



Quarterly Indicators Report

Fiscal Year 2019 Quarters 1 & 2
July 1, 2018 – December 31, 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.** 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

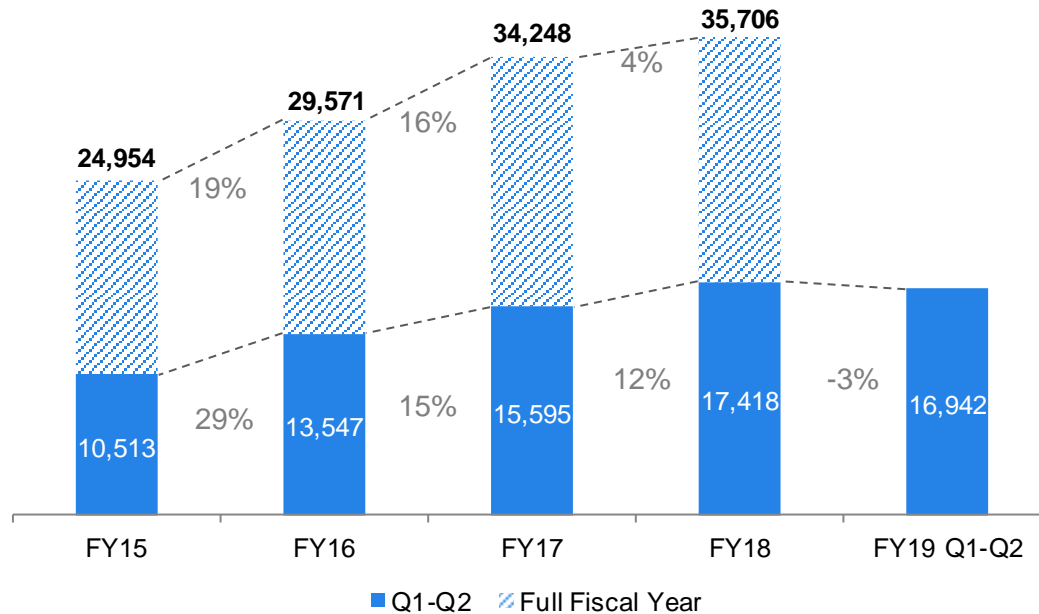
3 Permanency



Hotline and Investigations

Call Volume

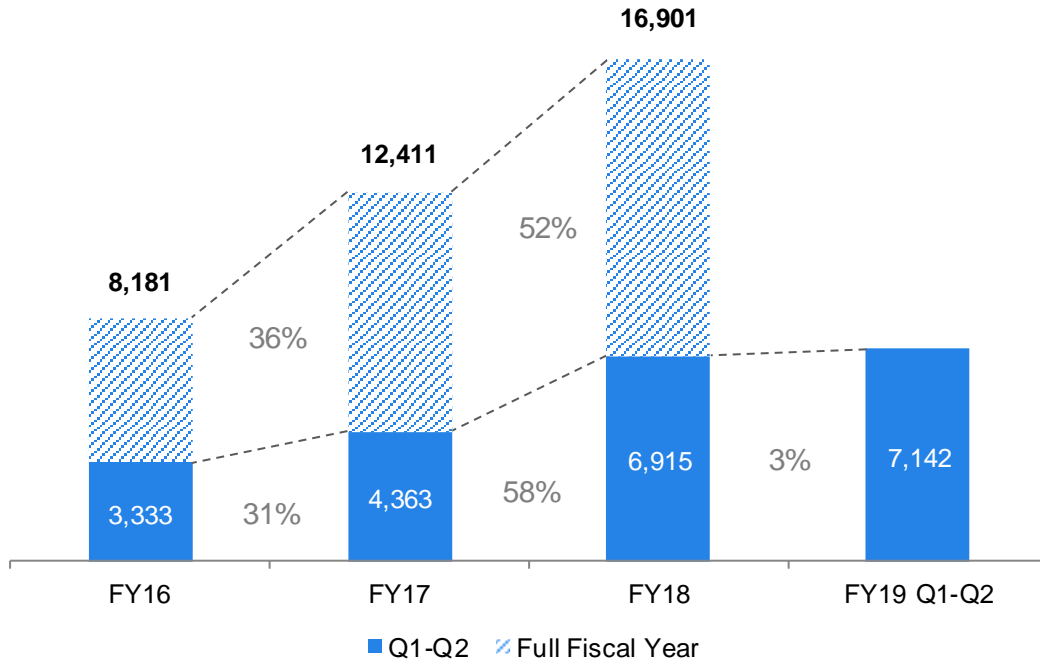
Figure 1. Total Hotline Reports



- 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

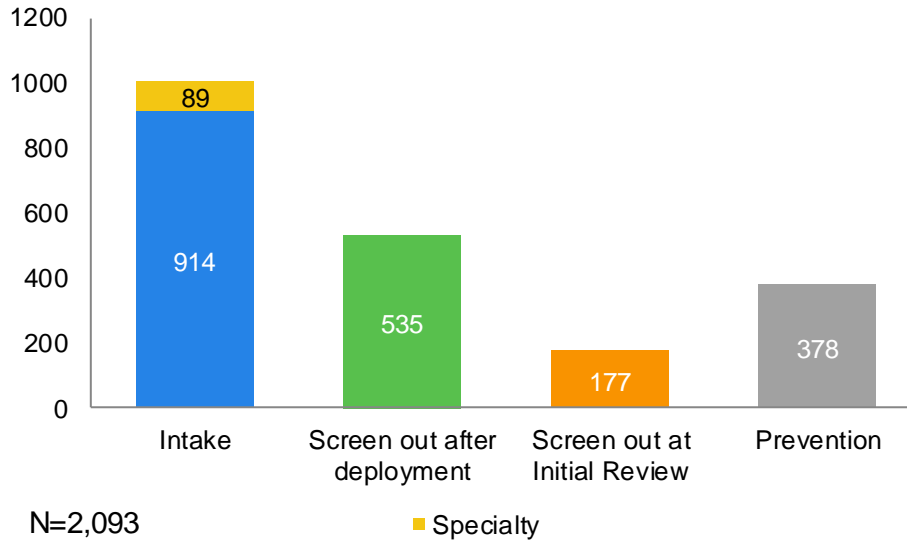


- The total number of screen outs continues to increase, though the increase from FY18 Q2 to FY19 Q2 was smaller than in previous years
- There were more than twice as many screen outs through FY19 Q2 as there were through FY16 Q2

