



Quarterly Indicators Report

Fiscal Year 2019 Quarter 1
July 1, 2018 – September 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

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 (54%) of the youth in family foster care on September 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 (61%) of youth in kinship care or foster care on September 30, 2018 lived within 5 miles of their home, and most (84%) lived within 10 miles.
- **Continued focus on permanency.** Over half (57%) of permanencies this quarter have been reunifications— an increase from Fiscal Year 2018 (55%).

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.
- **Ongoing challenges with adoption and PLC timeliness.** With the exception of the two-year PLC rate, adoption and PLC timeliness remain well below pre-IOC rates.





Focus Areas

1 Hotline and Investigations

2 Services

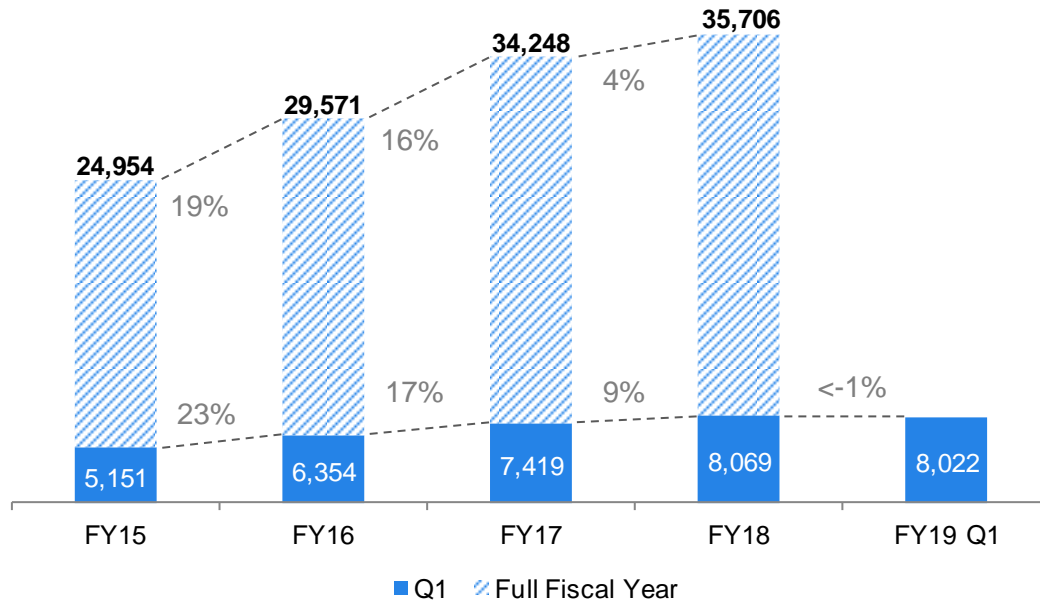
3 Permanency



Hotline and Investigations

Call Volume

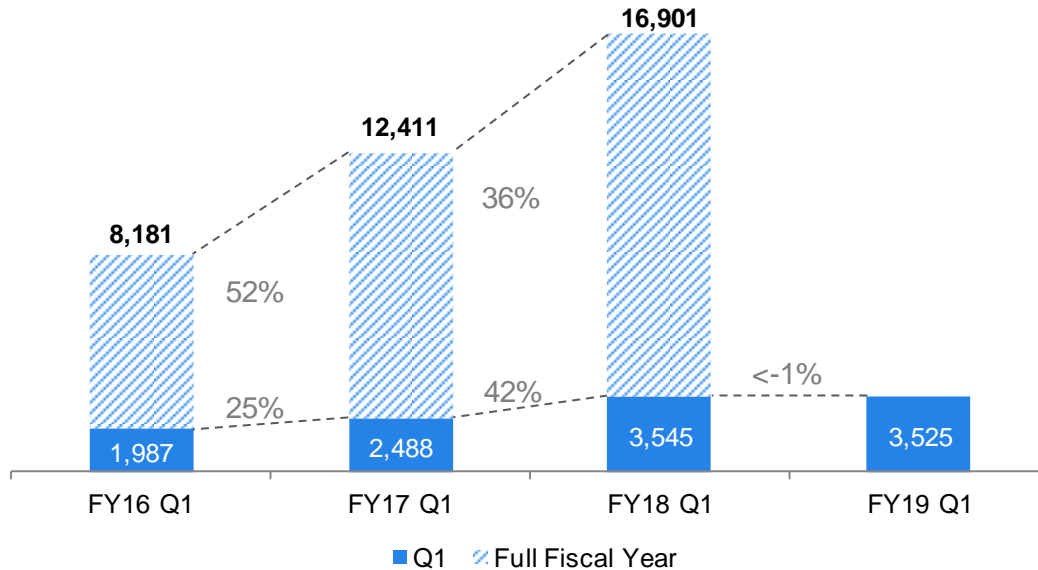
Figure 1. Total Hotline Reports



- Hotline reports have increased for every full fiscal year since FY15
- For the first time since 2015 implementation, there was a decrease in Q1 Hotline reports

Hotline Decisions

Figure 2. Total Screen Outs

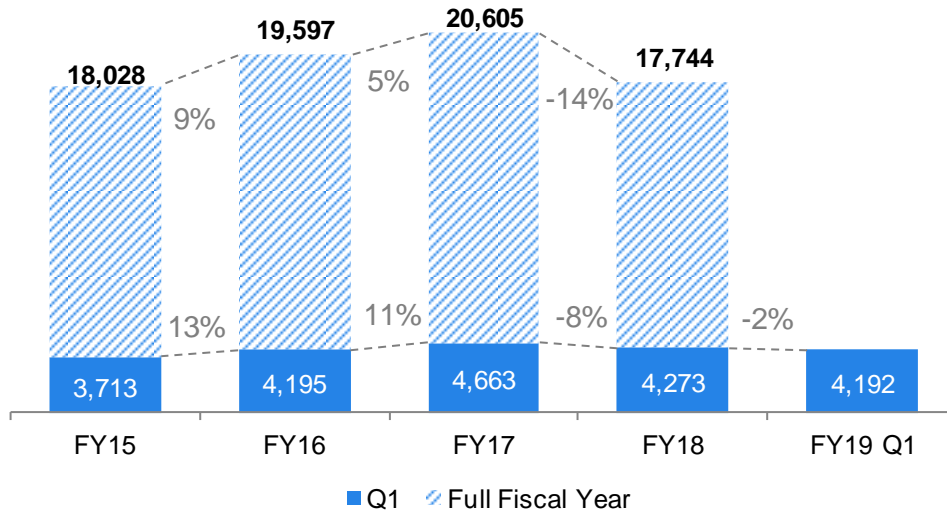


Hotline Administrators review monthly samples of screened out reports to ensure the screen outs are appropriate.

