



# Annual Indicators Report

Fiscal Year 2020

July 1, 2019 – June 30, 2020



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

## COVID-19 Trends

 **Decreased total reports and investigations.** During the Stay-at-Home Order, reports to DHS' Hotline and investigations decreased significantly. They have begun to stabilize but remain below 2019 levels.

 **Steady Decrease in Congregate Care Populations.** During the Stay-At-Home Order, decreases in congregate care populations mirrored 2019 trends.

 **Visitation remains high.** During the period of the Stay-At-Home Order, visitation rates have increased slightly.





# Executive Summary

## Strengths



**Continue to screen out more reports than accept for investigation.** Over 2,500 more reports were screened out as opposed to accepted for investigation in Fiscal Year 2020. Total screen outs decreased from Fiscal Year 2019, reflecting a decrease in overall reports to Hotline.



**Continue to close more cases than accept for service.** There were over 450 more cases closed than opened in Fiscal Year 2020.





# Executive Summary

## Strengths



**Emphasis on kinship care and decrease in congregate care.** More than half (56%) of the youth in family foster care on June 30<sup>th</sup>, 2020 were in kinship care, and slightly under 10% of dependent youth in placement were in congregate care. Over the last four years, the delinquent congregate care population has declined by over 80%.



**Many youth live close to home.** Three in five (60%) youth in kinship care or foster care on June 30<sup>th</sup>, 2020 lived within 5 miles of their home, and most (85%) lived within 10 miles.





# Executive Summary

## Areas for Improvement



**Ongoing challenges with permanency.** Reunification, adoption and PLC timeliness have declined in the years following IOC implementation (Fiscal Year 2015). Additionally, in recent years the proportion of youth reaching permanency through reunification has decreased.





# COVID-19 Impact on Annual Indicators



# Evaluating COVID-19 on Child Welfare in Philadelphia

DHS has measured key indicators over the course of the Stay at Home order to understand the impact of COVID-19 and its mitigation efforts on child welfare practice in Philadelphia.

- **Reports to DHS' Hotline, and Investigations dropped significantly following the Stay at Home order but have begun to stabilize.** Compared to June 2019, there were still 24% fewer reports and 12% fewer investigations in June 2020.
- **Decrease in Congregate Care Populations remains steady.** Between 3/1/20 and 7/1/20, the number of youth in dependent and delinquent congregate care settings decreased by 17% and 46% respectively, similar to 2019 trends.
- **Visitation rates remain high.** Visitation rates have increased in the months following the Stay at Home order, and DHS and CUA rates were 2% higher in June 2020 than June 2019.

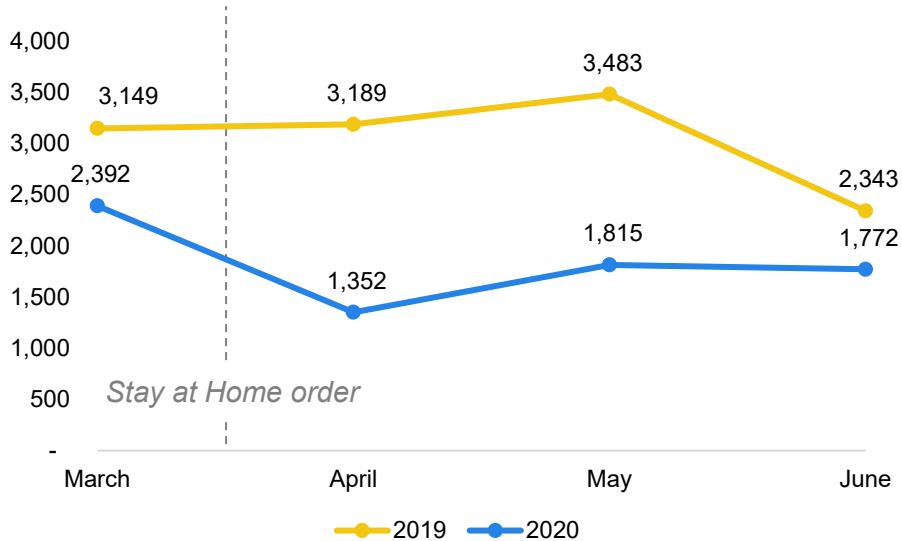
*Method: The following slides contain data from the months prior and subsequent to the issuance of the Mayor's Stay-at-Home order on March 16, 2020. As a comparison point, the same metrics are provided for the same dates in 2019.*





# Hotline Reports Received During Stay at Home Order

Hotline Reports Received, Monthly

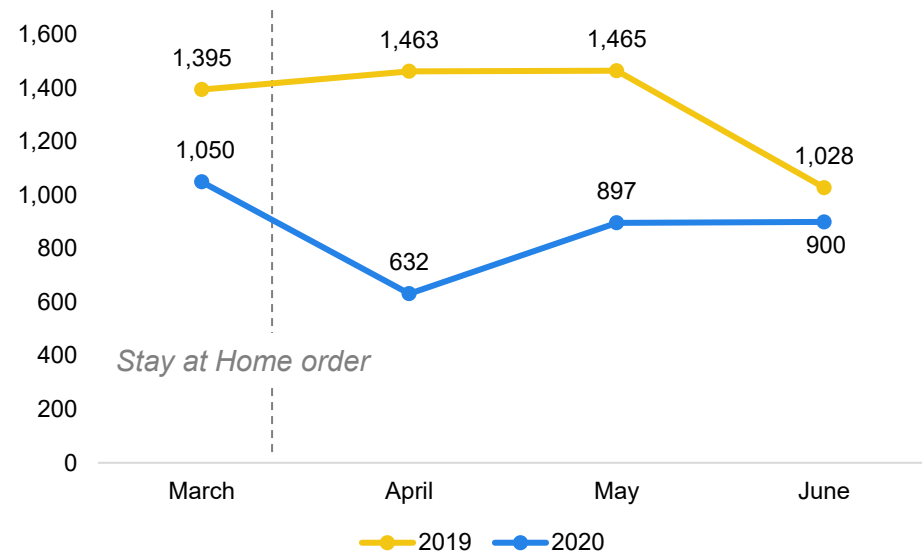


- The number of Hotline reports per month dropped 43% from March to April 2020
- Compared to 2019, there were roughly 600 fewer Hotline reports in June (24% decrease)
- While Hotline reports have increased slightly since April, there were only an average of 60 reports per day since 3/1/2020, compared to 100 reports per day in 2019 during the same time period



# Investigations During Stay at Home Order

*Number of Investigations, Monthly*



- The number of investigations per month dropped 40% from March to April 2020
- Compared to 2019, there were roughly 100 fewer investigations in June (12% decrease)





