%	20.0%
09 – TP4C	50	533	11	10.7	4.0%	24.0%	68.0%	4.0%	0.0%
10 – WW	45	553	15	12.3	15.6%	13.3%	11.1%	53.3%	6.7%
<b>Overall</b>	<b>472</b>	<b>5,418</b>	<b>12</b>	<b>11.5</b>	<b>9.3%</b>	<b>16.7%</b>	<b>46.8%</b>	<b>23.5%</b>	<b>3.6%</b>


- There is little variation among CUA case management workers' median and average caseloads.

## Monthly Visitation

Pennsylvania State guidelines require that case management workers visit youth at least monthly. The following tables and figures show monthly visitation rates for CUAs and DHS. Table 10 shows visitation for all dependent children, and Table 11 shows a subset of dependent children—those ages 5 and under. Figure 10 displays visitation rates for the last six months, and Figure 11 looks at visitation rate by CUA.

Table 10. Monthly Visitation for Dependent Children

	October 2016		October 2017	
	Total Children	Monthly Visitation Rate	Total Children	Monthly Visitation Rate
DHS	1,104	92%	788	95%
CUA	9,913	91%	10,613	94%

-  Compared to October 2016, monthly visitation rates have improved for both CUAs and DHS.
  - CUA visitation rates improved by 3%, even with an increase of 700 youth in their care.
- CUAs and DHS tend to have comparable percentages of completed visitation.

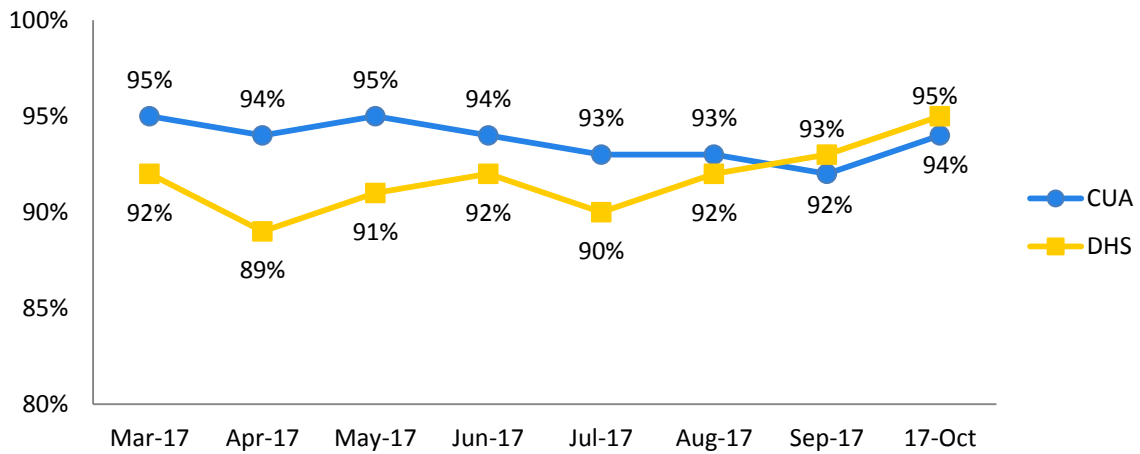
<sup>4</sup> Does not include vacant positions or cases that were unassigned

Table 11. Visitation for Dependent Children Ages 5 and Under

	October 2016		October 2017	
	Total Children	Monthly Visitation Rate	Total Children	Monthly Visitation Rate
DHS	283	90%	168	95%
CUA	3,404	92%	3,603	95%

