

2019 IMPROVING OUTCOMES FOR CHILDREN











COMMUNITY UMBRELLA AGENCY SCORECARD

FISCAL YEAR 2018-2019
(JULY 1, 2018-JUNE 30, 2019)



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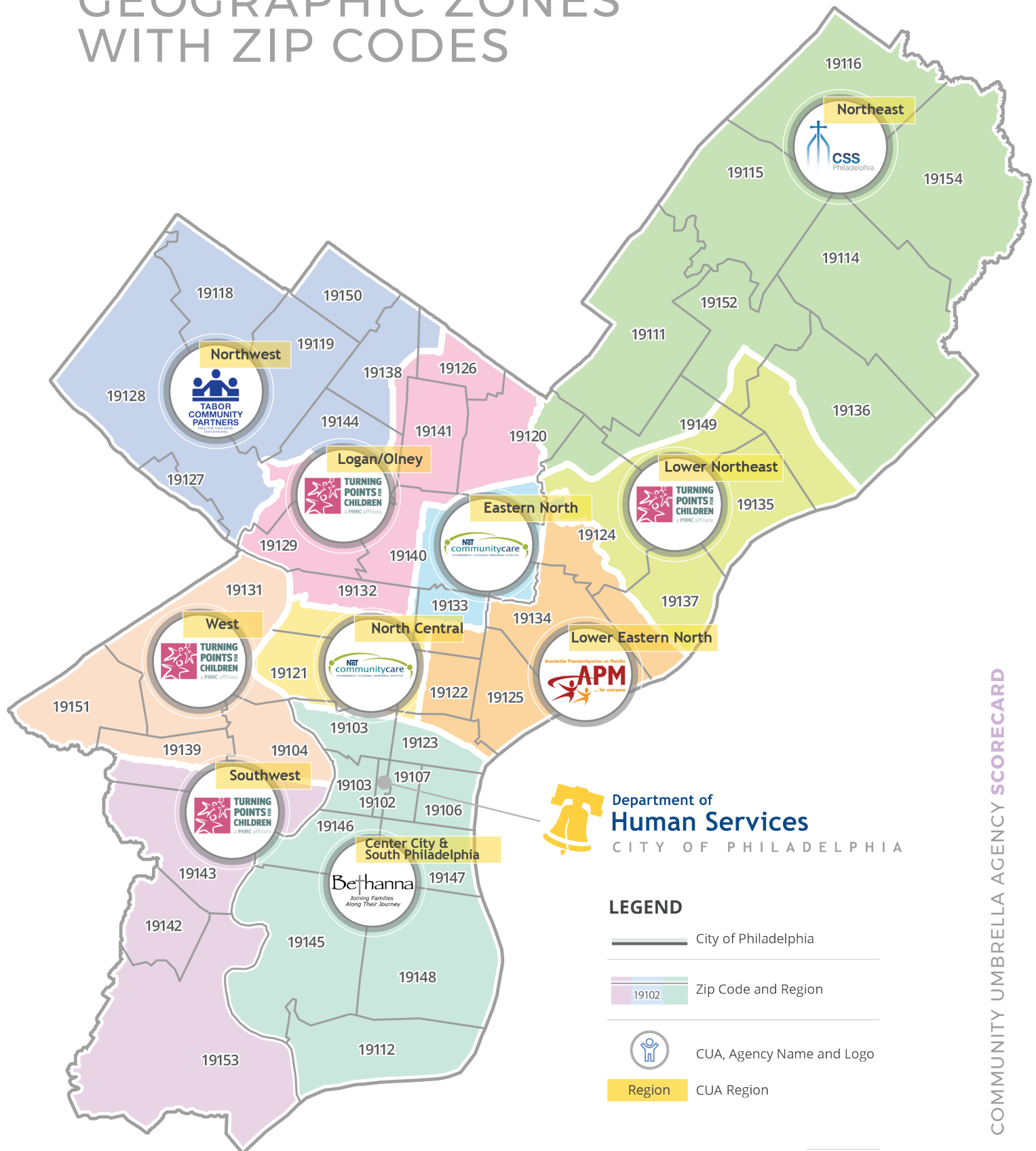
Six organizations operate Community Umbrella Agencies (CUAs) in 10 different regions throughout Philadelphia. In addition to case management for families accepted for service by DHS, CUAs engage their communities through a variety of different activities including: food pantries, parenting support groups, and holiday gift drives—among other activities.

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COMMUNITY UMBRELLA AGENCIES

GEOGRAPHIC ZONES

WITH ZIP CODES



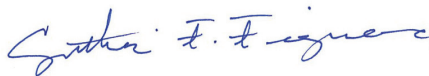
FROM THE COMMISSIONER

Dear Friend,

This Community Umbrella Agency (CUA) Scorecard presents good news: all CUAs have improved since our first report in 2017! Through the ongoing Scorecard process, we are Improving Outcomes for Children. The most improved areas are health and education assessments and quality of supervision. This year, we've also seen continued growth in permanency and case planning. A continued challenge is case manager retention.

