



# Annual Indicators Report

Fiscal Year 2019  
July 1, 2018 – June 30, 2019



Department of  
**Human Services**  
CITY OF PHILADELPHIA



# Purpose

The Annual 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 reports screened out than accepted for investigation.** Nearly 2,000 more reports were screened out as opposed to accepted for investigation in Fiscal Year 2019.
- **More cases closed than accepted for service.** There were over 800 more cases closed than opened in Fiscal Year 2019.
- **Emphasis on kinship care and decrease in congregate care.** More than half (56.7%) of the youth in family foster care on June 30, 2019 were in kinship care, and only 9.5% of dependent youth in placement were in congregate care. Over the last four years, the delinquent congregate care population has declined by 72.7%.
- **Many youth live close to home.** Nearly two thirds (61.3%) of youth in kinship care or foster care on June 30, 2019 lived within 5 miles of their home, and most (85.9%) 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 have declined in the years following IOC implementation (Fiscal Year 2015).





# Focus Areas

1 Hotline and Investigations

2 Services

3 Permanency



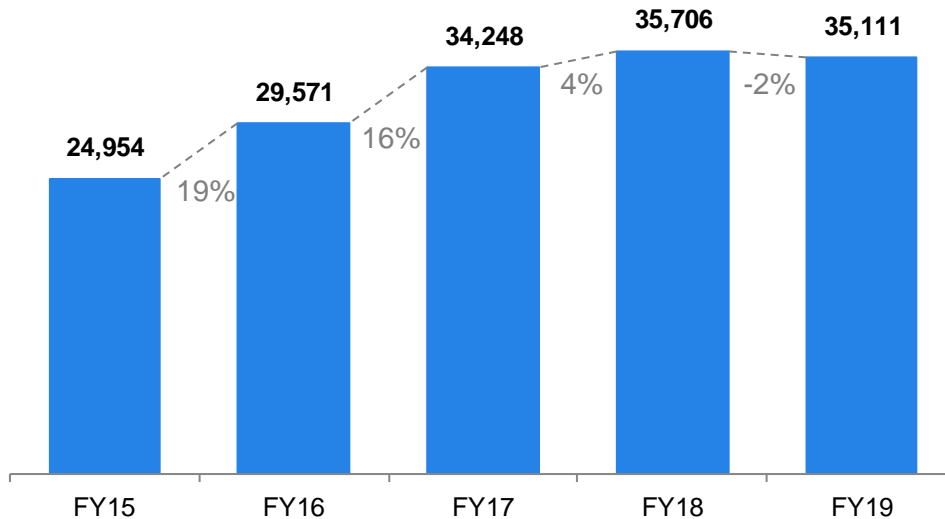
# Hotline and Investigations



Department of  
**Human Services**  
CITY OF PHILADELPHIA

## Call Volume

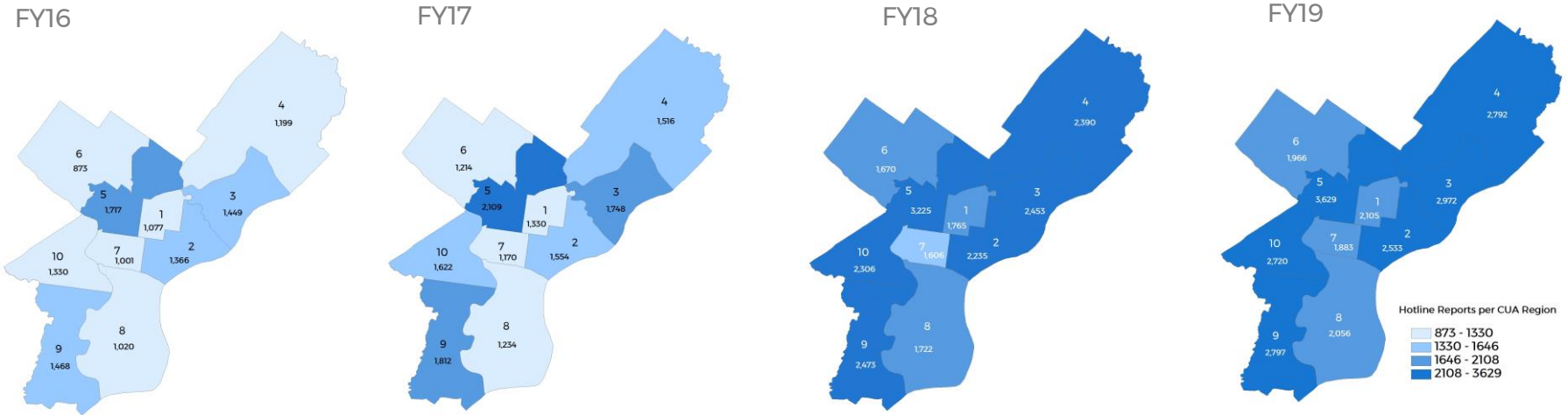
Figure 1. Total Hotline Reports



- For the first time since 2015, there was a decrease in total Hotline reports from the year prior

# Call Volume

Figure 2. Hotline Reports by CUA Region



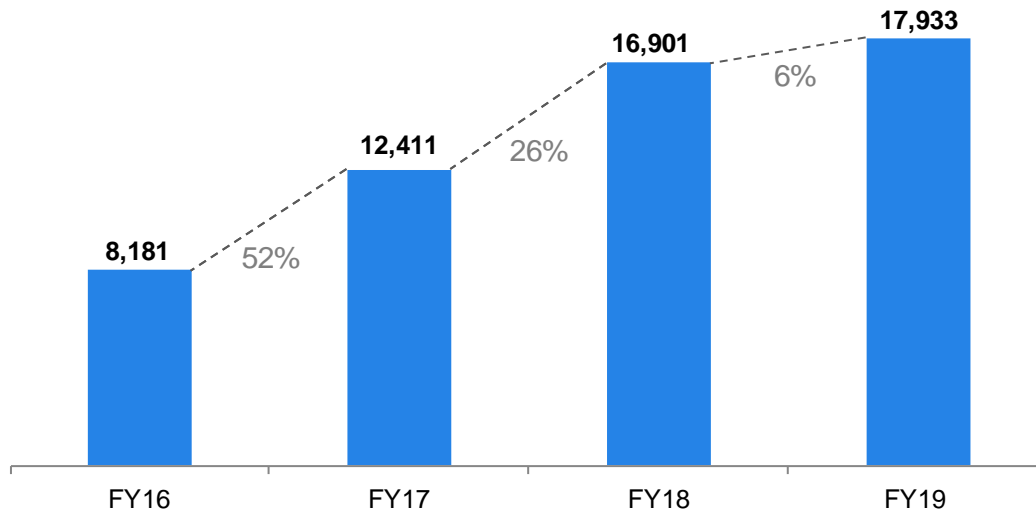
- Hotline reports increased in every CUA region from FY16 to FY19
- The proportions of Hotline reports for each CUA region were consistent across fiscal years
- CUA 5's catchment had the highest proportion of Hotline reports, at 14-15%
- CUA regions 2, 3, 4, 9, and 10 each represented 10-12% of Hotline reports
- CUA regions 1, 6, 7, and 8 each represented 7-9% of Hotline reports

Data run on 10/1/2019  
Counts do not include expunged reports.



## Hotline Decisions

Figure 3. Total Screen Outs

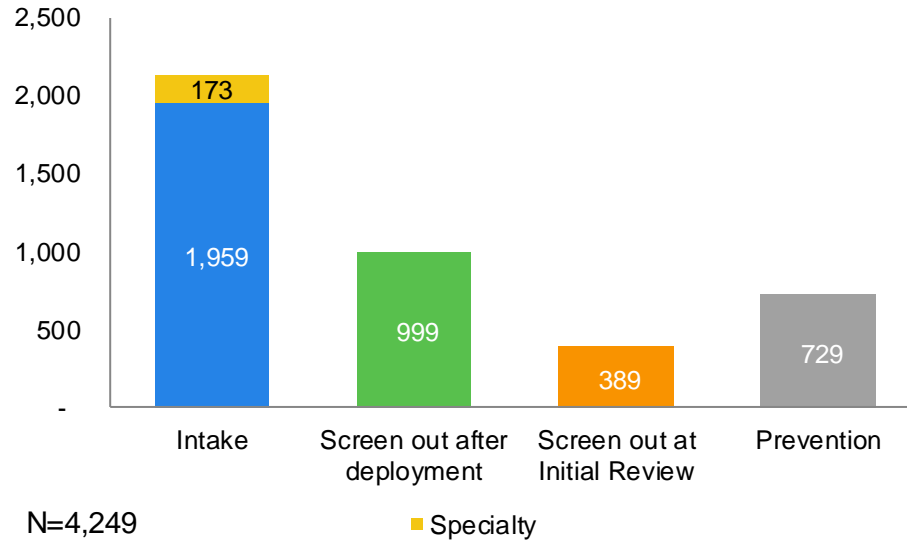


- The total number of screen outs continues to increase, though the increase from year to year has declined
- There were more than twice as many screen outs in FY19 as there were in FY16