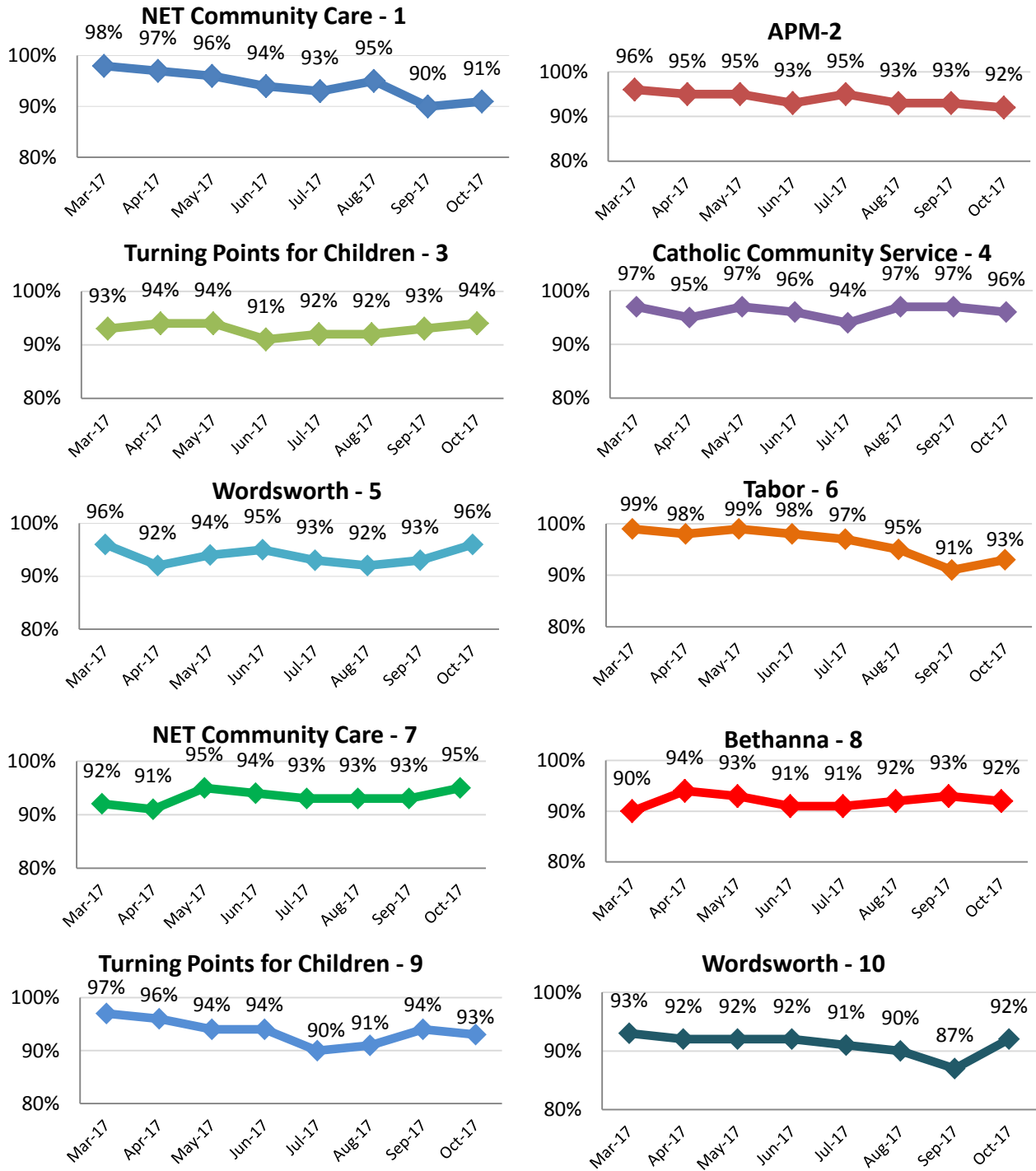
- Similar to the visitation rate for all dependent children, monthly visitation rates for dependent children ages five and under improved for both CUAs and DHS from October 2016 to October 2017.
- CUAs and DHS had equal visitation rates in October 2017.

Figure 10. DHS and CUA Visitation Rate, by Month



- For the last 8 months, CUAs and DHS have typically maintained visitation rates in the low to mid-90s.
- After four months of slightly declining visitation rates (May – September), CUA visitation rates rose from September to October to a rate comparable to Spring 2017.
- DHS' monthly visitation rates have steadily increased since July 2017 for a net gain of 3% from March to October 2017.

Figure 11. CUA Visitation Rate, by CUA



- Over the last eight months, CUAs typically maintained at least a 90% monthly visitation rate, and CUAs 4, 5, and 7 had October visitation rates of 95% or above.