There is also renewed effort between DHS and CUA workers to improve parent engagement. And in the upcoming year, we will be enhancing the Family Team Conferencing process. We're also excited to be one of a handful of counties across the state selected for the Family Engagement Initiative of the Administrative Office of Pennsylvania Courts. This will strengthen our work across systems and help support families.

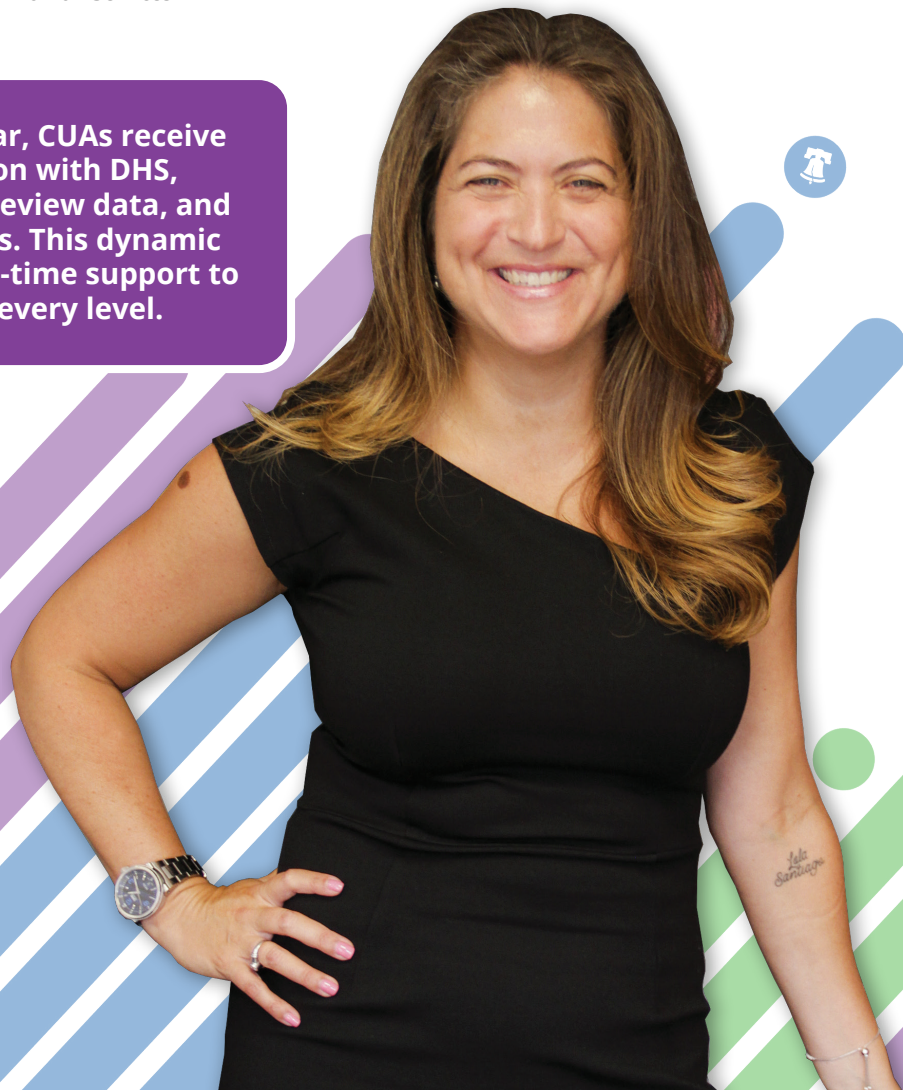
Through our intentional efforts to right-size child welfare, there are 1,000 fewer children in out of home placements now than there were in 2016. As more families receive prevention services and fewer children are removed from their parents, I am confident that our continued work to right-size child welfare will mean children thrive and parents receive the support they need to safely care for their families. I'm excited about what this year will bring!



Cynthia F. Figueroa

Commissioner,
City of Philadelphia Department of Human Services

Throughout the year, CUAs receive ongoing consultation with DHS, meet quarterly to review data, and share best practices. This dynamic process means real-time support to improve quality at every level.



ABOUT IMPROVING OUTCOMES FOR CHILDREN

Improving Outcomes for Children (IOC) is Philadelphia's delivery of child welfare, juvenile justice, and child abuse prevention services. We believe that a community neighborhood approach to services will have a positive impact on child and family safety and well-being. Our vision is that fewer children become DHS-involved and that families receive services that are the best fit. The four goals of IOC are aligned to make this vision a reality. They are:

More children and youth are safely in their own homes and communities.