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

## Hotline Decisions

Figure 4. Fiscal Year 2019 Secondary Screen Outs

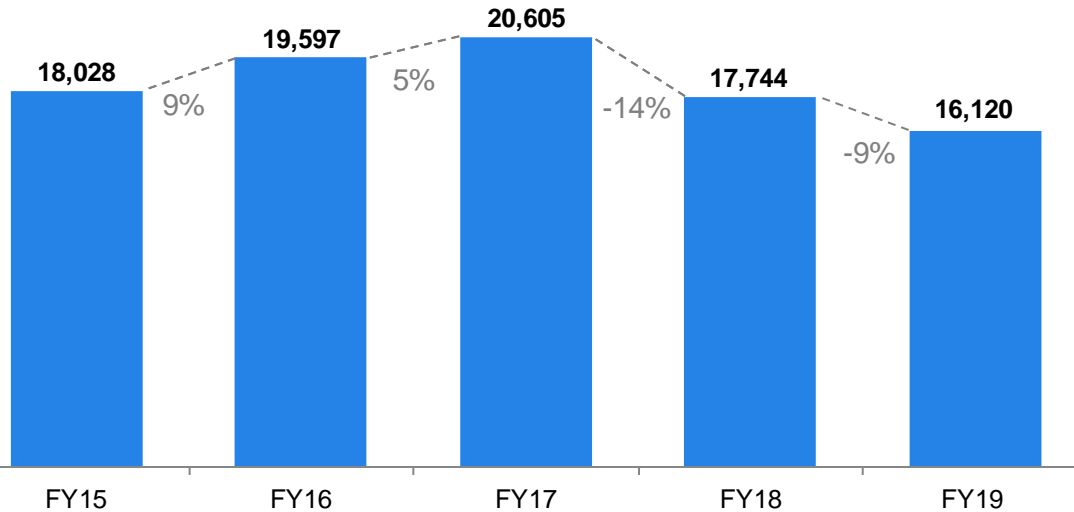


- Half of secondary screen out cases were sent to Intake during Fiscal Year 2019
- A third of cases were screened out; 23% were screened out after deployment, and 9% were screened out at initial review
- Nearly one in five (17%) secondary screen out cases were referred to Prevention

*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

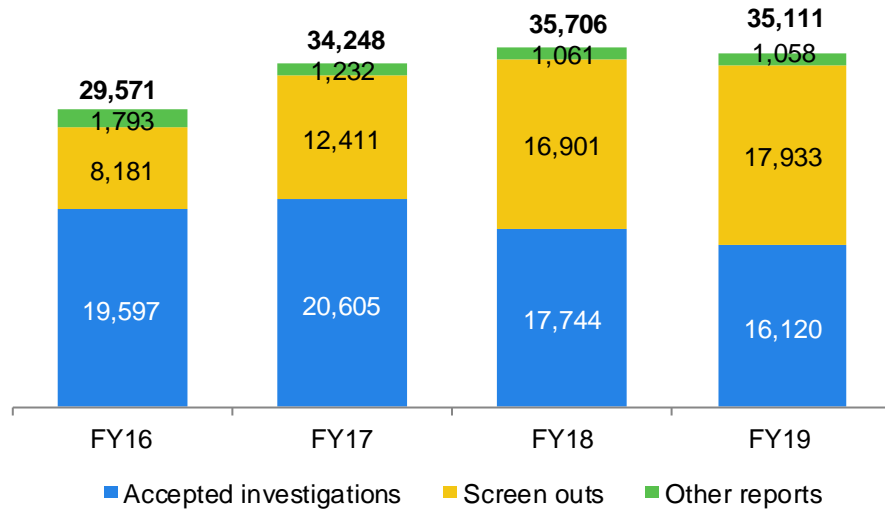
*Figure 5. Total Investigations*



- Continuing the trend from FY18, there were fewer investigations in FY19 than FY18
- Compared to the past four fiscal years, FY19 had the fewest investigations

# Hotline Decisions

Figure 6. Hotline Action



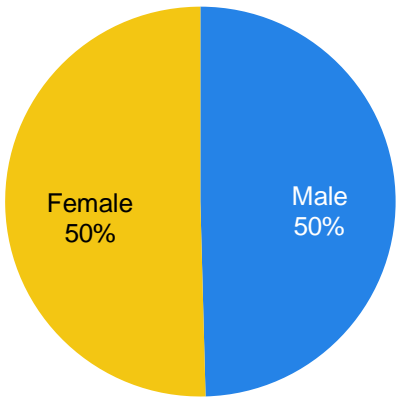
- Over half (51%) of all reports were screened out in FY19
- Just under half (46%) of all reports were accepted for investigation in FY19
- Nearly 2,000 more reports were screened out than accepted for investigation in FY19



# Services

# Sex of Dependent Youth – June 30, 2019

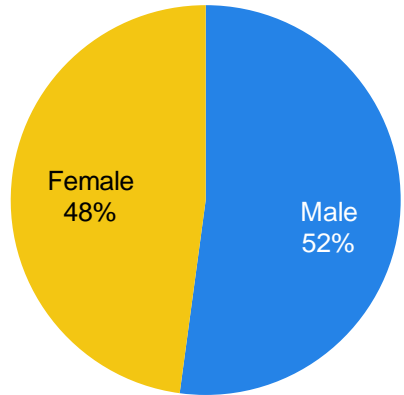
Figure 7. Sex of All Dependent Youth



N=8,577

- As of 6/30/19, the sex of dependent youth was evenly split

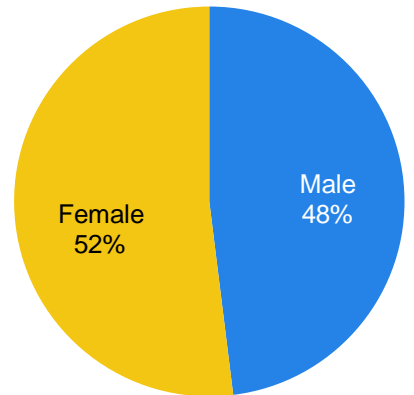
Figure 7a. Sex of Dependent In-Home Youth



N=3,213

- As of 6/30/19, there were slightly more males than females receiving **in-home services**

Figure 7b. Sex of Dependent Placement Youth



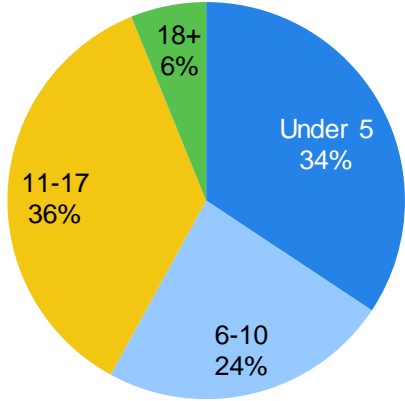
N=5,364

- As of 6/30/19, there were slightly more females than males in **placement**

Data run on 10/1/2019  
\*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

### Age of Dependent Youth – June 30, 2019

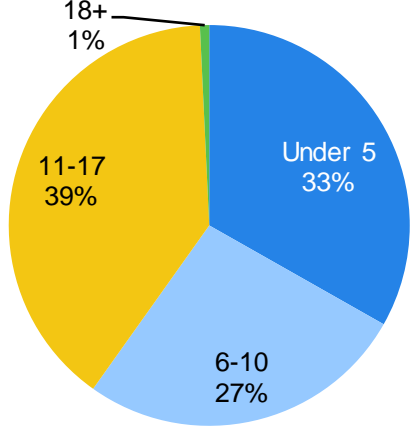
Figure 8. Age of All Dependent Youth



N=8,583

- Just over half (58%) of dependent youth in care on 6/30/19 were 10 years old or younger

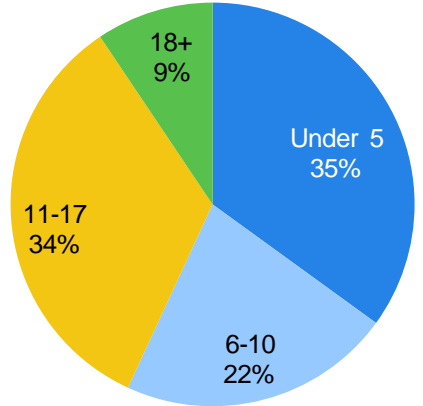
Figure 8a. Age of Dependent In-Home Youth