- While there were significant increases in total screen outs for the past 3 full fiscal years, there was no change from FY18 Q1 to FY19 Q1
- There were nearly twice as many screen outs in FY19 Q1 as there were in FY16 Q1

Investigations

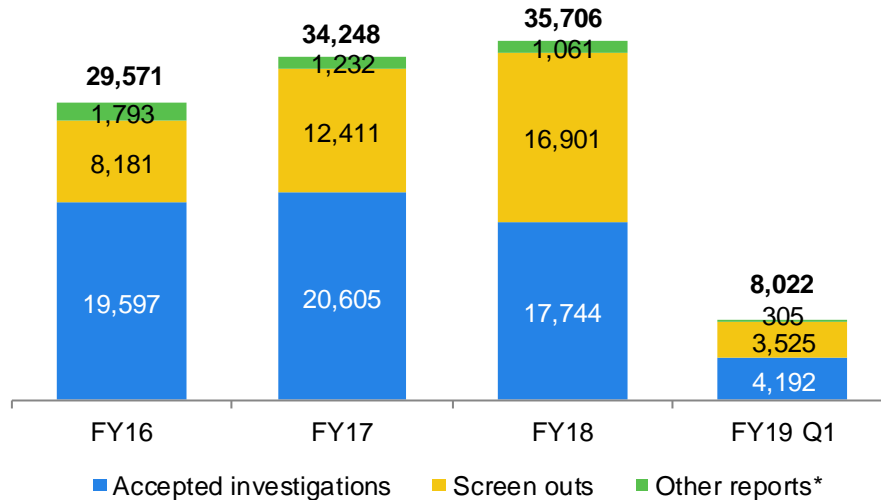
Figure 3. Total Investigations



- Continuing the trend from FY18, there were fewer investigations in FY19 Q1 than in FY18 Q1

Hotline Decisions

Figure 4. Hotline Action



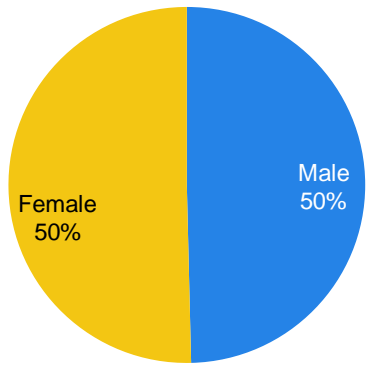
- 52% of reports were accepted investigations in FY19 Q1
- 44% of reports were screened out in FY19 Q1



Services

Dependent Youth Demographics – Sept. 30, 2018

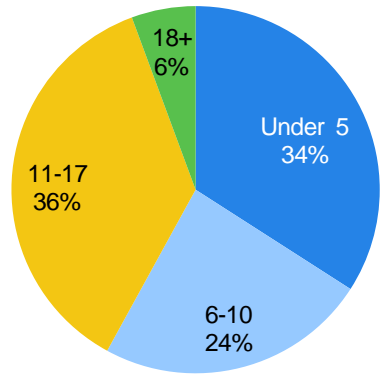
Figure 5. Sex



N=9,630

- As of 9/30/18, the sex of dependent youth was evenly split

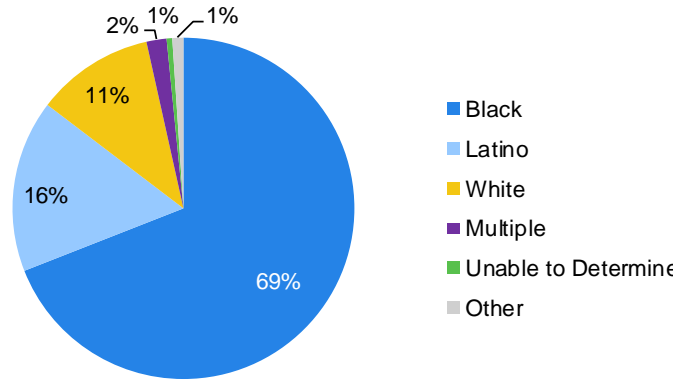
Figure 6. Age



N=9,634

- Just over half (58%) of dependent youth in care on 9/30/18 were 10 years old or younger

Figure 7. Race/Ethnicity



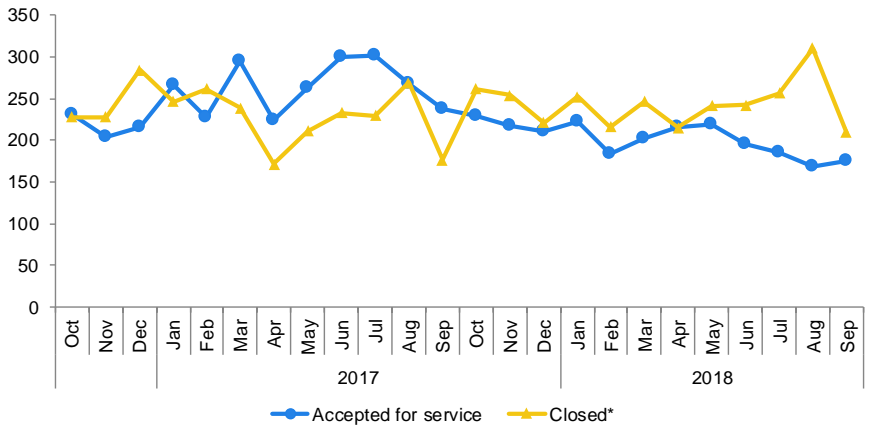
N=9,634

- Over two thirds (69%) of dependent youth on 9/30/18 identified as Black
- Approximately 1 in 6 (16%) were Latino

Data run on 10/19/2018
*Sample size discrepancy is the result of unreported gender

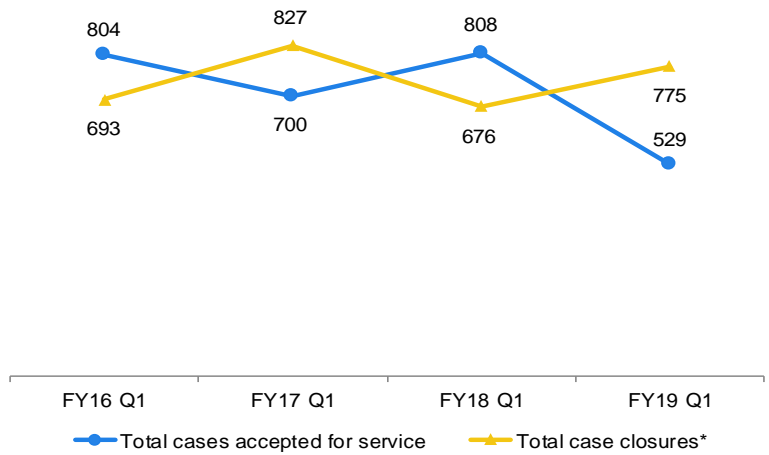
Cases Accepted for Service and Cases Closed