With prevention, child welfare, and juvenile justice services based in the community, children and youth can maintain connections to what they know or work to restore those relationships.

More children and youth are reunified more quickly or achieve other permanency.

If children must be removed from their home of origin, we work to reunify the family as soon as it is safe. When reunification is not possible, adoption or permanent legal guardianship may help the child or youth find a permanent home.

Congregate (residential) care is reduced.

Our goal is to continue safely reducing congregate care placements. Use of congregate care should be limited to children and youth with complex physical and behavioral health challenges. For youth in the juvenile justice system, community-based programs are available so that they can live with their families.

Improved children, youth, and family functioning.

Sometimes families need support to live together safely. We invest in many programs to help children, youth, and families become their best selves, including support for parents to reunify more quickly with their children.

IOC Goal:
More children are reunified more quickly.



"We were all cheering mom on, telling her to use her strengths. I was a sideline cheerleader. I told her to call me whenever, that we were going to obtain the goal of reunifying with her daughter. Dad was in prison initially; but as soon as he was out, he helped mom get the child back home. We were a team."

Kenya Pine
Case Manager, CUA Region 7 - North Central
(Northeast Treatment Center)

From Left to Right: Kenya Pine (Case Manager), Cynthia (Mom), Emanuel (Dad), Eva (Daughter)

DHS LEADERSHIP

Cynthia F. Figueroa

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Philadelphia Juvenile Justice

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Chief Learning Officer

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RIGHT SIZING PHILADELPHIA'S CHILD WELFARE SYSTEM

DHS has made progress in reducing the number of children in child welfare placements. **There are 1,000 fewer children in out of home placements now than there were in 2016.** We want to continue reducing the number of families involved with the department. That's why we're focused on supporting families to keep children safe in their own homes. When there is an unmitigated safety risk and children need to be removed from their home, our focus is on safe and timely reunification. When reunification is not possible, children may need other permanency such as adoption.

For youth in both child welfare and juvenile justice systems, DHS' priority is to reduce the use of congregate (residential) placements. Since 2015, the number of youth in dependent (child welfare) congregate care settings has dropped 34%. For youth in juvenile justice, there has been a 73% decrease in the total number of youth in congregate care settings since 2015. We are leaders both statewide and nationally in decreasing the use of congregate care.

By addressing these issues, we will continue to right-size Philadelphia's child welfare and juvenile justice systems.

Right-Sizing Is:

- Safely diverting more children from being placed with DHS.
- Safe and timely permanency, leading with reunification.
- Continued reduction of congregate care.
- Alignment of programs to serve children most at-risk or involvement with child welfare or juvenile justice.



IOC Goal: Improved Family Functioning

"Ms. Pine (case manager) showed me people who could help. I wanted to give up but Ms. Pine would not let me. I worked hard to get my daughter back."

Emanuel, Eva's Dad

Emanuel (Dad) with daughter, Eva

ABOUT THE CUA SCORECARD

Why?

The Scorecard recognizes areas in which CUAs are doing well and identifies areas for improvement. It helps identify where CUAs need additional support and technical assistance. The CUA Scorecard reflects our commitment to transparency as the best way to provide accountability, to learn and grow as government and providers, and to continue improving outcomes for children, youth, and families receiving child welfare services. It is published annually.

What?

The Scorecard measures quality of service to ensure that children and youth are safe in their homes, and if in our care that they receive the necessary services and are safe and well cared for. It also measures progress on reunification or other permanency efforts. Many of the activities measured relate to specific federal and state mandates that focus on improving outcomes for children, youth, and families.

How?

DHS reviews nearly 3,000 CUA case files a year. A Comprehensive Case File Review Tool is used to ensure consistency and methodologically sound results. CUA administrative data is used to assess permanency, visitation, finance, and case manager retention.

Resource (foster) families are a critical part of the parent and child support network.

"Carrie (resource parent) understands everything. She calls herself foster grandma. I knew I could trust her because she called first when my daughter ate something she was allergic to."

Cindy, Eva's Mom



ONGOING ACCOUNTABILITY

All CUAs are expected to attend and participate in semi-annual Closing the Loop meetings with DHS. This is a time to reflect on data to date and strategically assess how to move forward.



SUPERIOR

A CUA with five bells meets or exceeds performance expectations and exemplifies best practice. CUAs with five bells share best practices with DHS and other CUAs.



PROFICIENT

A CUA with four bells meets expectations in most areas but has room for improvement. CUAs with four bells share best practices with DHS and other CUAs.



COMPETENT

A CUA with three bells meets basic expectations and needs improvement to demonstrate proficiency or best practice.