N=3,219

- Three in five (60%) dependent **in-home** youth on 6/30/19 were 10 years old or younger

Figure 8b. Age of Dependent Placement Youth



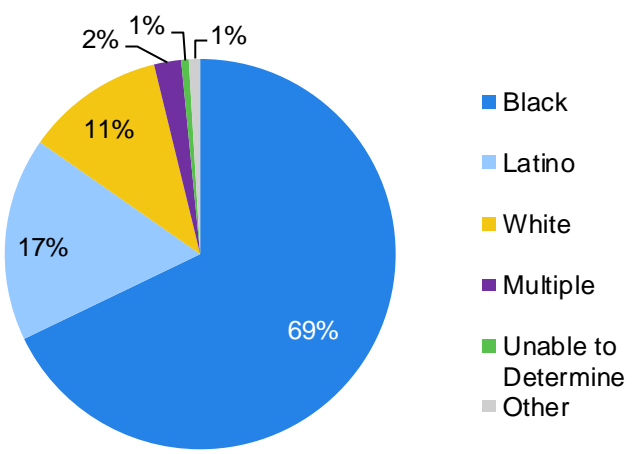
N=5,364

- Just over half (57%) of dependent **placement** youth in care on 6/30/19 were 10 years old or younger

Data run on 10/1/2019 \*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

# Race/Ethnicity of Dependent Youth – June 30, 2019

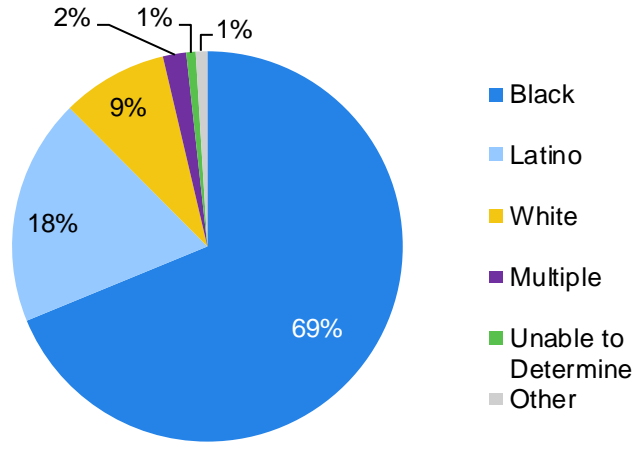
Figure 9. Race/Ethnicity of All Dependent Youth



N=8,585

- Over two thirds (69%) of dependent youth on 6/30/19 identified as Black
- Approximately 1 in 6 (17%) were Latino

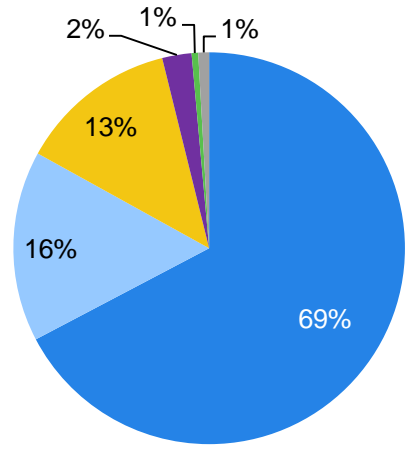
Figure 9a. Race/Ethnicity of Dependent In-Home Youth



N=3,220

- Over two thirds (69%) in-home youth on 6/30/19 identified as Black
- Approximately 1 in 6 (18%) were Latino

Figure 9b. Race/Ethnicity of Dependent Placement Youth



N=5,364

- Over two thirds (69%) of dependent placement youth on 6/30/19 identified as Black
- Approximately 1 in 6 (16%) were Latino

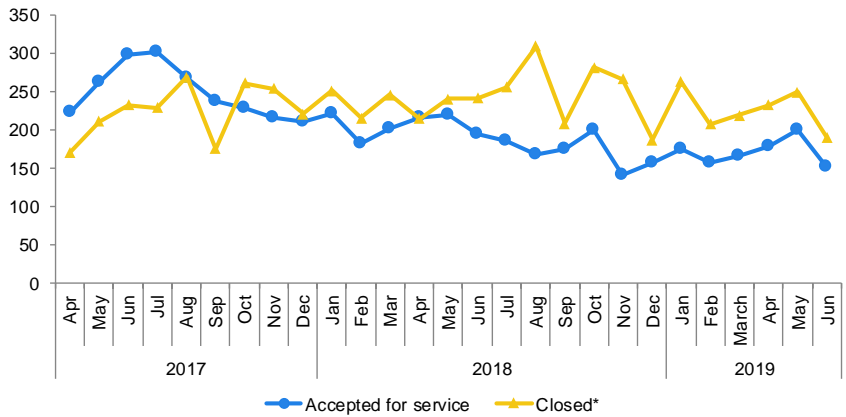
Data run on 10/1/2019

\*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age



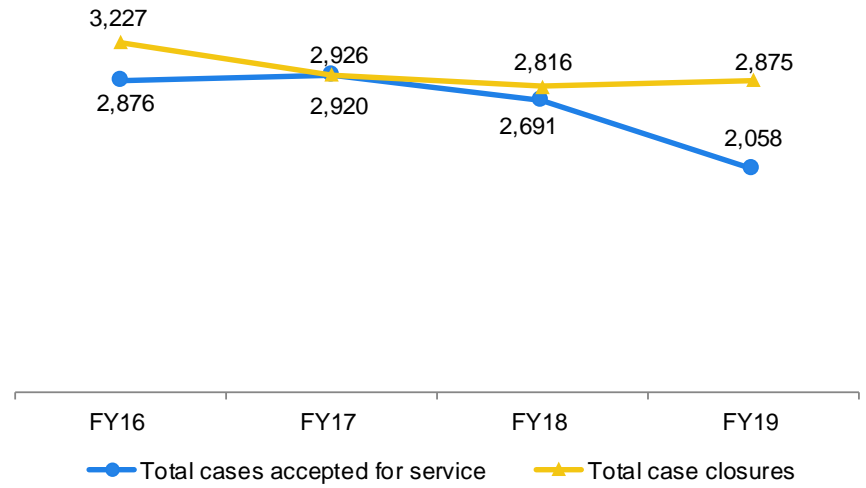
# Cases Accepted for Service and Cases Closed

Figure 10. Cases Accepted and Closed by Month



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

Figure 11. Cases Accepted and Closed by Fiscal Year

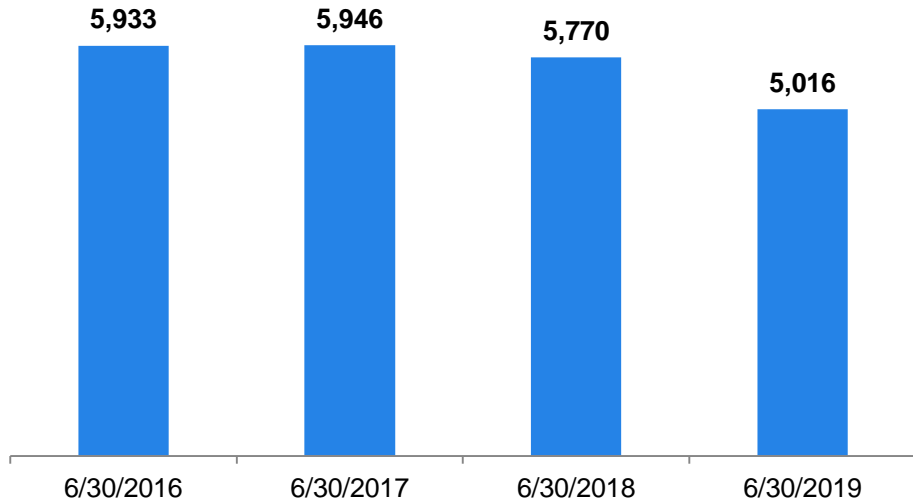


- There were 633 fewer cases accepted for service in FY19 than in FY18
- There were 817 more cases closed than accepted for service in FY19

Data run on 10/1/2019  
 \*Case closed or transferred to Non-CWO Services (Delinquent or Subsidy)

## Total Cases

Figure 12. Total Open Cases on June 30<sup>th</sup>



- There were just over 5,000 cases open on June 30, 2019—fewer cases than in the past four years.
  - There were 13% fewer cases open on June 30, 2019 than there were on June 30, 2018
  - There were 15% fewer cases open on June 30, 2019 than there were on June 30, 2016

