



Quarterly Indicators Report

Fiscal Year 2020 Quarter 1
July 1, 2019 – September 30, 2019



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

- **Continue to screen out more reports than accept for investigation.** Over 500 more reports were screened out as opposed to accepted for investigation during Fiscal Year 2020 Quarter 1.
- **Continue to close more cases than accept for service.** There were nearly 200 more cases closed than opened during Fiscal Year 2020 Quarter 1.
- **Emphasis on kinship care and decrease in congregate care.** More than half (57%) of the youth in family foster care on September 30, 2019 were in kinship care, and only 9% of dependent youth in placement were in congregate care. Over the last four years, the delinquent congregate care population has declined by 72%.
- **Many youth live close to home.** Three in five (60%) youth in kinship care or foster care on September 30, 2019 lived within 5 miles of their home, and most (85%) 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 permanency timeliness.** Reunification, 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

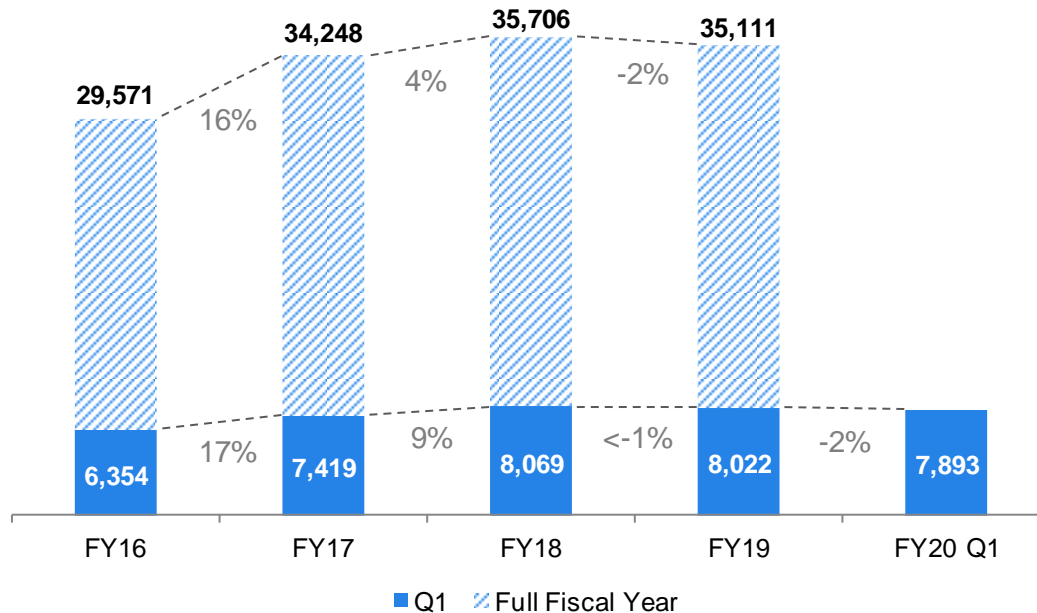




Hotline and Investigations

Call Volume

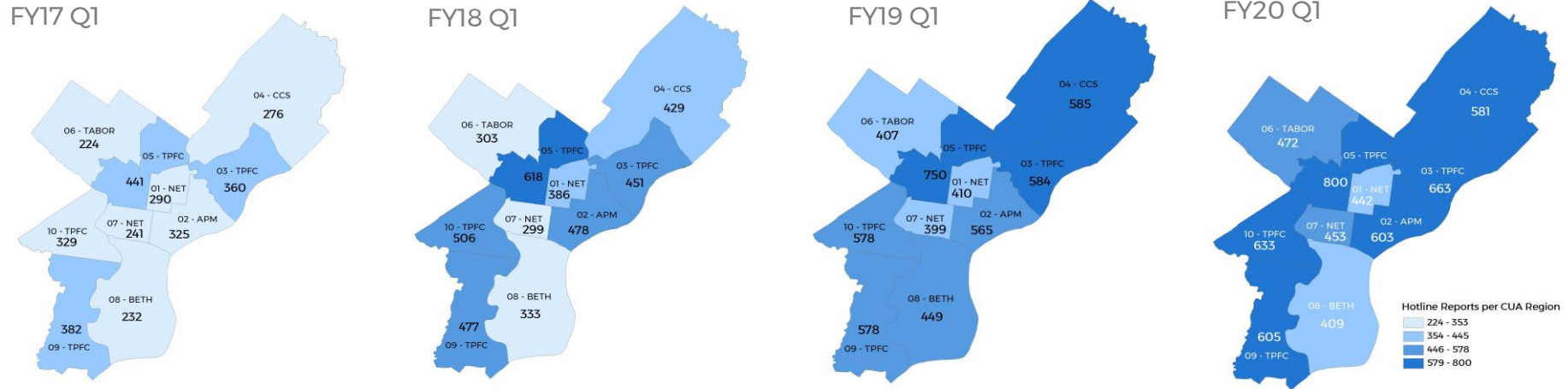
Figure 1. Total Hotline Reports



- Quarter 1 Hotline reports have remained stable from FY18 through FY20, averaging about 8,000 total reports
- For the first time since 2015 IOC implementation, there was a decrease in full fiscal year Hotline reports from the fiscal year prior
- On average, there were 86 calls per day in FY20 Q1

Call Volume

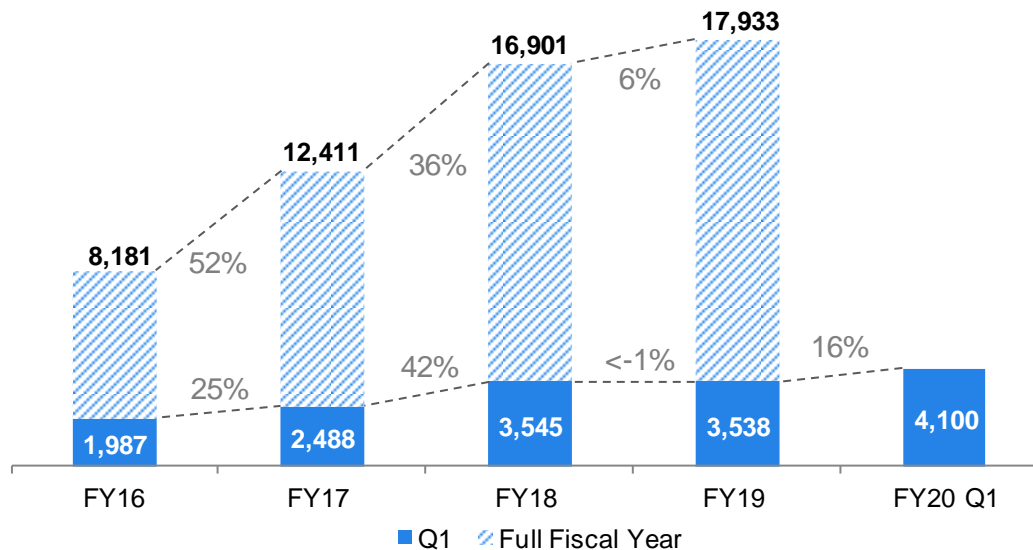
Figure 2. Hotline Reports by CUA Region



- 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%
- 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

Hotline Decisions

Figure 3. Total Screen Outs

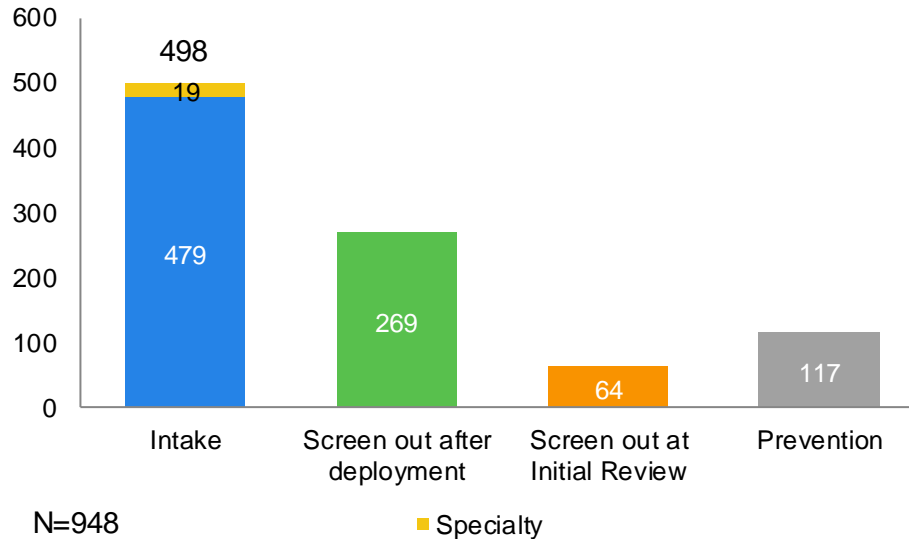


- There were more than twice as many screen outs in FY20 Q1 as there were in FY16 Q1
- The total number of screen outs per full fiscal year continued to increase, though the increase from year to year has slowed
- Quarter 1 screen outs have increased by 106% since FY16

