Quarterly Indicators Report

Fiscal Year 2018
July 1, 2017 – June 30, 2018

**Department of
Human Services**
CITY OF PHILADELPHIA

Purpose

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

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Executive Summary

Strengths
- **More cases closed than accepted for service.** Since the second quarter of Fiscal Year 2018, DHS has continued to close more cases than it has accepted for service.
- **Emphasis on kinship care and decrease in congregate care.** More than half of the youth in family foster care on June 30, 2018 were in kinship care, and only 11% of dependent youth in placement were in congregate care.
- **Many youth live close to home.** Over half (62%) of youth in kinship care or foster care on June 30, 2018 lived within 5 miles of their home, and most (84%) lived within 10 miles.
- **Continued focus on permanency.** Permanency rates have continued to increase since FY13, and there was a 10% increase in permanencies from FY17 to FY18.

Areas for Improvement
- **Declines in caseloads, but slightly higher than DHS' goal.** CUA case management workers carry an average of 11 cases– a decrease from previous years, but higher than the DHS funded ratio of 1:10. CUA case management staff recruitment and retention contributes to the slightly higher ratio at CUAs.
- **Decreases in adoption and PLC timeliness.** The two-year and three-year rates for adoption and PLC continue to decline.

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Focus Areas

1	Hotline
2	Investigations
3	Services
4	Permanency
5	DHS Priorities and Preview of New Initiatives & Analyses

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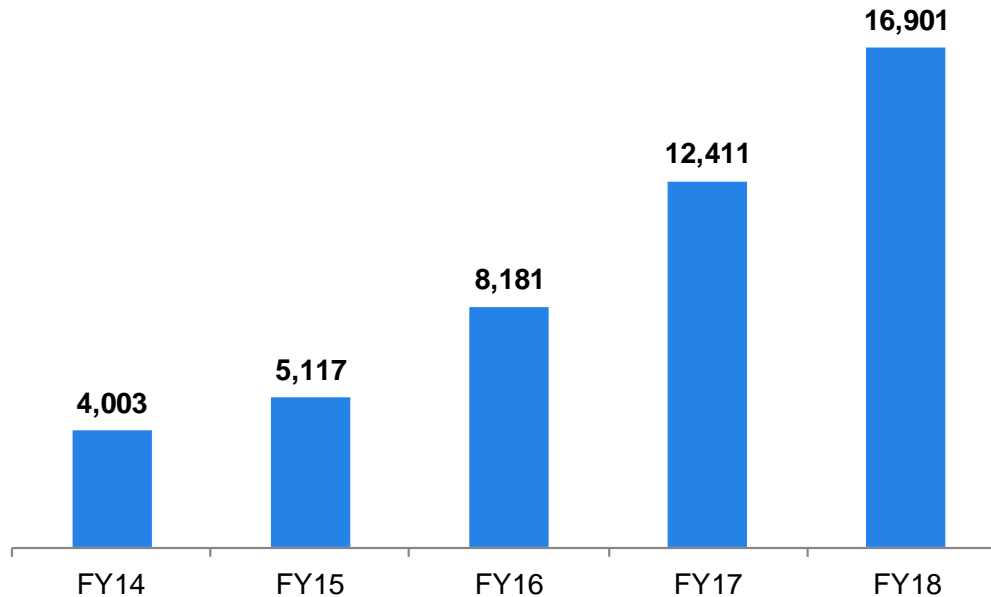
Hotline

Call Volume

Figure 1. Total Hotline Reports
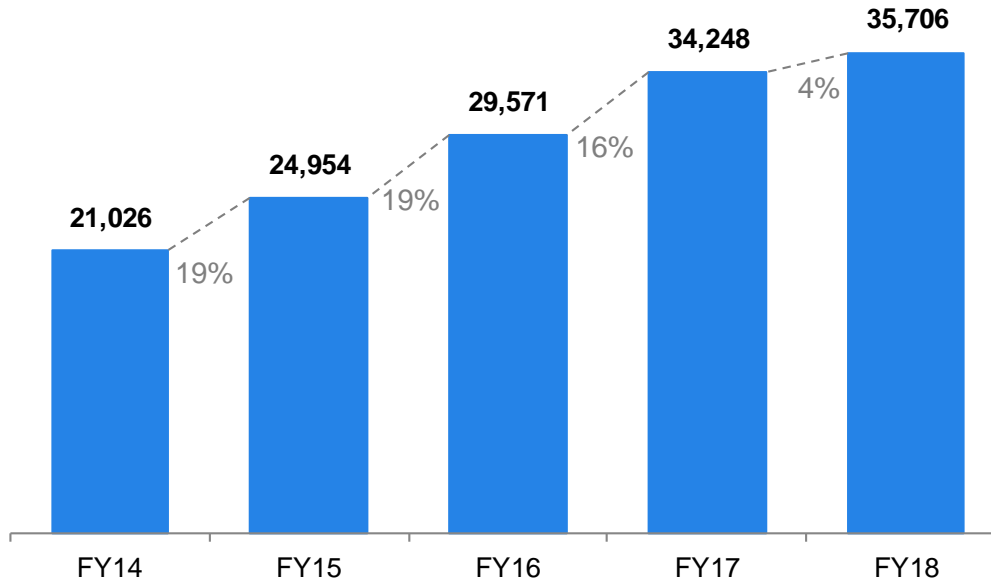
- Continued increase in Hotline reports

- 4% increase from FY17 to FY18; lower rate increase than in previous fiscal years

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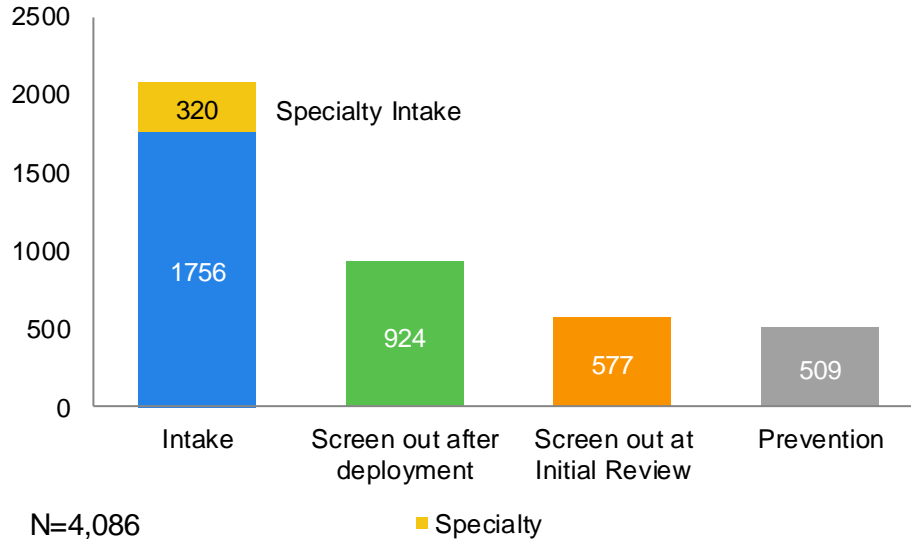
Hotline Decisions

Figure 2. Total Screen Outs

- Continued increase in screen outs

- Four times as many screen outs in FY18 than in FY14

Hotline Administrators review monthly samples of screened out reports to ensure the screen outs are appropriate.

Hotline Decisions

Figure 3. Secondary Screen Outs (8/31/17 – 6/30/18)

N=4,086

- Just over half (51%) of secondary screen out cases were sent to intake
- Over a third (37%) of the cases were screened out (23% after deployment and 14% after the initial review)
- 12% of secondary screen outs were sent to prevention

DHS created the Secondary Screen Out unit in late Summer 2017 to review GPS reports with a 3-7 day priority that were not immediately accepted for investigation. The unit may confirm the decision to screen out a case after an initial review (with or without a referral to prevention services) or the unit may deploy a hotline worker for screening. Deployed hotline workers may choose to send a case to intake for investigation or screen it out.