## IV. Permanency

This section reports on quarterly permanency rates by CUA (Table 12), the total number of youth who achieved permanency each fiscal year (Figure 12 with accompanying table), and timeliness of permanencies by permanency type (Table 13).

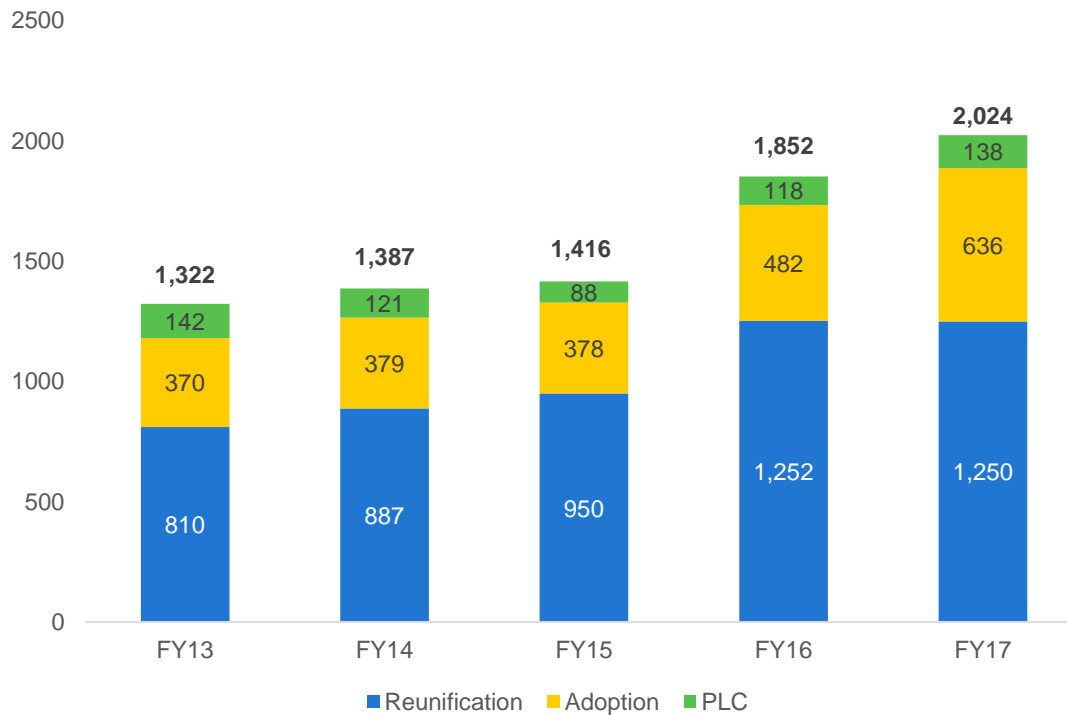
Table 12. FY18 Q1 Permanency Rates by CUA

CUA	FY18Q1 Quarterly Permanency Rate
01 – NET	5.5%
02 – APM	5.5%
03 – TP4C	5.8%
04 – CCS	6.6%
05 – WW	3.8%
06 – Tabor	8.7%
07 – NET	5.6%
08 – BETH	7.4%
09 – TP4C	6.9%
10 – WW	6.0%
<b>Permanency Rate</b>	<b>5.9%</b>

- The system’s overall permanency rate for the first quarter of FY18 was 5.9%.
- CUAs’ permanency rates ranged from 3.8% (Wordsworth 5) up to 8.7% (Tabor).



Figure 12. Permanency Totals by Permanency Type and Fiscal Year



Permanency Type	FY13	FY14	FY15	FY16	FY17
Reunification	810	887	950	1,252	1,250
Adoption	370	379	378	482	636
PLC	142	121	88	118	138
# Discharged to permanency	1,322	1,387	1,416	1,852	2,024
Unduplicated count of children placed*	6,199	6,605	7,500	8,345	8,575
Permanency Rate	24%	21%	19%	22%	24%

\*Unduplicated count of children in placement during the period with a placement episode of eight days or longer.

- ✔ Discharges to permanency through FY17 are up 9% from last year.
- ✔ Discharges to adoption and PLC are up 32% and 17% respectively.
- ✔ The FY17 total surpasses the totals from FY13-FY16.