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

Hotline Decisions

Figure 3. Secondary Screen Outs

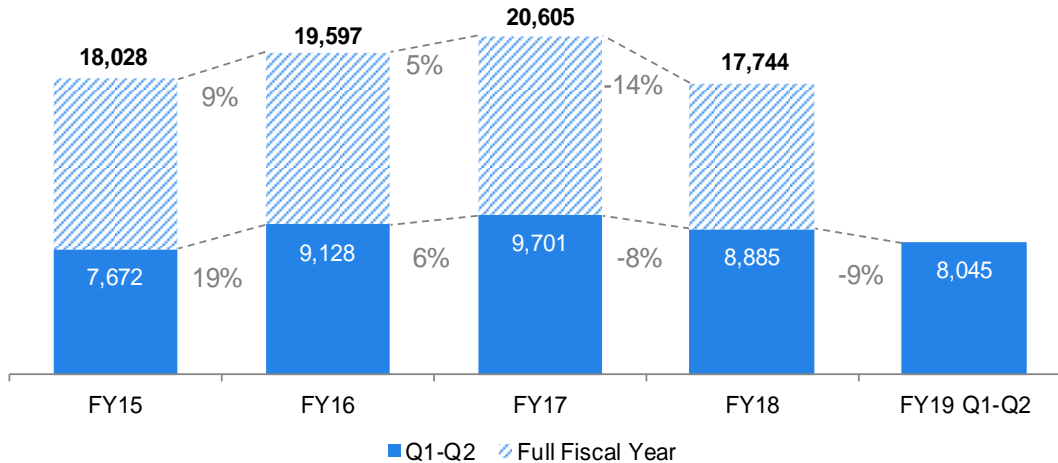


- Just under half (48%) of secondary screen out cases were sent to Intake during the first half of Fiscal Year 2019
- Over a third of the cases (34%) were screened out; 26% were screened out after deployment, and 8% were screened out at initial review
- Nearly one in five (18%) reports were sent to Prevention

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.

Investigations

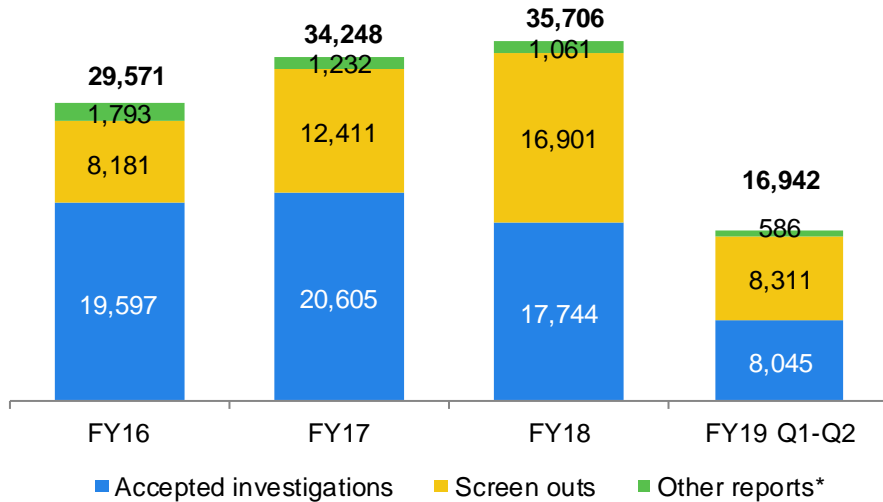
Figure 4. Total Investigations



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

Hotline Decisions

Figure 5. Hotline Action



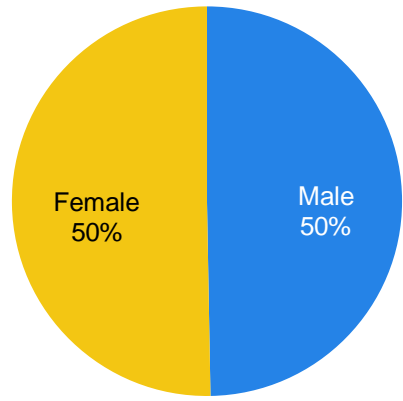
- Nearly half (49%) of all reports were screened out in FY19 Q2
- Just under half (48%) of all reports were accepted for investigation in FY19 Q2
- Nearly 300 more reports have been screened out than accepted through FY19 Q2



Services

Dependent Youth Demographics – Dec. 31, 2018

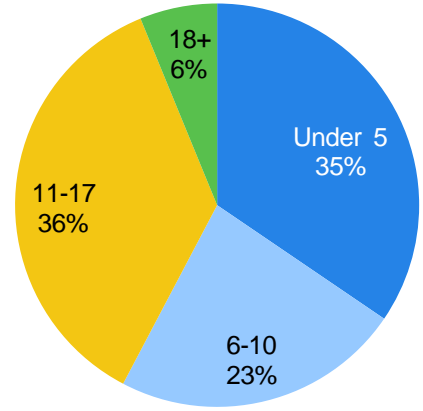
Figure 6. Sex



N=9,068

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

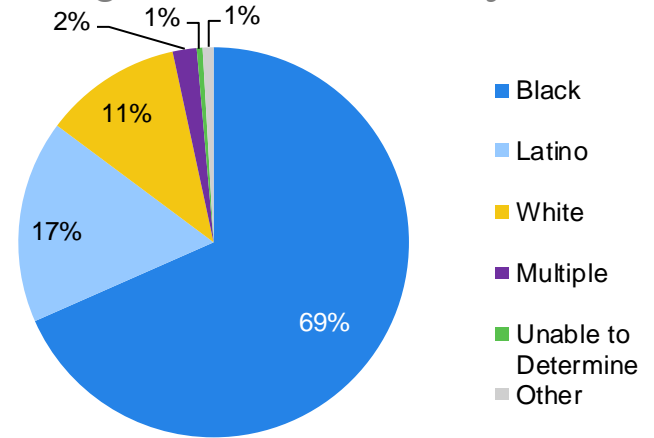
Figure 7. Age



N=9,074

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

Figure 8. Race/Ethnicity



N=9,074

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

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

Data run on 1/14/2019
*Sample size discrepancy is the result of unreported gender