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

Hotline Decisions

Figure 4. Fiscal Year 2020 Q1 Secondary Screen Outs

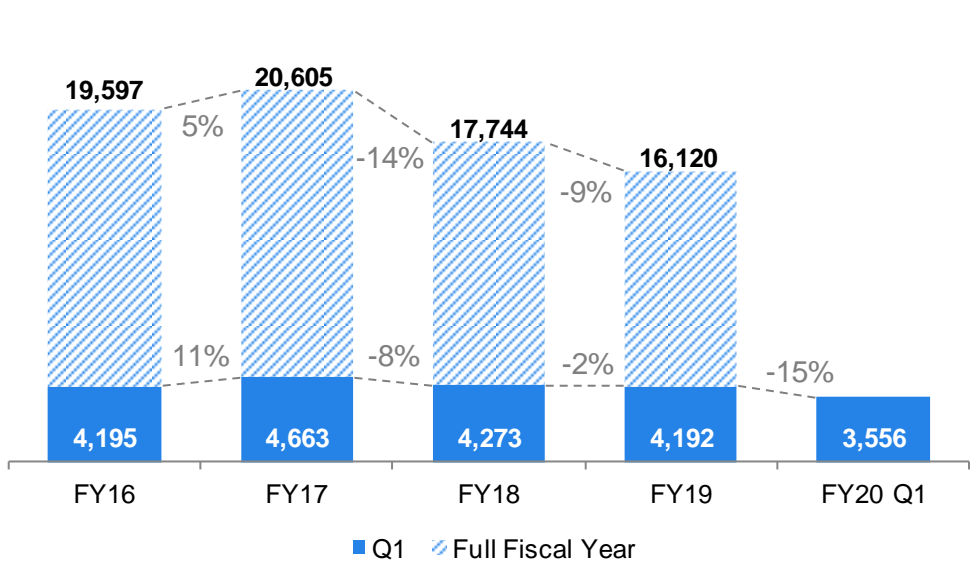


- Over half (53%) of all secondary screen out cases were sent to Intake during FY20 Q1
- Over a third of all cases were screened out; 28% were screened out after deployment, and 7% were screened out at initial review
- Over one in ten (12%) secondary screen out cases were referred to Prevention

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

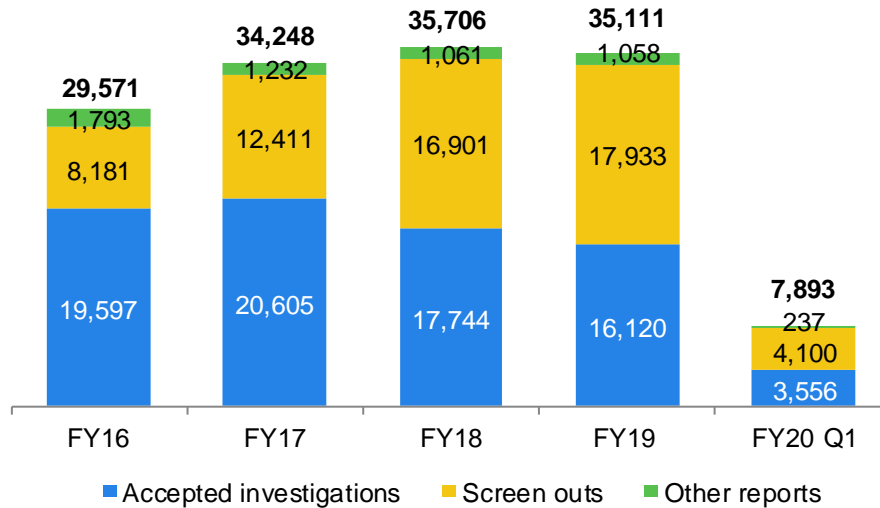
Figure 5. Total Investigations



- Total Q1 investigations have declined every fiscal year since FY17
- FY20 Q1 had the fewest investigations since IOC was implemented (3,713 investigations in FY15 Q1)

Hotline Decisions

Figure 6. Hotline Action

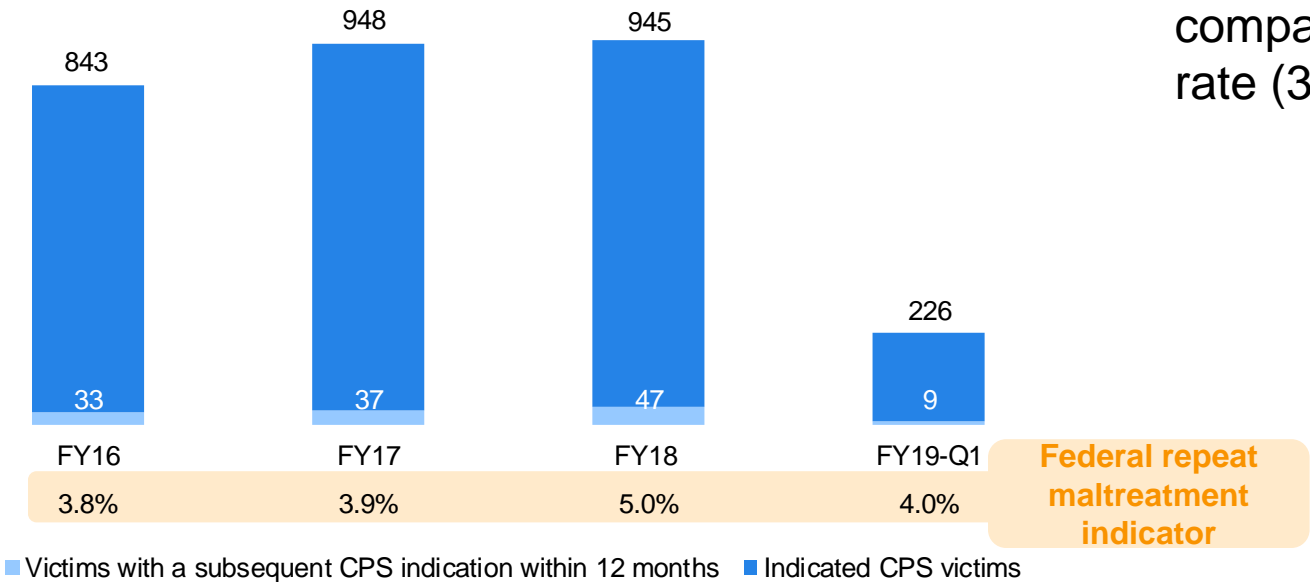


- Following the trend from FY19, over half (52%) of all reports were screened out in FY20 Q1
- Just under half (45%) of all reports were accepted for investigation in FY20 Q1

Repeat Maltreatment: Federal Measure

The federal measure for repeat maltreatment looks at the number of indicated CPS victims within a 12-month period and examines how many had another indicated report within the **following** year.

Figure 7. Repeat Maltreatment: Federal Measure

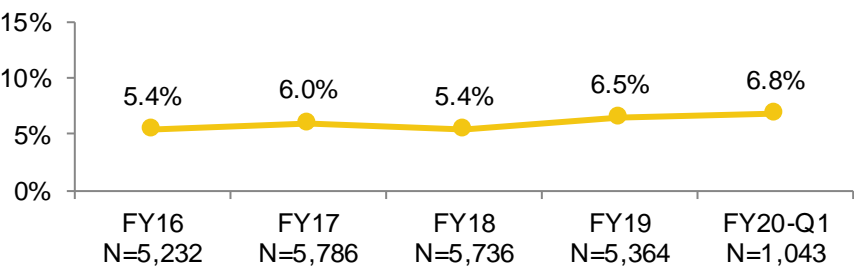


- FY 19 Q1 rate (4%) was comparable to the FY 17 rate (3.9%)

Repeat Maltreatment: State Measure

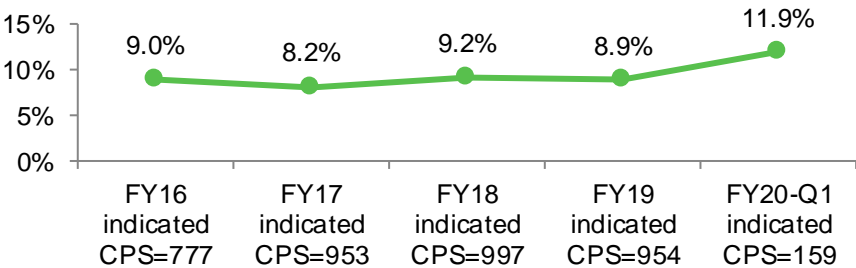
The Pennsylvania measure for repeat maltreatment looks at the number of CPS reports received during a specific time-period and identifies those children who had a **previous** indication of abuse.