# Focus Areas

**1** Hotline and Investigations

**2** Services

**3** Permanency





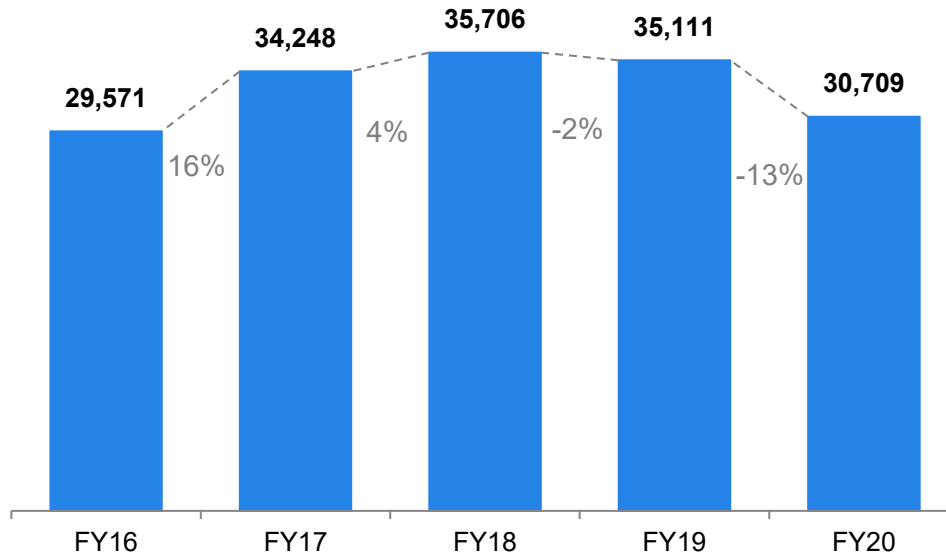
# Hotline and Investigations



Department of  
**Human Services**  
CITY OF PHILADELPHIA

## Call Volume

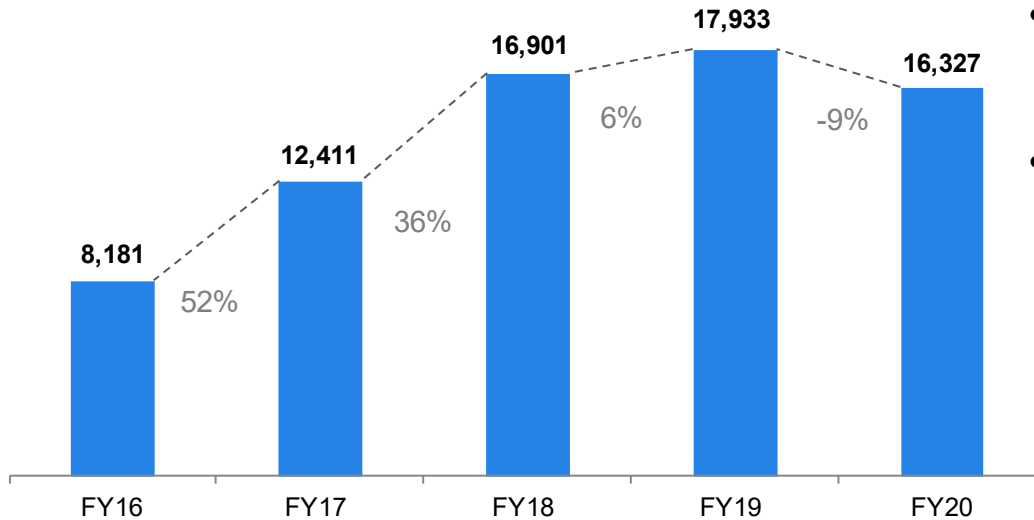
Figure 1. Total Hotline Reports



- During FY20, total Hotline reports decreased for the second year in a row
  - Total Hotline reports have decreased by 14% since their peak in FY18
- On average, there were 84 calls per day during FY20

## Hotline Decisions

Figure 2. Total Screen Outs

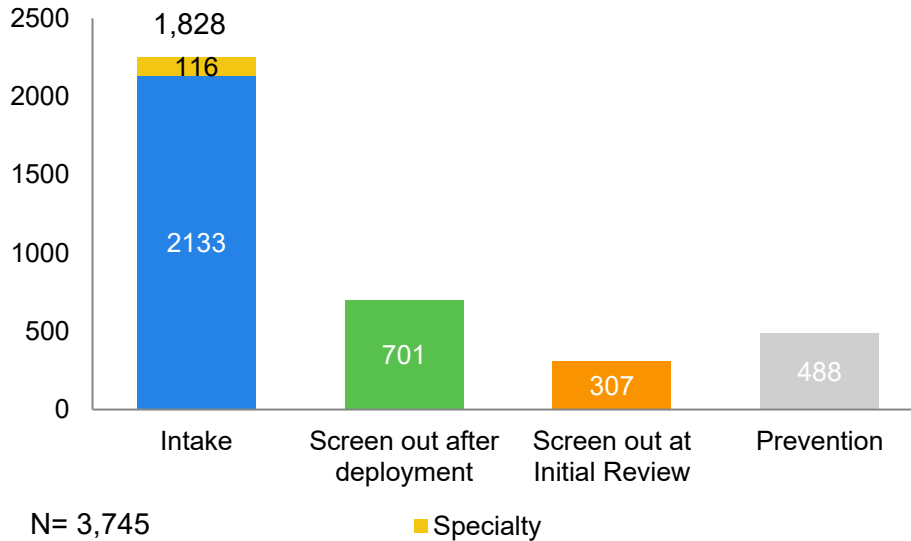


- Total annual screen outs have doubled since FY16
- The total number of screen outs through the end of FY20 decreased from the previous year for the first time since FY16

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

## Hotline Decisions

Figure 3. Fiscal Year 2020 Secondary Screen Outs

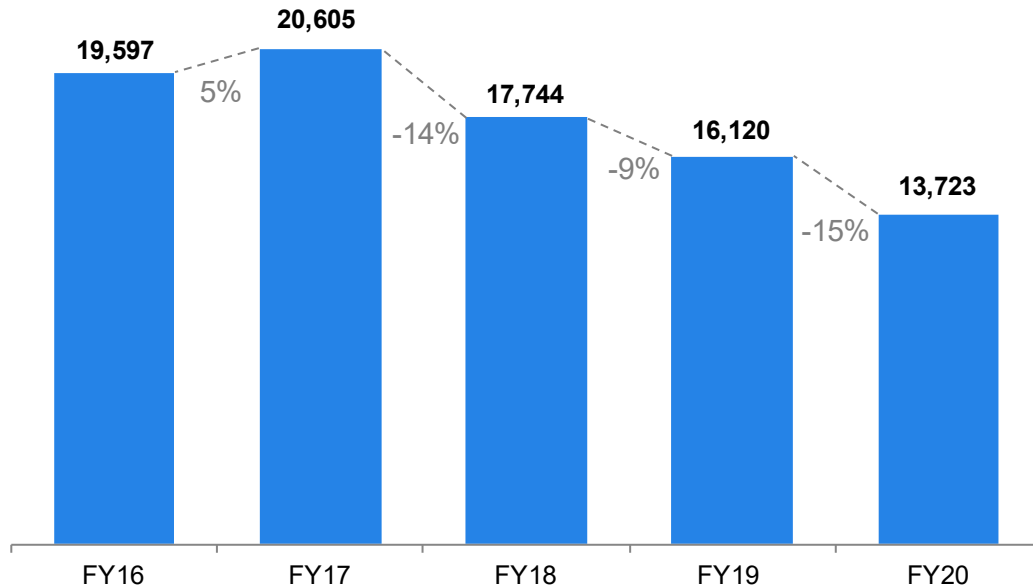


- Just under half (49%) of all secondary screen out cases were sent to Intake during FY20
- About a quarter of all cases were screened out; 19% were screened out after deployment, and 8% were screened out at initial review
- Over one in eight (13%) secondary screen out cases were referred to Prevention