Cases Accepted for Service and Cases Closed

Figure 9. Cases Accepted and Closed by Month

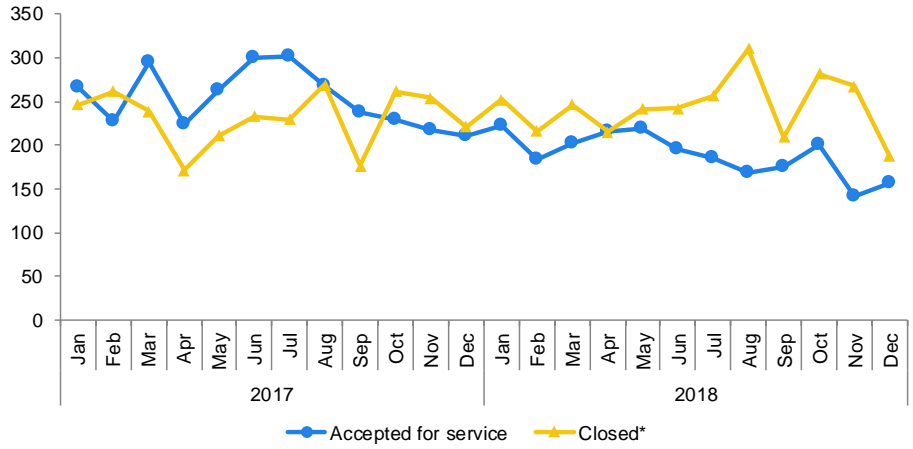
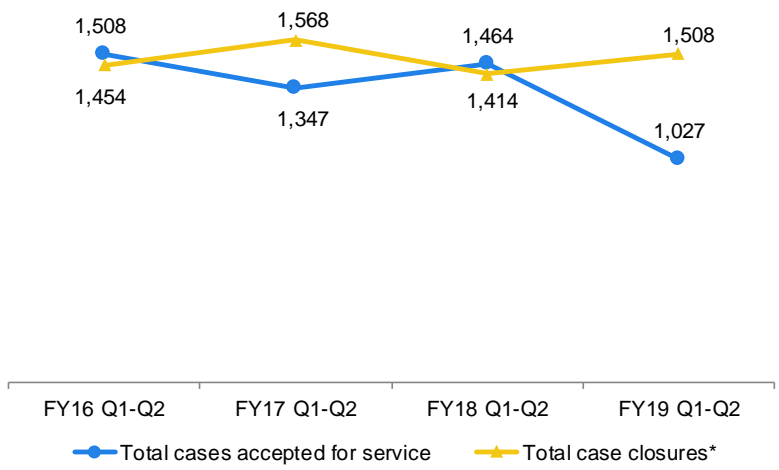


Figure 10. Cases Accepted and Closed by Fiscal Year



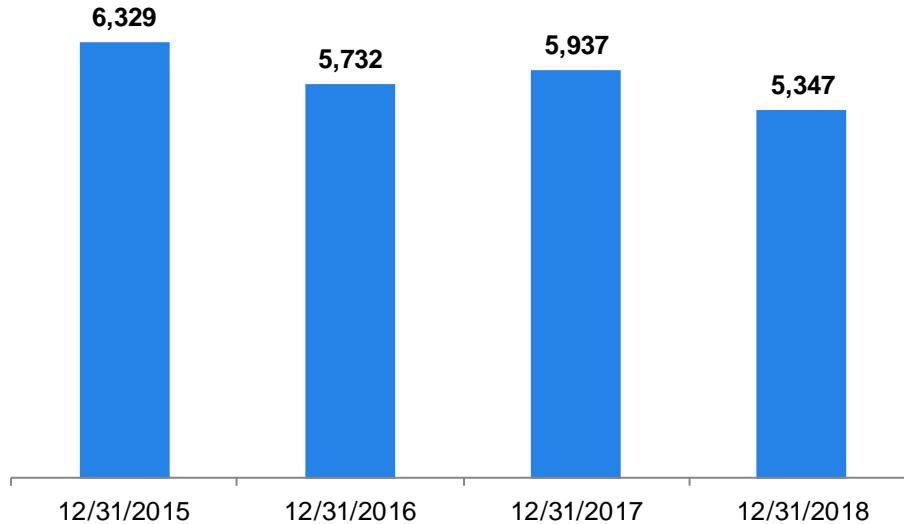
- There have been more cases closed than opened each month in Fiscal Year 2019

- 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)

Total Cases

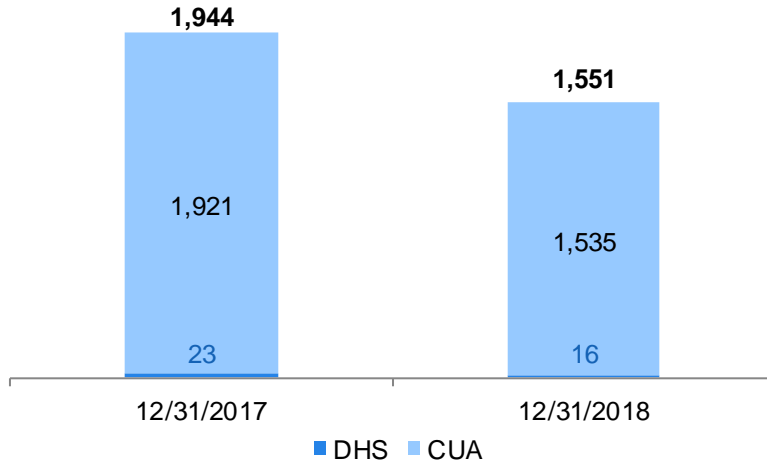
Figure 11. Total Open Cases on Dec. 31st



- 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

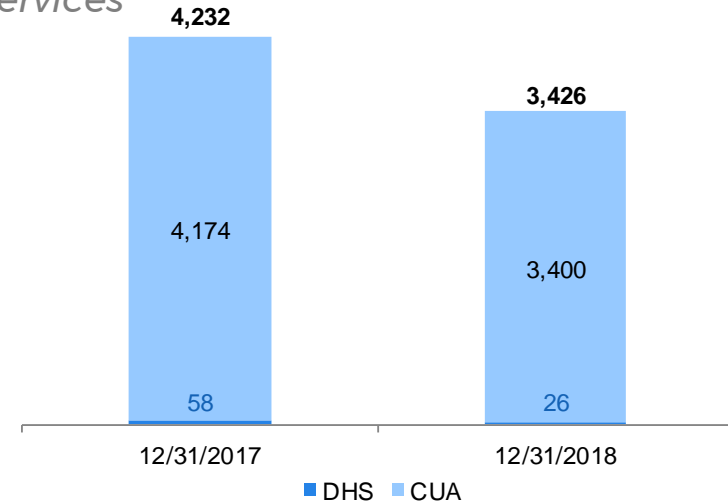
In-Home Services

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)

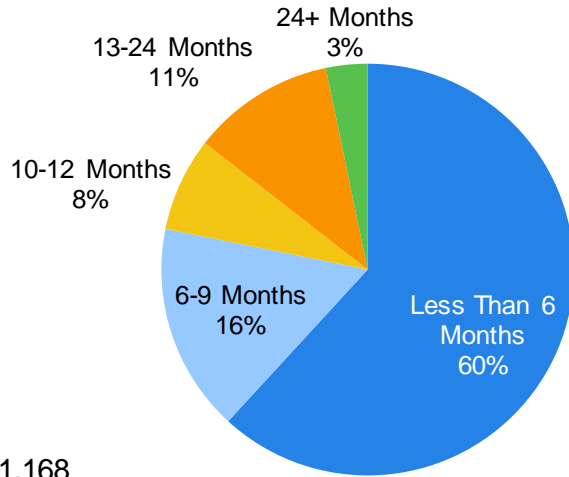
Figure 13. Total Children with In-Home Services