Table 13. Timeliness of Permanency

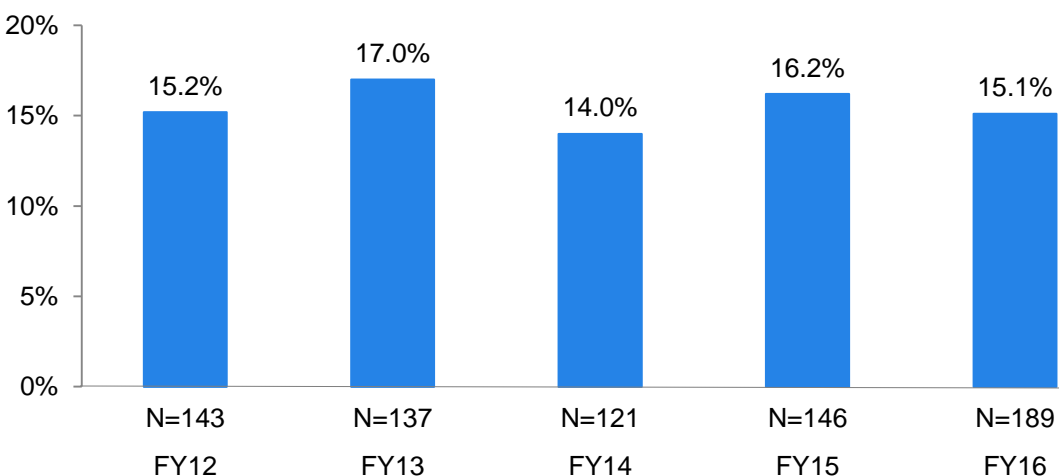
Permanency Type and Timeline	FY12	FY13	FY14	FY15	FY16	FY17
Reunification in 1 Year (Federal Standard – 75%)	58%	55%	59%	59%	58%	59%
Adoption in 2 Years (National Average: 31.8%)	30%	32%	18%	12%	8%	9%
Adoption in 3 Years	72%	75%	66%	53%	47%	45%
PLC in 2 Years	65%	53%	43%	29%	29%	29%
PLC in 3 Years	86%	76%	77%	77%	64%	70%

- The one-year reunification rate has held fairly steady over the last six fiscal years and remains well below the federal standard.
- ⚠ The two-year and three-year adoption rates have decreased since FY12, though they remained fairly stable from FY16 to FY17.
  - While less than 10% of youth were adopted in two years—compared to 31.8% nationwide—nearly half (45%) were adopted within three years.
- ⚠ The two-year PLC rate has held steady for the last three fiscal years (29%), but it is less than half the rate of FY12.
  - The FY17 three-year PLC rate (70%) just exceeds the FY12 two-year PLC rate.

## V. Re-entry

This section looks at the percent of youth who re-entered placement within a year of achieving permanency.

Figure 13. One-Year Re-entry Rate



- The FY16 re-entry rate is comparable to the FY12 rate.
- While the re-entry rate from FY15 to FY16 decreased, the total number of youth re-entering placement increased.

## Appendix

This report was produced by the Data Analytics Unit within DHS' Performance Management and Technology division using data from the FACTS2 database. This database is a live system that updates daily to reflect the most up-to-date information for youth in DHS and CUAs' care.

### Timing of Analysis

The Data Analytics Unit does not analyze data until at least a week following the close of the quarter to allow time for CUA and DHS staff to upload documentation and finalize practice decisions, particularly related to case closure and permanency. The Data Analytics Unit also reconciles data with the CUAs when necessary. In almost all cases, the lag time and reconciliation process allow the Data Analytics Unit to use data that will not change over time. However, there may be some instances in which data uploaded at a later date have marginal impacts on overall rates. For example, some Q1 permanency rates by CUA (Table 13) may increase by a fraction of a percentage point if these rates are run at a later date.

### Projections

The Hotline and Investigation annual projections (Figures 1 and 4) are based off of the current fiscal year's Q1 rate and the proportion of Q1 totals to annual totals historically. For example, if Q1 Hotline totals historically represented a quarter of the annual total, then the projection would be calculated by multiplying the Q1 total by four.