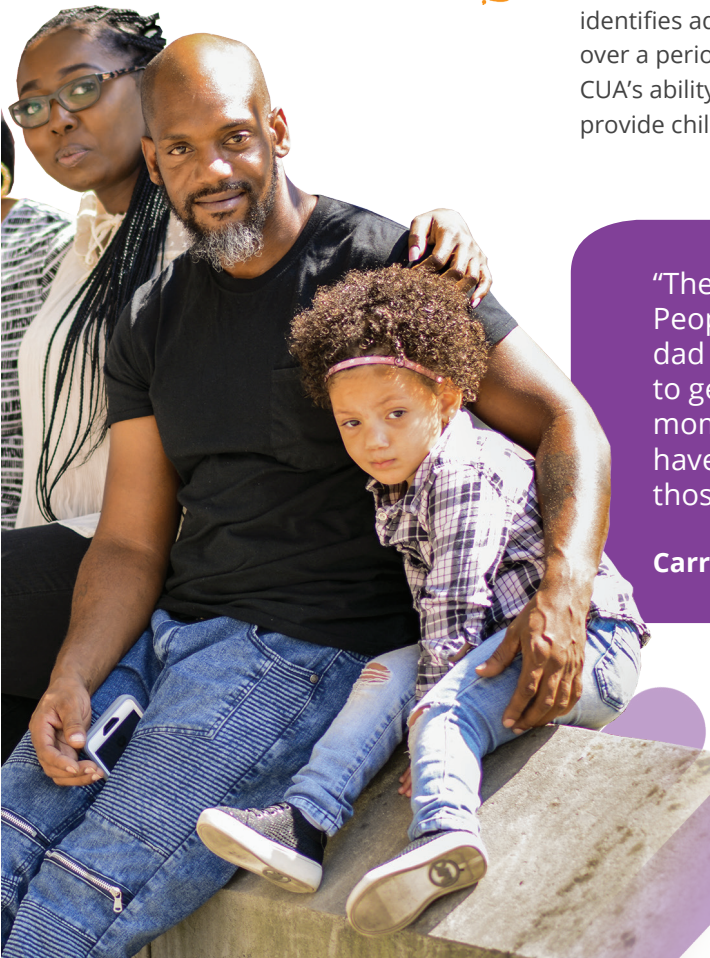
UNSATISFACTORY

A CUA with two bells will be placed on probationary status. If the CUA remains at two bells after one year, then DHS will consider transitioning the contract.



CRITICAL

A CUA with one bell needs to improve all levels of practice. DHS conducts an organizational assessment, provides recommendations and identifies additional technical assistance. If a CUA is unable to improve over a period of time, CUA and DHS leadership will meet to determine the CUA's ability to continue contracting with DHS to provide child welfare case management.



"There is a lot of negativity. People who didn't think mom and dad would do what they needed to get Eva back. I prayed, talked to mom and dad and told them you have to keep your head above all those people."

Carrie, Resource parent

From Left to Right: Jack (Resource Parent), Cynthia (Mom), Carrie (Resource Parent), Kenya Pine (Case Manager), Emanuel (Dad), and Eva.



HOW TO READ THE CUA SCORECARD

Bells

For each metric, CUAs receive a performance rating. These ratings will be displayed as liberty bells with more bells equating to better performance. Overall score is a combination of the scores in all nine domains.

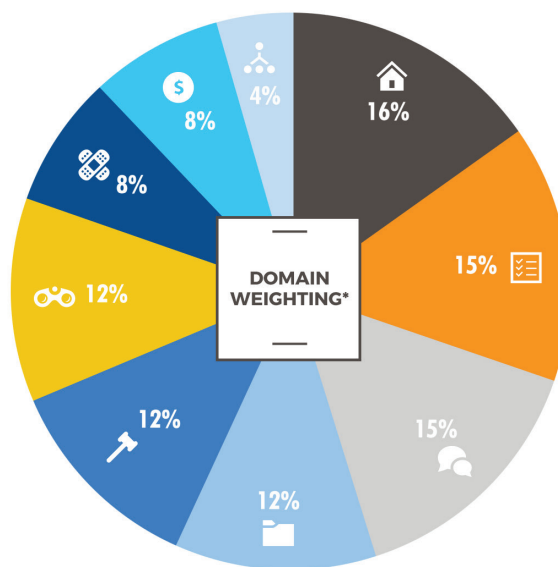
Performance Expectations

Not all metrics on the CUA Scorecard are equally important. Therefore, the CUA Scorecard has different performance expectation levels for each metric. For most metrics, a CUA needs to perform at 70% or higher to achieve three liberty bells.

It is important to note that because these performance levels are based on system expectations, all CUAs could receive the same number of bells, and there is no "curve" that evenly distributes CUAs across bells.