# In-Home Services

Figure 13. Total Cases with In-Home Services

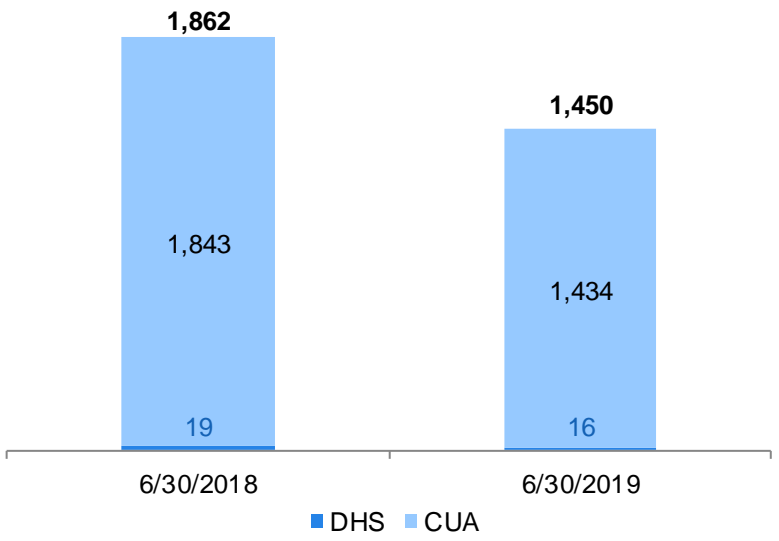
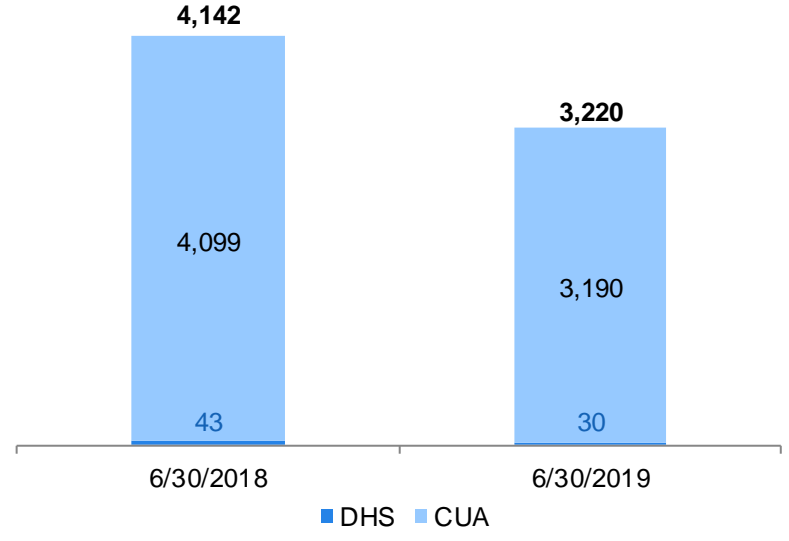


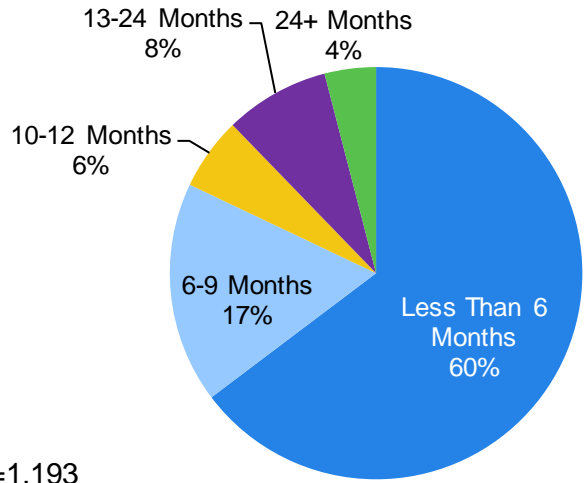
Figure 14. Total Children with In-Home Services



- There was a 22% decrease in both the number of cases and children receiving in-home services from 6/30/18 to 6/30/19
- CUAs provided in-home services for 99% of all in-home cases and children

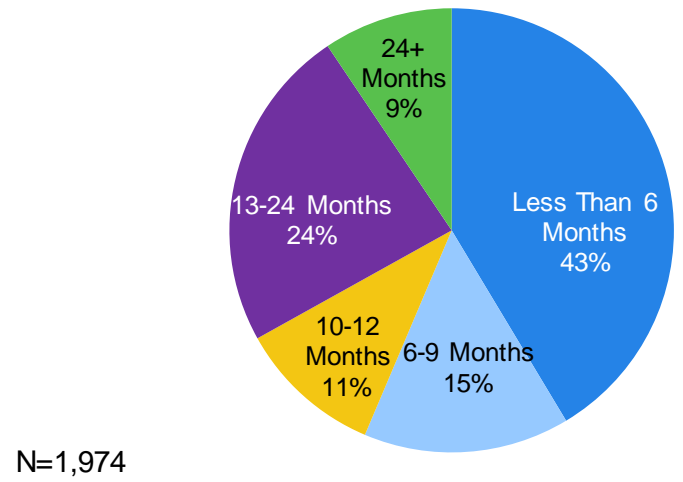
### In-Home Services

Figure 15. Length of In-Home Safety Services on June 30, 2019



- As of 6/30/19, 60% of in-home safety youth had been in service for less than 6 months

Figure 16. Length of In-Home Non-Safety Services on June 30, 2019



- As of 6/30/19, 43% of in-home non-safety youth had been in service for less than 6 months

Data run on 10/1/2019  
Youth whose service information had yet to be entered into the electronic database are excluded from these figures.

# Dependent Placement Services

Figure 17. Total Cases with Placement Services

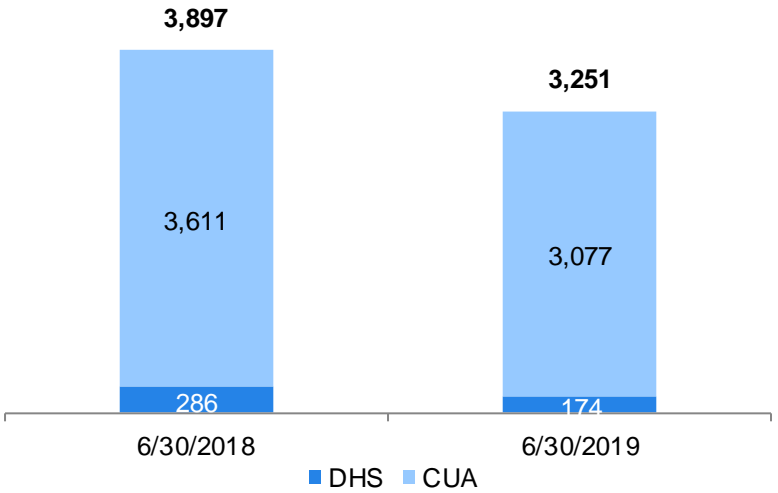
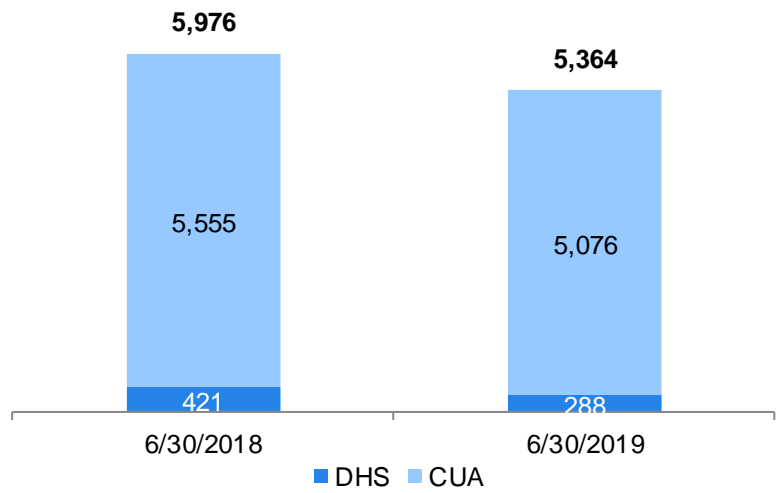