Figure 8. CPS Reports with Suspected Re-Abuse



- The rate of CPS reports with suspected re-abuse has increased slightly (1.4 percentage points) from FY 16 to FY 20 Q1

Figure 9. Indicated CPS Reports with Re-Abuse



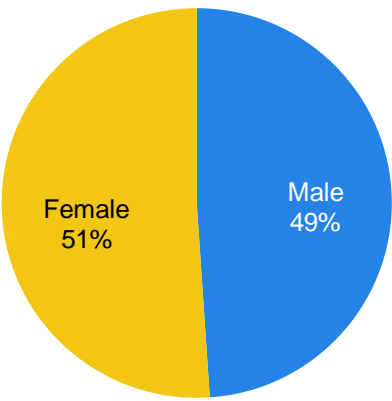
- The FY20 Q1 rate of indicated CPS reports with re-abuse was three percentage points higher than the FY 19 full fiscal year rate



Services

Sex of Dependent Youth – Sept. 30, 2019

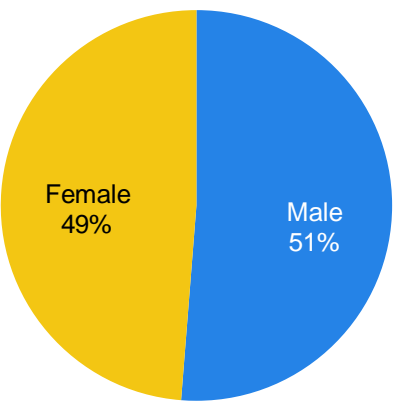
Figure 10. Sex of All Dependent Youth



N=8,148

- As of 9/30/19, there were slightly more females receiving dependent services

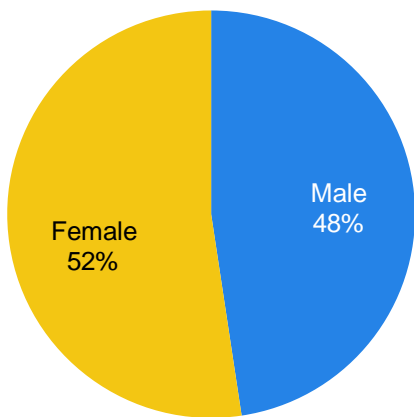
Figure 10a. Sex of Dependent In-Home Youth



N=2,958

- As of 9/30/19, there were slightly more males than females receiving **in-home services**

Figure 10b. Sex of Dependent Placement Youth



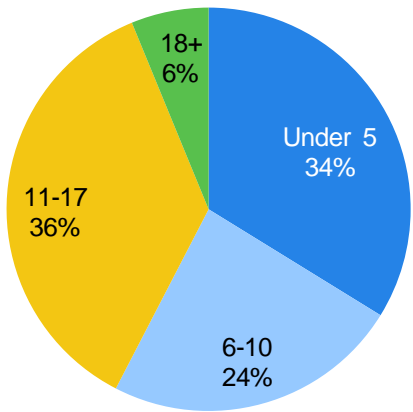
N=5,190

- As of 9/30/19, there were slightly more females than males in dependent **placement**

Data run on 12/12/2019
*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

Age of Dependent Youth – Sept. 30, 2019

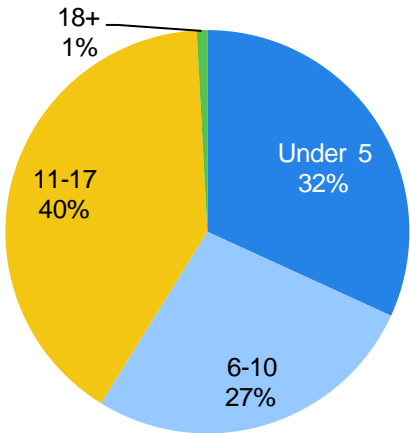
Figure 11. Age of All Dependent Youth



N=8,159

- Over half (58%) of dependent youth (placement and in-home) on 9/30/19 were 10 years old or younger

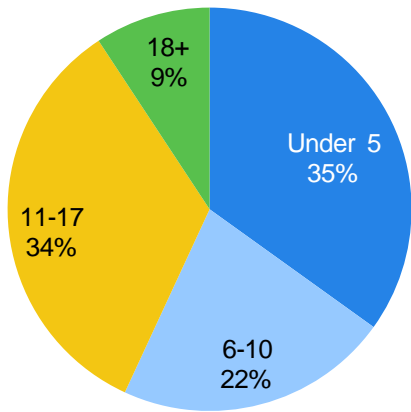
Figure 11a. Age of Dependent In-Home Youth



N=2,965

- Three in five (59%) dependent **in-home** youth on 9/30/19 were 10 years old or younger

Figure 11b. Age of Dependent Placement Youth



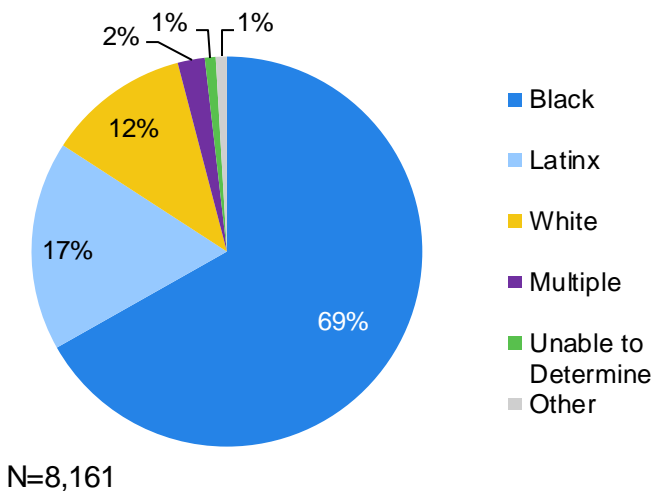
N=5,194

- Over half (57%) of dependent **placement** youth in care on 9/30/19 were 10 years old or younger

Data run on 12/12/2019
*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

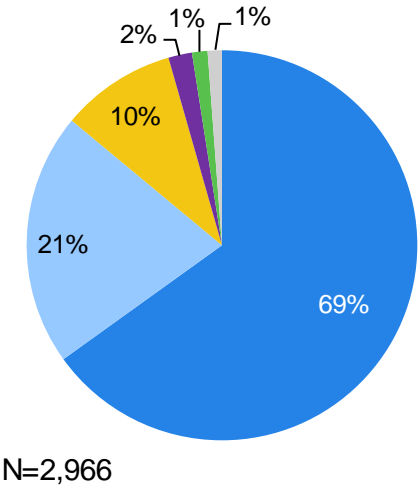
Race/Ethnicity of Dependent Youth – Sept. 30, 2019

Figure 12. Race/Ethnicity of All Dependent Youth



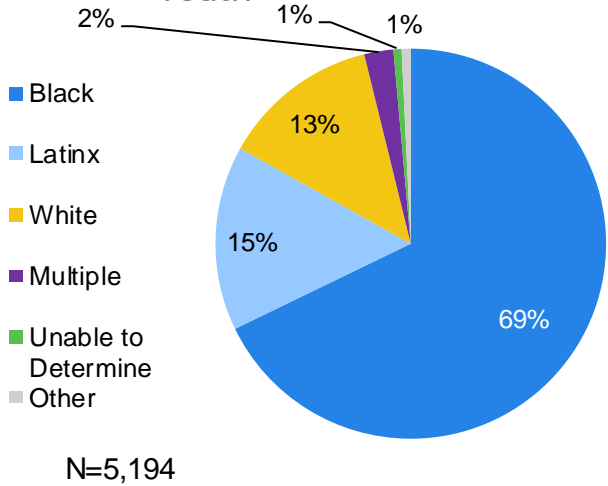
- Over two thirds (69%) of dependent youth on 9/30/19 identified as Black
- Approximately 1 in 6 (17%) were Latinx

Figure 12a. Race/Ethnicity of Dependent In-Home Youth



- Over two thirds (69%) of in-home youth on 9/30/19 identified as Black
- Approximately 1 in 5 (21%) were Latinx

Figure 12b. Race/Ethnicity of Dependent Placement Youth

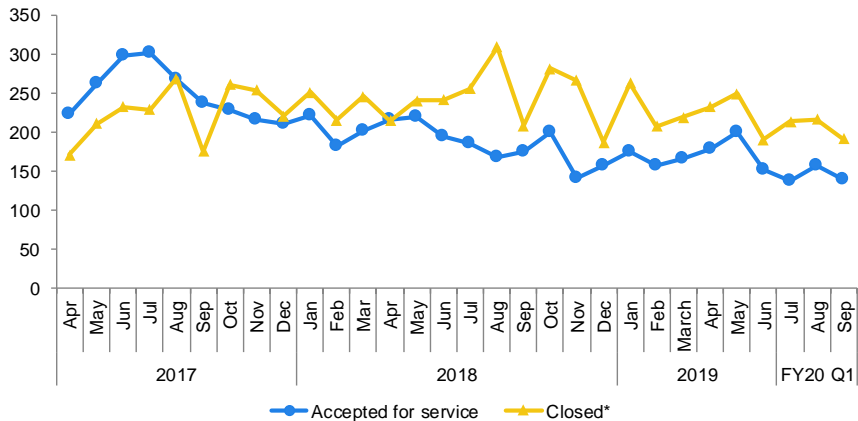


- Over two thirds (69%) of dependent placement youth on 6/30/19 identified as Black
- Approximately 1 in 6 (15%) were Latinx

Data run on 12/12/2019
*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

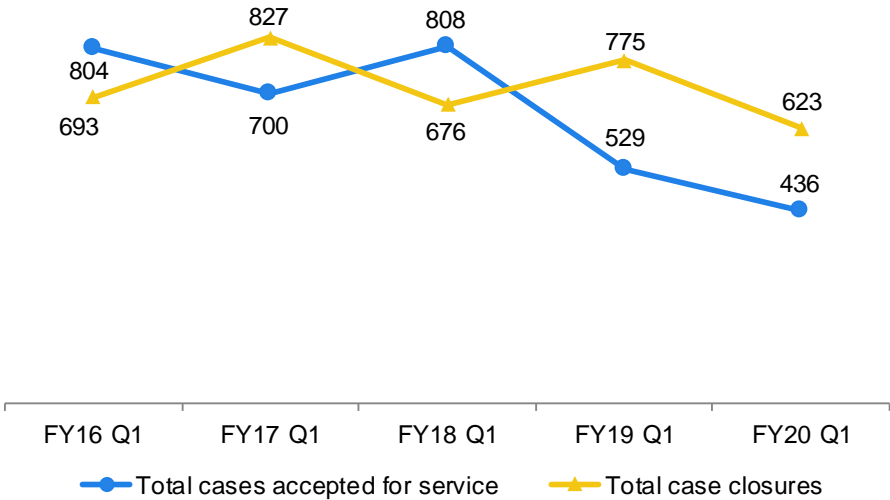
Cases Accepted for Service and Cases Closed