Hotline Decisions

Figure 4. Hotline Action
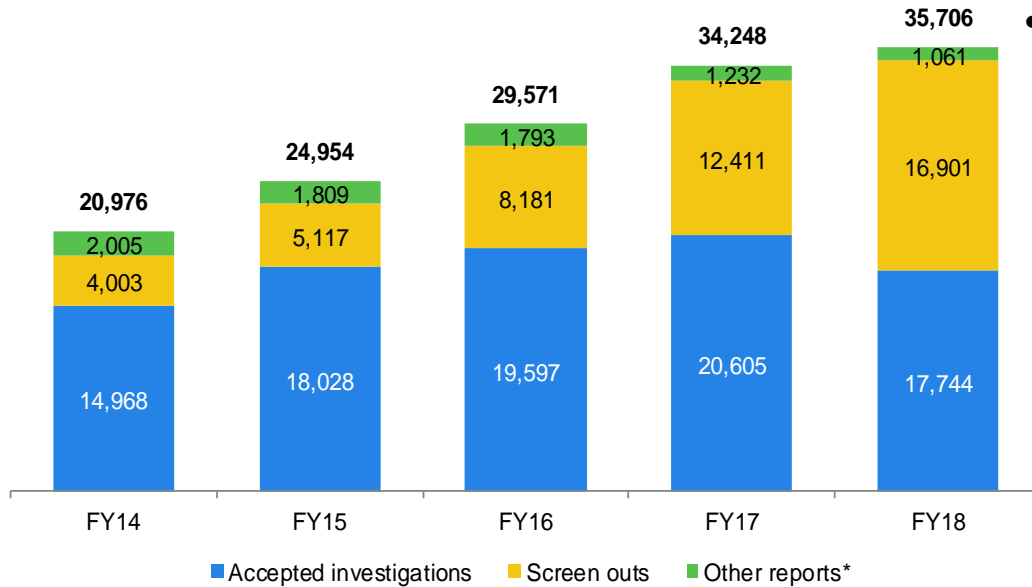
- Larger proportion of reports screened out (47%) in FY18 than previous four fiscal years

Legend: ■ Accepted investigations ■ Screen outs ■ Other reports*

	FY14	FY15	FY16	FY17	FY18
Total	20,976	24,954	29,571	34,248	35,706
Other reports*	2,005	1,809	1,793	1,232	1,061
Screen outs	4,003	5,117	8,181	12,411	16,901
Accepted investigations	14,968	18,028	19,597	20,605	17,744

*Other reports include referrals for law enforcement only, other jurisdictions, information only, and follow-up on a prior report
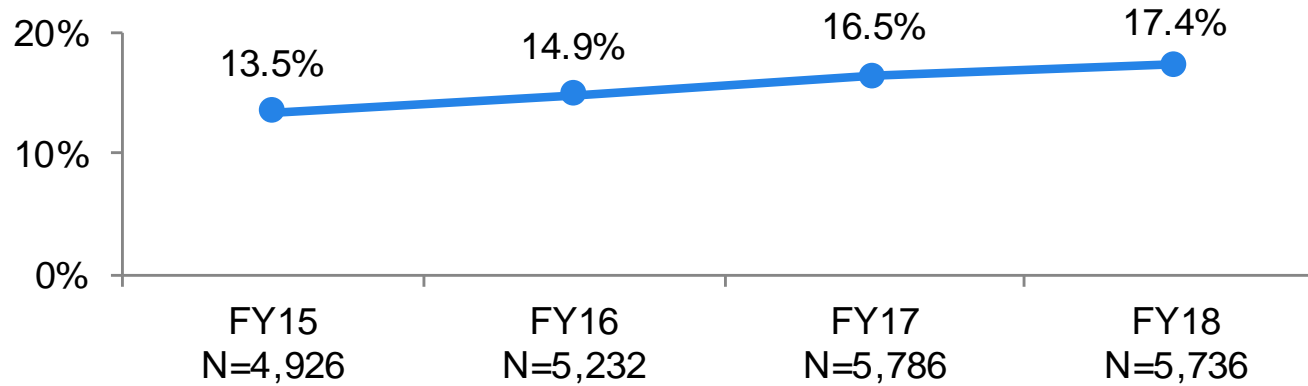Data run 7/23/18

Investigations

Investigations

Figure 5. Total Investigations
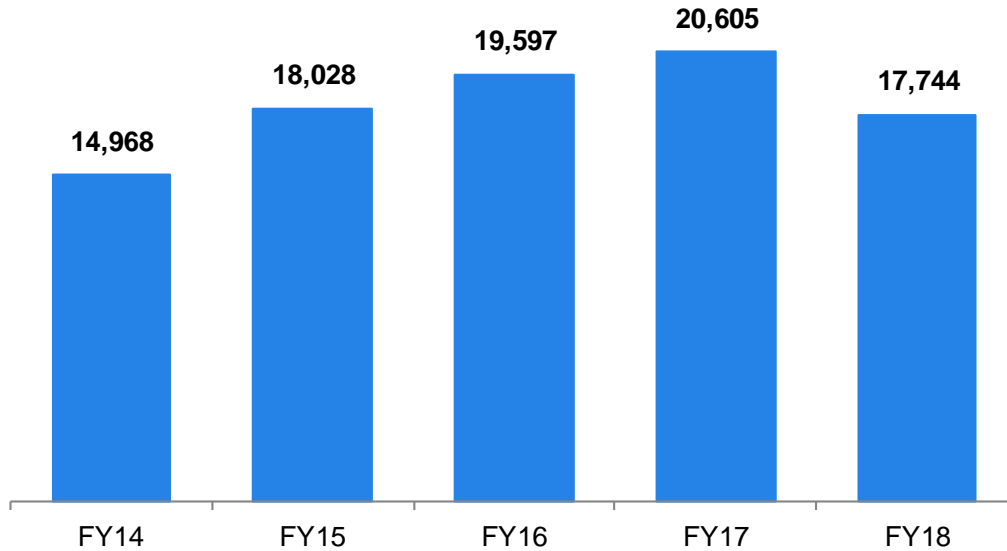
- Decrease in investigations for the first time in IOC history

- 14% decrease from FY17 to FY18

Indicated CPS Reports

Figure 6. FY15 – 18 Indication Rate for CPS Reports

FY15	FY16	FY17	FY18
N=4,926	N=5,232	N=5,786	N=5,736

Data points: 13.5%, 14.9%, 16.5%, 17.4%

- The indication rate for CPS reports has steadily increased every year since FY15

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Repeat Maltreatment: Federal Measure

The federal measure for repeat maltreatment looks at the number of indicated CPS victims within a 12-month period and examines how many had another indicated report within the following year.

Figure 7. FY15 – 17 Repeat Maltreatment: Federal Measure
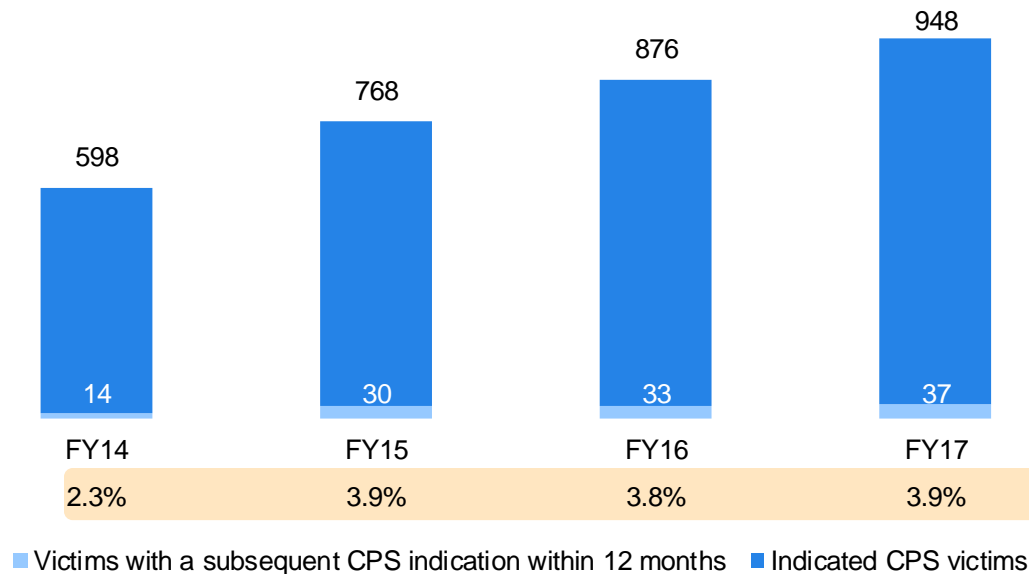
- The number of repeat maltreatment victims continues to increase

- The rate of maltreatment has remained fairly steady since FY15

Federal repeat maltreatment indicator

	FY14	FY15	FY16	FY17
Indicated CPS victims	598	768	876	948
Victims with a subsequent CPS indication within 12 months	14	30	33	37
	2.3%	3.9%	3.8%	3.9%

■ Victims with a subsequent CPS indication within 12 months ■ Indicated CPS victims

Repeat Maltreatment: State Measure

The Pennsylvania measure for repeat maltreatment looks at the number of CPS reports received during a specific time-period and identifies those children who had a *previous* indication of abuse.

