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.** There were nearly 700 more cases closed than opened in Calendar Year 2018. DHS has continued to close more cases than it has accepted for service. This trend has increased in magnitude through Fiscal Year 2019 Q1 & Q2.

• **Emphasis on kinship care and decrease in congregate care.** More than half (55%) of the youth in family foster care on December 31, 2018 were in kinship care, and only 10% of dependent youth in placement were in congregate care. Over the last 4 years, the delinquent congregate care population has declined by 55%.

• **Many youth live close to home.** Over half (59%) of youth in kinship care or foster care on December 31, 2018 lived within 5 miles of their home, and most (82%) lived within 10 miles.
Executive Summary

Areas for Improvement

• **Caseloads remain 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 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
I. Hotline

Call Volume

Figure 1. Total Hotline Reports

- Hotline reports have increased for every full fiscal year since FY15
- For the first time since 2015, there was a decrease in total Q1-Q2 Hotline reports from the year prior
Hotline Decisions

Figure 2. Total Screen Outs

- The total number of screen outs continues to increase, though the increase from FY18 Q2 to FY19 Q2 was smaller than in previous years.
- There were more than twice as many screen outs through FY19 Q2 as there were through FY16 Q2.

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

Data run on 2/4/2019
Note: Current CWIS referral type definitions were implemented at the beginning of calendar year 2015
I. Hotline

DHS created the Secondary Screen Out process in late Summer 2017 to review GPS reports with a 3-7 day priority that were accepted for investigation and were not assessed as present or impending danger. The Safe Diversion protocol may confirm the decision to screen out a case after an initial review (with or without 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.

![Figure 3. Secondary Screen Outs](image)

- Just under half (48%) of secondary screen out cases were sent to Intake during the first half of Fiscal Year 2019
- Over a third of the cases (34%) were screened out; 26% were screened out after deployment, and 8% were screened out at initial review
- Nearly one in five (18%) reports were sent to Prevention

Data run on 2/4/2019
II. Investigations

Investigations

Figure 4. Total Investigations

- Continuing the trend from FY18, there were fewer investigations through FY19 Q2 than through FY18 Q2
I. Hotline

Hotline Decisions

Figure 5. Hotline Action

- Nearly half (49%) of all reports were screened out in FY19 Q2
- Just under half (48%) of all reports were accepted for investigation in FY19 Q2
- Nearly 300 more reports have been screened out than accepted through FY19 Q2

<table>
<thead>
<tr>
<th></th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19 Q1-Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accepted inv.</td>
<td>19,597</td>
<td>20,605</td>
<td>17,744</td>
<td>8,045</td>
</tr>
<tr>
<td>Screen outs</td>
<td>1,793</td>
<td>12,411</td>
<td>16,901</td>
<td>8,311</td>
</tr>
<tr>
<td>Other reports*</td>
<td>8,181</td>
<td>1,232</td>
<td>1,061</td>
<td>586</td>
</tr>
</tbody>
</table>

*Other reports include referrals for law enforcement only, other jurisdictions, information only, and follow-up on a prior report
Services
III. Services

Dependent Youth Demographics – Dec. 31, 2018

Figure 6. Sex

- As of 12/31/18, the sex of dependent youth was evenly split

Female 50%  
Male 50%

N=9,068

Figure 7. Age

- Just over half (58%) of dependent youth in care on 12/31/18 were 10 years old or younger

Under 5 35%  
11-17 36%  
6-10 23%  
18+ 6%

N=9,074

Figure 8. Race/Ethnicity

- Over two thirds (69%) of dependent youth on 12/31/18 identified as Black
- Approximately 1 in 6 (17%) were Latino

Black 69%  
Latino 17%  
White 11%  
Multiple 2%  
Unable to Determine 1%  
Other 1%

N=9,074

March 15 update: 9,022 dependent youth, similar demographics to the 12/31 population

*Sample size discrepancy is the result of unreported gender
III. Services

Cases Accepted for Service and Cases Closed

**Figure 9. Cases Accepted and Closed by Month**

- There have been more cases closed than opened each month in Fiscal Year 2019

**Figure 10. Cases Accepted and Closed by Fiscal Year**

- There were nearly 400 fewer cases accepted for service in FY19 Q2 than in FY18 Q2, and 100 more cases were closed

Data run on 2/4/2019

*Case closed or transferred to Non-CWO Services (Delinquent or Subsidy)
There were 16% fewer cases open on December 31, 2018 than there were on December 31, 2015.