- 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)

In-Home Services

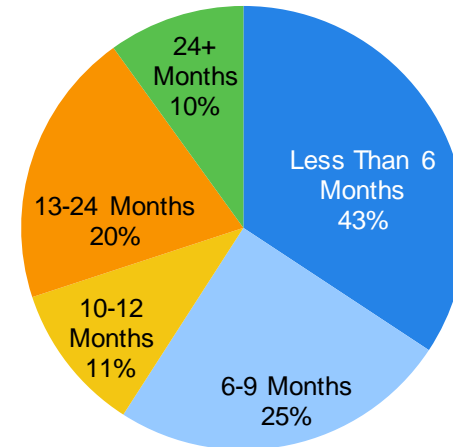
Figure 14. Length of In-Home Safety Services on Dec. 31, 2018



N=1,168

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

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



N=2,173

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

Dependent Placement Services

Figure 16. Total Cases with Placement Services

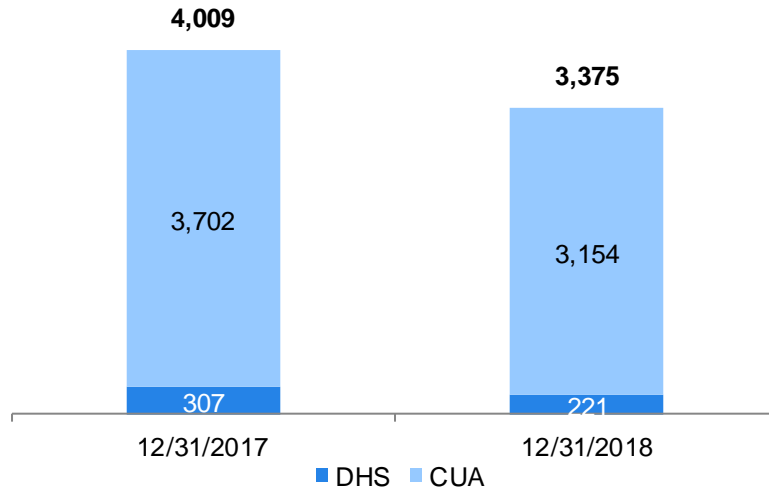
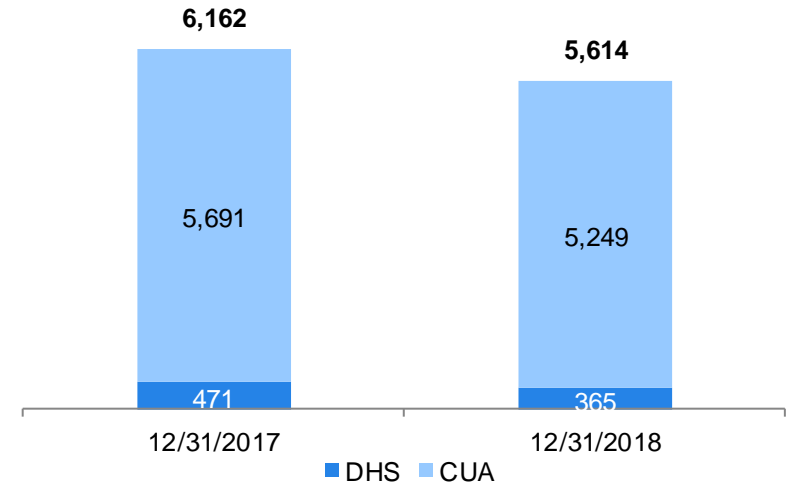


Figure 17. Total Children with Placement Services



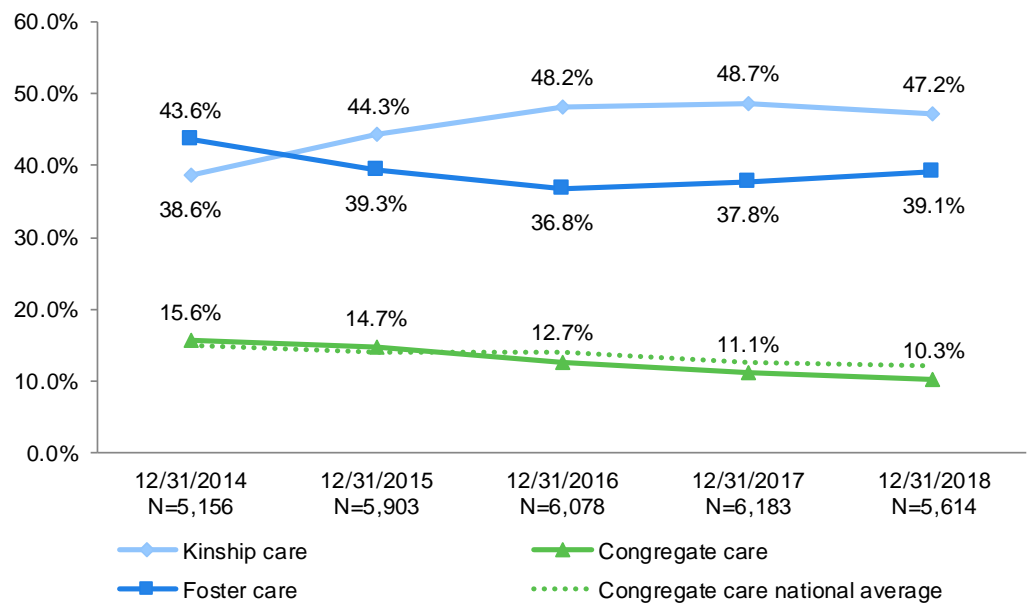
- Compared to 12/31/17, the total number of placement cases and youth on 12/31/18 declined by 16% and 9%, respectively
- CUA continued to manage about 95% of placement cases and placement youth

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

Data run on 1/14/2019
 DHS cases include those receiving services from the Ongoing Services Region (OSR), Adoption, and Special Investigations teams

Dependent Placements

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

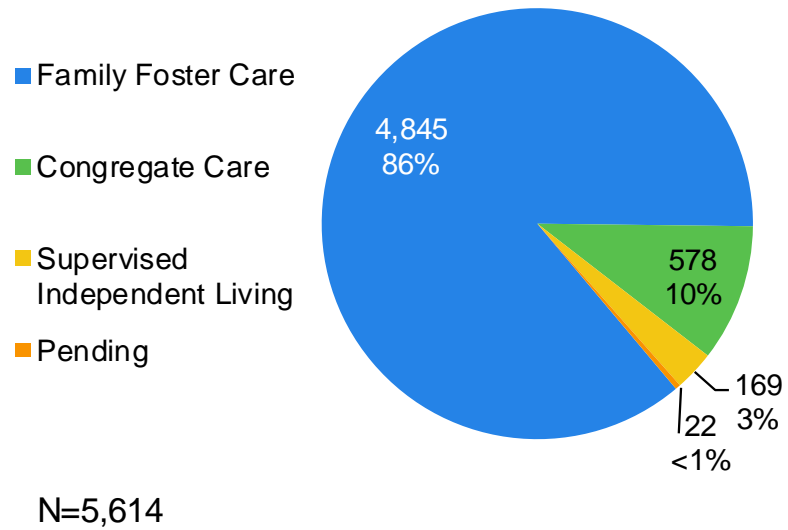


- The percentage of youth in kinship care has remained steady since 12/31/16
- The percentage of youth in congregative care continues to decline and remained below the national average (12%)
- The total number of youth in placement declined by 9% from 12/31/17 to 12/31/18
- *March 15 update: Comparable to 12/31/18 placements*

Data Run on 1/14/2019
 Congregative Care national average was calculated by aggregating national institution and group home totals reported in AFCARS Reports.