Figure 13. Cases Accepted and Closed by Month



- There have been more cases closed than opened every month since April 2018

Figure 14. Cases Accepted and Closed by Fiscal Year

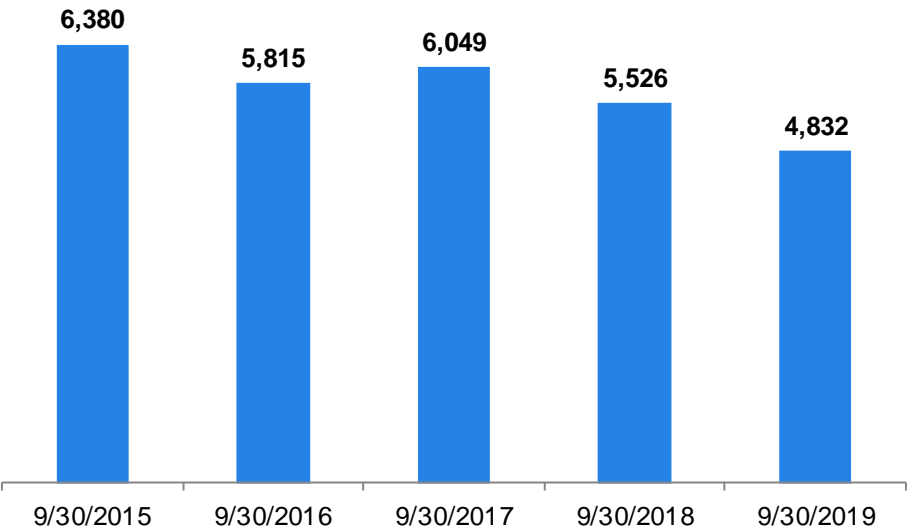


- There were 187 more cases closed than accepted for service in FY20 Q1
- There were nearly 100 fewer cases accepted for service in FY20 Q1 than FY19 Q1

Data run on 12/11/2019
*Case closed includes those transferred to Non-CWO Services (Delinquent or Subsidy)

Total Cases

Figure 15. Total Open Cases on Sept 30th

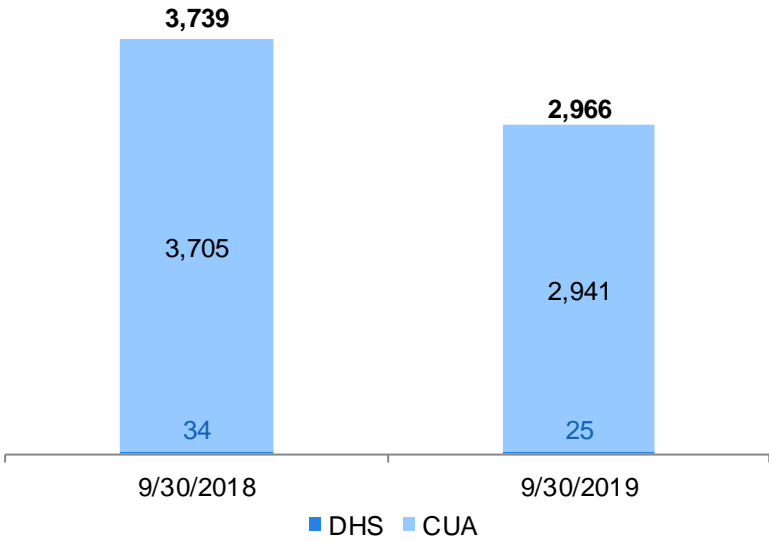
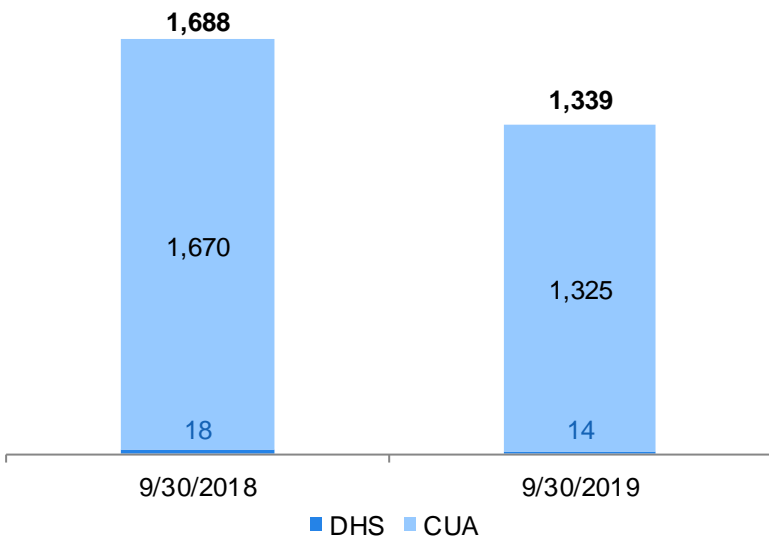


- There were under 5,000 cases open on September 30, 2019—fewer cases than in the past four years.
 - There were 13% fewer cases open on Sept. 30, 2019 than there were on Sept. 30, 2018
 - There were 24% fewer cases open on Sept. 30, 2019 than there were on Sept. 30, 2015

In-Home Services

Figure 16. Total Cases with In-Home Services

Figure 17. Total Children with In-Home Services



- Compared to 9/30/18, the total number of placement cases and youth on 9/30/19 both declined by 21%
- CUAs provided in-home services for 99% of all in-home cases and children

In-Home Services

Figure 18. Total Cases with In-Home Services by Service Type

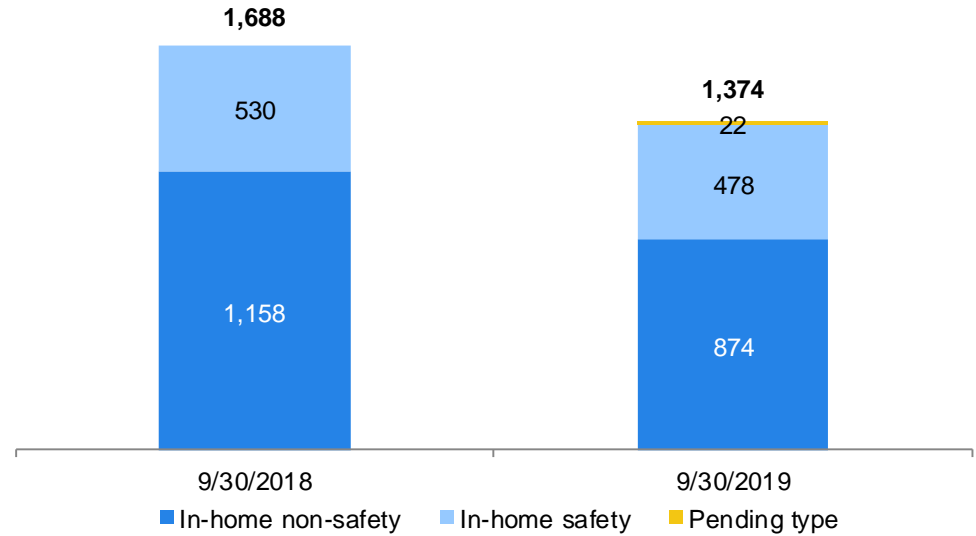
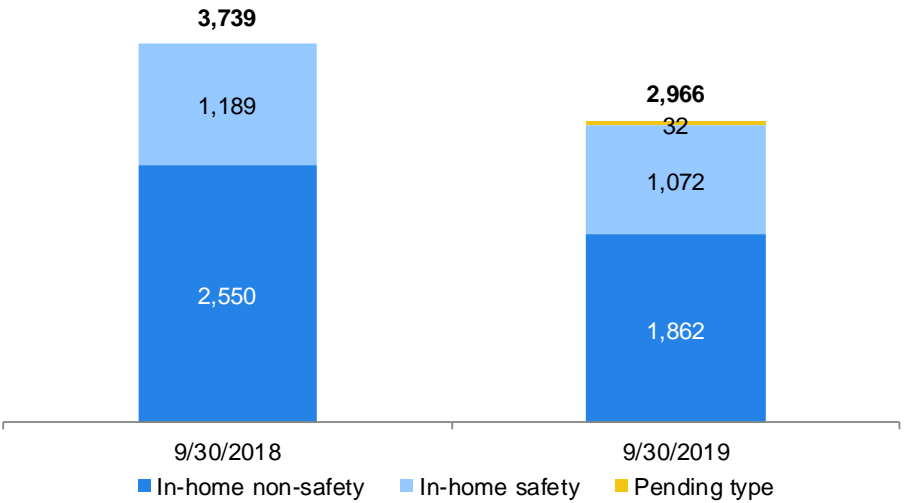


Figure 19. Total Children with In-Home Services by Service Type

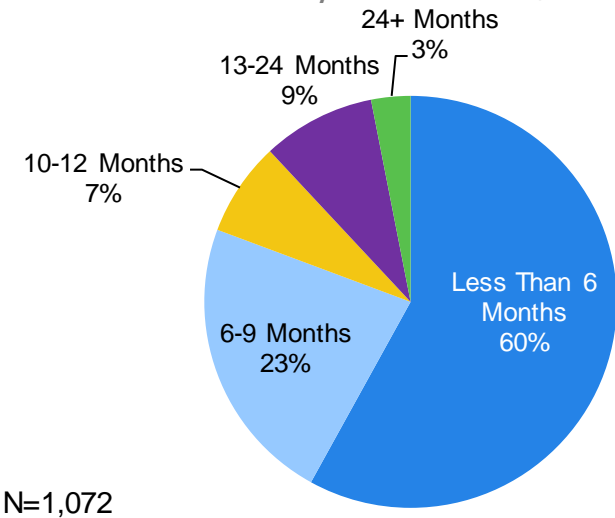


- There were fewer cases and fewer youth with in-home safety and non-safety services on 9/30/19 than on 9/30/18
- A lower proportion of cases had in-home non-safety services on 9/30/19 (64%) than on 9/30/18 (69%). The same was true for youth (63% in 2019 and 68% in 2018)

Data run on 12/11/2019
If case included multiple children, some with in-home safety services and others with non-safety services, that case is counted twice.