Figure 8. Cases Accepted and Closed by Month



- Since October 2017, more cases have been closed than opened each month

Figure 9. Cases Accepted and Closed by Fiscal Year



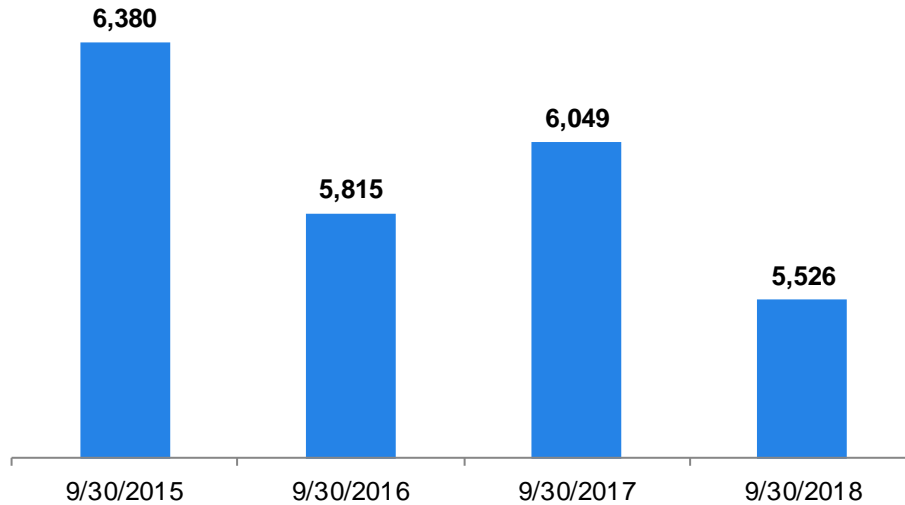
- There were nearly 300 fewer cases accepted for service in FY19 Q1 than in FY18 Q1, and 100 more cases were closed

Data run on 11/6/2018

*Case closed or transferred to Non-CWO Services (Delinquent or Subsidy)

Total Cases

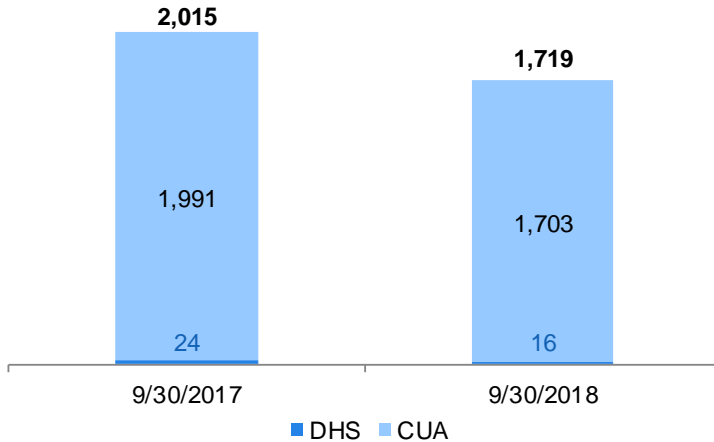
Figure 10. Total Open Cases on Sept. 30th



- There were 13% fewer cases open on September 30, 2018 than there were on September 30, 2015

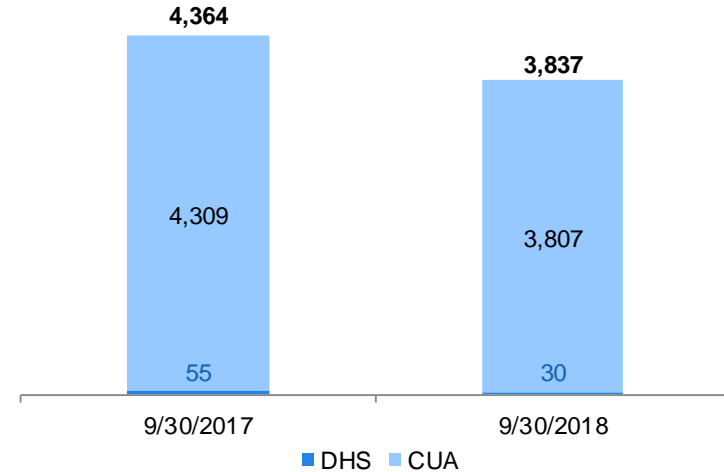
In-Home Services

Figure 11. Total Cases with In-Home Services



- There were 15% fewer in-home cases on 9/30/18 than on 9/30/17

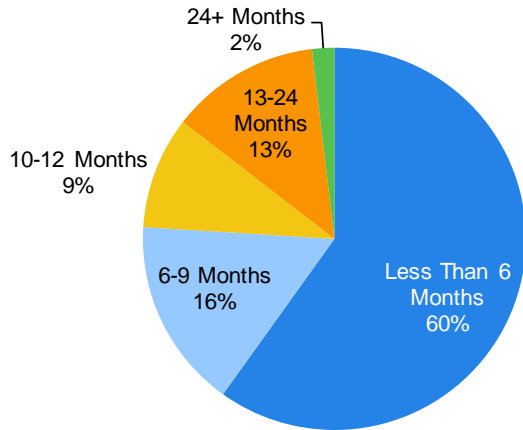
Figure 12. Total Children with In-Home Services



- There was a 12% decrease in the number of children receiving in-home services from 9/30/17 to 9/30/18

In-Home Services

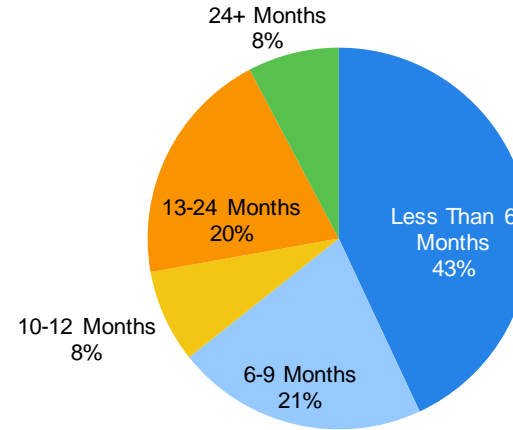
Figure 13. Length of In-Home Safety Services on Sept. 30, 2018