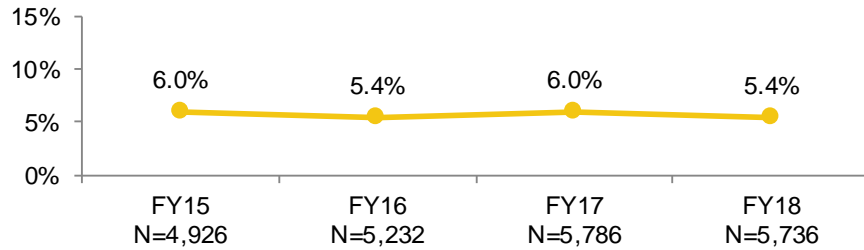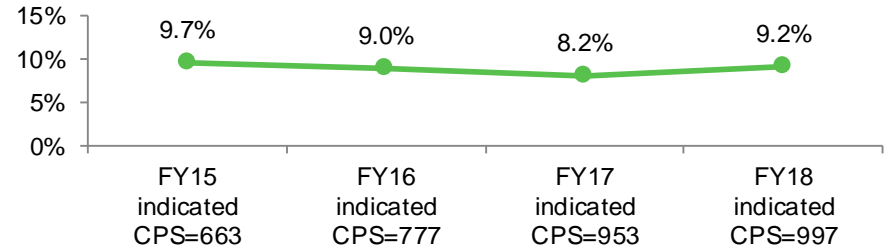**Figure 8. CPS Reports with Suspected Re-Abuse**
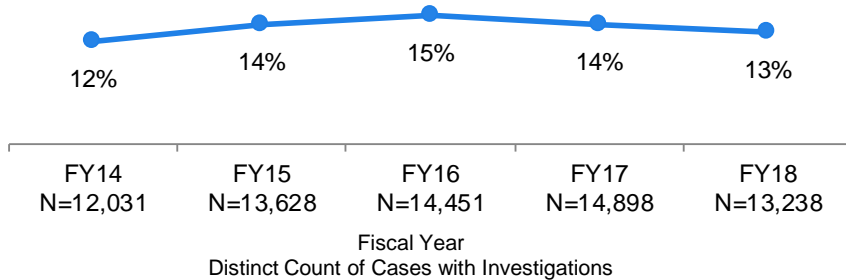

Figure 9. Indicated CPS Reports with Re-Abuse

- Similar rate of suspected re-abuse compared to previous FYs
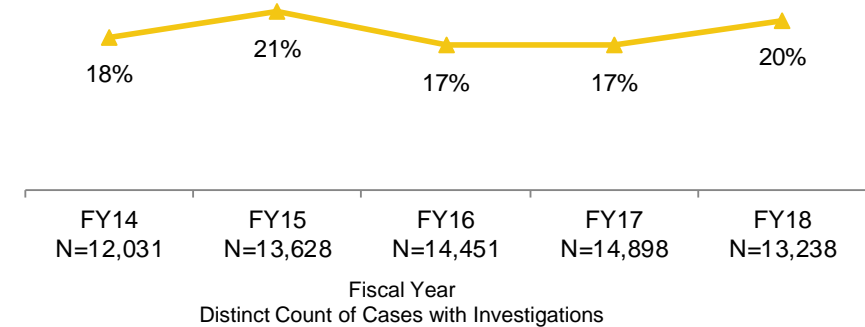
- Slight increase in rate of indicated reports with re-abuse

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Investigation

Figure 10. Rate of Investigated Cases that Are already Open

| FY14 N=12,031 | FY15 N=13,628 | FY16 N=14,451 | FY17 N=14,898 | FY18 N=13,238 |

Fiscal Year
Distinct Count of Cases with Investigations

- For the past five fiscal years, approximately 1 in 7 cases under investigation were already receiving DHS services

Figure 11. Rate of Investigated Cases Accepted for Service within 60 Days of Being Reported

| FY14 N=12,031 | FY15 N=13,628 | FY16 N=14,451 | FY17 N=14,898 | FY18 N=13,238 |

Fiscal Year
Distinct Count of Cases with Investigations

- Approximately 1 in 5 FY18 cases under investigation were accepted for service within 60 days of being reported– an increase from FY17

Data run 9/18/18
Cases with multiple investigations are only counted once

15

Services

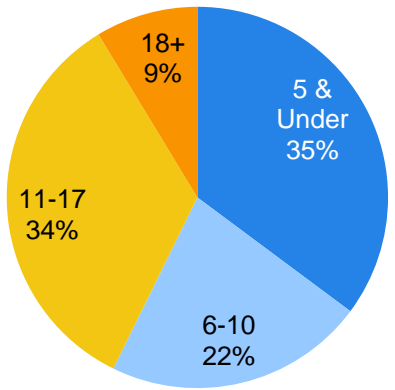# Dependent Youth Demographics – June 30, 2018

Figure 12. Gender
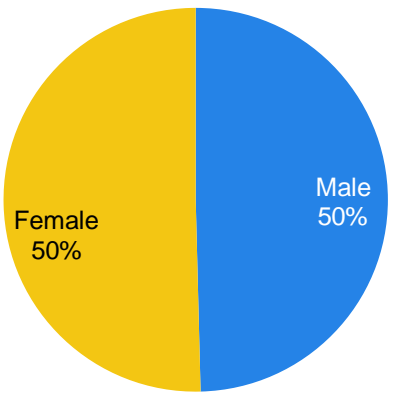
Female 50%
Male 50%

N=10,110

- Half of the dependent youth on 6/30/18 were female

Figure 13. Age

18+ 9%
5 & Under 35%
11-17 34%
6-10 22%
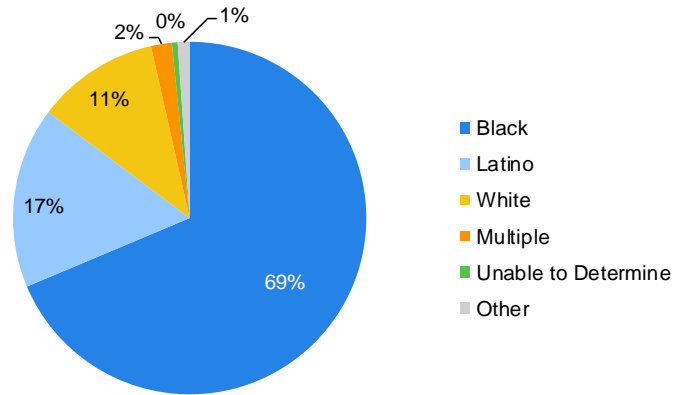
N=10,115

- Just over half of the dependent youth on 6/30/18 were 10 years old or younger

Figure 14. Race & Ethnicity

2% 0% 1%
11%
17%
69%

- Black
- Latino
- White
- Multiple
- Unable to Determine
- Other

N=10,118

- Over two thirds (69%) of dependent youth on 6/30/18 identified as Black
- Approximately 1 in 6 (17%) were Hispanic

*Sample size discrepancy is the result of unknown age or unreported gender
Data run 8/2/18

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Cases Accepted for Service and Cases Closed

Figure 15. Cases Accepted and Closed by Month

Figure 16. Cases Accepted and Closed by FY
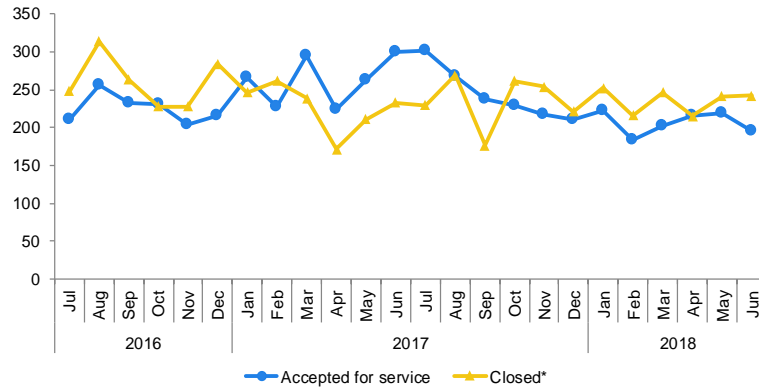
- After increasingly more cases were accepted for service by month in FY17, there was a decrease in FY18
- Since October 2017, more cases have been closed than opened each month
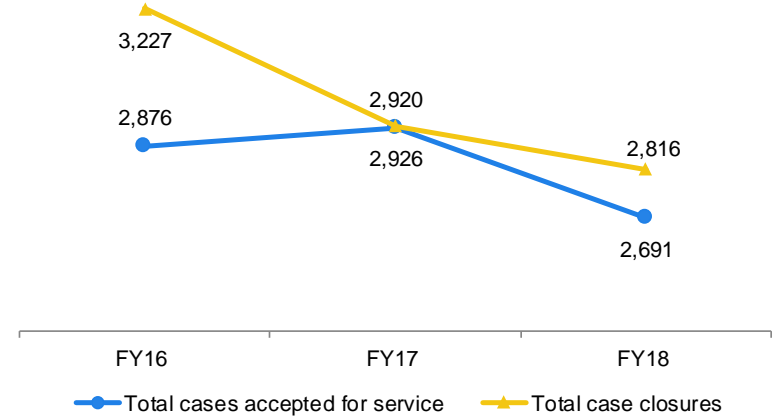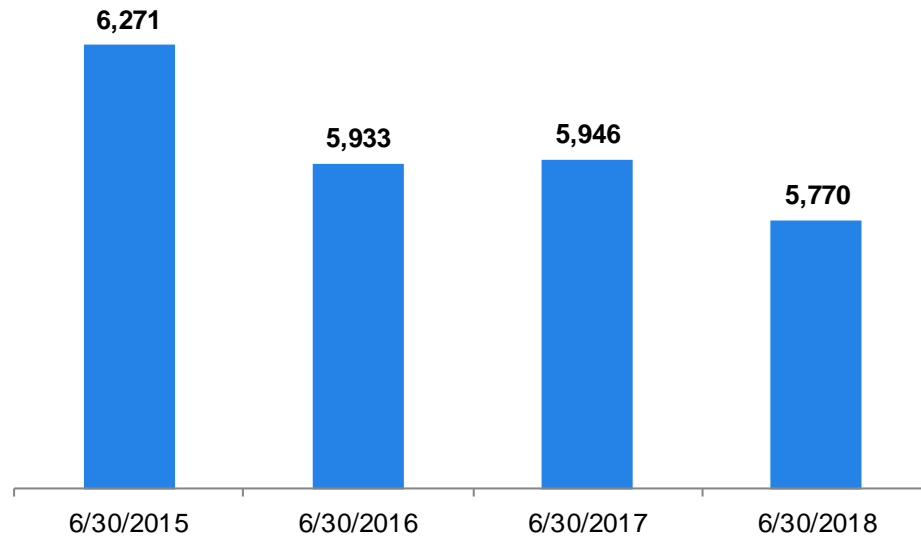
- The number of cases accepted for service and the number of cases closed have both decreased