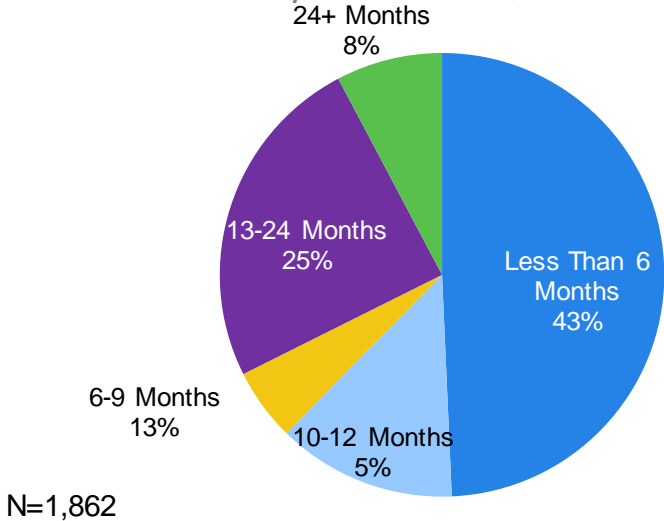
In-Home Services

Figure 20. Length of In-Home Safety Services on September 30, 2019



- As of 9/30/19, 60% of in-home safety youth had been in service for less than 6 months

Figure 21. Length of In-Home Non-Safety Services on September 30, 2019



- As of 9/30/19, 43% of in-home non-safety youth had been in service for less than 6 months

Dependent Placement Services

Figure 22. Total Cases with Placement Services

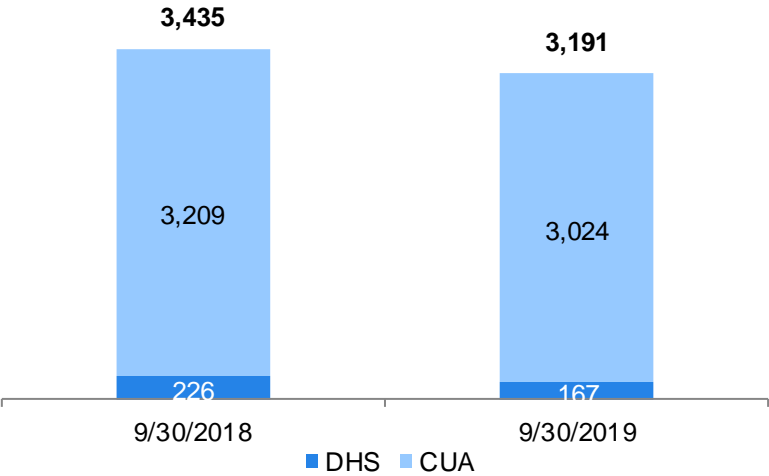
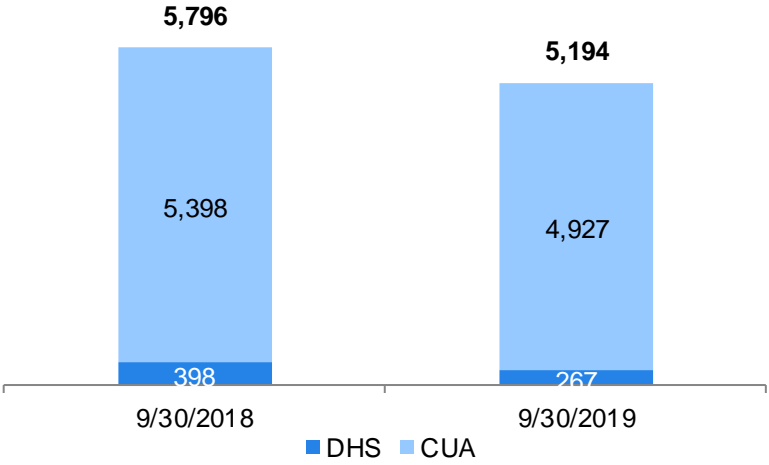


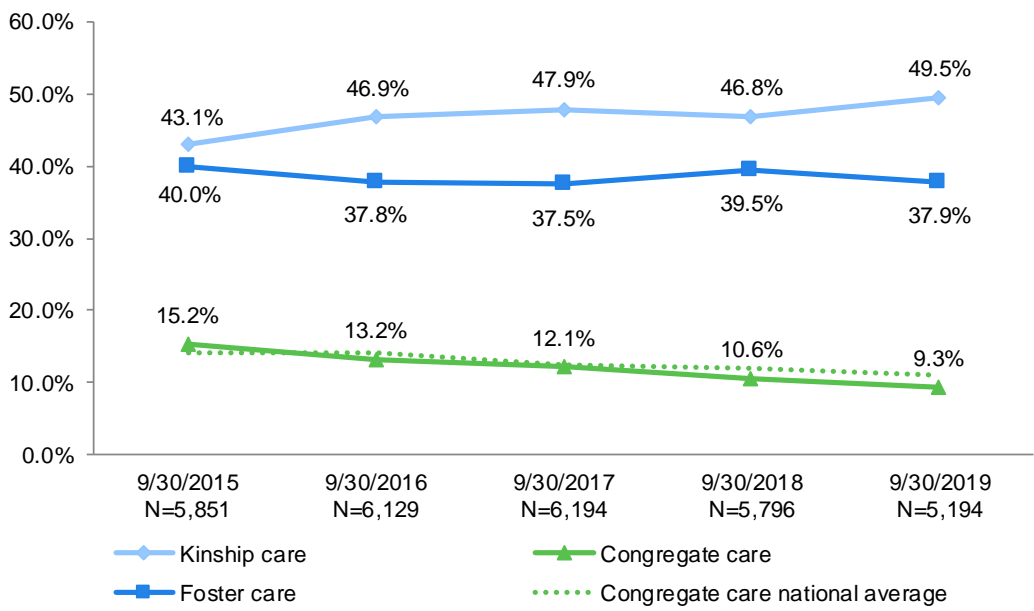
Figure 23. Total Children with Placement Services



- Compared to 9/30/18, the total number of placement cases and youth on 9/30/19 declined by 7% and 10%, respectively
- CUA continued to manage about 95% of placement cases and placement youth

Dependent Placements

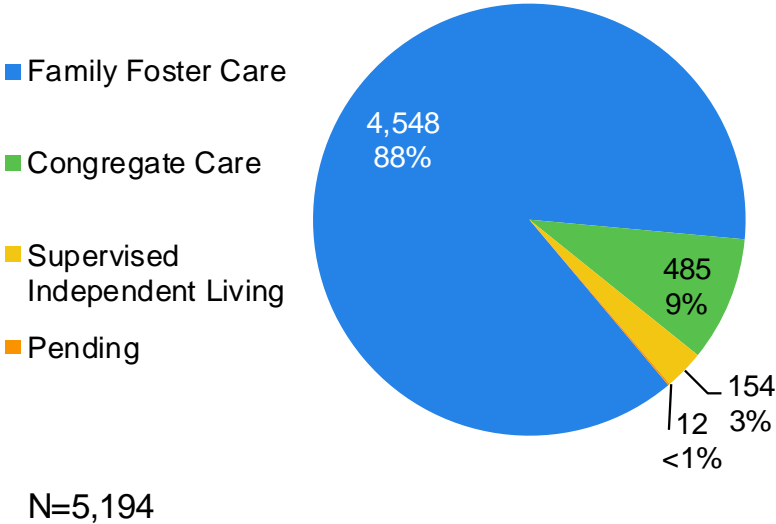
Figure 24. Dependent Placements on Sept 30th of Each Year



- Nearly half of all placement youth were placed with kin as of 9/30/19
- The percentage of youth in congregate care continued to decline (9% on 9/30/19) and remained below the national average (11%)
- The total number of youth in placement declined by 10% from 9/30/18 to 9/30/19