Dependent Placement Services

Figure 19. Children in Dependent Placements on Dec. 31, 2018 by Placement Type

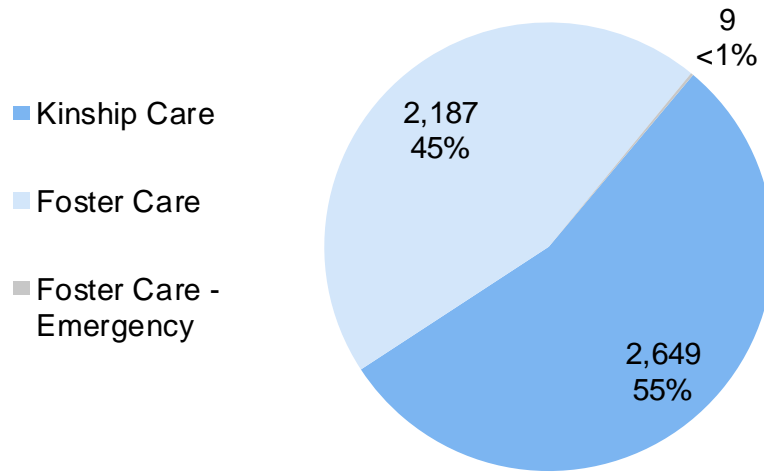


- A large majority (86%) of youth in placement on 12/31/18 were in family foster care
- Approximately 1 in 10 (10%) youth in placement on 12/31/18 were in congregate care

Data run on 1/14/2019
*Pending youths' service information had yet to be entered into the electronic database as of the date the data were run

Dependent Placement Services

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

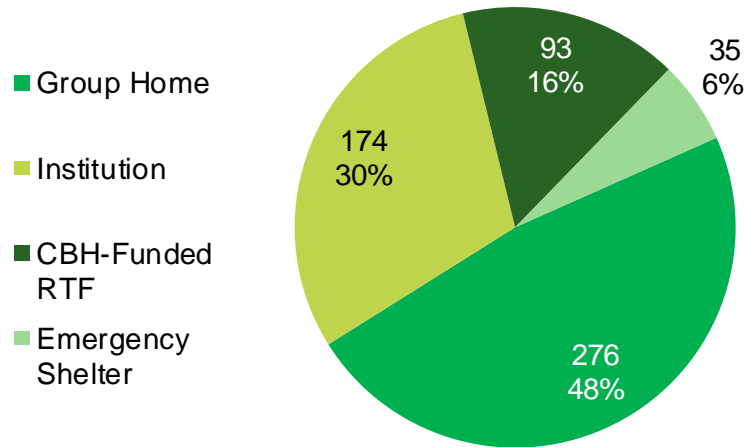


N=4,845

- 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

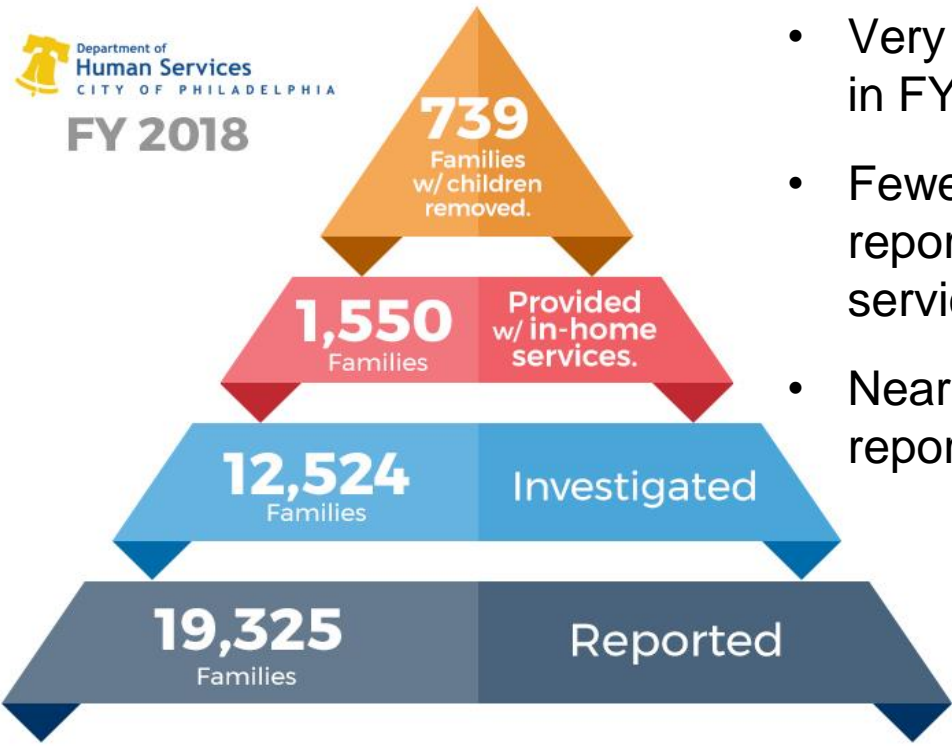


- Nearly half (48%) of congregate care youth were in a group home, and 16% were in a CBH-funded RTF on 12/31/2018

N=578

Dependent Placement Services

Figure 22. Trajectory of New Families Reported to Hotline

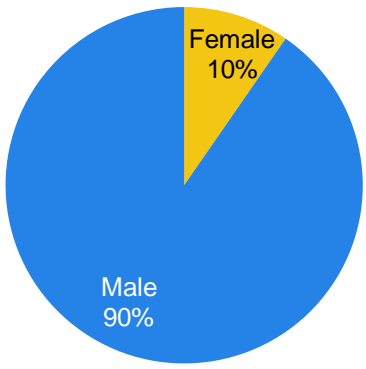


- Very few (4%) new families reported to Hotline in FY18 had at least one child enter placement
- Fewer than one in ten (8%) new families reported to Hotline began receiving in-home services
- Nearly two thirds (65%) of new families reported to Hotline were investigated

“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.