*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 4. Total Investigations

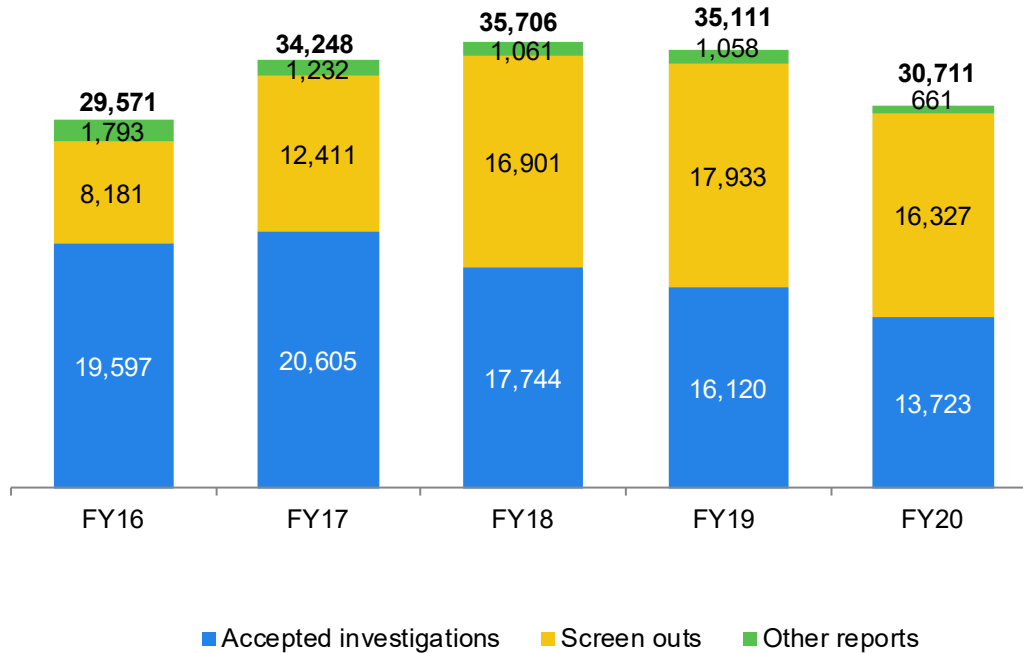


- Total annual investigations have declined every fiscal year since FY17
  - Total annual investigations have declined 33% since their peak in FY17
- FY20 had the fewest investigations since IOC was implemented in FY15



# Hotline Decisions

Figure 5. Hotline Action



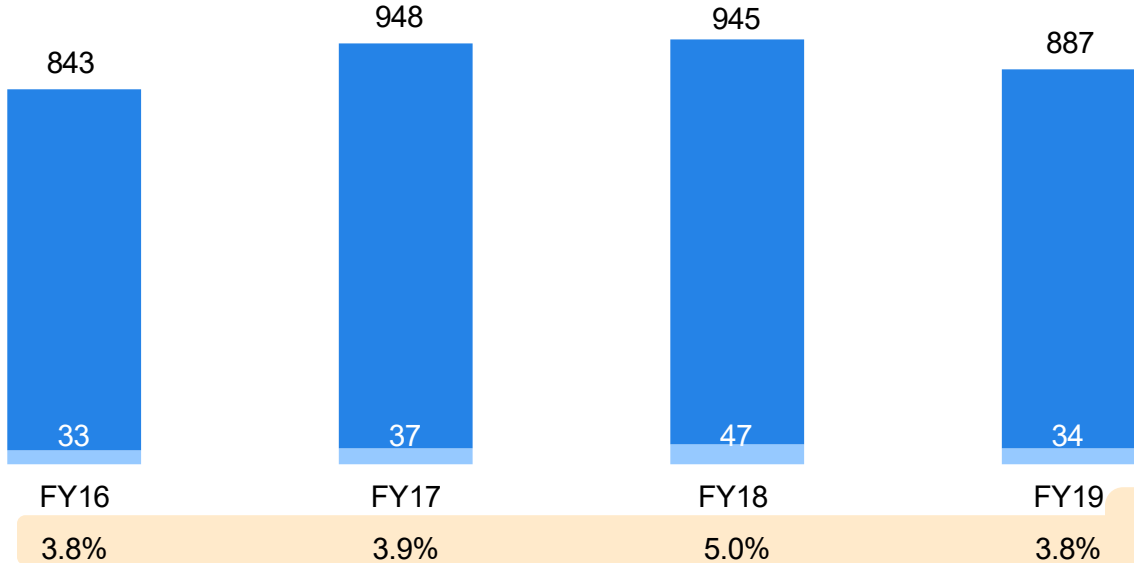
- Following the trend from FY19, over half (53%) of all reports were screened out in FY20
- Under half (45%) of all reports were accepted for investigation in FY20

Data run on 8/31/2020  
 \*Other reports include referrals for law enforcement only, other jurisdictions, information only, and follow-up on a prior report

# 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 6. Repeat Maltreatment: Federal Measure



- The rate for FY19 (3.8%) was comparable to the FY16 and FY17 rates (3.8% and 3.9%, respectively)

Federal repeat maltreatment indicator

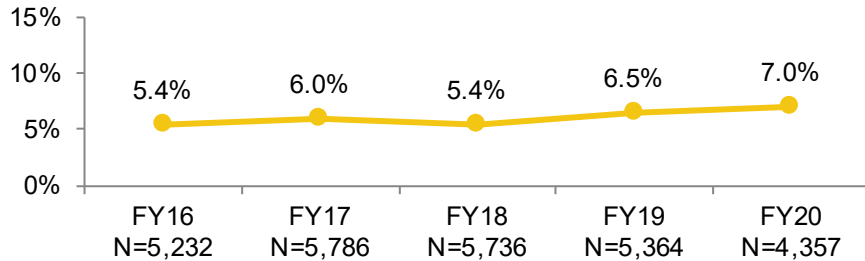
■ Victims with a subsequent CPS indication within 12 months    ■ Indicated CPS victims

Data run on 8/31/2020  
Because this measure looks forward in time, there is a one-year lag in reporting repeat maltreatment

## Repeat Maltreatment: State Measure

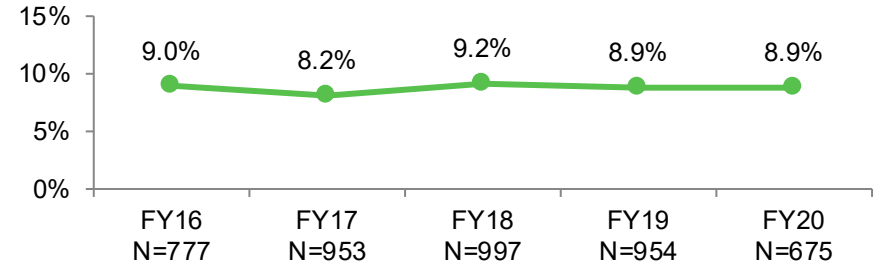
The Pennsylvania measure for repeat maltreatment looks at the number of CPS reports received during a specific time-period and identifies those children who had a **previous** indication of abuse.