Dependent Placement Services

Figure 25. Children in Dependent Placements on Sept. 30, 2019 by Placement Type



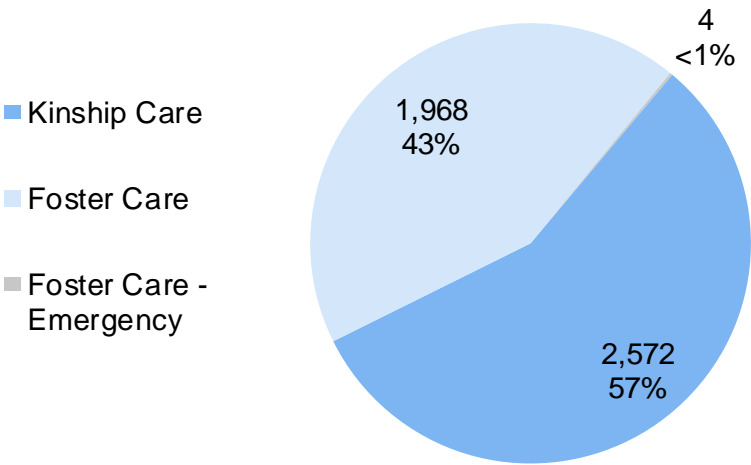
- A large majority (88%) of youth in placement on 9/30/19 were in family foster care
- Fewer than 1 in 10 (9%) youth in placement on 9/30/19 were in congregate care

As of 1/22/2020 there were 5,051 youth in dependent placement

Data run on 12/12/2019
*Pending youths' service information had yet to be entered into the electronic database as of the date the data were run
Percentages for Figure 25 have been rounded to the nearest whole number

Dependent Placement Services

Figure 26. Children in Dependent Family Foster Care on Sept. 30, 2019

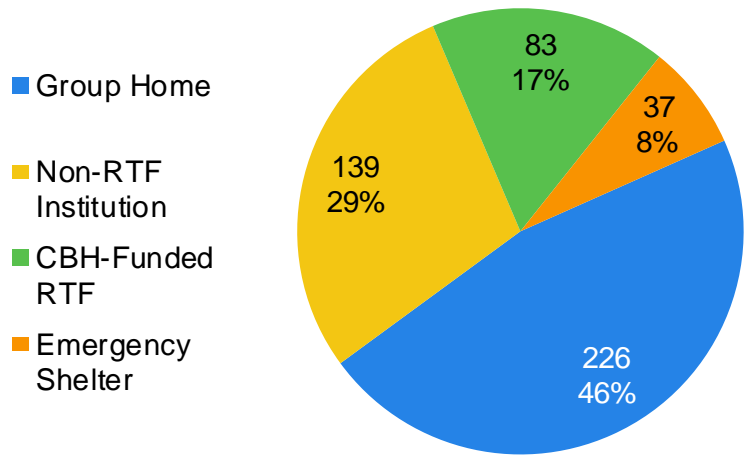


N=4,548

- More than half (57%) of family foster care youth were in kinship care on 9/30/19

Dependent Placement Services

Figure 27. Children in Dependent Congregate Care on Sept. 30, 2019

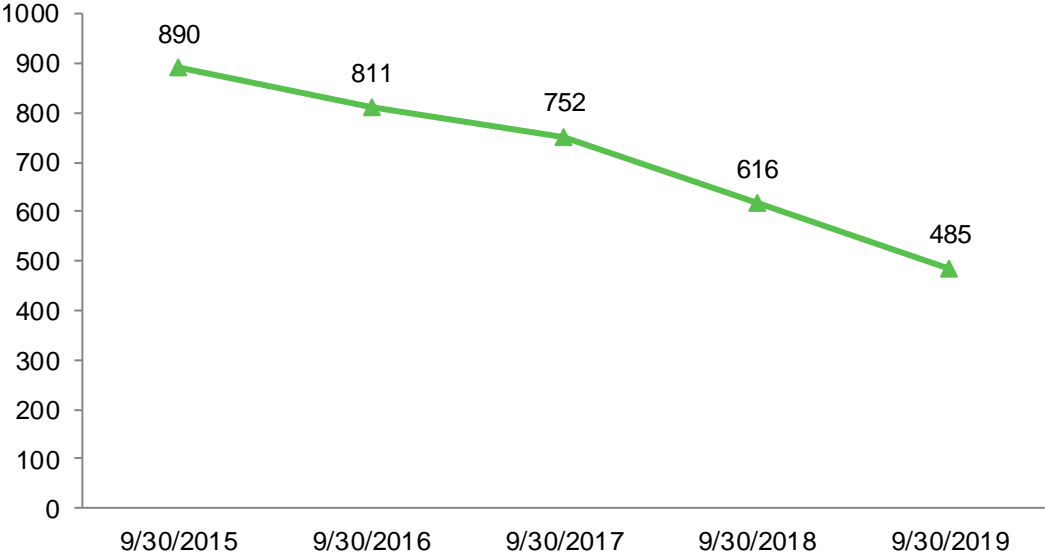


N=485

- Nearly half (46%) of all dependent congregate care youth were in a group home on 9/30/2019
- Just over a quarter (29%) were in a non-RTF institution
- Nearly 1 in 5 youth (17%) were in a CBH-funded RTF

Dependent Placement Services

Figure 28. Dependent Congregate Care Totals on Sept. 30th



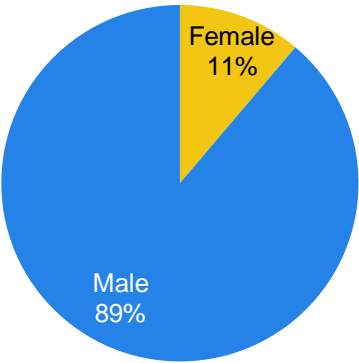
- Since September 30, 2015, there has been a 46% drop in the total number of dependent youth in congregate care settings
- Dependent congregate care placements have decreased each year since 2015

As of 1/22/2020 there were 494 youth in dependent congregate care placement

Delinquent Youth Demographics – Sept. 30, 2019

PJJSC, Delinquent Congregate Care & Community Placements

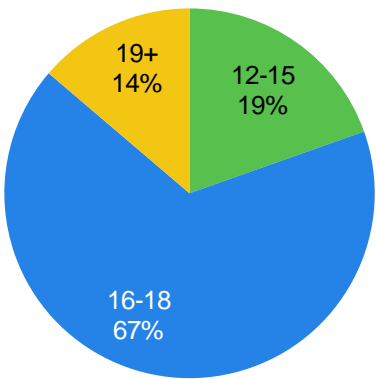
Figure 29. Sex



N=429

- As of 9/30/19, nearly 9 in 10 (89%) delinquent youth were male

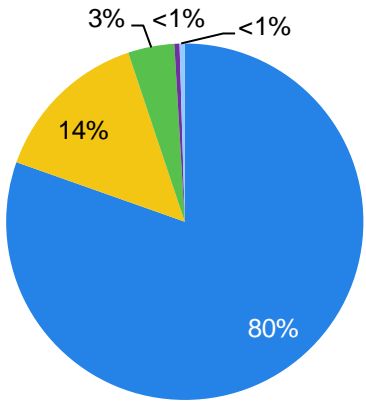
Figure 30. Age



N=429

- Two thirds (67%) of delinquent youth were between the ages of 16 and 18 years old

Figure 31. Race/Ethnicity



N=429

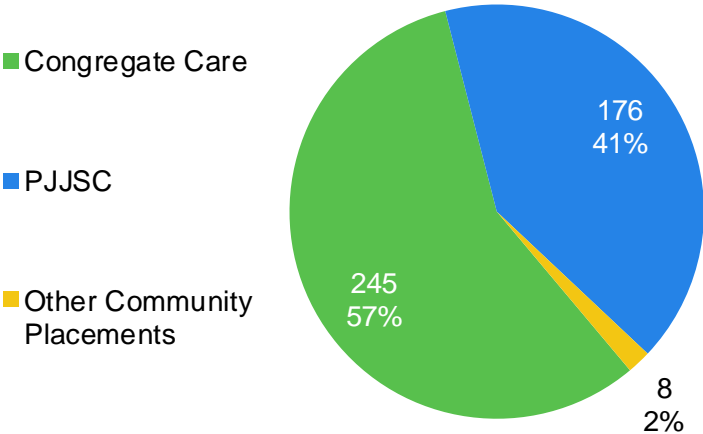
- 8 in 10 (80%) delinquent youth identified as Black

- Black
- Latinx
- White
- Multiple
- Other

Delinquent Placement Services

PJJSC, Delinquent Congregate Care & Community Placements

Figure 32. Children in Delinquent Placements on Sept. 30, 2019 by Placement Type



N=429

- Nearly three in five (57%) youth in delinquent placements were in congregate care
- Of the 429 youth in a delinquent placement, 176 (41%) were housed at the Philadelphia Juvenile Justice Service Center (PJJSC)

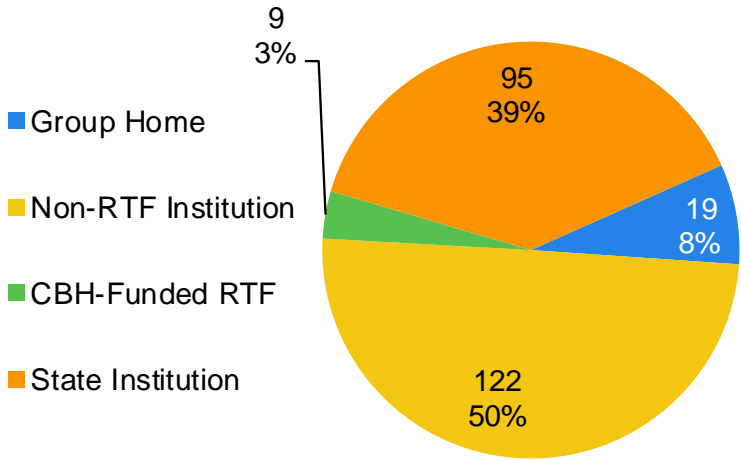
As of 1/22/2020 there were 163 youth in the PJJSC and 247 youth in delinquent congregate care placement