Ranking

CUAs are ranked (1 through 10) based on their overall performance across all domains. In this report, CUAs are in order of their rank, starting with the number one rated CUA. Ranking helps DHS and the CUAs to better understand how CUAs are performing in relation to one another. The ranking also allows DHS and CUAs to identify top performers, learn best practices, and implement these practices across the system. DHS is focused on change over time, and values individual improvement over ranking.



 **16% PERMANENCY**

 **15% SAFETY: ASSESSMENT & PLAN**

 **15% SAFETY: VISITATION**

 **12% CASE PLANNING**

 **12% PRACTICE: COURT**

 **12% PRACTICE: SUPERVISION**

 **8% PRACTICE: ASSESSMENTS, HEALTH, & EDUCATION**

 **8% FINANCE**

 **4% WORKFORCE**

*Does not equal 100% due to rounding

THE CUA SCORECARD IS BASED ON FIVE “LIBERTY BELLS”

This is the second annual report after the baseline was established in fiscal year 2017. It gauges both individual CUA as well as system-wide performance. Scorecards determine how CUAs can collaborate and learn from each other’s best practices as well as identify areas for improvement and what technical assistance is needed from DHS.

Growth is being measured over time, with monthly leadership and bi-annual data review meetings between CUAs and DHS to review progress or to adjust technical assistance for problem areas.

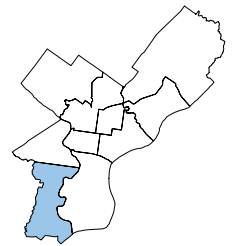
In addition, the following actions will be used to ensure ongoing accountability and improvement:

- Targeted and prioritized technical assistance by DHS for any areas below three bells.
- Peer mentoring to encourage sharing of best practices among CUAs with four or five bells.
- Submission of a CUA Plan of Improvement with action steps to the Commissioner within 30 days of the annual Scorecard.
- Specialized trainings.
- Organizational assessments for CUAs with one and two bells. This process is led by DHS to facilitate major practice and management change.
- Quarterly “closing the loop” meeting with DHS to assess key data points and strategize improvement efforts.



TURNING POINTS FOR CHILDREN

Region 9: Southwest



Fiscal Year CUA Started
2014

Address
3901 Market Street
Philadelphia, PA 19104
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dholden@turningpoints.phmc.org

Director of CUA Operations
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Director
Scott Eldredge
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Website
turningpointsforchildren.org

Facebook
TurningPointsCUA9

Twitter
@TP4CCUA9

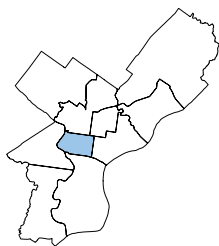
Instagram
tpfccua9

Minority Board Participation
40%

Total # of Families Served for FY19
731

DOMAIN		BELL LEVEL
Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019 2018
Safety: Assessment & Plan	The Safety Assessment & Plan Domain includes measures of Safety Assessment and Safety Plan completion, timeliness, and quality.	2019 2018
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Practice: Supervision	The Practice Supervision Domain includes measures of supervision, timeliness, and quality.	2019 2018
Practice: Assessments, Health & Education	The Practice Assessments, Health & Education Domain includes completion and timeliness of assessments, health, and education status forms.	2019 2018
Finance	The Finance Domain includes measures of organizational financial health and stability. Financial data is from Fiscal Year 2018.	2019 2018
Workforce	The Workforce Domain includes a measure of staff retention.	2019 2018





NET COMMUNITY CARE

Region 7: North Central

OVERALL BELL LEVEL

2019

2018

Fiscal Year CUA Started
2014

Address
3133 Ridge Avenue
Philadelphia, PA 19132
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Executive Director
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CUA Director
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margaret.farmer@net-centers.org

Website
netcenters.org

Facebook
NCCUA7

Twitter
@NETCommCare

Minority Board Participation
71%

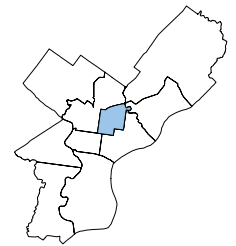
Total # of Families Served for FY19
636

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Finance	The Finance Domain includes measures of organizational financial health and stability. Financial data is from Fiscal Year 2018.	2019 2018
Workforce	The Workforce Domain includes a measure of staff retention.	2019 2018



NET COMMUNITY CARE

Region 1: Eastern North



Fiscal Year CUA Started
2013

Address
4404 N. 5th Street
Philadelphia, PA 19140
267-339-0520

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Executive Director
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CUA Director
Traci Allen
traci.allen@net-centers.org

Website
netcenters.org

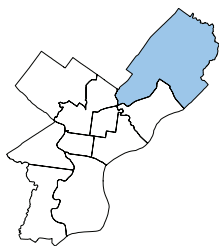
Facebook
netcommunitycare

Minority Board Participation
71%

Total # of Families Served for FY19
688

DOMAIN		BELL LEVEL
Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019 2018
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Workforce	The Workforce Domain includes a measure of staff retention.	2019 2018