Figure 7. CPS Reports with Suspected Re-Abuse



- The rate of CPS reports with suspected re-abuse increased slightly (1.6 percentage points) from FY16 to FY20

Figure 8. Indicated CPS Reports with Re-Abuse



- The rate of CPS reports with indicated re-abuse in FY20 is similar to the rates for the previous four fiscal years



# Services



# Sex of Dependent Youth – June 30, 2020

Figure 9. Sex of All Dependent Youth

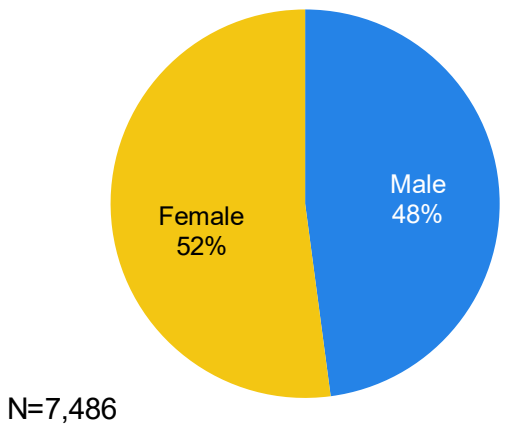


Figure 9a. Sex of Dependent In-Home Youth

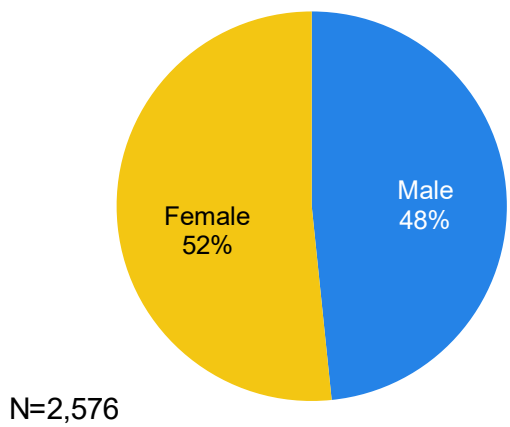
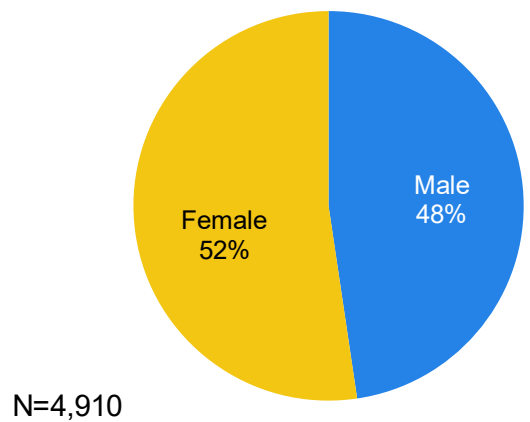


Figure 9b. Sex of Dependent Placement Youth

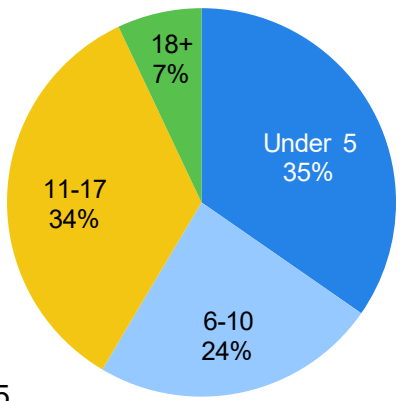


- As of 6/30/20, overall and for in-home and placement services, there were slightly more females than males

Data run on 8/3/2020  
\*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

### Age of Dependent Youth – June 30, 2020

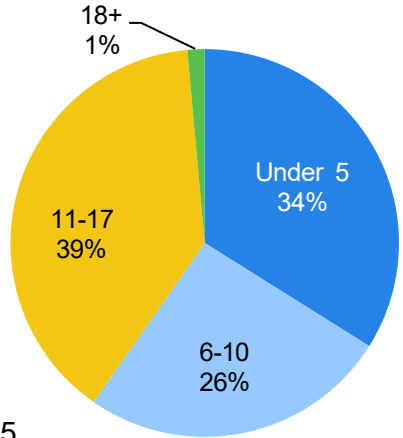
Figure 10. Age of All Dependent Youth



N=7,495

- Over half (59%) of dependent youth on 6/30/20 were 10 years old or younger

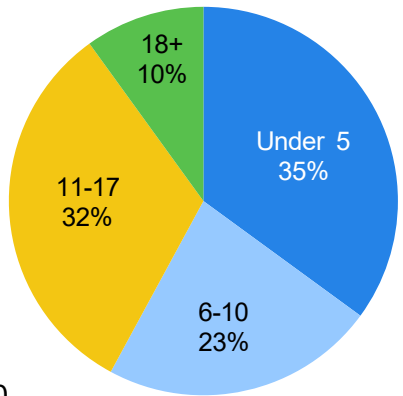
Figure 10a. Age of Dependent In-Home Youth



N=2,585

- Two in five (39%) dependent **in-home** youth on 6/30/20 were between the ages of 11 and 17, and only 1% were 18 or older

Figure 10b. Age of Dependent Placement Youth



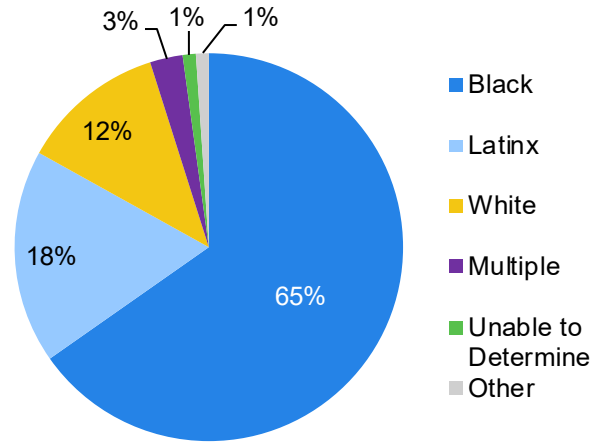
N=4,910

- One in three (32%) dependent **placement** youth on 6/30/20 were between the ages of 11 and 17, and 1 in 10 (10%) were 18 or older

Data run on 8/3/2020  
\*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

# Race/Ethnicity of Dependent Youth – June 30, 2020

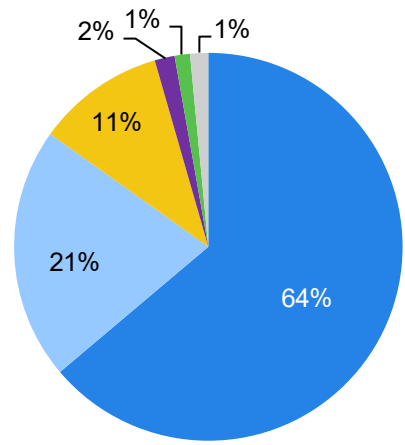
Figure 11. Race/Ethnicity of All Dependent Youth