Data run on 12/12/2019
"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 33. Children in Delinquent Congregate Care on Sept. 30, 2019



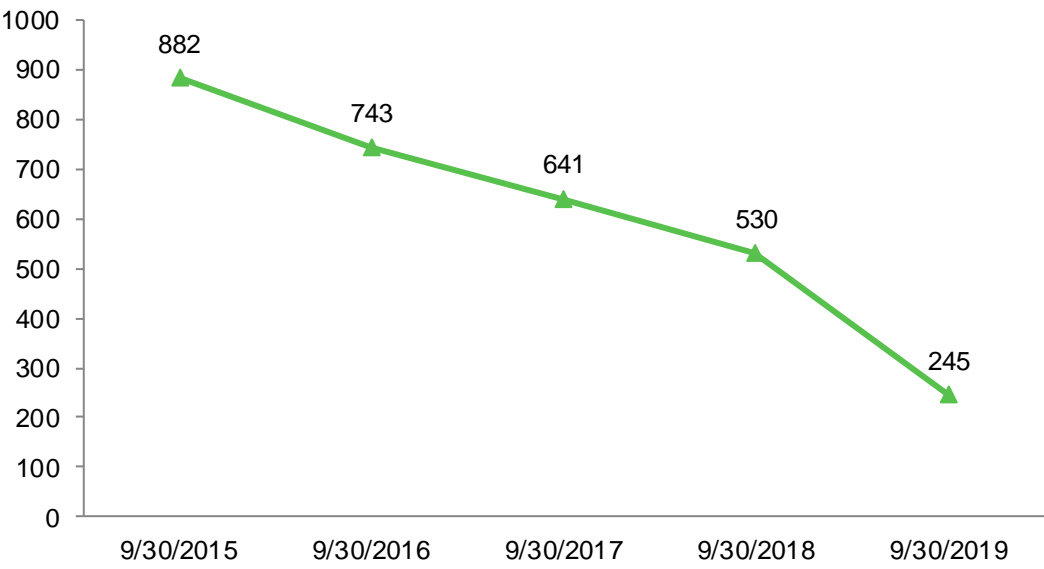
N=245

- Half of (50%) delinquent youth in congregate care on 9/30/19 were in a non-RTF, non-State institution
- Four in ten (39%) youth in delinquent congregate care were in a state institution

Delinquent Placement Services

Delinquent Congregate Care

Figure 34. Delinquent Congregate Care Totals on Sept. 30th



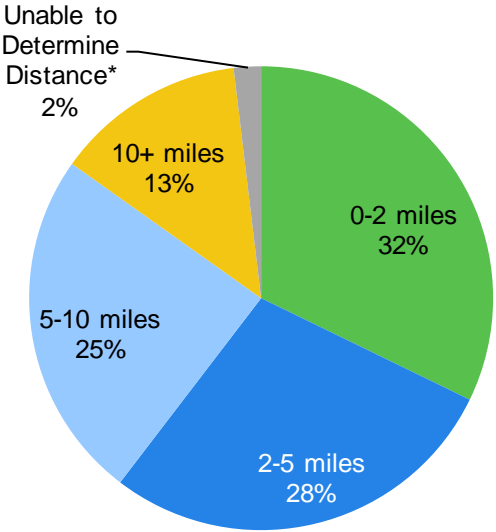
- Since September 30, 2015, there has been a 72% decrease in the total number of delinquent youth in congregate care settings
- Delinquent congregate care placements have decreased each year since 2015

As of 1/22/2020 there were 247 youth in delinquent congregate care placement

Family Foster Care Distance From Home

Figure 35. Distance from Home for CUA Youth in Family Foster Care as of Sept. 30, 2019

CUA	0-2 miles	2-5 miles	5-10 miles	10+ miles	Unable to Determine Distance*
01 - NET (N=408)	38%	35%	16%	10%	1%
02 - APM (N=481)	38%	27%	22%	11%	2%
03 - TPFC (N=495)	32%	24%	22%	20%	1%
04 - CCS (N=300)	29%	24%	25%	20%	2%
05 - TPFC (N=662)	32%	29%	27%	12%	1%
06 - TABOR (N=314)	35%	22%	29%	11%	3%
07 - NET (N=398)	27%	42%	20%	10%	2%
08 - BETH (N=308)	25%	29%	33%	12%	1%
09 - TPFC (N=450)	33%	25%	27%	12%	3%
10 – TPFC (N=456)	31%	24%	26%	14%	5%



- A majority (60%) of family foster care youth lived within 5 miles of their home of origin, and 85% lived within 10 miles

Congregate Care Distance from Home

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

Distance	# of Facilities	# of Youth
In Philadelphia	17	140
Within 5 Miles	9	174
5 - 10 Miles	11	49
10 - 25 Miles	10	35
25 - 50 Miles	10	58
50+ Miles	10	29
Total	67	485

- Three quarters (75%) of all dependent youth in congregate care were either in Philadelphia or within 10 miles of the city limits

Data run on 12/12/2019
A facility is defined as an agency site and/or campus. Providers with multiple sites within the same zip code are considered a campus and counted only once. Providers with sites spread across multiple zip codes are counted multiple times— once for every zip code.

Congregate Care Distance from Home

Table 2. Distance between Delinquent Congregate Care Youth and City Limits as of Sept. 30, 2019

Distance	# of Facilities	# of Youth
In Philadelphia	2	6
Within 10 Miles	4	89
10 - 50 Miles	1	1
50 - 100 Miles	5	62
100 - 200 Miles	4	53
200+ Miles	6	34
Total	22	245

- Two in five (39%) delinquent congregate care youth were placed within 10 miles of Philadelphia city limits
- Three in five (61%) delinquent congregate care youth were placed at least 50 miles from the city limits, with over one-third (36%) being at least 100 miles from Philadelphia

Data run on 12/12/2019
A facility is defined as an agency site and/or campus. Providers with multiple sites within the same zip code are considered a campus and counted only once. Providers with sites spread across multiple zip codes are counted multiple times— once for every zip code.

Caseload

Table 3. CUA Case Management Workers’ Caseload Distribution on Sept. 30, 2019

CUA	Total workers	Total cases	Median caseload	Average caseload
01 – NET	40	392	10	9.8
02 – APM	36	411	15	11.4
03 – TPFC	41	491	14	12.0
04 – CCS	35	342	10	9.8
05 – TPFC	54	755	15	14.0
06 – TABOR	31	353	13	11.4
07 – NET	40	378	10	9.5
08 – BETH	21	307	16	14.6
09 – TPFC	43	445	11	10.3
10 – TPFC	39	408	11	10.5
Overall	380	4,282	11	11.3

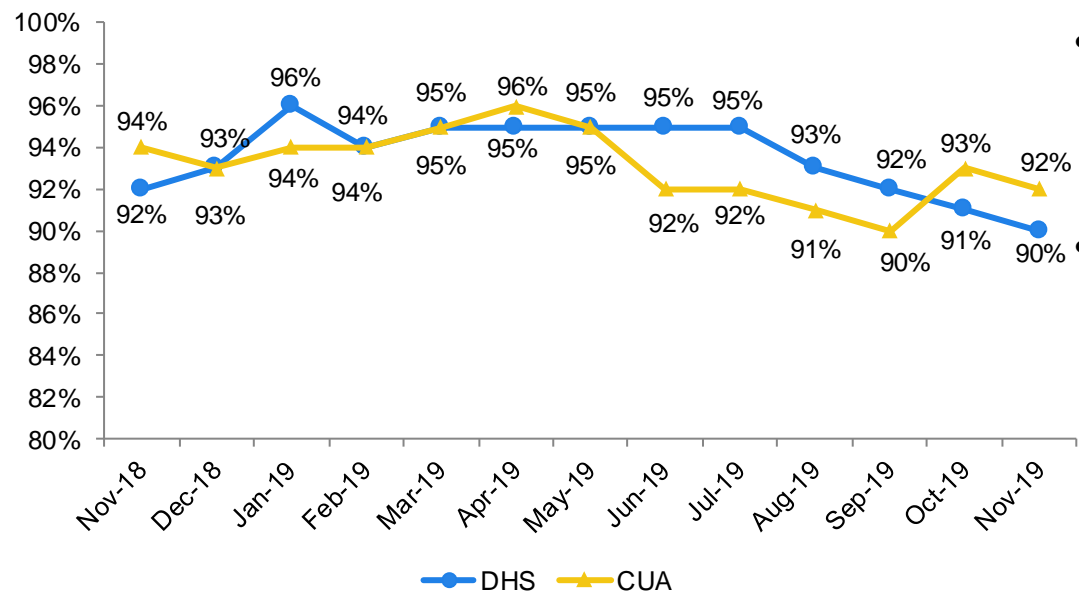
Table 4. DHS Ongoing Service Region Case Management Workers’ Caseload Distribution on Sept. 30, 2019

DHS	Total workers	Total cases	Median caseload	Average caseload
OSR	14	151	11	10.8

- CUA and DHS had an average caseload of 11 cases per worker
- NET 7 had the lowest average caseload (9.5), and Bethanna had the highest (14.6)