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

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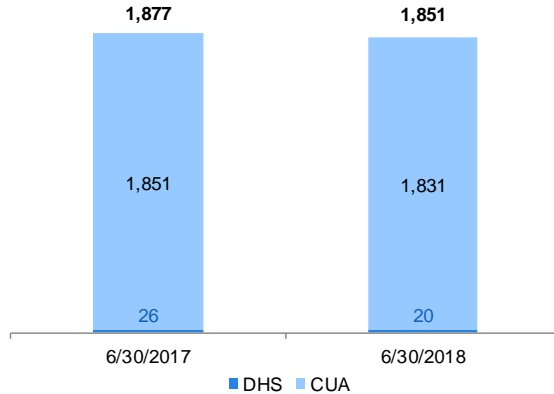CITY OF PHILADELPHIA

Total Cases

Figure 17. Total Open Cases on June 30th

- The total number of open cases on June 30 continue to decline
- There were 8% fewer cases open on June 30, 2018 than there were on June 30, 2015

In-Home Services

Figure 18. Total Cases with In-Home Services

	6/30/2017	6/30/2018
Total	1,877	1,851
CUA	1,851	1,831
DHS	26	20

■ DHS ■ CUA

Figure 19. Total Children with In-Home Services

	6/30/2017	6/30/2018
Total	4,054	4,181
CUA	3,987	4,138
DHS	67	43

■ DHS ■ CUA

- The total number of in-home cases on 6/30/18 was almost similar to the total on 6/30/17

- On 6/30/17 and 6/30/18, 99% of in-home cases were managed by CUAs
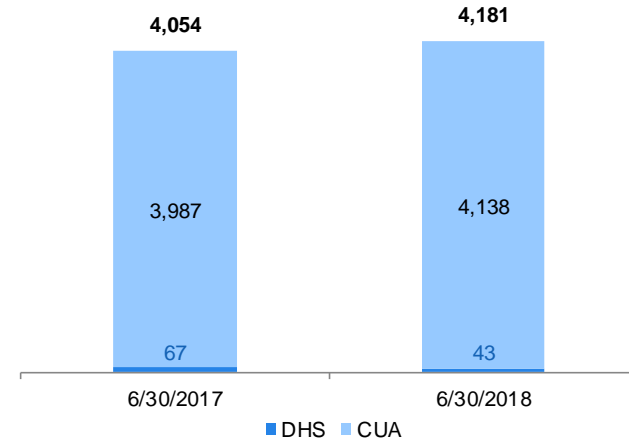
- There were 127 more youth with in-home services on 6/30/18 than there were on 6/30/17, a 3% increase

- On 6/30/17 and 6/30/18, less than 2% of in-home youth had DHS case managers

In-Home Services

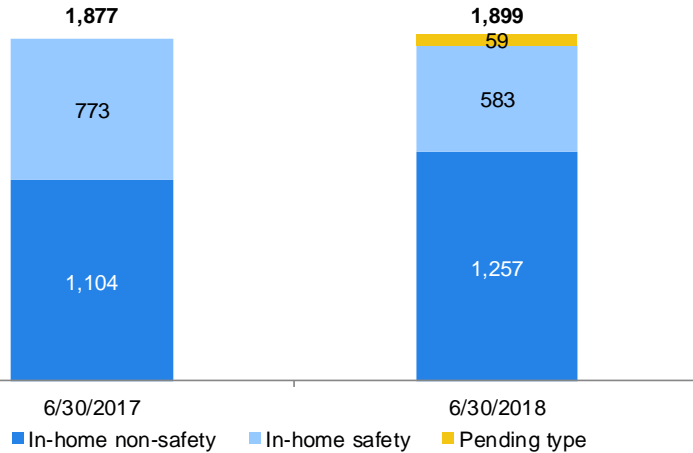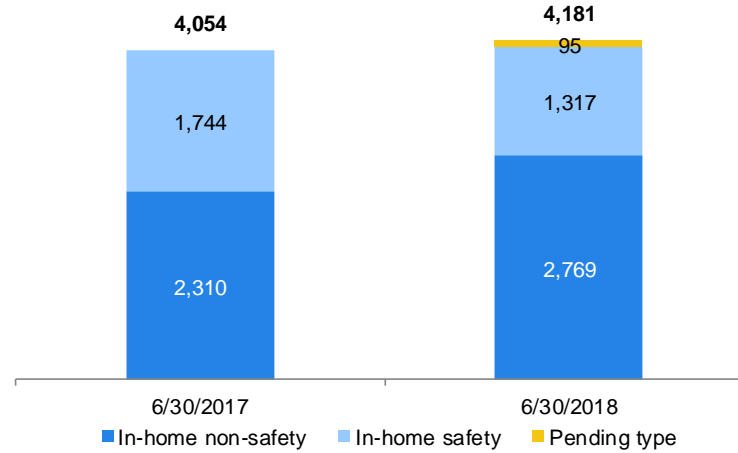## Figure 20. Total Cases with In-Home Services by Service Type

	6/30/2017	6/30/2018
Total	**1,877**	**1,899**
Pending type		59
In-home safety	773	583
In-home non-safety	1,104	1,257

In-home non-safety ■ In-home safety ■ Pending type ■

Figure 21. Total Children with In-Home Services by Service Type

	6/30/2017	6/30/2018
Total	**4,054**	**4,181**
Pending type		95
In-home safety	1,744	1,317
In-home non-safety	2,310	2,769

In-home non-safety ■ In-home safety ■ Pending type ■

- There were fewer cases and fewer youth with in-home safety services on 6/30/18 than on 6/30/17, but more cases and more youth with in-home non-safety services

- A higher proportion of cases had in-home non-safety services on 6/30/18 (66%) than on 6/30/17(59%). The same was true for youth (57% in 2017 and 66% in 2018)

*If case included in-home safety and in-home non-safety services, case was counted twice.
Data run 7/26/18

In-Home Services

Figure 22. Length of In-Home Services for youth receiving In-Home Safety Services on June 30, 2018

24+ Months 2%
13-24 Months 13%
10-12 Months 8%
6-9 Months 21%
Less Than 6 Months 56%
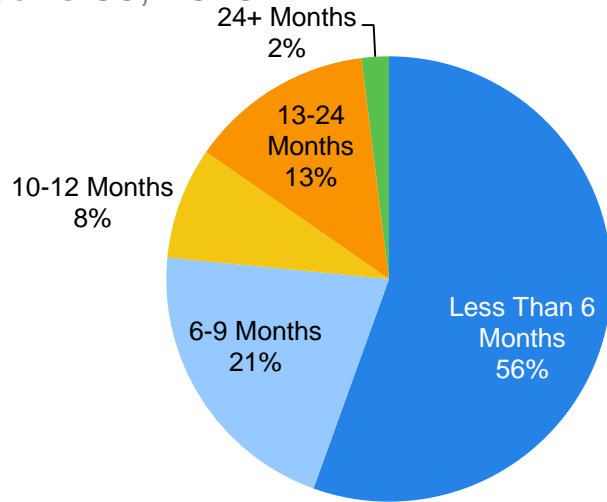
N = 1,317

Figure 23. Length of In-Home Services for youth receiving In-Home Non-Safety Services on June 30, 2018