N=1,274

- As of 9/30/2018, 60% of in-home safety youth had been in service for less than 6 months

Figure 14. Length of In-Home Non-Safety Services on Sept. 30, 2018



N=2,474

- As of 9/30/18, 43% of in-home non-safety youth had been in service for less than 6 months

Dependent Placement Services

Figure 15. Total Cases with Placement Services

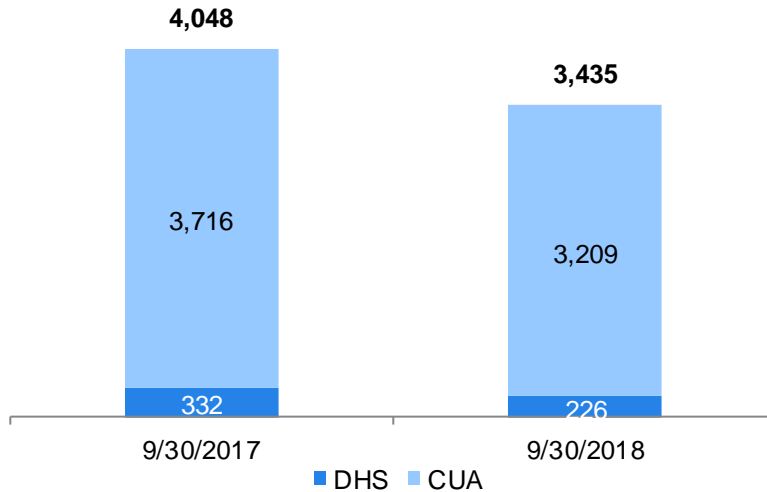
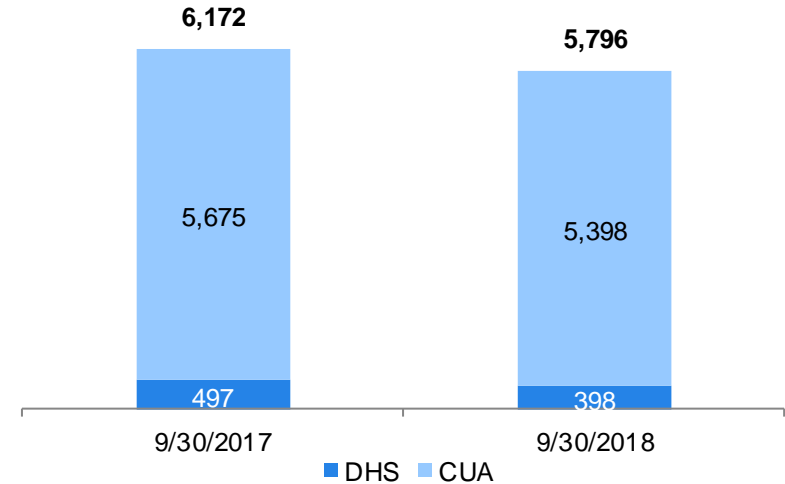


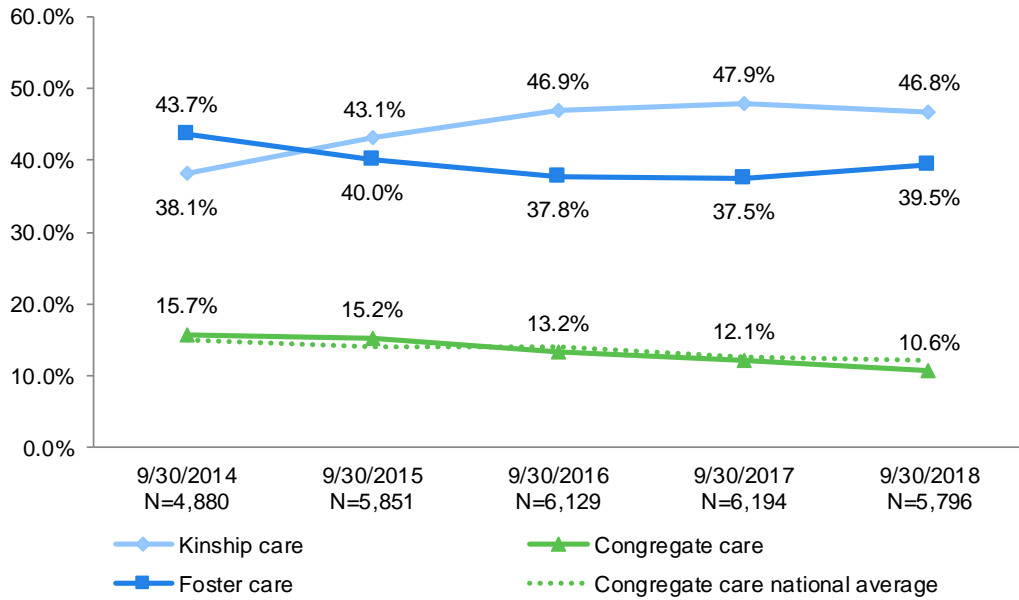
Figure 16. Total Children with Placement Services



- Compared to 9/30/17, the total number of placement cases and youth on 9/30/18 declined slightly
- CUA continued to manage about 95% of placement cases and placement youth

Dependent Placements

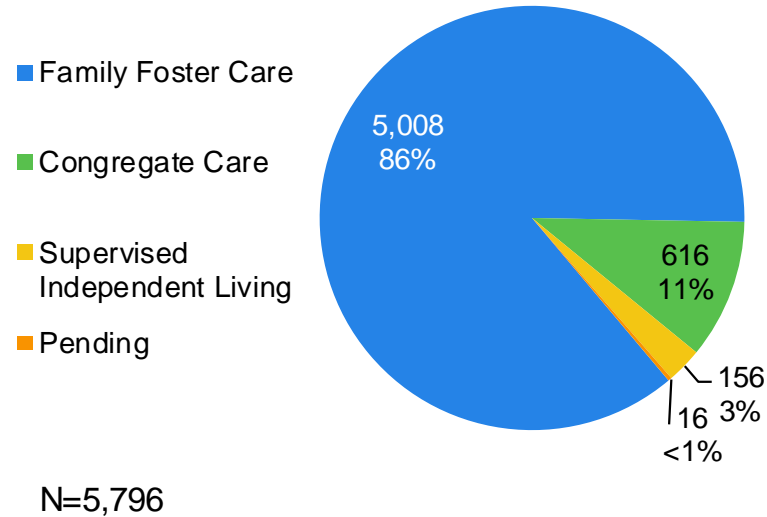
Figure 17. Dependent Placements on Sept. 30th of Each Year



