Improving Outcomes for Children

Improving Outcomes for Children (IOC) is Philadelphia’s community based approach to providing child welfare and juvenile justice services.

Community based services for child welfare are provided by Community Umbrella Agencies (CUAs).

CUAs provide daily case management for families, while DHS operates the 24-7 Philadelphia child abuse hotline, conducts investigations, identifies placements, and assists with permanency for children whose parental rights have been terminated. DHS also monitors CUAs for quality of service delivery.

- More children and youth are safely in their own homes and communities.
- More children and youth are reunified more quickly or achieve other permanency.
- Congregate (residential) care use is reduced.
- Improved child, youth, and family functioning.

To report child abuse or neglect call 215-683-6100
For concerns about case, contact the Commissioner’s Action Response Office: 215-683-6000 or dhscaro@phila.gov

CUA 1 (Eastern North Philadelphia)
NET Community Care
4404 N. 5th Street
Philadelphia, PA 19140
267-339-0520
www.netcenters.org

CUA 2 (Eastern North Philadelphia)
Asociacion Puertorriqueños en Marcha
1900 N. 9th Street, Suite 102
Philadelphia, PA 19122
267-296-7200
www.apmphpila.org

CUA 3 (Lower Northeast)
Turning Points for Children
4329 Criscom Street
Philadelphia, PA 19124
215-268-5845
www.turningpointscua.org

CUA 4 (Far Northeast)
Catholic Social Services
10125 Verree Rd, Suite 200
Philadelphia, PA 19116
267-341-1253
www.cssphiladelphia.org

CUA 5 (Logan/Olney)
Turning Points for Children
3300 Henry Avenue
Suite 600
Philadelphia, PA 19129
267-766-2000
www.turningpointscua.org

CUA 6 (Northwest Philadelphia)
Tabor Community Partners
57 E. Armat Street
Philadelphia, PA 19144
267-339-3171
www.tabor.org

CUA 7 (North Central Philadelphia)
NET Community Care
3133 Ridge Avenue
Philadelphia, PA 19132
267-479-5900
www.netcenters.org

CUA 8 (South Philadelphia)
Bethanna
2501 Reed Street
Philadelphia, PA 19146
215-568-2435
www.bethanna.org

CUA 9 (Southwest Philadelphia)
Turning Points for Children
3901 Market Street
Philadelphia, PA 19104
215-825-8200
www.turningpointscua.org

CUA 10 (Mantua, Overbrook, Wynnefield)
Turning Points for Children
5070 Parkside Ave
Building 3, Suite 3400
Philadelphia, PA 19131
215-452-5172
www.turningpointscua.org