24+ Months 6%
13-24 Months 17%
10-12 Months 12%
6-9 Months 17%
Less Than 6 Months 48%
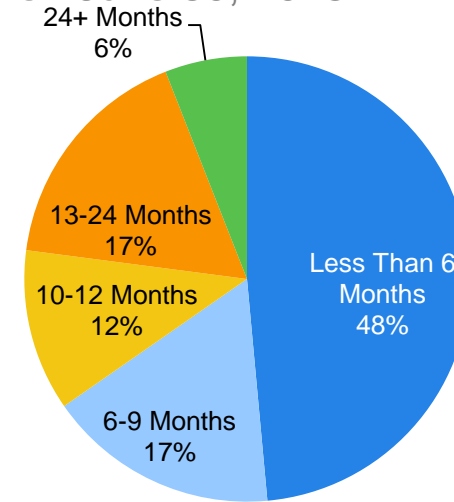
N = 2,769

- For both in-home safety and non-Safety services, approximately half of the youth were receiving in-home services for less than 6 months

Placement Services

Figure 24. Total Cases with Placement Services
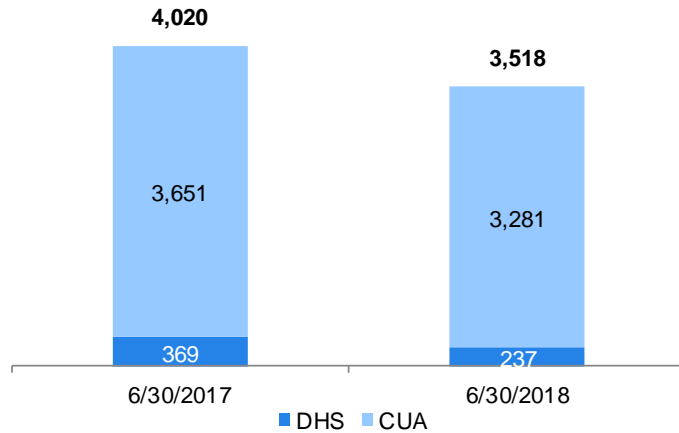
Figure 25. Total Children in Placement
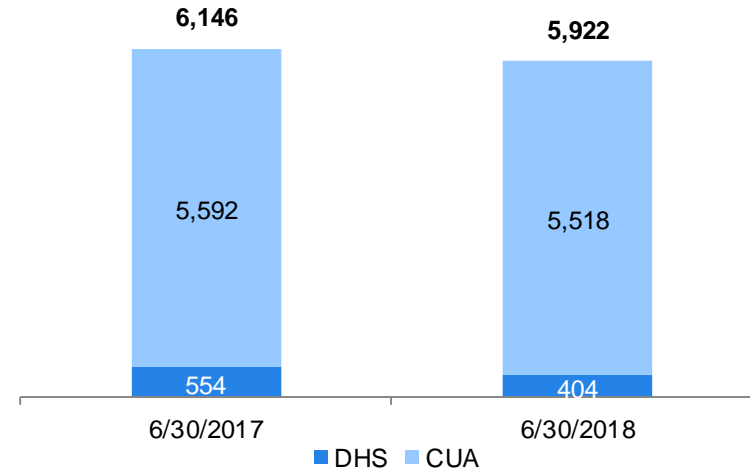
- The total number of placement cases and youth in placement declined slightly from 2017 to 2018

- CUA continued to manage over 90% of the placement cases and placement youth

Placements

Figure 26. Dependent Placements on June 30th of Each Year
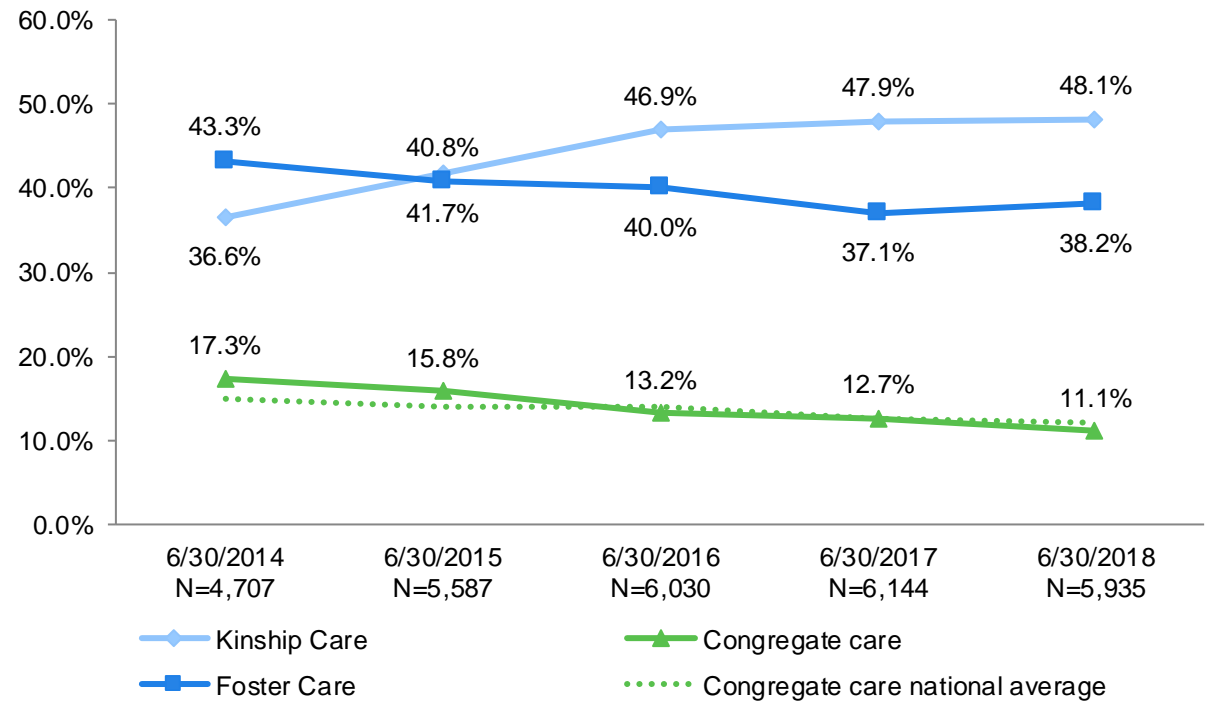
The percentage of youth in kinship care has remained steady since 6/30/16

The percentage of youth in congregate care continues to decline

The total number of youth in placement declined slightly– dipping below 6,000 on 6/30/18

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Placement Services

Figure 27. Children in Dependent Placements on June 30, 2018
by Placement Type

- Family foster care
- Congregate care
- Supervised independent living
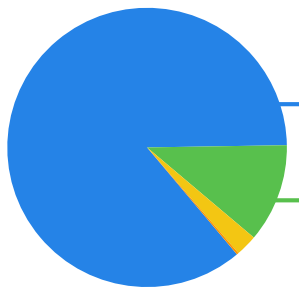- Pending

5,123
86%

656
11%

150
3%

6
<1%
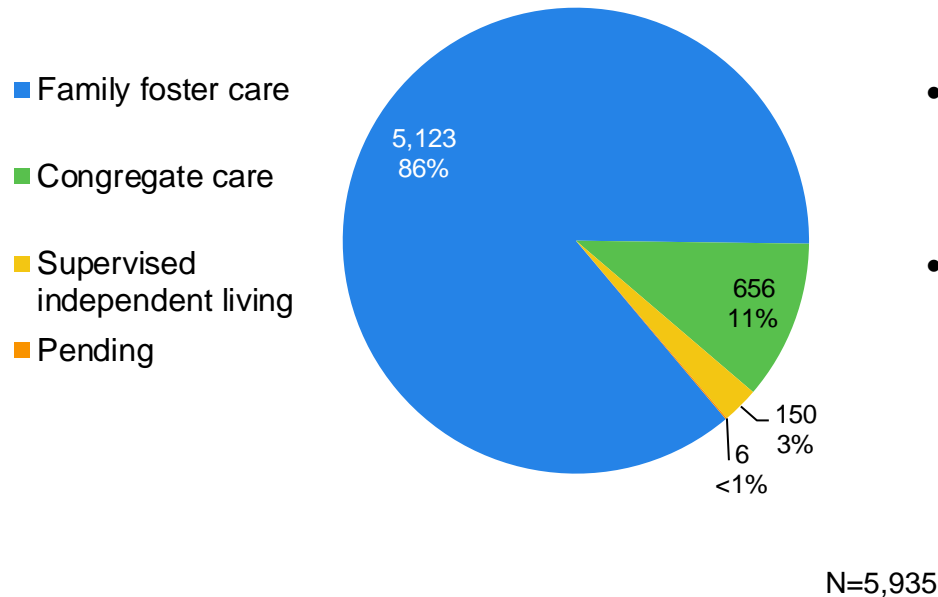
- A large majority (86%) of youth in placement were in family foster care
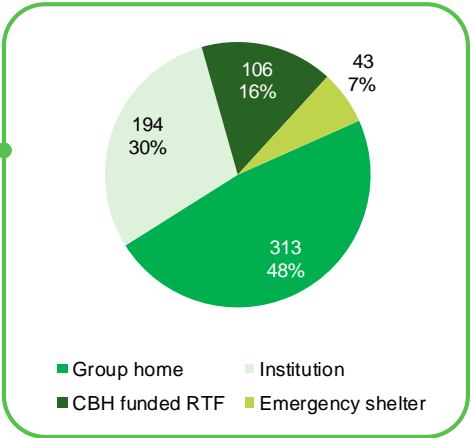- Approximately 1 in 10 (11%) youth in placement were in congregate care