March 15 update: There were 5,200 cases open for CWO services—a 3% decrease from 12/31/2018.
III. Services

In-Home Services

Figure 12. Total Cases with In-Home Services

- There were 20% fewer in-home cases on 12/31/18 than on 12/31/17
- March 15 update: There were 1,527 in-home cases (2% decrease from 12/31/18)

Data run on 2/4/2019

Figure 13. Total Children with In-Home Services

- There was a 19% decrease in the number of children receiving in-home services from 12/31/17 to 12/31/18
- March 15 update: There were 3,397 youth with in-home services (comparable to 12/31/18)
III. Services

In-Home Services

Figure 14. Length of In-Home Safety Services on Dec. 31, 2018

- As of 12/31/18, 60% of in-home safety youth had been in service for less than 6 months

N=1,168

Figure 15. Length of In-Home Non-Safety Services on Dec. 31, 2018

- As of 12/31/18, 43% of in-home non-safety youth had been in service for less than 6 months

N=2,173

Data run on 2/4/2019
Dependent Placement Services

Figure 16. Total Cases with Placement Services

- Compared to 12/31/17, the total number of placement cases and youth on 12/31/18 declined by 16% and 9%, respectively.
- CUA continued to manage about 95% of placement cases and placement youth.

March 15 update: 5,625 dependent placement youth, comparable to the 12/31 population.
III. Services

Dependent Placements

Figure 18. Dependent Placements on Dec. 31st of Each Year

- The percentage of youth in kinship care has remained steady since 12/31/16
- 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 9% from 12/31/17 to 12/31/18
- March 15 update: Comparable to 12/31/18 placements
III. Services

Dependent Placement Services

*Pending youths’ service information had yet to be entered into the electronic database as of the date the data were run

A large majority (86%) of youth in placement on 12/31/18 were in family foster care

Approximately 1 in 10 (10%) youth in placement on 12/31/18 were in congregate care
III. Services

Dependent Placement Services

Figure 20. Children in Dependent Family Foster Care on Dec. 31, 2018

- More than half (55%) of family foster care youth were in kinship care on 12/31/18
Dependent Placement Services

Figure 21. Children in Dependent Congregate Care on Dec. 31, 2018

- Nearly half (48%) of congregate care youth were in a group home, and 16% were in a CBH-funded RTF on 12/31/2018.

<table>
<thead>
<tr>
<th>Type</th>
<th>N</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Home</td>
<td>276</td>
<td>48%</td>
</tr>
<tr>
<td>CBH-Funded RTF</td>
<td>174</td>
<td>30%</td>
</tr>
<tr>
<td>Institution</td>
<td>93</td>
<td>16%</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>35</td>
<td>6%</td>
</tr>
</tbody>
</table>

N=578
Dependent Placement Services

Figure 22. Trajectory of New Families Reported to Hotline

- Very few (4%) new families reported to Hotline in FY18 had at least one child enter placement
- Fewer than one in ten (8%) new families reported to Hotline began receiving in-home services
- Nearly two thirds (65%) of new families reported to Hotline were investigated

“New families” are a subset of the DHS population and include those who were not active with DHS at the time of the report (though they may have previously been active with DHS). Families are only counted once regardless of the number of reports received during FY18.
III. Services

Delinquent Youth Demographics – Dec. 31, 2018

- As of 12/31/18, 9 in 10 delinquent youth were male
- About 7 in 10 (67%) delinquent youth were between the ages of 16 and 18 years old
- About 8 in 10 (78%) delinquent youth identified as Black
- Approximately 1 in 6 (17%) were Latino

March 15 update: 476 delinquent placement youth, similar demographics to the 12/31 population
III. Services

Delinquent Placement Services

Figure 26. Children in Delinquent Placements on Dec. 31, 2018 by Placement Type

- Four in five (80%) youth in delinquent placements were in congregate care
- Of the 551 youth in a delinquent placement, 105 (19%) were housed at the Philadelphia Juvenile Justice Service Center (PJJSC)
- **March 15 update:** There were 353 youth in congregate care (20% decrease from 12/31/18) and 115 youth at the PJJSC—consistent with the FY18Q2 average

<table>
<thead>
<tr>
<th>Placement Type</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Congregate Care</td>
<td>440</td>
<td>80%</td>
</tr>
<tr>
<td>PJJSC</td>
<td>105</td>
<td>19%</td>
</tr>
<tr>
<td>Other Community Placements</td>
<td>6</td>
<td>1%</td>
</tr>
</tbody>
</table>

N=551

Data run on 1/14/2019

“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 27. Children in Delinquent Congregate Care on Dec. 31, 2018

- Over two thirds (68%) delinquent youth in congregate care were in a non-RTF institution
- A quarter (25%) of youth in delinquent congregate care were in a state institution

Data run on 1/14/2019
Delinquent Placement Services

Figure 28. Delinquent Congregate Care Totals on Dec. 31st

- Since December 31, 2014, there has been a 55% decrease in the total number of delinquent youth in congregate care settings.