Delinquent Youth Demographics – Dec. 31, 2018

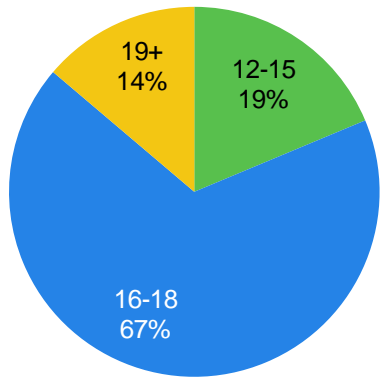
Figure 23. Sex



N=551

- As of 12/31/18, 9 in 10 delinquent youth were male

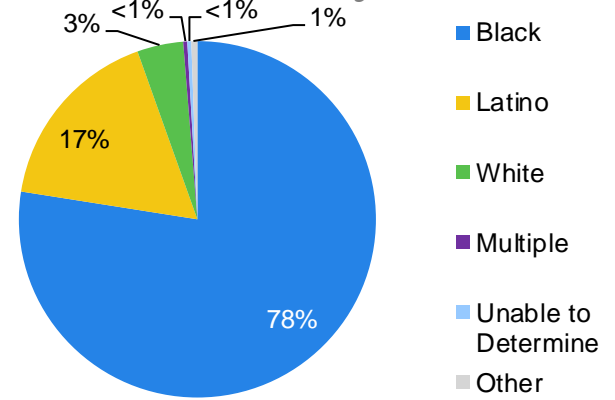
Figure 24. Age



N=551

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

Figure 25. Race/Ethnicity



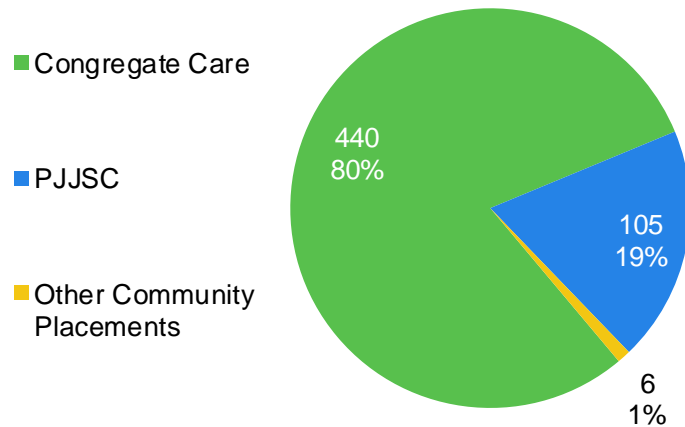
N=551

- 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

Delinquent Placement Services

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

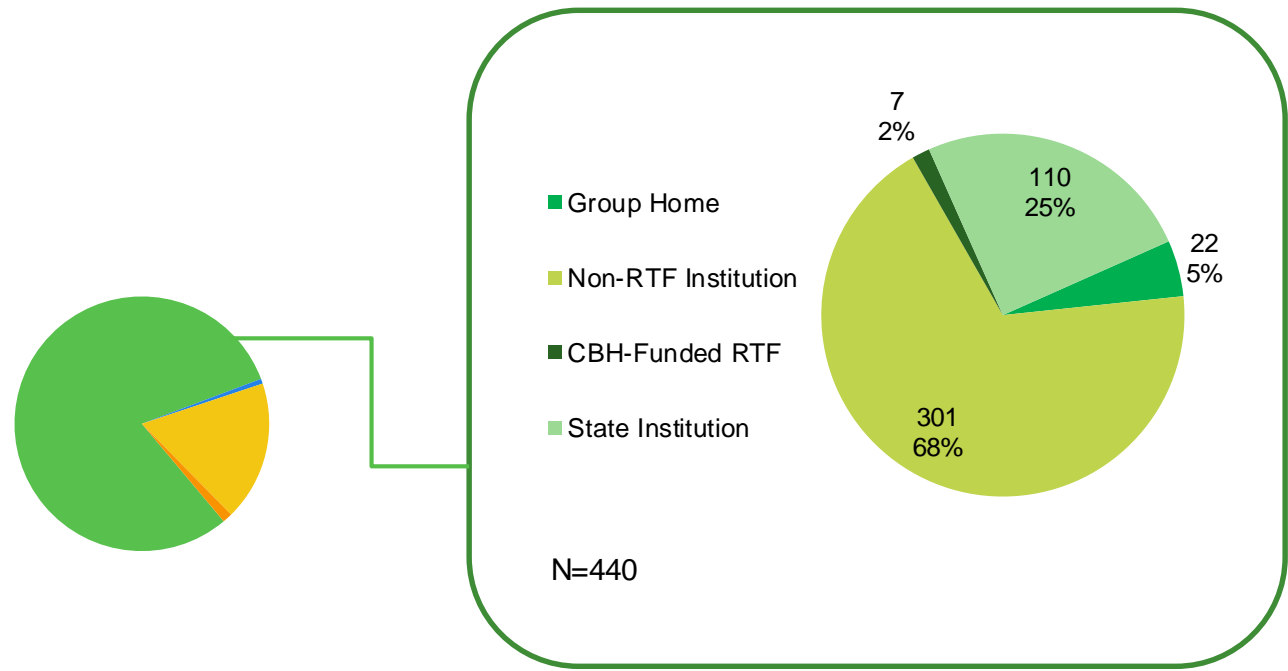


N=551

- 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

Delinquent Placement Services

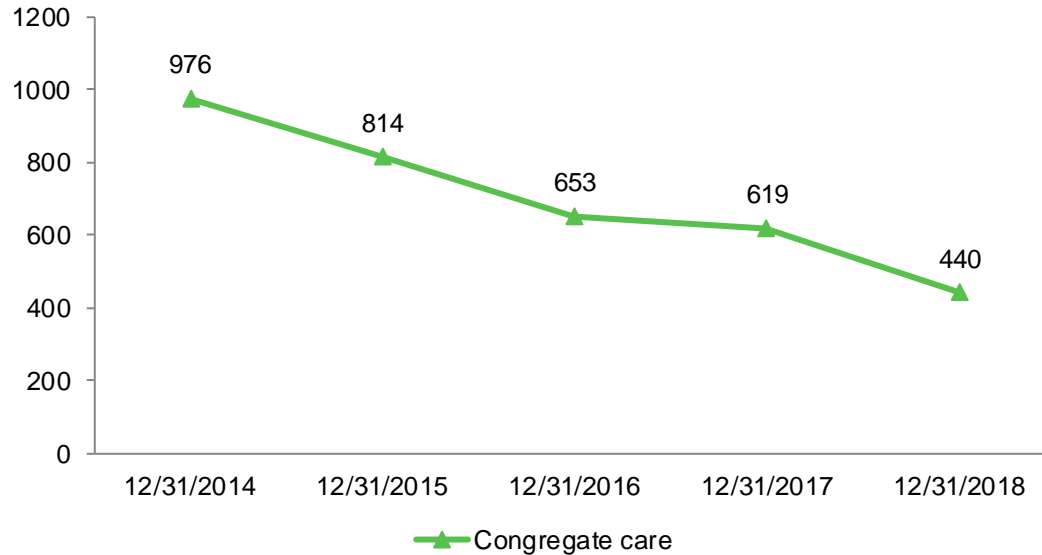
Figure 27. Children in Delinquent Congregate Care on Dec. 31, 2018