Monthly Visitation

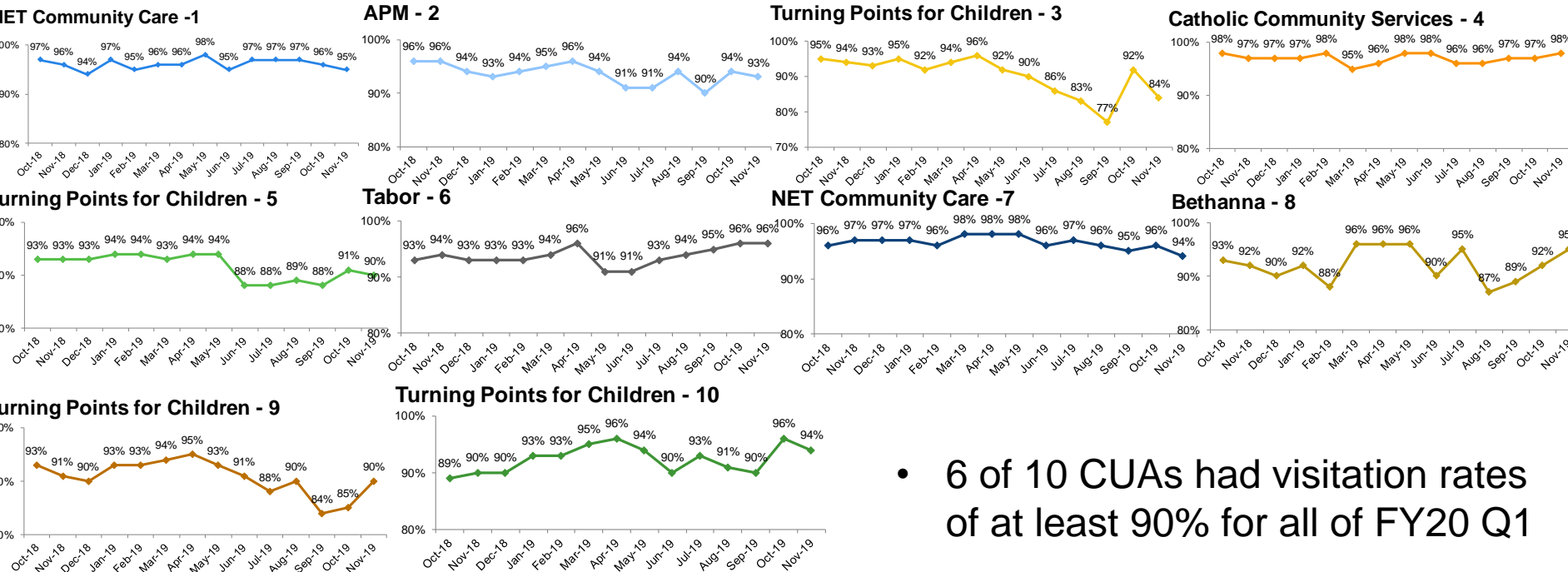
Figure 36. DHS and CUA Visitation Rates by Month



- DHS and CUA maintained visitation rates at or above 90% in calendar year 2019
- During calendar year 2019, CUAs average monthly visitation rate has ranged from 90% to 96% (in September and April, respectively)

Monthly Visitation Rates by CUA

Figure 37. Visitation Rates by CUA



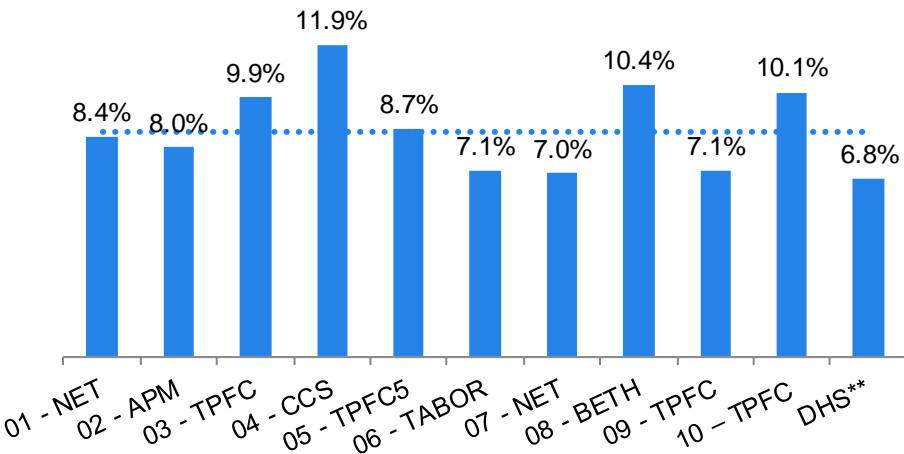
- 6 of 10 CUAs had visitation rates of at least 90% for all of FY20 Q1
- CUAs 1, 4 and 6 maintained visitation rates above 95% for FY20 Q1



Permanency

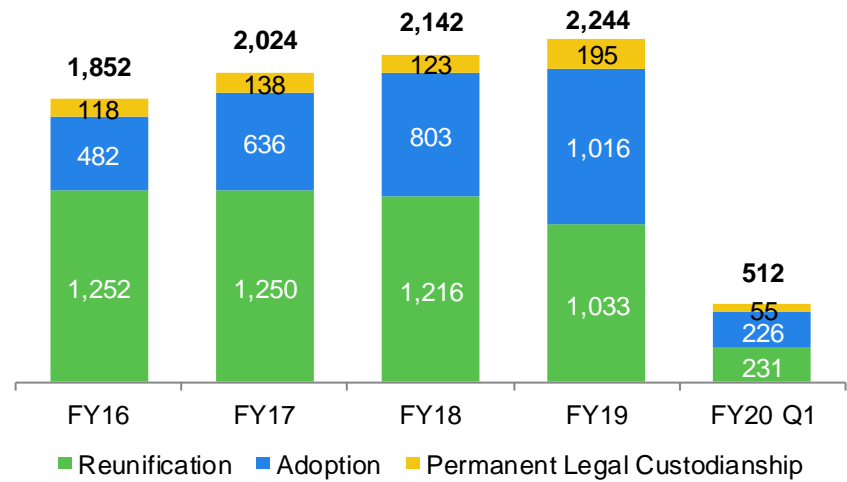
Permanency Rates and Totals

Figure 38. Permanency Rates by CUA



- The system wide permanency rate was 8.6% for FY20 Q1. This is slightly higher than the FY19 Q1 (8%) and FY18 Q1 (5.9%) rate

Figure 39. Permanency Totals by Permanency Type



- Nearly half (45%) of all FY20 Q1 permanencies were reunifications
- The proportion of adoptions increased from 26% in FY16 to 44% through Q1 of FY20

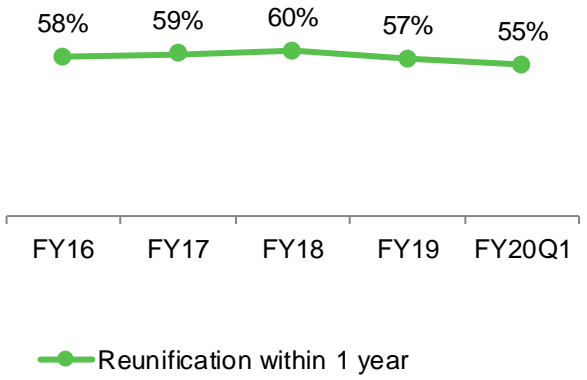
Data run on 12/12/2019

**The DHS permanency rate only includes youth for whom DHS was providing case management services – Based on unreconciled data from PFDS database

Permanency Timeliness

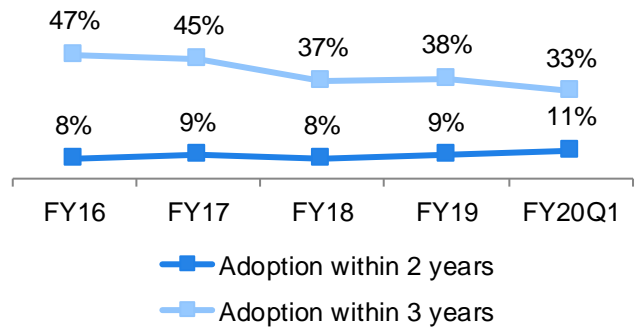
Figure 40. Timeliness of Permanency

Reunification



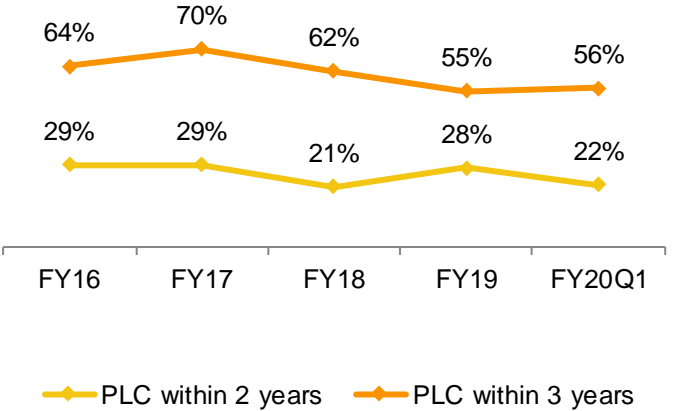
- Reunification rates have lowered slightly from FY18 through FY20 Q1

Adoption



- The rate for adoption within two years has increased slightly since FY16, though the three year rate has decreased

Permanent Legal Custodianship



- The rate for PLC within two and three years has dropped since FY17



Questions?



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