- March 15 update: the delinquent congregate care population was 20% lower than the December 31, 2018 population and 64% lower than the December 31, 2014 population.

- This drop in population has remained relatively consistent over the last 4 years.

Data run on 1/14/2019
Family Foster Care Distance From Home

Figure 29. Distance from Home for CUA Youth in Family Foster Care as of Dec. 31, 2018

<table>
<thead>
<tr>
<th>CUA</th>
<th>0-2 miles</th>
<th>2-5 miles</th>
<th>5-10 miles</th>
<th>10+ miles</th>
<th>Unable to Determine Distance*</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 - NET (N=476)</td>
<td>32%</td>
<td>34%</td>
<td>19%</td>
<td>13%</td>
<td>2%</td>
</tr>
<tr>
<td>02 - APM (N=605)</td>
<td>32%</td>
<td>29%</td>
<td>23%</td>
<td>15%</td>
<td>0%</td>
</tr>
<tr>
<td>03 - TPFC (N=588)</td>
<td>32%</td>
<td>28%</td>
<td>16%</td>
<td>23%</td>
<td>0%</td>
</tr>
<tr>
<td>04 - CCS (N=379)</td>
<td>25%</td>
<td>27%</td>
<td>25%</td>
<td>22%</td>
<td>2%</td>
</tr>
<tr>
<td>05 - TPFC (N=825)</td>
<td>29%</td>
<td>31%</td>
<td>23%</td>
<td>16%</td>
<td>0%</td>
</tr>
<tr>
<td>06 - TABOR (N=401)</td>
<td>32%</td>
<td>23%</td>
<td>25%</td>
<td>16%</td>
<td>3%</td>
</tr>
<tr>
<td>07 - NET (N=474)</td>
<td>24%</td>
<td>37%</td>
<td>22%</td>
<td>16%</td>
<td>1%</td>
</tr>
<tr>
<td>08 - BETH (N=362)</td>
<td>23%</td>
<td>29%</td>
<td>28%</td>
<td>20%</td>
<td>1%</td>
</tr>
<tr>
<td>09 - TPFC (N=542)</td>
<td>28%</td>
<td>23%</td>
<td>30%</td>
<td>18%</td>
<td>2%</td>
</tr>
<tr>
<td>10 – TPFC (N=566)</td>
<td>33%</td>
<td>23%</td>
<td>25%</td>
<td>16%</td>
<td>2%</td>
</tr>
</tbody>
</table>

- A majority (59%) of family foster care youth lived within 5 miles of their home of origin, and 82% lived within 10 miles

Data run on 1/14/2019
Invalid home addresses include those outside of Philadelphia or incomplete addresses that could not be geocoded. Distances were calculated using ArcMap 10.5 GIS Software.
### Congregate Care Distance from Home

#### Table 1. Distance between Dependent Congregate Care Youth and City Limits as of Dec. 31, 2018

<table>
<thead>
<tr>
<th>Distance</th>
<th># of Facilities</th>
<th># of Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Philadelphia</td>
<td>22</td>
<td>154</td>
</tr>
<tr>
<td>Within 5 Miles</td>
<td>20</td>
<td>151</td>
</tr>
<tr>
<td>5 – 10 Miles</td>
<td>28</td>
<td>88</td>
</tr>
<tr>
<td>10 – 25 Miles</td>
<td>19</td>
<td>69</td>
</tr>
<tr>
<td>25 – 50 Miles</td>
<td>25</td>
<td>68</td>
</tr>
<tr>
<td>50 + Miles</td>
<td>16</td>
<td>48</td>
</tr>
<tr>
<td>Total</td>
<td>130</td>
<td>578</td>
</tr>
</tbody>
</table>

- Over two thirds (68%) of all dependent youth in congregate care were either in Philadelphia or within 10 miles of the city limits.
### Congregate Care Distance from Home

**Table 2. Distance between Delinquent Congregate Care Youth and City Limits as of Dec. 31, 2018**

<table>
<thead>
<tr>
<th>Distance</th>
<th># of Facilities</th>
<th># of Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Philadelphia</td>
<td>2</td>
<td>16</td>
</tr>
<tr>
<td>Within 5 Miles</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>5 – 10 Miles</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10 – 25 Miles</td>
<td>9</td>
<td>179</td>
</tr>
<tr>
<td>25 – 50 Miles</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>50 + Miles</td>
<td>23</td>
<td>240</td>
</tr>
<tr>
<td>Total</td>
<td>36</td>
<td>440</td>
</tr>
</tbody>
</table>

- Two in five (41%) delinquent congregate care youth were placed between 10 and 25 miles of Philadelphia city limits.
- Over half (55%) of delinquent congregate care youth were placed at least 50 miles from the city limits.
Table 3. CUA Case Management Workers’ Caseload Distribution on Dec. 31, 2018