CATHOLIC COMMUNITY SERVICES

Region 4: Northeast

OVERALL BELL LEVEL

2019

2018

Fiscal Year CUA Started
2014

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Director, Youth Services Division
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Website
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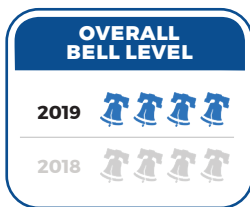
Facebook
Catholic-Community-Services-CCS-
Strengthening-Families-
Uniting-Communities

Instagram
CCS_CUA4

Minority Board Participation
12%

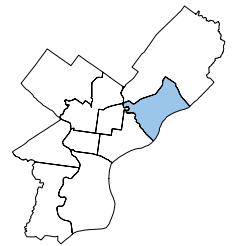
Total # of Families Served for FY18
595

DOMAIN		BELL LEVEL
Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019 2018
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Workforce	The Workforce Domain includes a measure of staff retention.	2019 2018



TURNING POINTS FOR CHILDREN

Region 3: Lower Northeast



Fiscal Year CUA Started
2014

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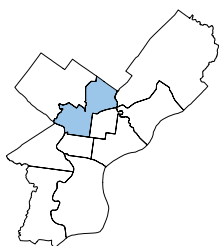
Twitter
@tp4cCUA3

Minority Board Participation
42%

Total # of Families Served for FY19
788

DOMAIN		BELL LEVEL
Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019 2018
Safety: Assessment & Plan	The Safety Assessment & Plan Domain includes measures of Safety Assessment and Safety Plan completion, timeliness, and quality.	2019 2018
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Workforce	The Workforce Domain includes a measure of staff retention.	2019 2018





TURNING POINTS FOR CHILDREN

Region 5: Logan/Olney

OVERALL BELL LEVEL

2019

2018

Fiscal Year CUA Started
2014

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Twitter

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Minority Board Participation

42%

Total # of Families Served for FY19

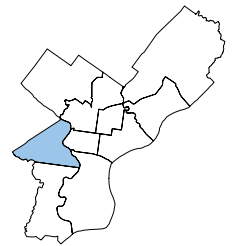
1,165

DOMAIN		BELL LEVEL
Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019 2018
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Workforce	The Workforce Domain includes a measure of staff retention.	2019 2018



TURNING POINTS FOR CHILDREN

Region 10: West



Fiscal Year CUA Started
2014

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Website
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Facebook
TurningPointsCUA10

Instagram
tpfccua10

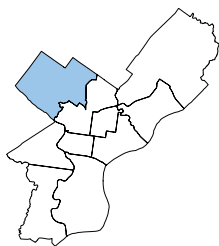
Minority Board Participation
42%

Total # of Families Served for FY19
785

DOMAIN

BELL LEVEL

Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019
		2018
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		2018
Workforce	The Workforce Domain includes a measure of staff retention.	2019
		2018



TABOR COMMUNITY PARTNERS

Region 6: Northwest

OVERALL BELL LEVEL

2019

2018

Fiscal Year CUA Started
2014

Address
57 E. Armat Street
Philadelphia, PA 19144
267-339-3171

President & CEO
Tinesha Banks
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Director
Karen Coleman
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Website
tabor.org

Facebook
TaborCommunityPartners

Twitter
@taborservices

Minority Board Participation
60%

Total # of Families Served for FY19
590

DOMAIN		BELL LEVEL
Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019 2018
Safety: Assessment & Plan	The Safety Assessment & Plan Domain includes measures of Safety Assessment and Safety Plan completion, timeliness, and quality.	2019 2018
Safety: Visitation	The Safety Visitation Domain includes measures of visitation completion and quality.	2019 2018
Case Planning	The Case Planning Domain includes measures of Case Plan completion, timeliness, and quality.	2019 2018
Practice: Court	The Practice Court Domain includes measures of hearing attendance, quality, and incidence of no reasonable effort.	2019 2018
Practice: Supervision	The Practice Supervision Domain includes measures of supervision, timeliness, and quality.	2019 2018
Practice: Assessments, Health & Education	The Practice Assessments, Health & Education Domain includes completion and timeliness of assessments, health, and education status forms.	2019 2018
Finance	The Finance Domain includes measures of organizational financial health and stability. Financial data is from Fiscal Year 2018.	2019 2018
Workforce	The Workforce Domain includes a measure of staff retention.	2019 2018

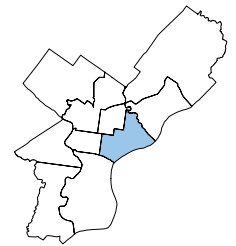
**OVERALL
BELL LEVEL**

2019 

2018 

ASOCIACIÓN PUERTORRI- QUEÑOS EN MARCHA (APM)