N=5,935

*Pending youths' service information had yet to be entered into the electronic database as of the date the data were run
Data run 10/18/18

Placement Services

Figure 28. Children in Dependent
Family Foster Care and Congregate
Care on June 30, 2018

Pie chart (top):
- 16 <1%
- 2,250 44% (Foster care)
- 2,857 56% (Kinship care)

Legend:
- Kinship care
- Foster care
- Foster care - Emergency

Pie chart (bottom):
- 43 7% (Emergency shelter)
- 106 16% (CBH funded RTF)
- 194 30% (Institution)
- 313 48% (Group home)

Legend:
- Group home
- Institution
- CBH funded RTF
- Emergency shelter
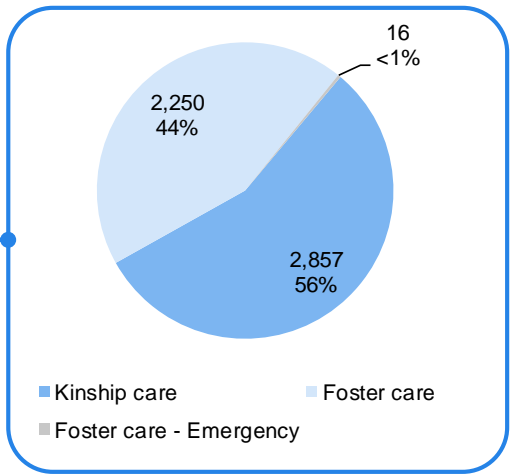
- More than half (56%) of family foster care youth were in kinship care

- Nearly half (48%) of congregate care youth were in a group home and 16% were in a CBH-funded RTF

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Delinquent Placement Services

Figure 29. Children in Delinquent Placements on June 30, 2018 by Placement Type

- Congregate care
- Community Based Detention Services
- Philadelphia Juvenile Justice Services Center
- Other Community Placement

608
79%

39
5%

117
15%

8
1%
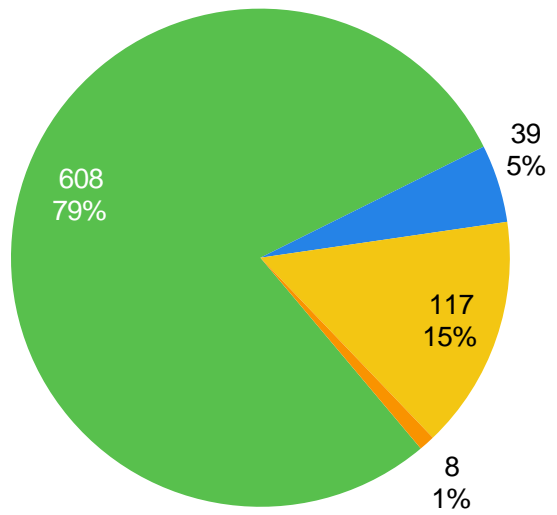
N=772

- Nearly 4 in 5 (79%) youth in delinquent placements were in congregate care

- Of the 772 youth in a delinquent placement, 117 (15%) were housed at the PJJSC

Other community placements include foster care and supervised independent living
Data run 8/2/18

Placement Services

Figure 30. Children in Delinquent Congregate Care on June 30, 2018

- **Group home**
- **CBH funded RTF**
- **Non-RTF Institution**
- **State Institution**
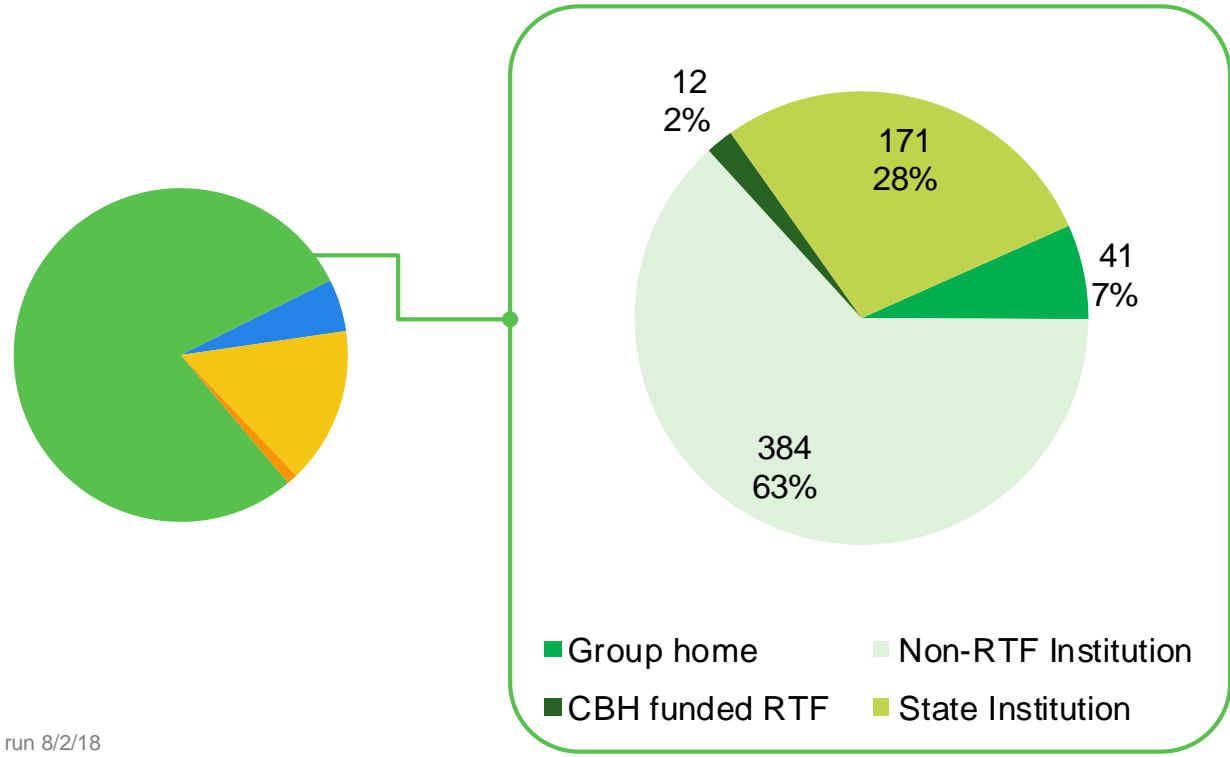
- Over half (63%) of youth in delinquent congregate care were in a non-RTF institution

- Just over a quarter (28%) of youth in delinquent congregate care were in a state institution

Distance from Home

Figure 31. Distance from Home for CUA Youth in Foster & Kinship Care as of June 30, 2018

All CUAs

Unable to Determine Distance* 4%

10+ miles 12%

0-2 miles 32%

5-10 miles 22%
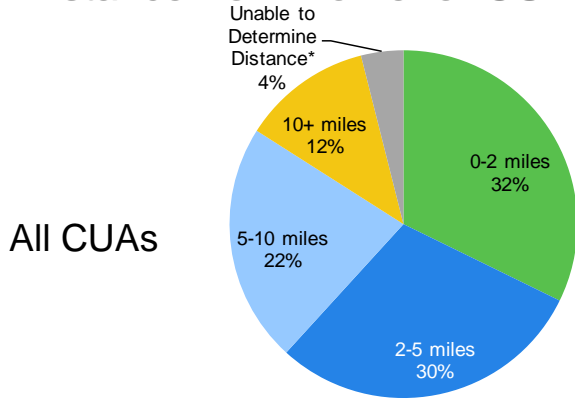
2-5 miles 30%

- A majority (62%) of family foster care youth lived within 5 miles of their home of origin, and 84% lived within 10 miles

CUA	0-2 miles	2-5 miles	5-10 miles	10+ miles	Unable to Determine Distance*
01 - NET (N=462)	33%	32%	19%	12%	4%
02 - APM (N=583)	36%	26%	25%	9%	3%
03 - TPFC (N=587)	35%	30%	15%	19%	2%
04 - CCS (N=381)	28%	27%	25%	14%	6%
05 - TPFC (N=699)	34%	34%	20%	9%	3%
06 - TABOR (N=329)	36%	29%	21%	10%	4%
07 - NET (N=432)	24%	36%	25%	13%	2%
08 - BETH (N=357)	26%	31%	26%	13%	5%
09 - TPFC (N=512)	32%	25%	29%	10%	4%
10 – TPFC (N=507)	35%	25%	21%	12%	6%

*Invalid home addresses include those outside of Philadelphia or incomplete addresses that could not be geocoded. Distances were calculated using ArcMap10.5 GIS software.