Figure 18. Total Children with Placement Services

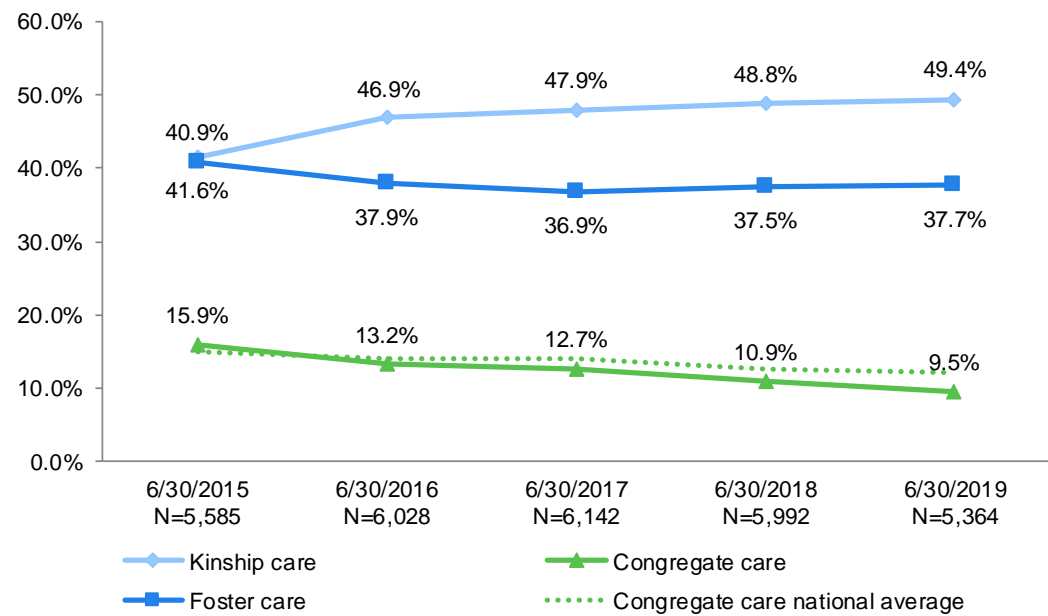


- Compared to 6/30/18, the total number of placement cases and youth on 6/30/19 declined by 17% and 10%, respectively
- CUA continued to manage about 95% of placement cases and placement youth

Data run on 10/1/2019  
DHS cases include those receiving services from the Ongoing Services Region (OSR), Adoption, and Special Investigations teams

# Dependent Placements

Figure 19. Dependent Placements on June 30<sup>th</sup> of Each Year



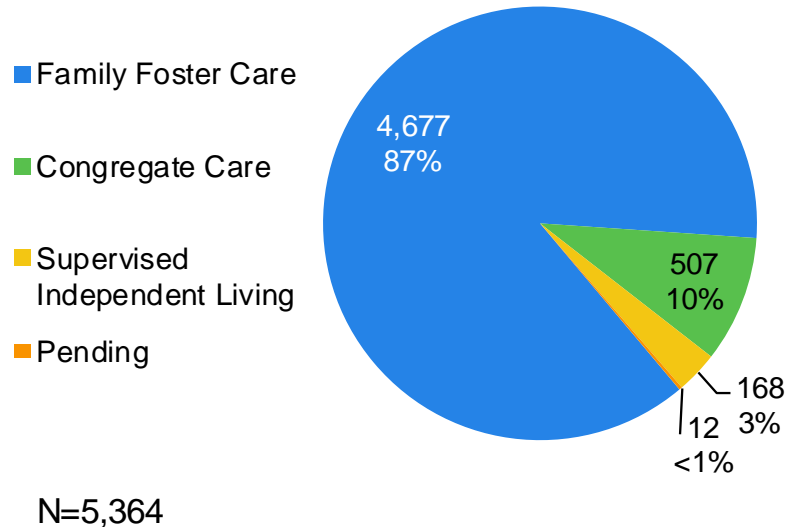
- The percentage of youth in kinship care has increased by nearly one percentage point each year with nearly half of all placement youth being placed with kin in 2019
- The percentage of youth in congregate care continues to decline and remained below the national average (12%)
- The total number of youth in placement declined by 10% from 6/30/18 to 6/30/19

Data Run on 10/1/2019

Congregate Care national average was calculated by aggregating national institution and group home totals reported in AFCARS Reports.

## Dependent Placement Services

Figure 20. Children in Dependent Placements on June 30, 2019 by Placement Type



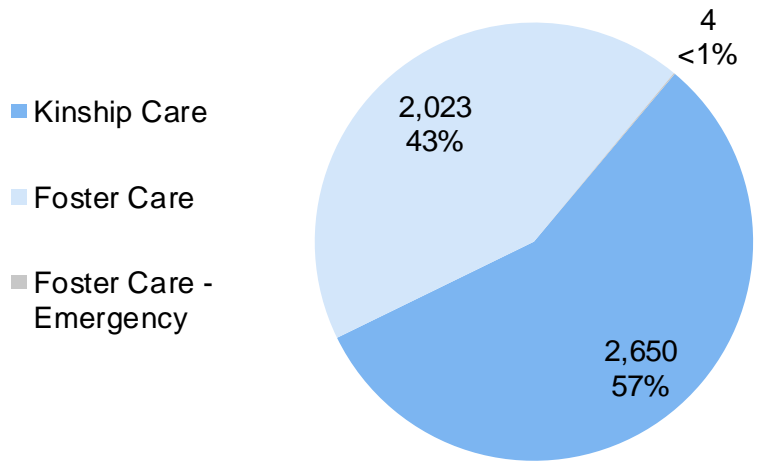
- A large majority (87%) of youth in placement on 6/30/19 were in family foster care
- 1 in 10 (10%) youth in placement on 6/30/19 were in congregate care

*As of 10/23/2019 there were 5,164 youth in dependent placement*

Data run on 10/1/2019  
 \*Pending youths' service information had yet to be entered into the electronic database as of the date the data were run  
 Percentages for Figure 20 have been rounded to the nearest whole number

# Dependent Placement Services

Figure 21. Children in Dependent Family Foster Care on June 30, 2019



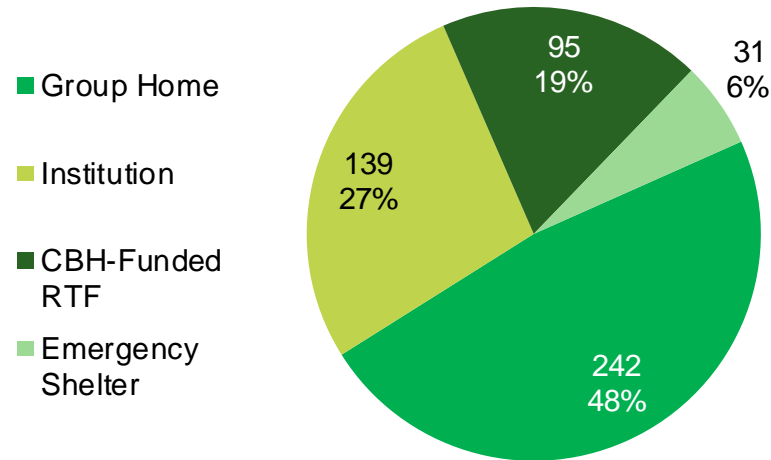
N=4,677

- More than half (57%) of family foster care youth were in kinship care on 6/30/19



## Dependent Placement Services

Figure 22. Children in Dependent Congregate Care on June 30, 2019

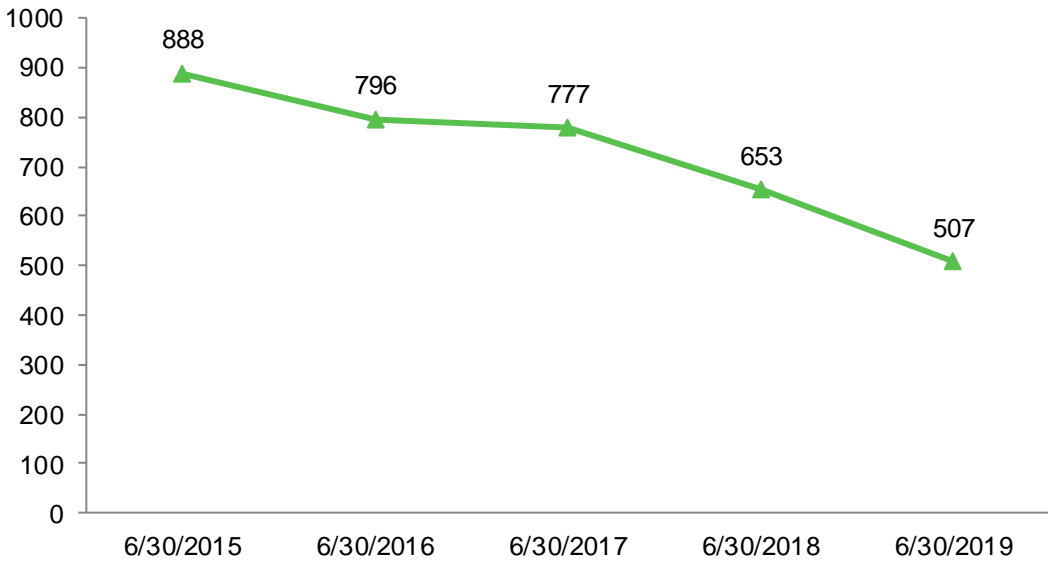


N=507

- Nearly half (48%) of congregate care youth were in a group home on 6/30/2019
- Just over a quarter (27%) were in a non-RTF institution
- 1 in 5 youth (19%) were in a CBH-funded RTF