Region 2: Lower Eastern North



Fiscal Year CUA Started
2013

Address
1900 N. 9th Street, Suite 102
Philadelphia, PA 19122
267-296-7200

President & CEO
Nilda Ruiz
nilda.ruiz@apmphila.org

Director
Noelies Zavala, MSW
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Website
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Facebook
apmforeveryone

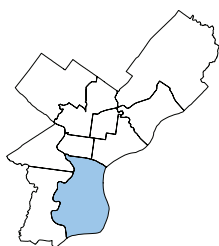
Twitter
@apmforeveryone

Minority Board Participation
77%

**Total # of Families
Served for FY19**
761

DOMAIN		BELL LEVEL
Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019  2018 
Safety: Assessment & Plan	The Safety Assessment & Plan Domain includes measures of Safety Assessment and Safety Plan completion, timeliness, and quality.	2019  2018 
Safety: Visitation	The Safety Visitation Domain includes measures of visitation completion and quality.	2019  2018 
Case Planning	The Case Planning Domain includes measures of Case Plan completion, timeliness, and quality.	2019  2018 
Practice: Court	The Practice Court Domain includes measures of hearing attendance, quality, and incidence of no reasonable effort.	2019  2018 
Practice: Supervision	The Practice Supervision Domain includes measures of supervision, timeliness, and quality.	2019  2018 
Practice: Assessments, Health & Education	The Practice Assessments, Health & Education Domain includes completion and timeliness of assessments, health, and education status forms.	2019  2018 
Finance	The Finance Domain includes measures of organizational financial health and stability. Financial data is from Fiscal Year 2018.	2019  2018 
Workforce	The Workforce Domain includes a measure of staff retention.	2019  2018 





BETHANNA

Region 8: Center City & South Philadelphia

OVERALL BELL LEVEL

2019

2018

Fiscal Year CUA Started
2014

Address
2501B Reed Street
Philadelphia, PA 19146
215-568-2435

President & CEO
Karen Hamilton-Derry
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**Vice President CUA Programs
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CUA Director**
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Minority Board Participation
57%

**Total # of Families
Served for FY19**
578

DOMAIN		BELL LEVEL
Permanency	The Permanency Domain includes measures of goal change, reunification, visitation, and permanency rates.	2019 2018
Safety: Assessment & Plan	The Safety Assessment & Plan Domain includes measures of Safety Assessment and Safety Plan completion, timeliness, and quality.	2019 2018
Safety: Visitation	The Safety Visitation Domain includes measures of visitation completion and quality.	2019 2018
Case Planning	The Case Planning Domain includes measures of Case Plan completion, timeliness, and quality.	2019 2018
Practice: Court	The Practice Court Domain includes measures of hearing attendance, quality, and incidence of no reasonable effort.	2019 2018
Practice: Supervision	The Practice Supervision Domain includes measures of supervision, timeliness, and quality.	2019 2018
Practice: Assessments, Health & Education	The Practice Assessments, Health & Education Domain includes completion and timeliness of assessments, health, and education status forms.	2019 2018
Finance	The Finance Domain includes measures of organizational financial health and stability. Financial data is from Fiscal Year 2018.	2019 2018
Workforce	The Workforce Domain includes a measure of staff retention.	2019 2018

APPENDIX

CUA Scorecard FAQs

What is the need for creating a CUA Scorecard?

The CUA Scorecard is an accountability tool that measures the performance of CUAs. It is designed to help DHS and CUAs recognize areas in which CUAs excel, and identify areas in which CUAs may need additional supports.

Who is the CUA Scorecard evaluating?

The CUA Scorecard evaluates the 10 CUA regions, operated by six neighborhood-based, independent organizations responsible for coordinating services and supports for children, youth, and families in DHS care. Specifically, the Scorecard looks at how well CUAs are achieving the goals of IOC: working with families to provide the supports and services they need to ensure that children are in safe and permanent homes that promote their positive well-being.

What activities are being evaluated?

The CUA Scorecard measures the activities that demonstrate the Case Manager is moving the child to safe and timely permanency. When a family is accepted for service by DHS, they are assigned a CUA Case Manager who is responsible for maintaining children and youth safely in their own home, or achieving timely reunification or other permanency for those who cannot be reunified. Many of the activities measured in the CUA Scorecard also relate to specific federal and state mandates that focus on improving outcomes for children and families.

The CUA Scorecard evaluates the CUA Case Managers' abilities to complete the following activities in a timely and high-quality way:

Putting together and maintaining a Case Plan. A good Case Plan tells a complete story of who the family is, where their strengths lie, and what supports are needed to help overcome any challenges that they face.