Caseload

Table 1. CUA Case Management Workers' Caseload Distribution on June 30, 2018

CUA	Total workers	Total cases	Median caseload	Average caseload
01 – NET	41	498	12	12.1
02 – APM	43	513	12	11.9
03 – TPFC	48	557	12	11.6
04 – CCS	46	430	9	9.3
05 – TPFC	73	872	13	11.9
06 – TABOR	34	402	12	11.8
07 – NET	52	471	10	9.1
08 – BETH	35	375	13	10.7
09 – TP4C	54	506	10	9.4
10 – TPFC	52	565	11	10.9
Overall	478	5,189	11	10.9

Table 2. DHS Ongoing Service Region Case Management Workers' Caseload Distribution on June 30, 2018

DHS	Total workers	Total cases	Median caseload	Average caseload
OSR	18	194	12	10.8

- CUA and DHS staff had an average caseload of 11

- NET-7 had the lowest average caseload (9.1), and NET-1 had the highest (12.1)
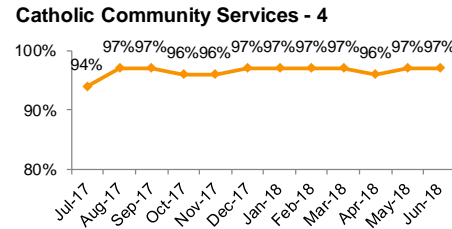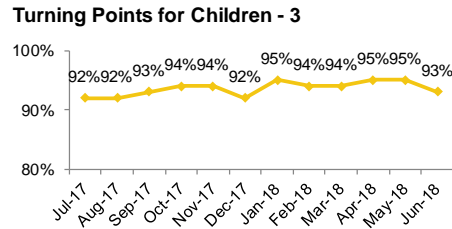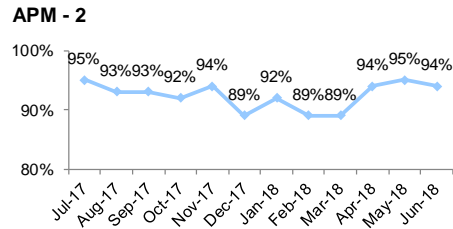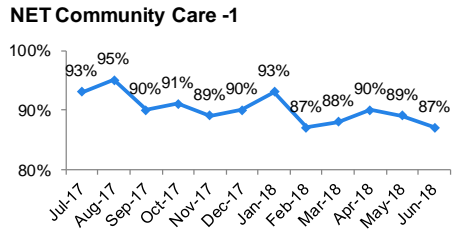
Monthly Visitation

Figure 32. DHS and CUA Visitation Rates by Month
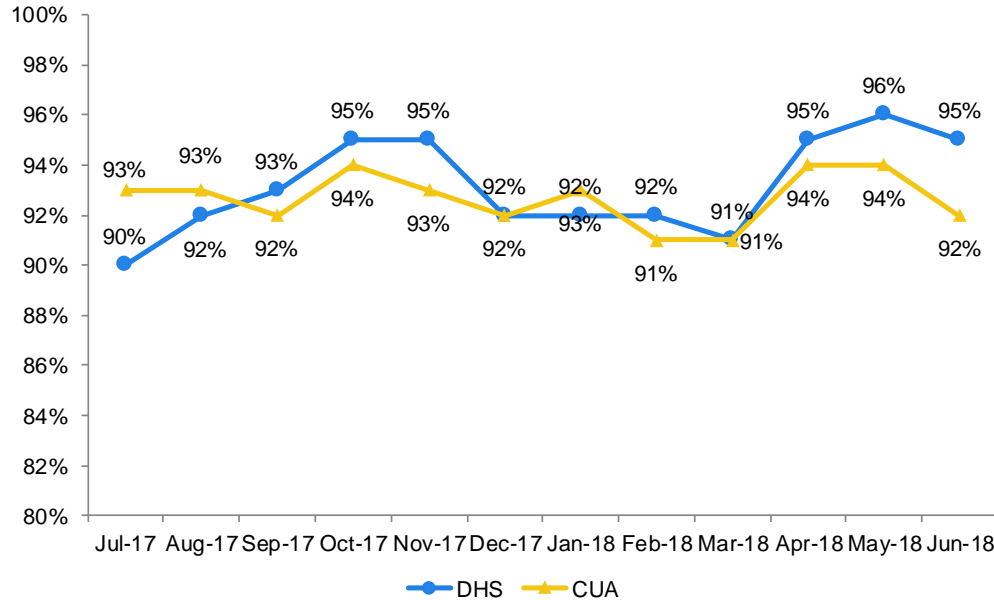
- CUAs and DHS have maintained visitation rates above 90% in FY18

Monthly Visitation

Figure 33. Visitation Rates by CUA

NET Community Care -1

APM - 2

Turning Points for Children - 3

Catholic Community Services - 4

Turning Points for Children - 5

Tabor - 6

NET Community Care -7

Bethanna - 8

Turning Points for Children - 9

Turning Points for Children - 10
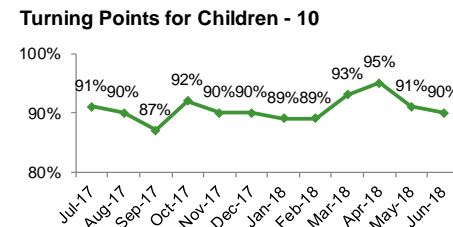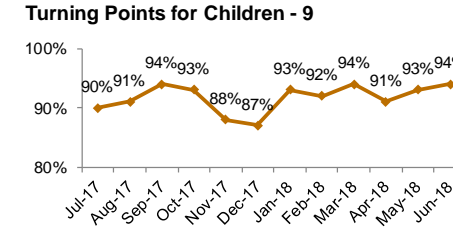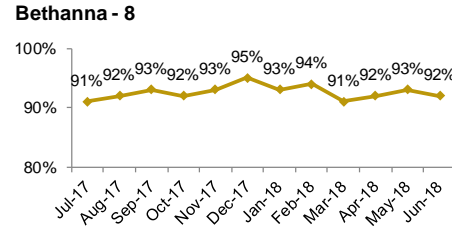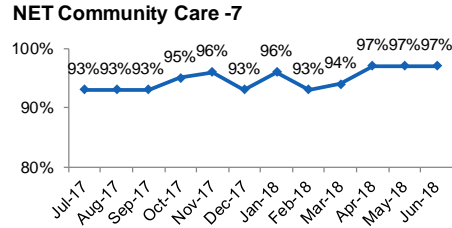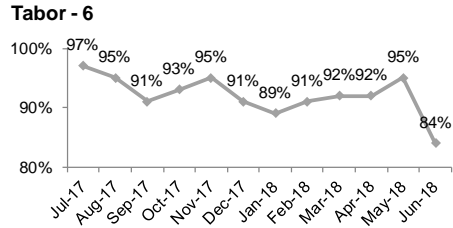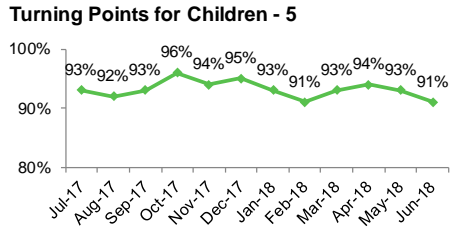
- 5 CUAs had visitation rates above 90% for the full fiscal year

*Prior to 1/1/18, Turning Points for Children 5 and 10 were managed by Wordsworth
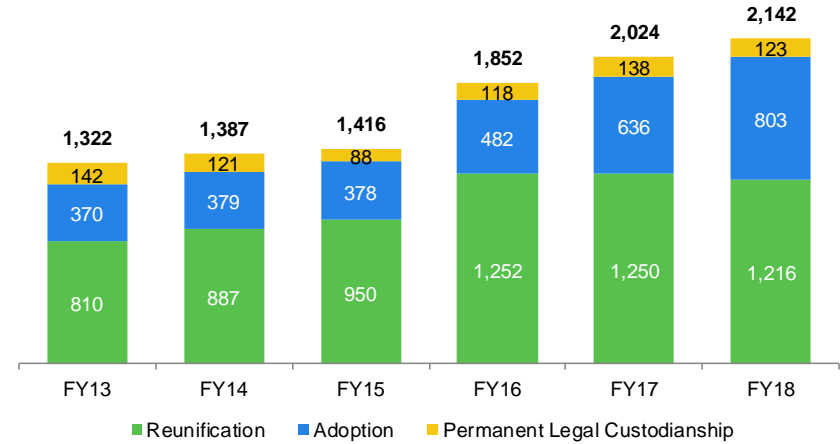Data run 7/13/18