- The percentage of youth in kinship care has remained steady since 9/30/16
- The percentage of youth in congregate care continues to decline and remained below the national average (12%)
- The total number of youth in placement declined by 6% from 9/30/17 to 9/30/18

Dependent Placement Services

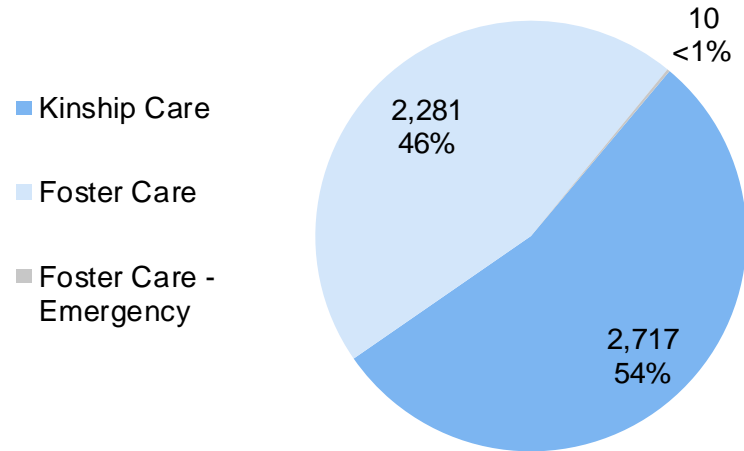
Figure 18. Children in Dependent Placements on Sept. 30, 2018 by Placement Type



- A large majority (86%) of youth in placement on 9/30/18 were in family foster care
- Approximately 1 in 10 (11%) youth in placement on 9/30/18 were in congregate care

Dependent Placement Services

Figure 19. Children in Dependent Family Foster Care on Sept. 30, 2018

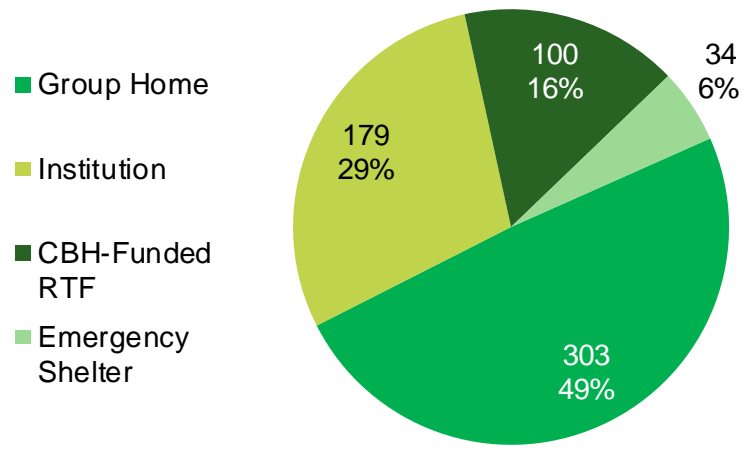


N=5,008

- More than half (54%) of family foster care youth were in kinship care on 9/30/18

Dependent Placement Services

Figure 20. Children in Dependent Congregate Care on Sept. 30, 2018

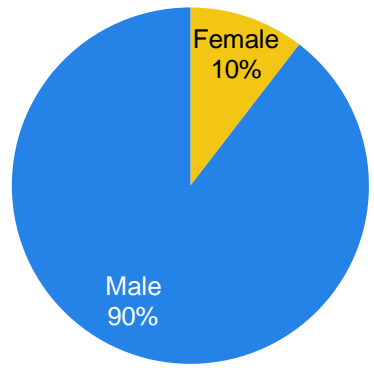


- Nearly half (49%) of congregate care youth were in a group home, and 16% were in a CBH-funded RTF

N=616

Delinquent Youth Demographics – Sept. 30, 2018

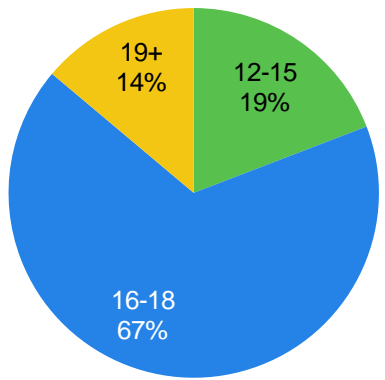
Figure 21. Sex



N=642

- As of 9/30/18, 9 in 10 delinquent youth were male

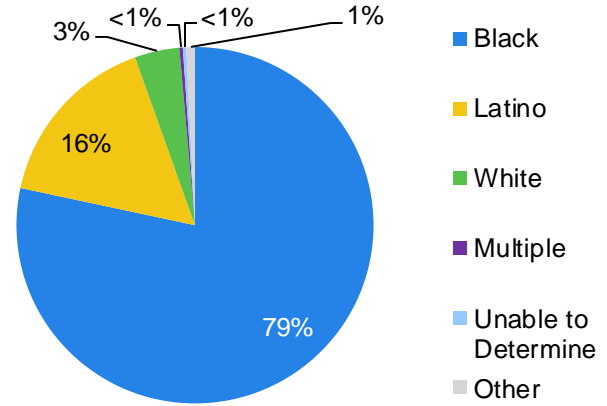
Figure 22. Age



N=642

- About 7 in 10 (67%) delinquent youth were between the ages of 16 and 18 years old

Figure 23. Race/Ethnicity

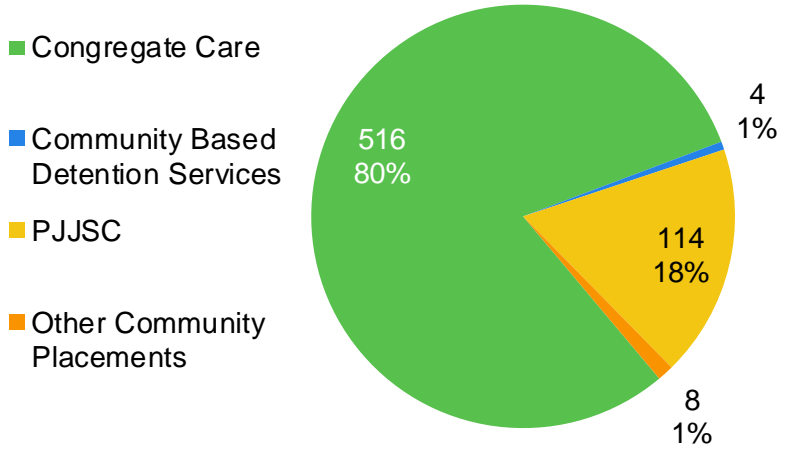


N=642

- About 8 in 10 (79%) delinquent youth identified as Black
- Approximately 1 in 6 (16%) were Latino