# Dependent Placement Services

Figure 23. Dependent Congregate Care Totals on June 30<sup>th</sup>



- Since June 30, 2015, there has been a 34% drop in the total number of dependent youth in congregate care settings
- Dependent congregate care placements have decreased each year since 2015

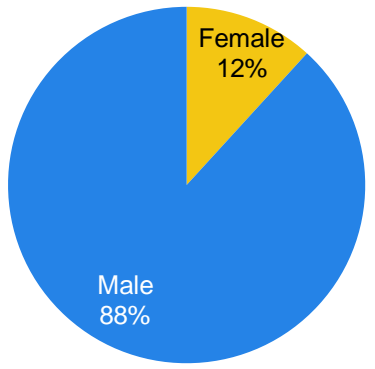
*As of 10/23/2019 there were 493 youth in dependent congregate care placement*

Data run on 10/1/2019

# Delinquent Youth Demographics – June 30, 2019

*PJJSC, Delinquent Congregate Care & Community Placements*

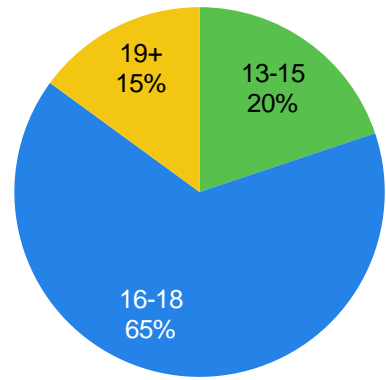
Figure 24. Sex



N=408

- As of 6/30/19, nearly 9 in 10 (88%) delinquent youth were male

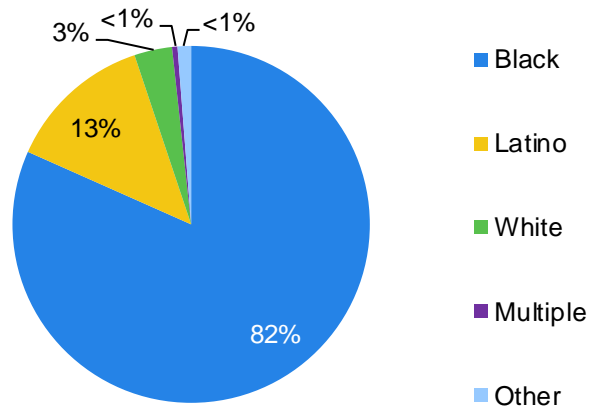
Figure 25. Age



N=408

- Almost two thirds (65%) of delinquent youth were between the ages of 16 and 18 years old

Figure 26. Race/Ethnicity



N=409

- Over 8 in 10 (82%) delinquent youth identified as Black

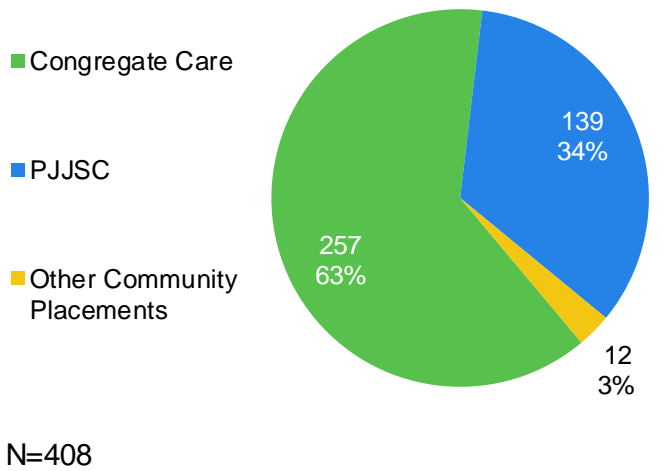
Data run on 10/1/2019

\*Sample size discrepancy is the result of unreported gender and birth date

# Delinquent Placement Services

## *PJJSC, Delinquent Congregate Care & Community Placements*

Figure 27. Children in Delinquent Placements on June 30, 2019 by Placement Type



- Nearly two thirds (63%) of youth in delinquent placements were in congregated care
- Of the 408 youth in a delinquent placement, 139 (34%) were housed at the Philadelphia Juvenile Justice Service Center (PJJSC)

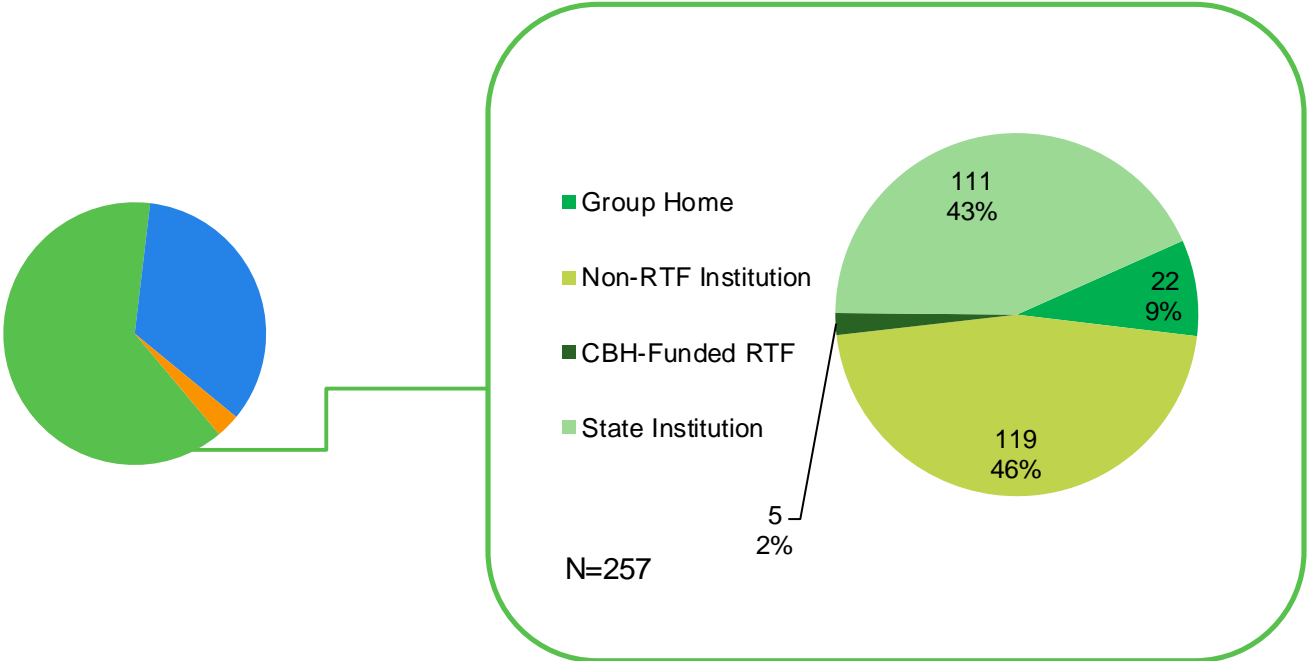
*As of 10/23/2019 there were 136 youth in the PJJSC and 240 youth in delinquent congregated care placement*

Data run on 10/1/2019  
"Other community placements" include foster care and supervised independent living  
Placement alternatives for Juvenile Justice youth, such as the GPS monitoring, are not included above because DHS does not monitor those youth