N=7,495

- Approximately two thirds (65%) of dependent youth on 6/30/20 identified as Black
- Approximately 1 in 6 (18%) were Latinx

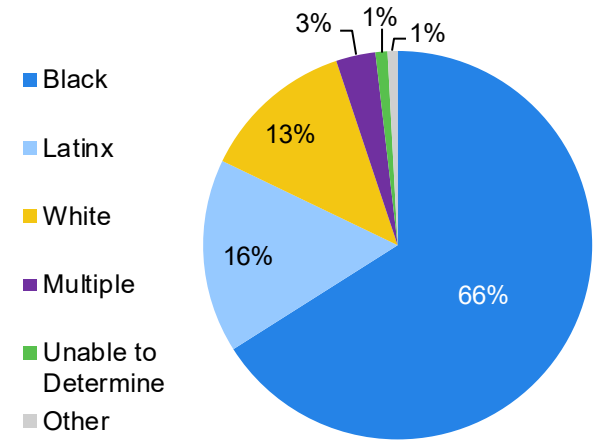
Figure 11a. Race/Ethnicity of Dependent In-Home Youth



N=2,585

- Slightly under two thirds (64%) of **in-home** youth on 6/30/20 identified as Black
- Just over 1 in 5 (21%) were Latinx

Figure 11b. Race/Ethnicity of Dependent Placement Youth



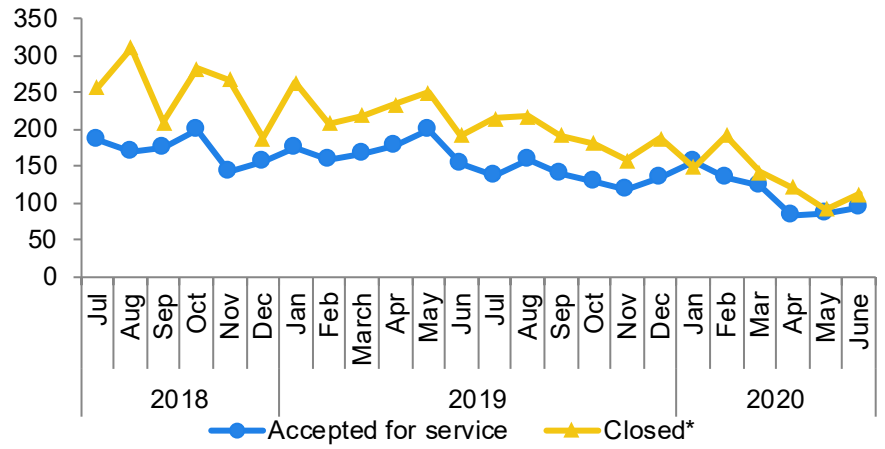
N=4,910

- Two thirds (66%) of dependent **placement** youth on 6/30/20 identified as Black
- Approximately 1 in 6 (16%) were Latinx

Data run on 8/3/2020  
\*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

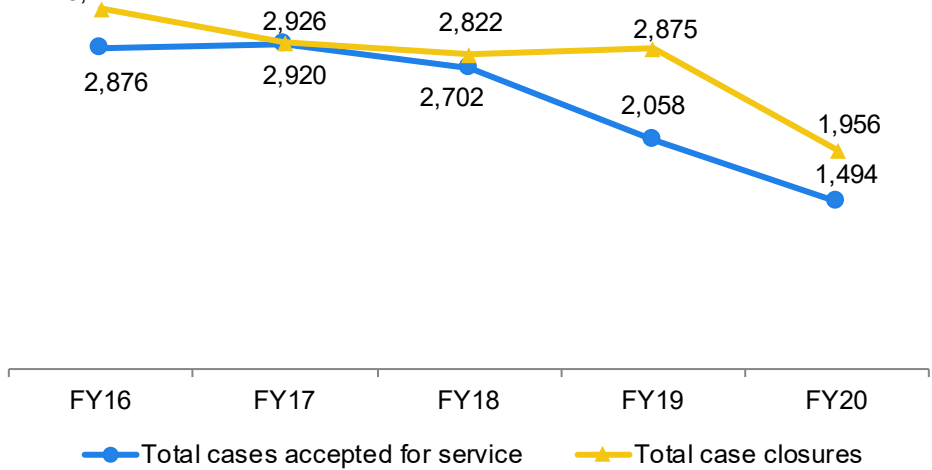
### Cases Accepted for Service and Cases Closed

Figure 12. Cases Accepted and Closed by Month



- There were more cases closed than opened every month since July 2018 except Jan 2020

Figure 13. Cases Accepted and Closed by Fiscal Year



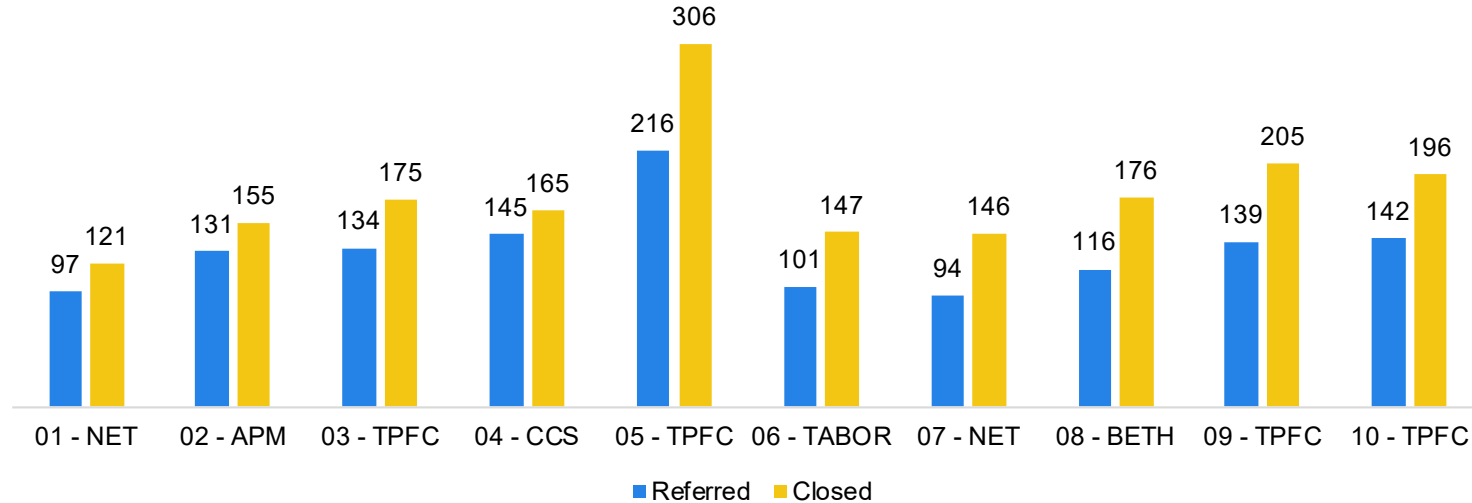
- There were 462 more cases closed than accepted for service in FY20
- There were 564 fewer cases accepted for service in FY20 compared to FY19