Delinquent Placement Services

Figure 24. Children in Delinquent Placements on Sept. 30, 2018 by Placement Type



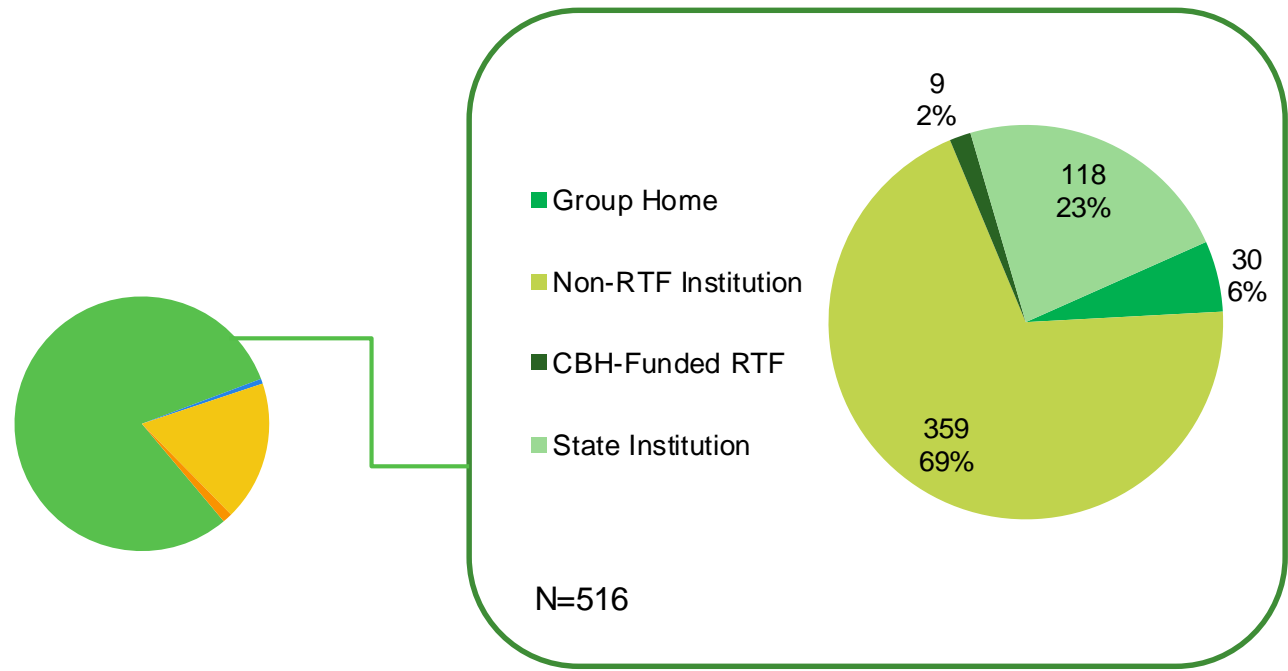
- Four in five (80%) youth in delinquent placements were in congregated care
- Of the 642 youth in a delinquent placement, 114 (18%) were housed at the Philadelphia Juvenile Justice Service Center (PJJSC)

N=642

Data run on 10/19/2018
"Other community placements" include foster care and supervised independent living
Alternatives to placement for children in Juvenile Justice exist which are not included above because those contracts are not managed by DHS (evening reporting center as an example)

Delinquent Placement Services

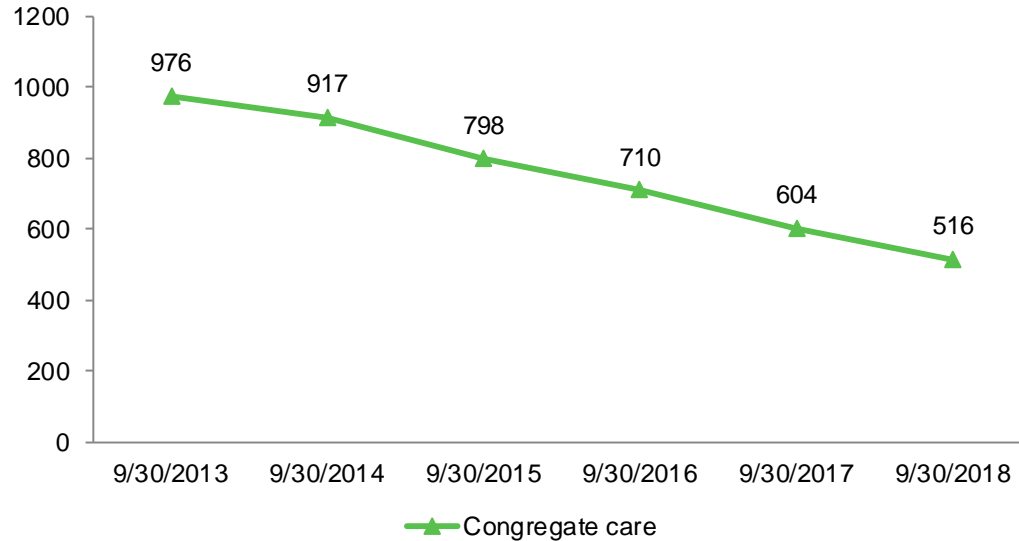
Figure 25. Children in Delinquent Congregate Care on Sept. 30, 2018



- Nearly 7 in 10 (69%) delinquent youth in congregate care were in a non-RTF institution
- Just under a quarter (23%) of youth in delinquent congregate care were in a state institution

Delinquent Placement Services

Figure 26. Delinquent Congregate Care Totals on Sept. 30th

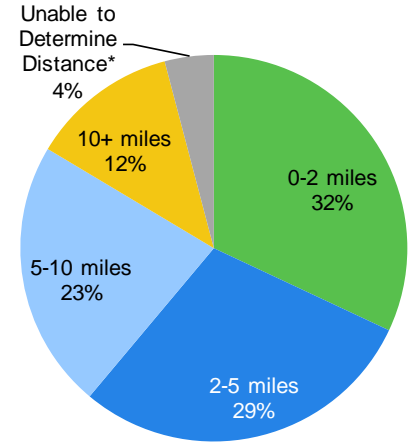


- Since September 30th, 2013, there has been a 47% decrease in the total number of delinquent youth in Congregate Care settings.
- This drop in population has remained consistent over time, since September 30th, 2013.