Evaluating the child's safety. Case Managers use a Safety Assessment tool to monitor the child's ongoing safety. When potential safety issues arise, a Safety Plan is developed to keep the child safe.

Visiting the child and ensuring that families can visit with the child. Regular visitation allows the Case Manager to ensure the child's continued well-being. Additionally, if the child is not living with their family, the Case Manager is responsible for coordinating visits between the child and their family.

Working with Family Court to ensure that the services that children and families are receiving are appropriate for their needs. Family Court also provides oversight to help ensure that goals are being achieved in a timely manner.

Checking in with supervisors so that all decisions affecting a family can be reviewed and discussed before taking place. Good, regular supervision also helps Case Managers to identify barriers that might be inhibiting progress on a case.

Completing assessments that monitor a child's health, education, and well-being.

As children grow, the need for supports can also change over time. Assessments allow Case Managers to ensure supports are aligned to youth needs and make adjustments as necessary.

The Scorecard also looks at overall CUA performance, including permanency rates (how many families achieve long-term stability), the financial health of the CUA, and CUA Case Manager retention.

How is DHS measuring and tracking these activities?

Data comes from three sources: reviews of case files (detailed records that Case Managers keep for each family), case management system data, and administrative data that the CUAs send to DHS (financial audits, staffing information, etc.). DHS reviews a sample of these files on a regular basis using a Comprehensive Case File Review tool.

How often will CUA Scorecards be published?

CUA Scorecards will be published annually. DHS provides CUAs with quarterly scores so that progress can be monitored over the course of the year.

Methodology

This section provides an overview of how CUA Scorecards are organized and calculated.

Domains

CUA performance and practices are grouped into nine domains. Each domain has between one and nine metrics.

Weighting

Not all domains are equal. Practice in some areas is weighted more heavily than others to reflect DHS priorities.

For example, Permanency, which is a high priority area, accounts for 16% of the CUA's overall score, whereas the CUA's Workforce score accounts for only 4%. Therefore, a CUA that has a high Permanency score but a low Workforce score will have a higher overall score than a CUA that has a low Permanency score but a high Workforce Score.

Metrics within each domain are also weighted. Lead indicators on the Comprehensive Case File Review Tool are weighted more heavily than other metrics.

Comprehensive Case File Review Tool

Case files are reviewed using the Comprehensive Case File Review Tool, developed by Casey Family Programs—a national leader in child welfare practice and policy. This tool is research-based and has been rigorously reviewed to ensure that it provides an accurate and reliable picture of who the family is and how the CUAs support them.

Glossary

Case

A family that is involved with DHS. Cases can include services for multiple children and youth, some of whom may be living outside of their home.

Case Manager

A professional employed by a CUA who works directly with families. Case Managers are responsible for monitoring child safety, coordinating supports and services, ensuring the ongoing well-being of all the children and youth in the family, and moving the family's case towards a safe and permanent conclusion.

Case Plan

A formal, written plan developed collaboratively with the family to address issues related to child safety. This occurs at a Family Team Conference and includes the family along with all professionals involved with the family, whenever possible. All case plans begin by identifying the strengths and needs of the family. Then, throughout the life of the case, the Case Manager monitors the family's progress and modifies the plan as needed so that all children reach an outcome that will ensure their future safety, permanency, and well-being.

Permanency

Permanency is securing a stable, permanent living arrangement for a child or youth. Permanency begins with supporting a caregiver so that the young people remain safe in their own home. If they are separated from their parents, reunification is always explored first. In cases where reunification is not possible (in order of priority), then children are placed with a relative or kin, adopted by a qualified and loving family, placed with a permanent legal custodian, or considered for Another Planned Permanent Living Arrangement (APPLA). APPLA is not included in the permanency rate for the CUA Scorecard.

Safety Assessment

A formal, written tool used by Case Managers to perform a comprehensive evaluation of child safety. A good Safety Assessment looks at many different factors, including the family's present circumstances and the status of the caregiver's protective capacities. The Assessment concludes with a decision about whether a child can be safely maintained in the home, or if they can return home if they are currently in placement.

Safety Assessment Process

A process developed by Pennsylvania's Department of Human Services for gathering and analyzing information related to child safety. This process is used to identify threats to safety and protective capacities of caregivers and ultimately determine if a child can remain safe in their own home or return home if they are currently in a placement setting (e.g., foster care).

Safety Plan

Safety Plans are only required for children receiving In-Home Safety Services. A written agreement consisting of actions designed to keep safety threats in check. Safety Plans specify how supports available to the family will intervene to supplement a caregiver's protective capacities.

Visitation

Case Managers are expected to visit with children on a regular basis to ensure their safety and well-being. Case Managers may also facilitate visits between children and their parents and/or children and their siblings if the family is not living together. State and federal guidelines establish standards for how often children must be visited.



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