- 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

Delinquent Placement Services

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

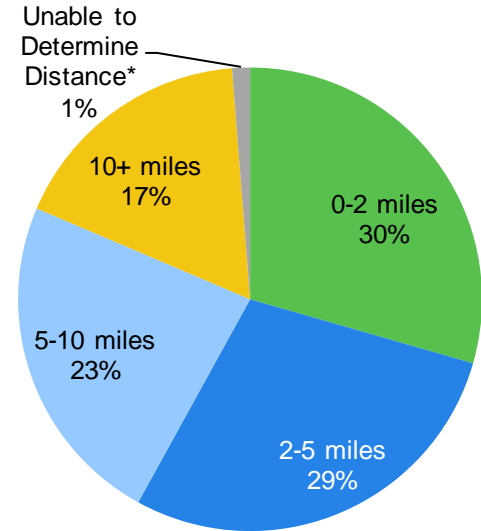


- Since December 31, 2014, there has been a 55% decrease in the total number of delinquent youth in congregate care settings
- *March 15 update:* the delinquent congregate care population was 20% lower than the December 31, 2018 population and 64% lower than the December 31, 2014 population
- This drop in population has remained relatively consistent over the last 4 years

Family Foster Care Distance From Home

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

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



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

Congregate Care Distance from Home

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

Distance	# of Facilities	# of Youth
In Philadelphia	22	154
Within 5 Miles	20	151
5 – 10 Miles	28	88
10 – 25 Miles	19	69
25 – 50 Miles	25	68
50 + Miles	16	48
Total	130	578

- 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

Distance	# of Facilities	# of Youth
In Philadelphia	2	16
Within 5 Miles	1	4
5 – 10 Miles	0	0
10 – 25 Miles	9	179
25 – 50 Miles	1	1
50 + Miles	23	240
Total	36	440

- 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.

Caseload

Table 3. CUA Case Management Workers' Caseload Distribution on Dec. 31, 2018

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

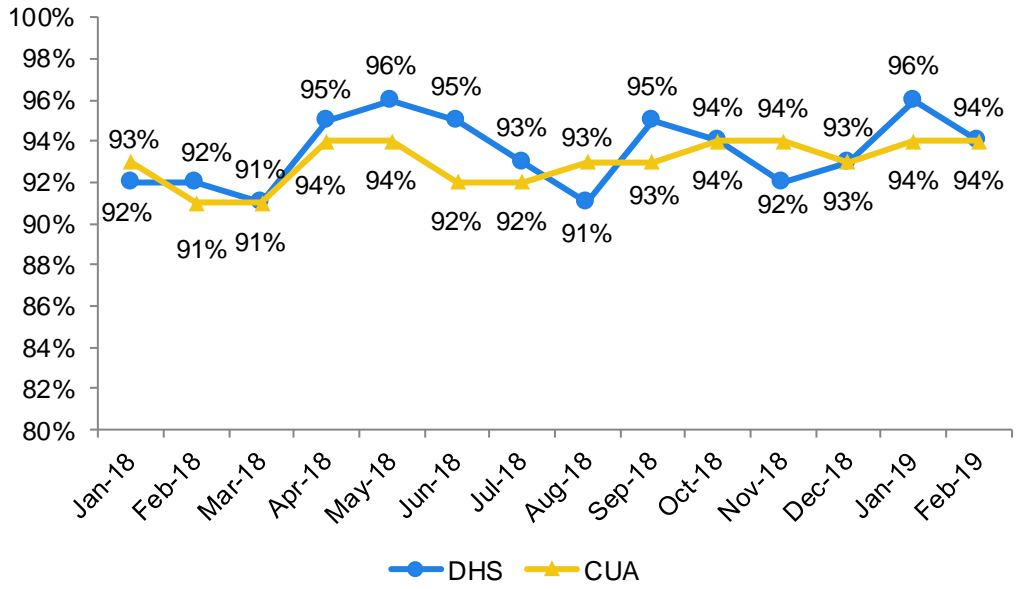
Table 4. DHS Ongoing Service Region Case Management Workers' Caseload Distribution on Dec. 31, 2018

DHS	Total workers	Total cases	Median caseload	Average caseload
OSR	17	178	11	10.5

- 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)