Distance From Home

Figure 27. Distance from Home for CUA Youth in Family Foster Care as of Sept. 30, 2018

CUA	0-2 miles	2-5 miles	5-10 miles	10+ miles	Unable to Determine Distance*
01 - NET (N=436)	35%	34%	16%	10%	5%
02 - APM (N=576)	35%	27%	23%	12%	5%
03 - TPFC (N=551)	33%	32%	15%	17%	2%
04 - CCS (N=351)	30%	23%	24%	18%	6%
05 - TPFC (N=686)	32%	32%	21%	11%	4%
06 - TABOR (N=338)	34%	28%	22%	11%	5%
07 - NET (N=408)	24%	37%	27%	11%	2%
08 - BETH (N=333)	25%	29%	27%	14%	4%
09 - TPFC (N=487)	33%	24%	29%	10%	4%
10 - TPFC (N=499)	35%	23%	24%	12%	5%



- A majority (61%) of family foster care youth lived within 5 miles of their home of origin, and 84% lived within 10 miles

Caseload

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

CUA	Total workers	Total cases	Median caseload	Average caseload
01 – NET	47	465	11	9.9
02 – APM	44	513	12	11.7
03 – TPFC	44	530	12	12.0
04 – CCS	43	404	9	9.4
05 – TPFC	74	856	12	11.6
06 – TABOR	37	402	12	10.9
07 – NET	45	448	10	10.0
08 – BETH	33	370	13	11.2
09 – TP4C	53	494	10	9.3
10 – TPFC	50	533	11	10.7
Overall	470	5,015	11	10.7

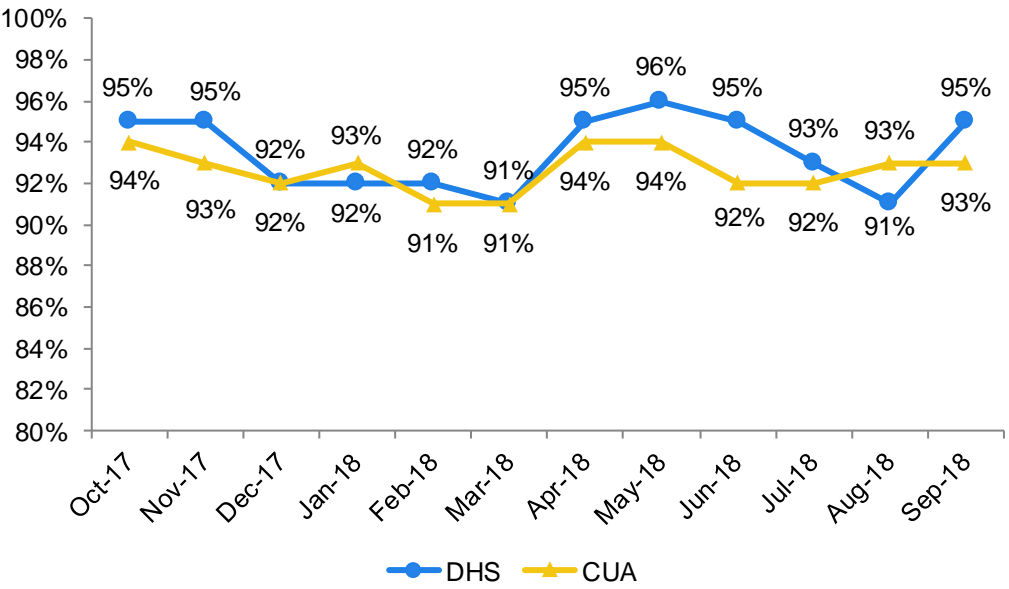
Table 2. DHS Ongoing Service Region Case Management Workers' Caseload Distribution on Sept. 30, 2018

DHS	Total workers	Total cases	Median caseload	Average caseload
OSR	18	190	12	10.6

- CUA and DHS OSR both had an average caseload of slightly under 11 per worker
- Turning Points for Children 9 had the lowest average caseload (9.3), and Turning Points for Children 3 had the highest (12.0)

Monthly Visitation

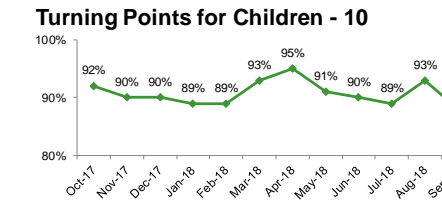
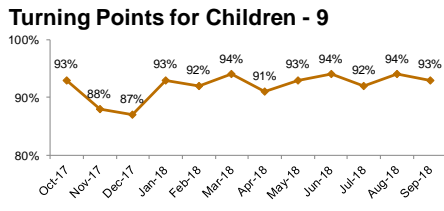
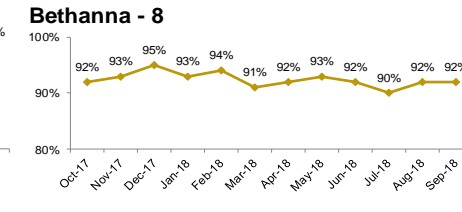
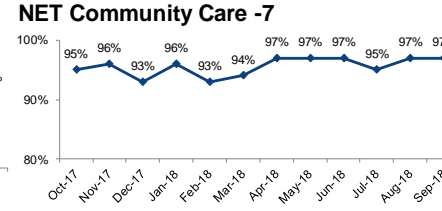
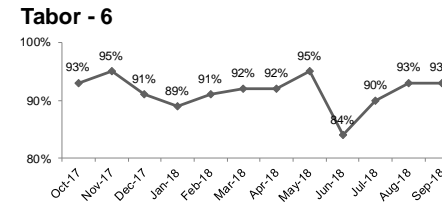
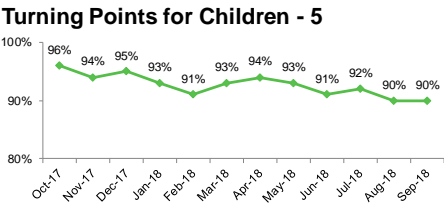
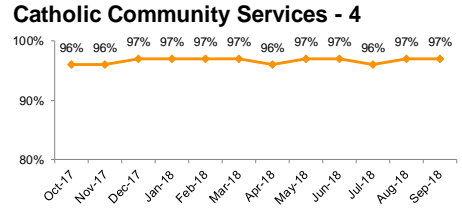
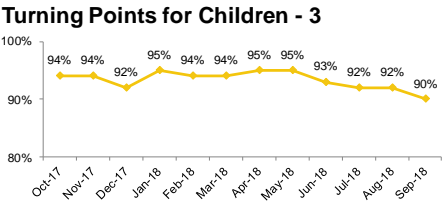
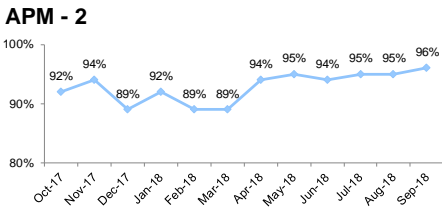
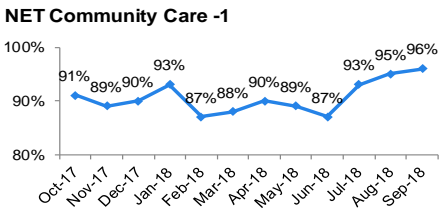
Figure 28. DHS and CUA Visitation Rates by Month