Permanency

Permanency Rates and Totals

Figure 34. FY18 Permanency Rates by CUA
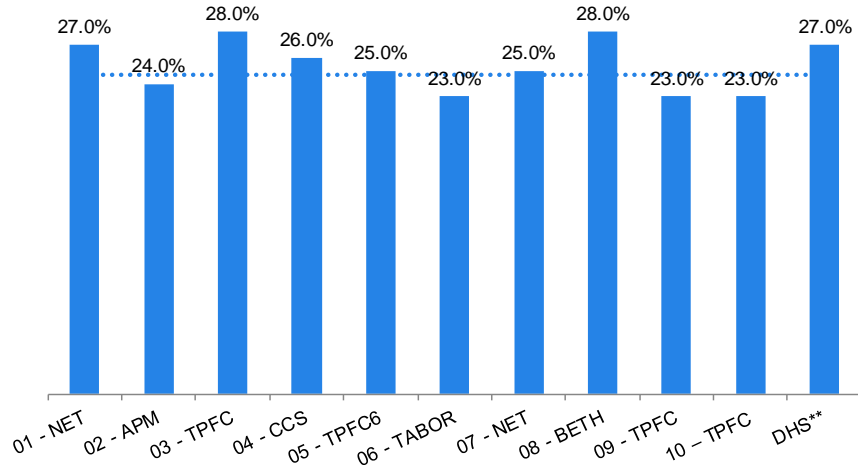
- The average permanency rate for FY18 was 25%

## Figure 35. Permanency Totals by Permanency Type

- Since FY13, permanencies have continued to increase

- There was a 6% increase in permanencies from FY17 to FY18

** The DHS permanency rate only includes youth for whom DHS was providing case management services – Based on unreconciled data from the FACTS2 database

Data run 9/24/2018

Permanency Timeliness

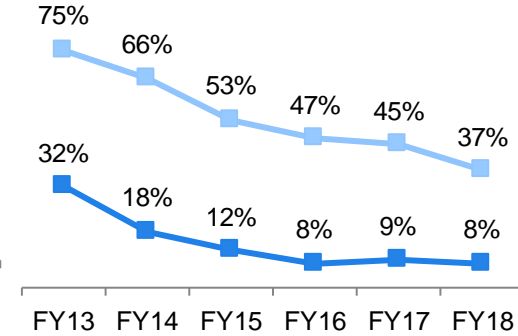Figure 36. Timeliness of Permanency for FY13 – FY18

Reunification
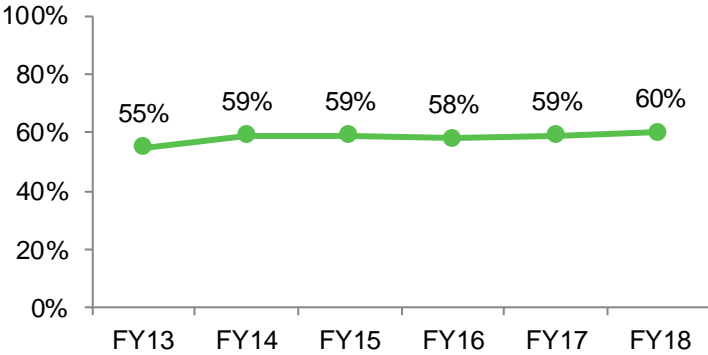
Adoption

Permanent Legal Custodianship

- Reunification rates have increased slightly
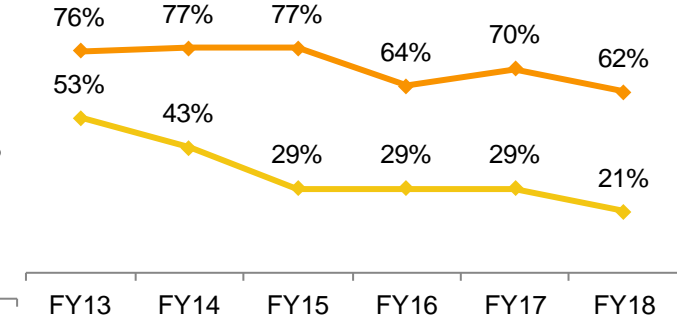
- Adoption rates continue to decrease

- PLC rates continue to decrease

Data run 9/20/18

Timely Adoptions and Previous Services

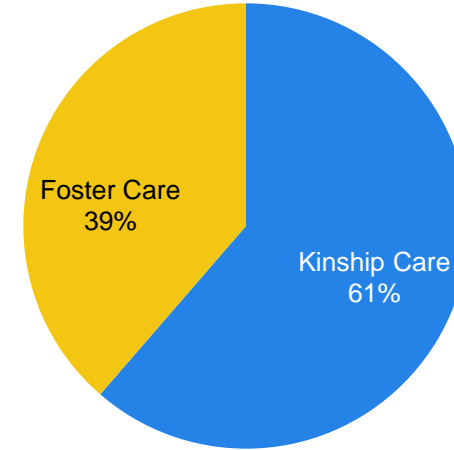Figure 37. Last Service before 2-Year Adoption

Figure 38. Last Service before 3-Year Adoption

N = 67
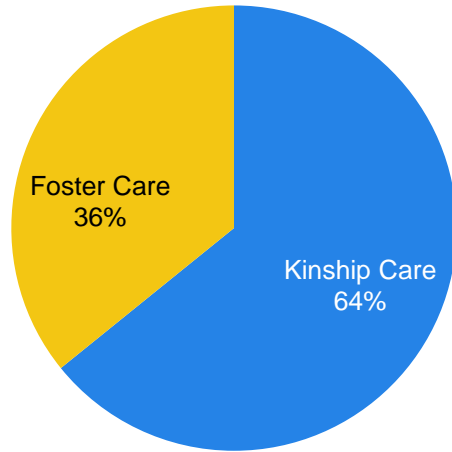
N = 295

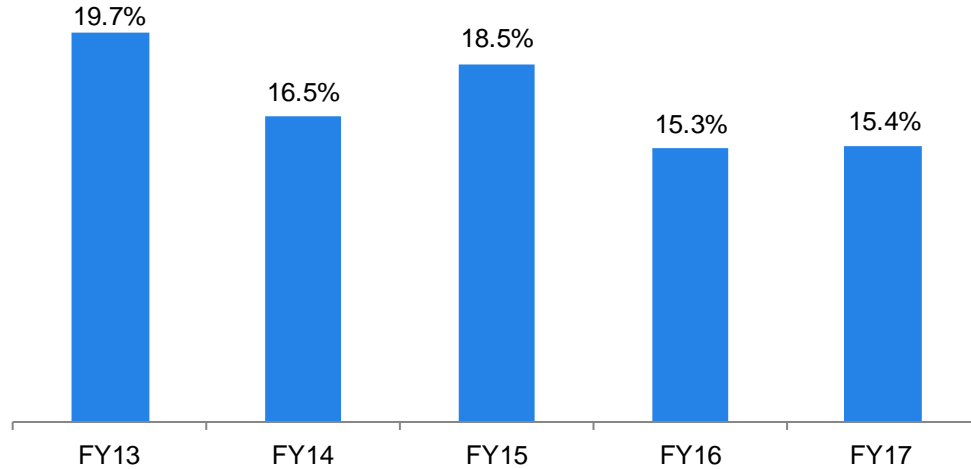- Nearly two thirds of the youth adopted within 2 years had a final placement with kin

- Just over 60% of the youth adopted within 3 years had a final placement with kin

Data run 9/20/18

Re-Entry

Figure 39. Re-Entry Rate within One Year of Reunification

- The re-entry rate has decreased by 5% since FY13

- The FY16 and FY17 re-entry rates were comparable

*FY18 data is not included because a full year must elapse from the reunification date
Data run 9/24/18

DHS FY19 Priorities

Right Sizing the System

- Continue reducing congregate care
- Recruit more foster families willing to take older youth
- Increase and enhance prevention resources
- Move children more quickly to reunification and other permanencies
- New approaches to connect youth to permanency before they age out
- Increase alternatives to placements for youth in delinquency

Coming soon!

- **2018 CUA Scorecard**—the first year.

- Baseline year **DHS Investigations Scorecard.**

- Evaluation and Analysis of **Adoption Process.**

- **Performance-Based Contracting Tracking Pilot** – using federal measures of permanency to: (1) track eligible population in FY19, and (2) plan for FY20.

Appendix

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 CUA permanency rates (Slide 34) may increase by a fraction of a percentage point if these rates are run at a later date.

Report Definitions
Additional information regarding report definitions, including populations, units of measurement, and calculations can be found in the "Quarterly Indicators Reports: Definitions" document.

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