<table>
<thead>
<tr>
<th>CUA</th>
<th>Total workers</th>
<th>Total cases</th>
<th>Median caseload</th>
<th>Average caseload</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 – NET</td>
<td>47</td>
<td>437</td>
<td>10</td>
<td>9.3</td>
</tr>
<tr>
<td>02 – APM</td>
<td>43</td>
<td>515</td>
<td>13</td>
<td>12.0</td>
</tr>
<tr>
<td>03 – TPFC</td>
<td>49</td>
<td>531</td>
<td>12</td>
<td>10.8</td>
</tr>
<tr>
<td>04 – CCS</td>
<td>42</td>
<td>368</td>
<td>9</td>
<td>8.8</td>
</tr>
<tr>
<td>05 – TPFC</td>
<td>66</td>
<td>844</td>
<td>13</td>
<td>12.8</td>
</tr>
<tr>
<td>06 – TABOR</td>
<td>36</td>
<td>396</td>
<td>12</td>
<td>11.0</td>
</tr>
<tr>
<td>07 – NET</td>
<td>46</td>
<td>451</td>
<td>10</td>
<td>9.8</td>
</tr>
<tr>
<td>08 – BETH</td>
<td>27</td>
<td>348</td>
<td>14</td>
<td>12.9</td>
</tr>
<tr>
<td>09 – TP4C</td>
<td>47</td>
<td>464</td>
<td>10</td>
<td>9.9</td>
</tr>
<tr>
<td>10 – TPFC</td>
<td>49</td>
<td>537</td>
<td>12</td>
<td>11.0</td>
</tr>
<tr>
<td>Overall</td>
<td>452</td>
<td>4,891</td>
<td>11</td>
<td>10.8</td>
</tr>
</tbody>
</table>

CUA and DHS OSR both had an average caseload of slightly under 11 cases per worker.

Catholic Community Services had the lowest average caseload (8.8), and Bethanna had the highest (12.9).

Table 4. DHS Ongoing Service Region Case Management Workers’ Caseload Distribution on Dec. 31, 2018

<table>
<thead>
<tr>
<th>DHS</th>
<th>Total workers</th>
<th>Total cases</th>
<th>Median caseload</th>
<th>Average caseload</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSR</td>
<td>17</td>
<td>178</td>
<td>11</td>
<td>10.5</td>
</tr>
</tbody>
</table>

Data run on 2/5/2019
Cases that did not have a case manager designated in the electronic database at the time the data were run were excluded from the analysis.
Monthly Visitation

Figure 30. DHS and CUA Visitation Rates by Month

- Both CUA and DHS maintained visitation rates above 90% in calendar year 2018
III. Services

- 9 of 10 CUAs had visitation rates of at least 90% for all of FY19 Q2
- CUAs 4 and 7 maintained visitation rates above 95%
Permanency
IV. Permanency

**Figure 32. Permanency Rates by CUA**

- The average permanency rate for CUAs in FY19 Q2 was 16.5%—an increase from FY18 Q1-Q2 (13.6%)

**Figure 33. Permanency Totals by Permanency Type**

- Nearly half (47%) of FY19 Q2 permanencies were reunifications
- FY19 permanencies are on track to match or exceed FY18 totals

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**Permanency Rates and Totals**

- 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 on 2/15/2019

**FY14** **FY15** **FY16** **FY17** **FY18** **FY19 Q1 - Q2**

<table>
<thead>
<tr>
<th>Reunification</th>
<th>Adoption</th>
<th>Permanent Legal Custodianship</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,387</td>
<td>1416</td>
<td>118</td>
</tr>
<tr>
<td>379</td>
<td>378</td>
<td>482</td>
</tr>
<tr>
<td>887</td>
<td>950</td>
<td>1,252</td>
</tr>
<tr>
<td>121</td>
<td>88</td>
<td>636</td>
</tr>
<tr>
<td>17.0%</td>
<td>16.0%</td>
<td>18.0%</td>
</tr>
<tr>
<td>18.0%</td>
<td>18.0%</td>
<td>18.0%</td>
</tr>
<tr>
<td>18.0%</td>
<td>18.0%</td>
<td>18.0%</td>
</tr>
<tr>
<td>18.0%</td>
<td>18.0%</td>
<td>18.0%</td>
</tr>
</tbody>
</table>

**Notes:**
- FY19 Q1-Q2 refers to the first two quarters of FY19.
IV. Permanency

Permanency Timeliness

*Figure 34. Timeliness of Permanency*

- **Reunification rates have remained consistent over the past five fiscal years and into FY19 Q2**
- **The rate for adoption within two years has been stable since FY16**
- **The rate for PLC within two years rose over 10 percentage points from FY18 to FY19 Q2**

Data run on 2/25/2019
Questions?