- Continuing the trend since October 2017, CUAs and DHS maintained visitation rates above 90% in FY19

Monthly Visitation Rates by CUA

Figure 29. Visitation Rates by CUA



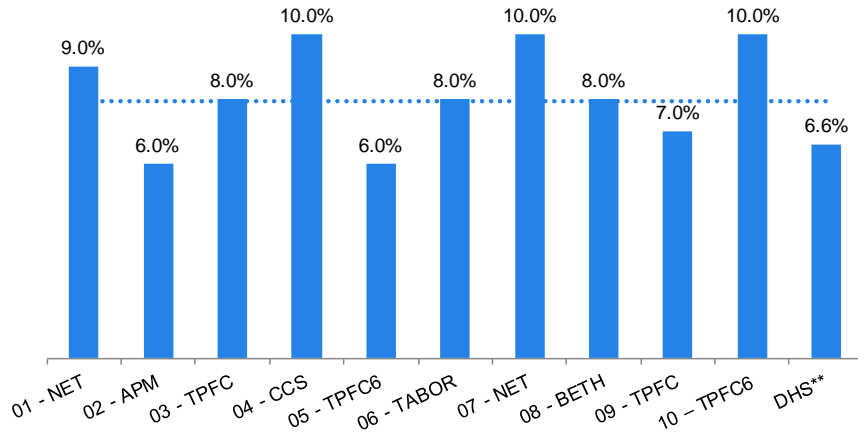
- All 10 CUAs had visitation rates of at least 90% for FY19 Q1



Permanency

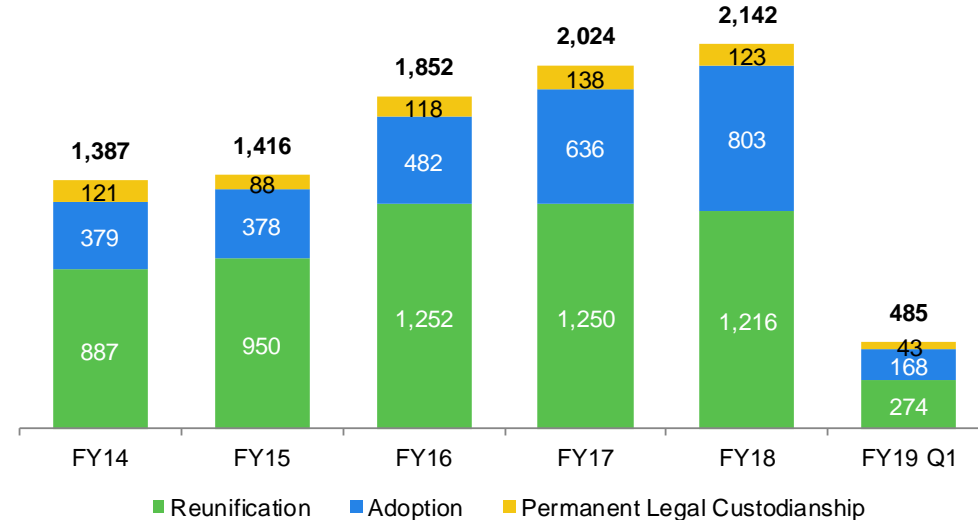
Permanency Rates and Totals

Figure 30. Permanency Rates by CUA



- The average permanency rate for CUAs in FY19 Q1 was 8%— an increase from FY18 Q1 (5.9%)

Figure 31. Permanency Totals by Permanency Type

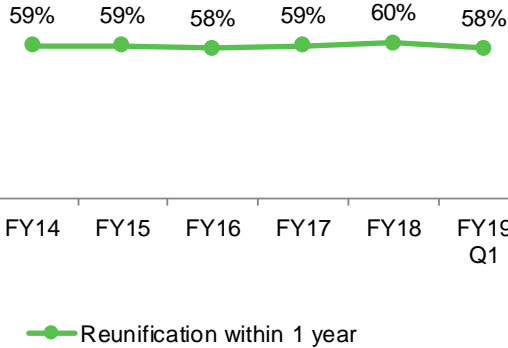


- 56% of FY19 Q1 permanencies were reunifications— comparable to FY18 (57%)

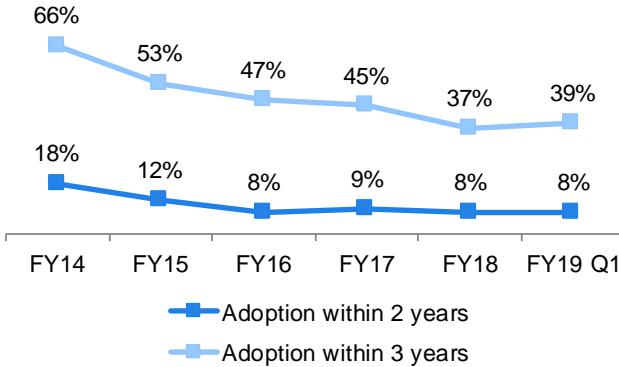
Permanency Timeliness

Figure 32. Timeliness of Permanency

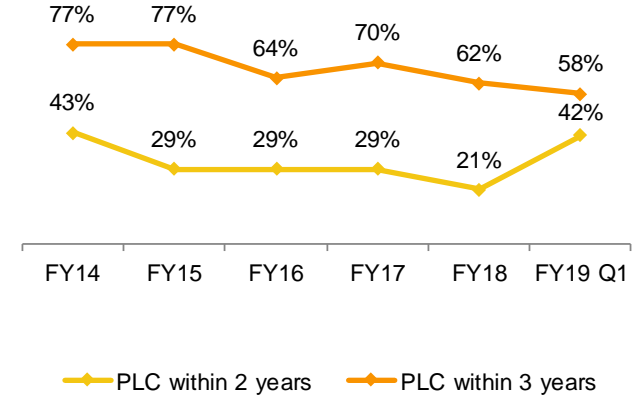
Reunification



Adoption



Permanent Legal Custodianship



- Reunification rates have remained consistent over the past five fiscal years and into FY19 Q1

- The rate for adoption within two years has been stable since FY16

- The rate for PLC within two years doubled from FY18 to FY19 Q1