Data run on 8/3/2020  
 \*Case closed includes those transferred to Non-CWO Services (Delinquent or Subsidy)



## Cases Referred and Cases Closed

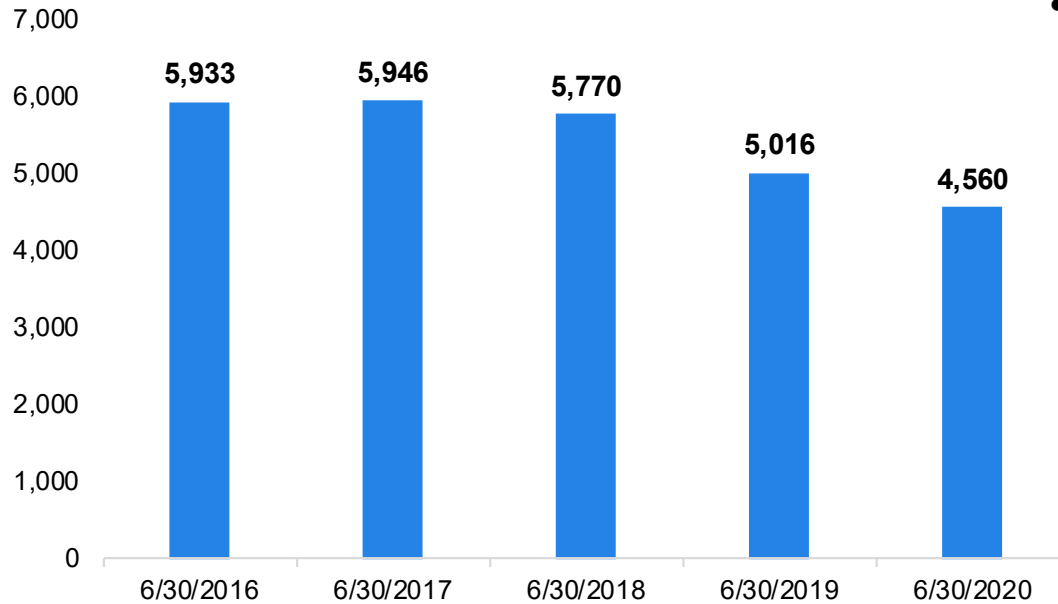
Figure 14. Cases Referred and Closed in FY20, by CUA



- All CUAs closed more cases than they accepted for service
- CUA 7 had 55% more cases closed than referred in FY20, the greatest difference of any CUA

## Total Cases

Figure 15. Total Open Cases on June 30<sup>th</sup>



- There were well under 5,000 cases open on June 30, 2020—fewer cases than in the past four years.
  - There were 9% fewer cases open on June 30, 2020 than there were on June 30, 2019
  - There were 23% fewer cases open on June 30, 2020 than there were on June 30, 2016

## In-Home Services

Figure 16. Total Cases with In-Home Services

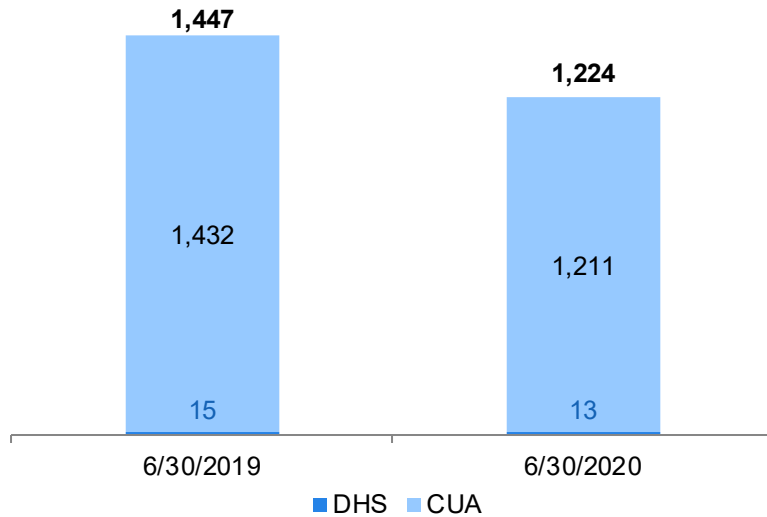
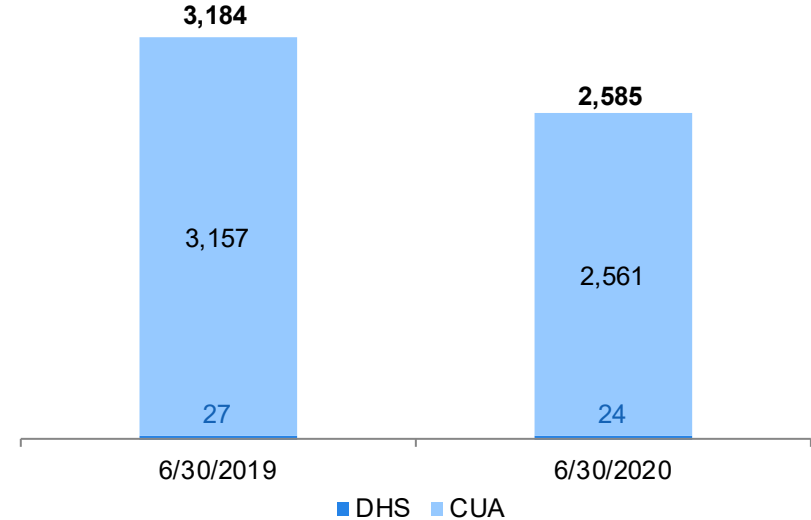


Figure 17. Total Children with In-Home Services



- Compared to 6/30/19, the total number of in-home cases and youth on 6/30/20 declined by 15% and 19%, respectively
- 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