# Delinquent Placement Services

## *Delinquent Congregate Care*

Figure 28. Children in Delinquent Congregate Care on June 30, 2019

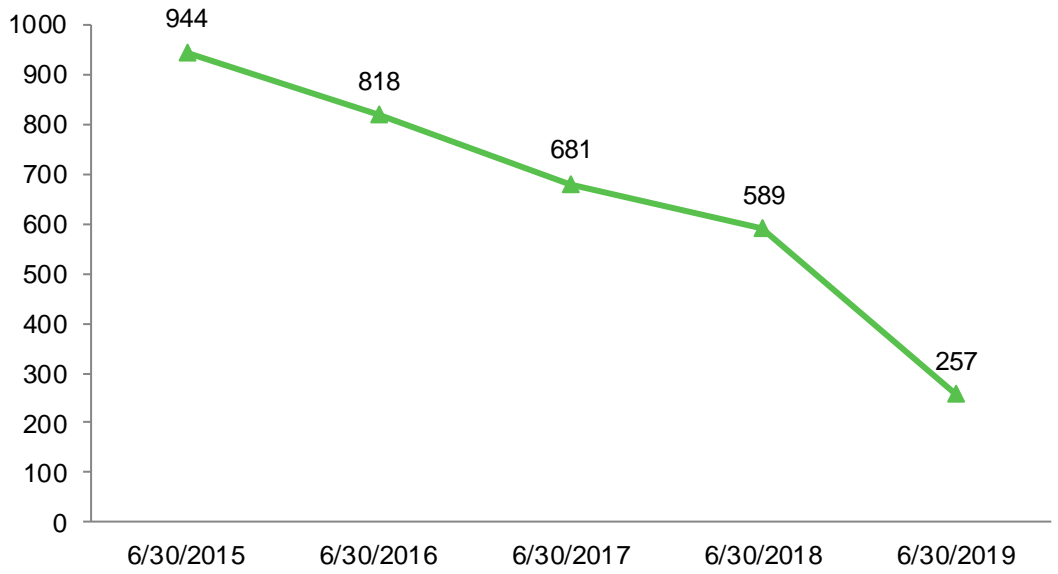


- Slightly under half of (46%) delinquent youth in congregate care were in a non-RTF, non-State institution
- Over four in ten (43%) youth in delinquent congregate care were in a state institution

# Delinquent Placement Services

## *Delinquent Congregate Care*

*Figure 29. Delinquent Congregate Care Totals on June 30<sup>th</sup>*



- Since June 30, 2015, there has been a 73% decrease in the total number of delinquent youth in congregate care settings
- Delinquent congregate care placements have decreased each year since 2015

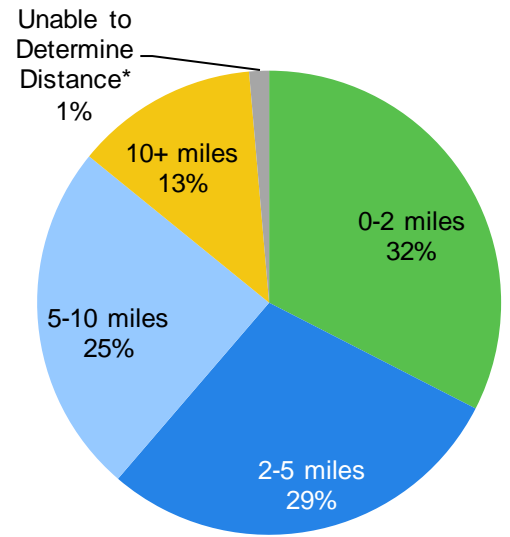
*As of 10/23/2019 there were 240 youth in delinquent congregate care placement*

Data run on 10/1/2019

# Family Foster Care Distance From Home

Figure 30. Distance from Home for CUA Youth in Family Foster Care as of June 30, 2019

CUA	0-2 miles	2-5 miles	5-10 miles	10+ miles	Unable to Determine Distance*
01 - NET (N=419)	39%	34%	17%	9%	1%
02 - APM (N=480)	38%	29%	21%	11%	0%
03 - TPFC (N=513)	31%	26%	23%	20%	0%
04 - CCS (N=324)	28%	27%	25%	19%	0%
05 - TPFC (N=676)	35%	30%	22%	11%	1%
06 - TABOR (N=322)	34%	23%	32%	9%	2%
07 - NET (N=386)	28%	41%	20%	10%	1%
08 - BETH (N=307)	23%	29%	35%	12%	1%
09 - TPFC (N=436)	32%	25%	27%	13%	3%
10 - TPFC (N=480)	31%	23%	30%	14%	3%



- A majority (61%) of family foster care youth lived within 5 miles of their home of origin, and 86% lived within 10 miles

Data run on 10/1/2019

"Unable to Determine Distance" included houses located outside of Philadelphia or incomplete addresses that could not be geocoded. Distances were calculated using ArcMap 10.6 GIS Software. 31

## Congregate Care Distance from Home

*Table 1. Distance between Dependent Congregate Care Youth and City Limits as of June 30, 2019*

Distance	# of Facilities	# of Youth
In Philadelphia	17	144
Within 5 Miles	9	182
5 - 10 Miles	12	50
10 - 25 Miles	10	38
25 - 50 Miles	10	60
50+ Miles	9	33
<b>Total</b>	<b>67</b>	<b>507</b>

- Nearly three quarters (74%) 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 June 30, 2019*

Distance	# of Facilities	# of Youth
In Philadelphia	2	6
Within 10 Miles	4	84
10 - 50 Miles	0	0
50 - 100 Miles	5	80
100 - 200 Miles	5	59
200+ Miles	6	28
<b>Total</b>	<b>22</b>	<b>257</b>

- Over one third (35%) of delinquent congregate care youth were placed within 10 miles of Philadelphia city limits
- Nearly two thirds (65%) of delinquent congregate care youth were placed at least 50 miles from the city limits, with one-third (34%) being at least 100 miles from Philadelphia

## Caseload

*Table 3. CUA Case Management Workers' Caseload Distribution on June 30, 2019*

CUA	Total workers	Total cases	Median caseload	Average caseload
01 – NET	47	416	10	8.9
02 – APM	36	467	15	13.0
03 – TPFC	41	489	12	11.9
04 – CCS	38	344	9	9.1
05 – TPFC	61	749	14	12.3
06 – TABOR	29	351	13	12.1
07 – NET	48	413	10	8.6
08 – BETH	25	320	15	12.8
09 – TPFC	47	470	10	10.0
10 – TPFC	46	460	10	10.0
<b>Overall</b>	<b>418</b>	<b>4,479</b>	<b>11</b>	<b>10.9</b>

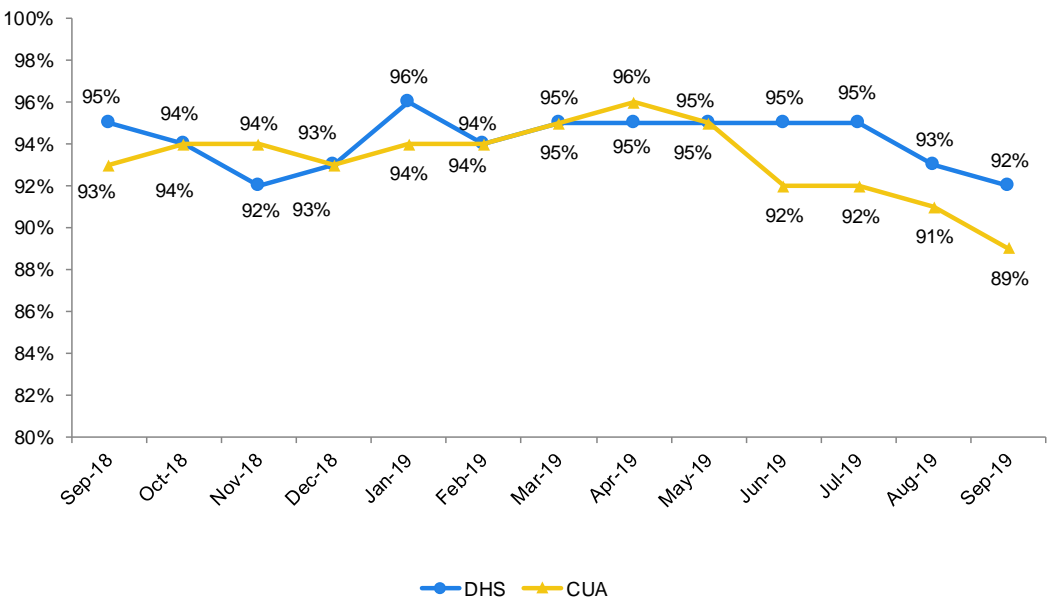
*Table 4. DHS Ongoing Service Region Case Management Workers' Caseload Distribution on June 30, 2019*

DHS	Total workers	Total cases	Median caseload	Average caseload
OSR	14	158	12	11.3

- CUA and DHS had an average caseload of 11 cases per worker
- NET 7 had the lowest average caseload (8.6), and APM had the highest (13.0)

# Monthly Visitation

Figure 31. DHS and CUA Visitation Rates by Month

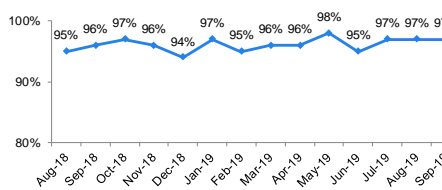


- DHS maintained visitation rates at or above 92% in calendar year 2019
- During calendar year 2019, CUAs average monthly visitation rate has ranged from 89% to 96% (in September and April, respectively)