Monthly Visitation

Figure 30. DHS and CUA Visitation Rates by Month

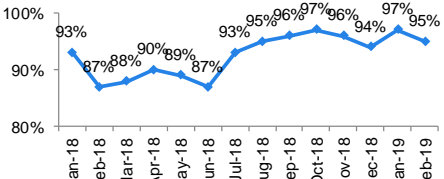


- Both CUA and DHS maintained visitation rates above 90% in calendar year 2018

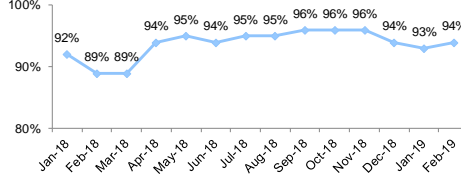
Monthly Visitation Rates by CUA

Figure 31. Visitation Rates by CUA

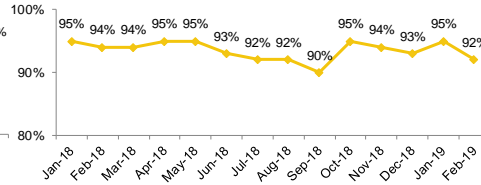
NET Community Care -1



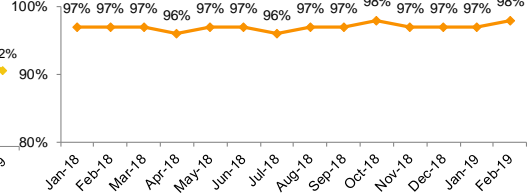
APM - 2



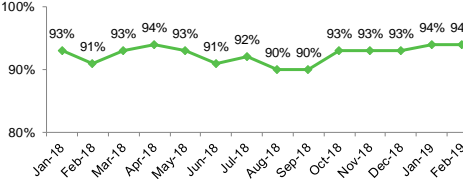
Turning Points for Children - 3



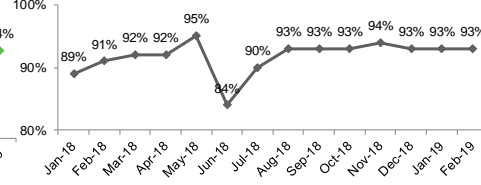
Catholic Community Services - 4



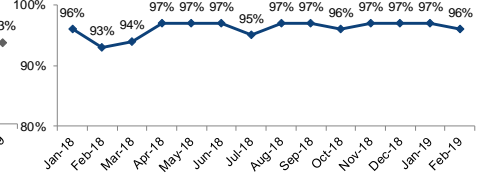
Turning Points for Children - 5



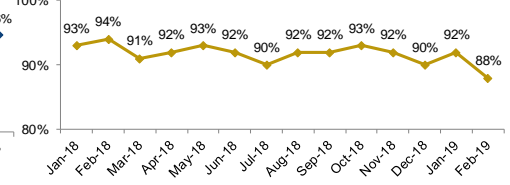
Tabor - 6



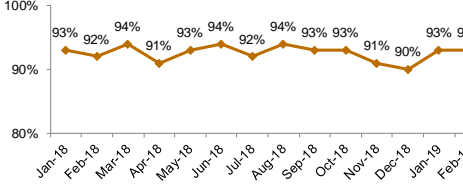
NET Community Care -7



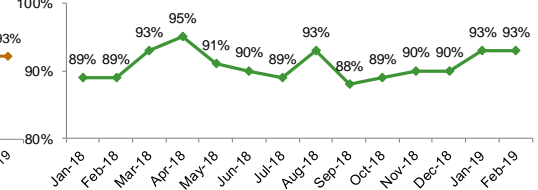
Bethanna - 8



Turning Points for Children - 9



Turning Points for Children - 10



- 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%

Data run on 12/26/2018



Permanency

Permanency Rates and Totals

Figure 32. Permanency Rates by CUA

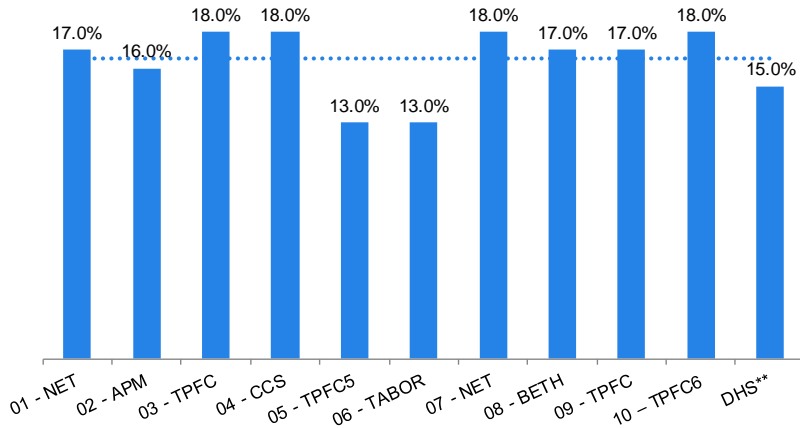
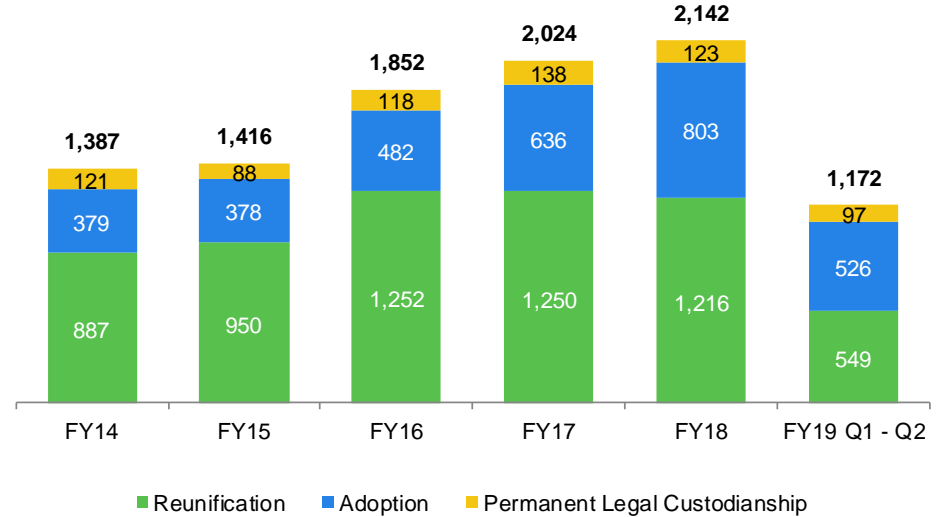


Figure 33. Permanency Totals by Permanency Type



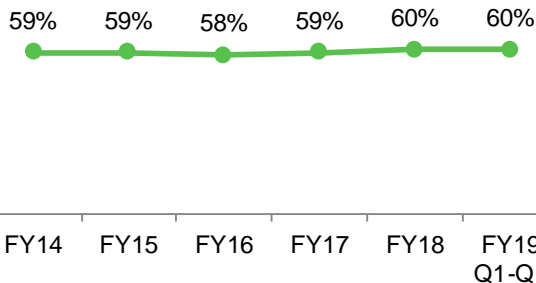
- The average permanency rate for CUAs in FY19 Q2 was 16.5%— an increase from FY18 Q1-Q2 (13.6%)

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

Permanency Timeliness

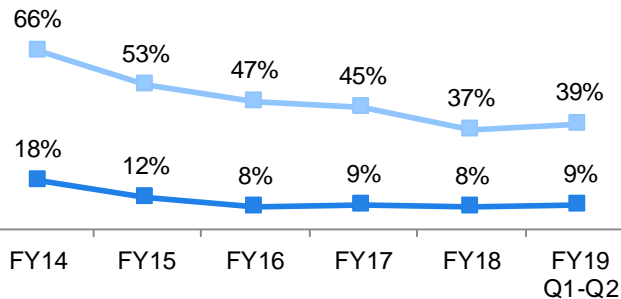
Figure 34. Timeliness of Permanency

Reunification



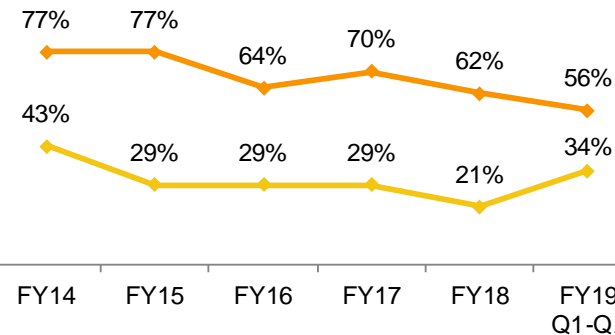
● Reunification within 1 year

Adoption



■ Adoption within 2 years
 ■ Adoption within 3 years

Permanent Legal Custodianship



◆ PLC within 2 years ◆ PLC within 3 years

- 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



Questions?



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