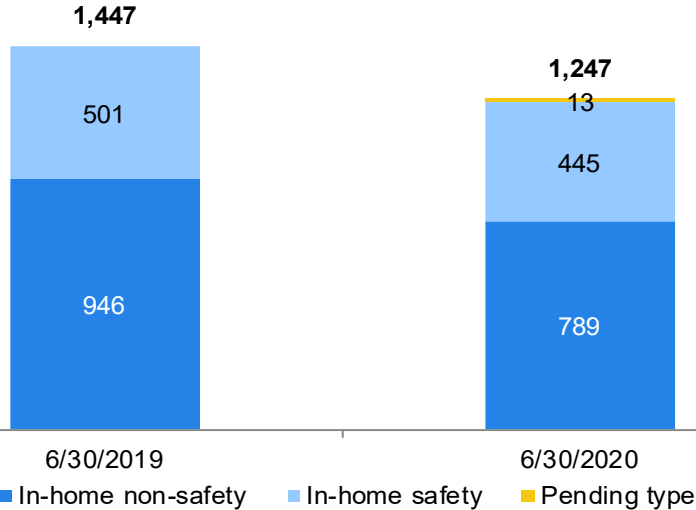
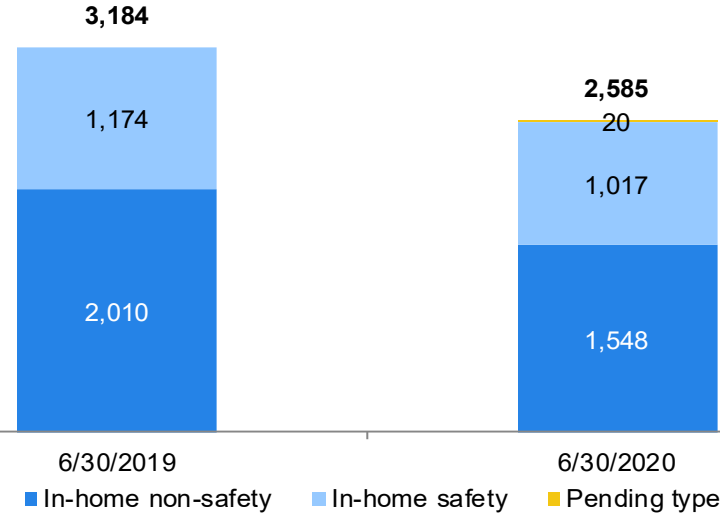


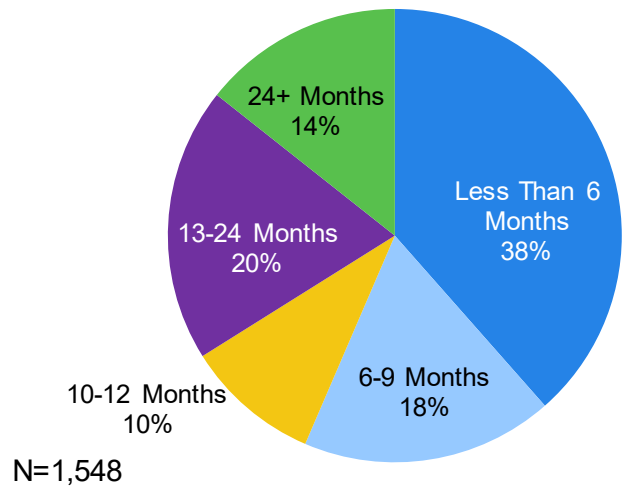
Figure 19. Total Children with In-Home Services by Service Type



- There were fewer cases and fewer youth with in-home safety and non-safety services on 6/30/20 than on 6/30/19
- A slightly lower proportion of cases had in-home non-safety services on 6/30/20 (63%) than on 6/30/19 (65%). The same was true for youth (60% in 2020 and 63% in 2019)

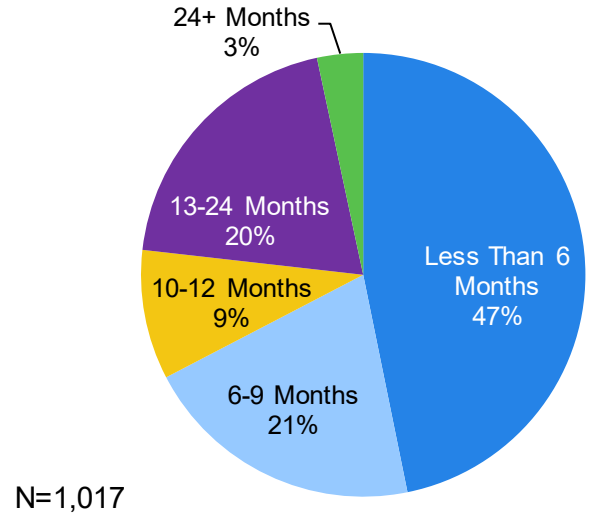
### In-Home Services

Figure 20. Length of In-Home Safety Services on June 30, 2020



- As of 6/30/20, 38% of youth with in-home safety services had been in service for less than 6 months

Figure 21. Length of In-Home Non-Safety Services on June 30, 2020



- As of 6/30/20, 47% of youth with in-home non-safety services had been in service for less than 6 months

Data run on 8/3/2020  
Youth whose service information had yet to be entered into the electronic database are excluded from these figures.

## Dependent Placement Services

Figure 22. Total Cases with Placement Services

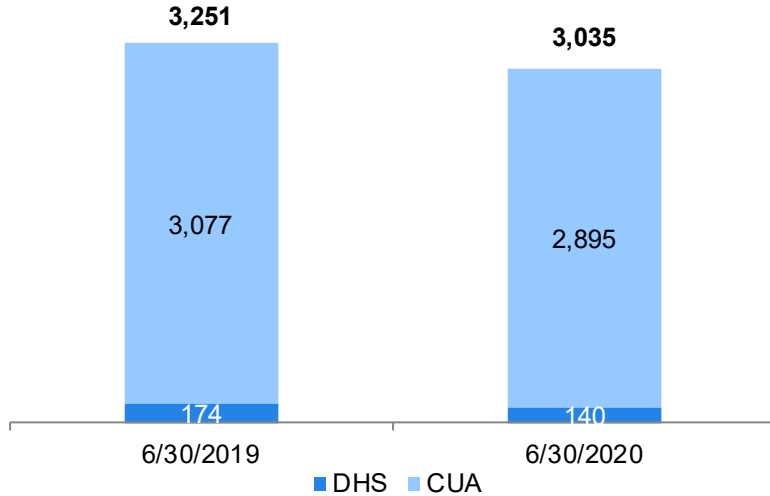
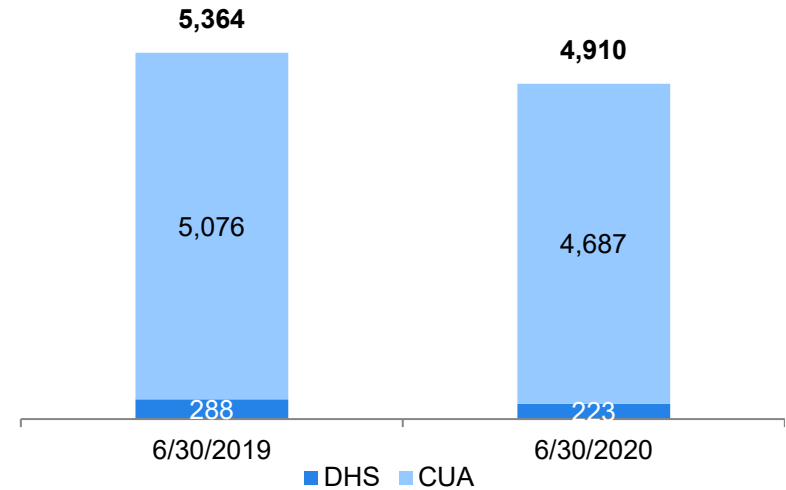