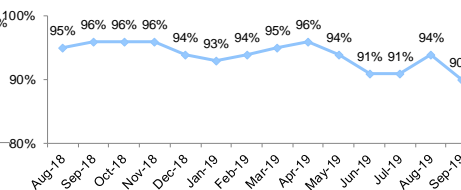
# Monthly Visitation Rates by CUA

Figure 32. Visitation Rates by CUA

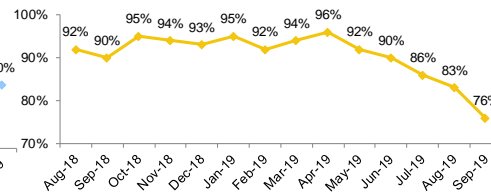
NET Community Care - 1



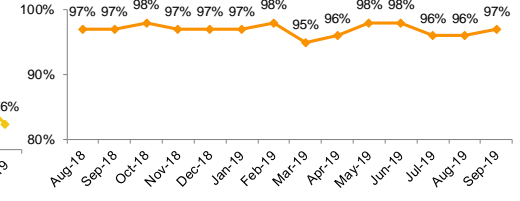
APM - 2



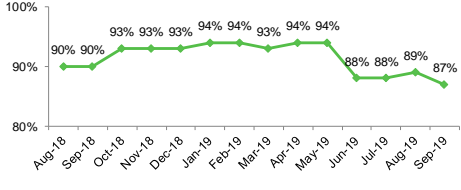
Turning Points for Children - 3



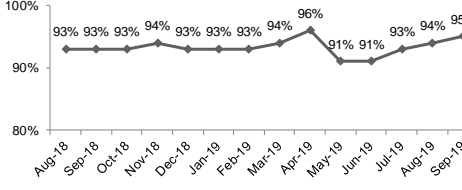
Catholic Community Services - 4



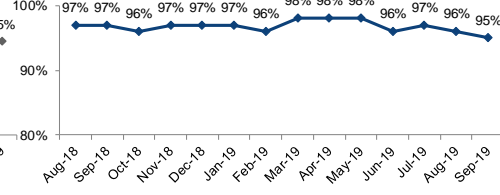
Turning Points for Children - 5



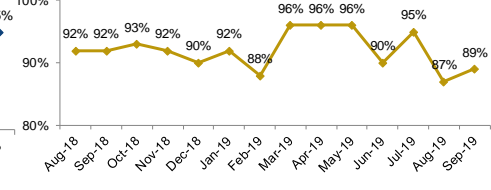
Tabor - 6



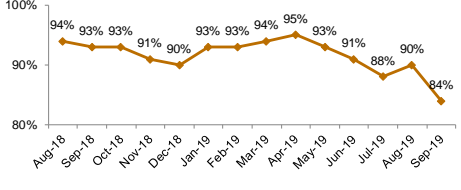
NET Community Care - 7



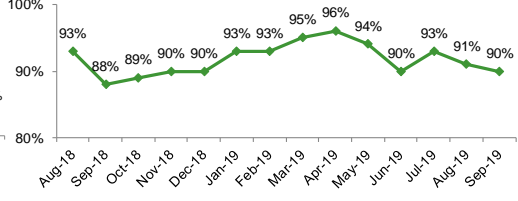
Bethanna - 8



Turning Points for Children - 9



Turning Points for Children - 10



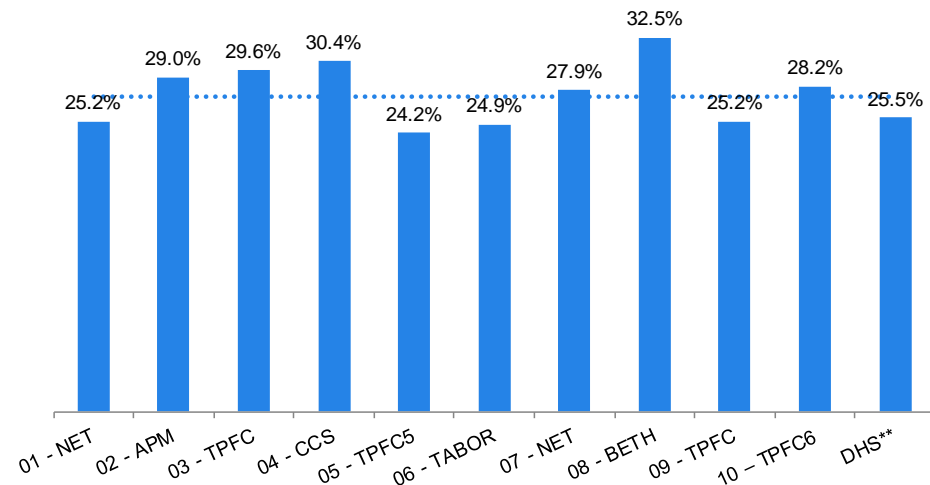
- 9 of 10 CUAs had visitation rates of at least 90% for all of FY19 Q4
- CUAs 1, 4 and 7 maintained visitation rates above 95% for FY19



# Permanency

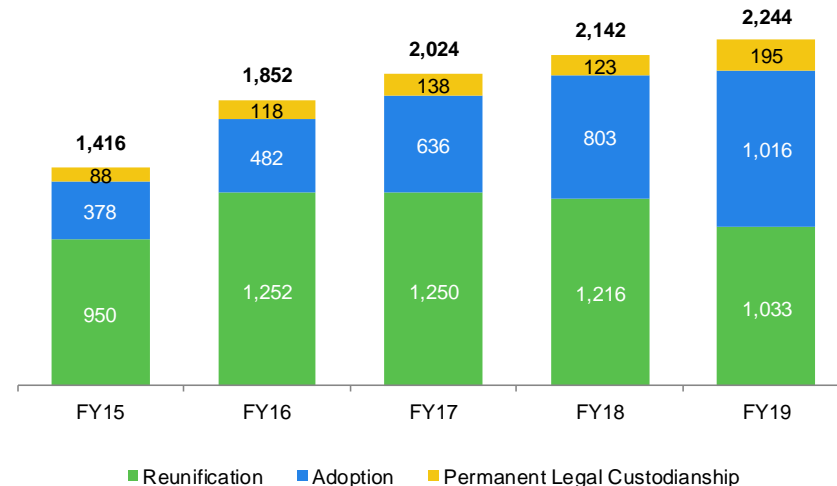
## Permanency Rates and Totals

Figure 33. Permanency Rates by CUA



- The system wide permanency rate was 27.9% for FY19. This is slightly higher than the FY18 (25%) and FY17 (24%) rate

Figure 34. Permanency Totals by Permanency Type

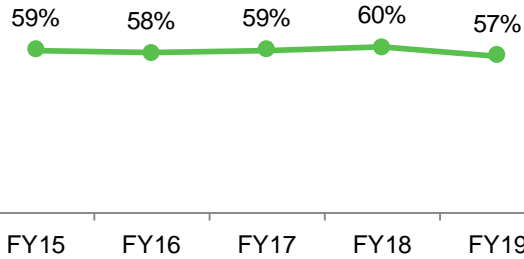


- Nearly half (46%) of FY19 permanencies were reunifications
- The proportion of adoptions increased from 27% in FY15 to 45% in FY19

# Permanency Timeliness

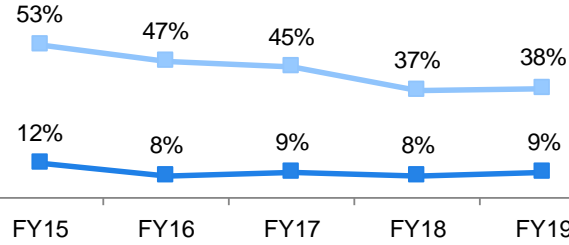
Figure 35. Timeliness of Permanency

## Reunification



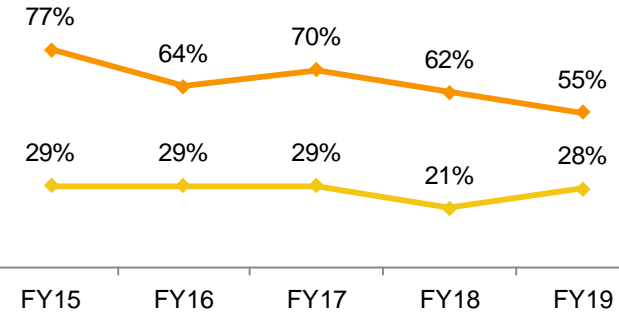
● Reunification within 1 year

## 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

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

- The rate for PLC within two years rose from FY18 to FY19, but the three-year rate declined



# Questions?



Department of  
**Human Services**  
CITY OF PHILADELPHIA