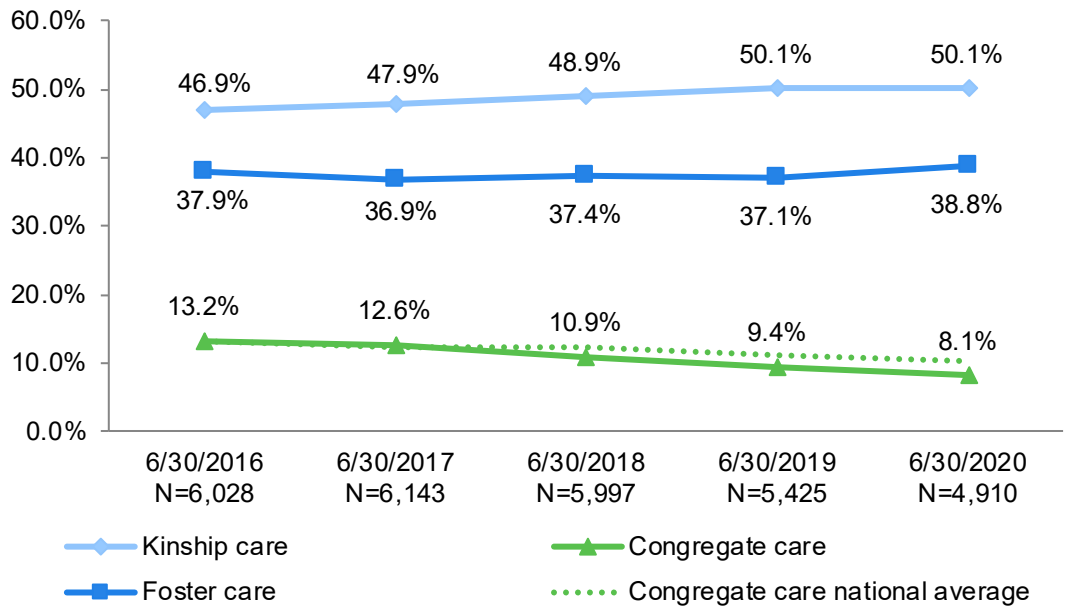
Figure 23. Total Children with Placement Services



- Compared to 6/30/19, the total number of placement cases and youth on 6/30/20 declined by 7% and 9%, respectively
- CUA continued to manage about 95% of placement cases and placement youth

# Dependent Placements

Figure 24. Dependent Placements on June 30<sup>th</sup> of Each Year



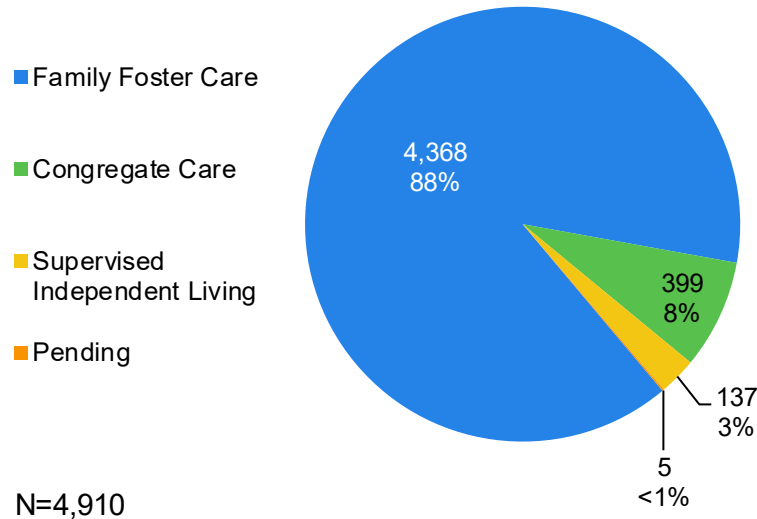
- Half of all placement youth were placed with kin as of 6/30/20
- The percentage of youth in congregate care continued to decline (8.1% on 6/30/20) and remained below the national average (10.3%)
- The total number of youth in placement declined by 9% from 6/30/19 to 6/30/20

Data Run on 8/3/2020

Congregate Care national average was calculated by aggregating national institution and group home totals reported in AFCARS Reports. Current average is from AFCARS Report # 27, Preliminary Estimate for Fiscal Year 2019, the most recent report available.

## Dependent Placement Services

Figure 25. Children in Dependent Placements on June 30, 2020 by Placement Type



- A large majority (88%) of youth in placement on 6/30/20 were in family foster care
- Less than 1 in 10 (8%) youth in placement on 6/30/20 were in congregated care

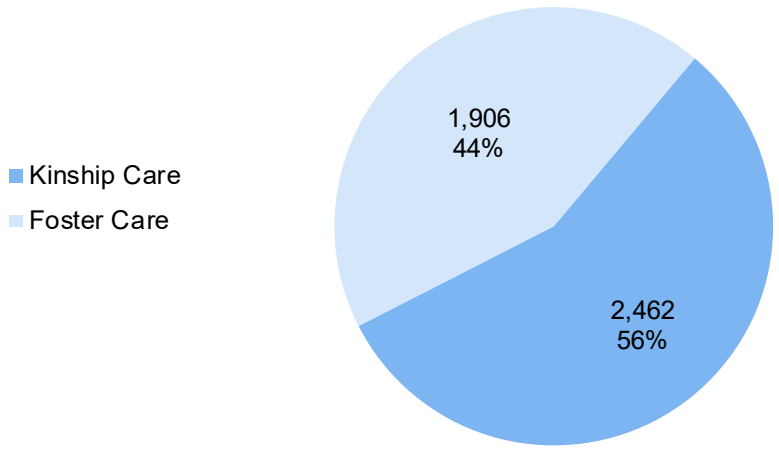
*As of 9/23/2020 there were 4,875 youth in dependent placement*

Data run on 8/3/2020  
 \*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, so total will not equal 100%



# Dependent Placement Services

Figure 26. Children in Dependent Family Foster Care on June 30, 2020

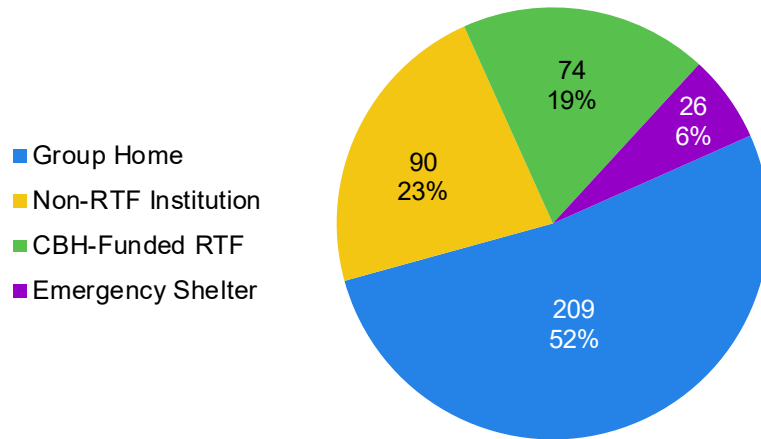


N=4,368

- More than half (56%) of family foster care youth were in kinship care on 6/30/20

## Dependent Placement Services

Figure 27. Children in Dependent Congregate Care on June 30, 2020

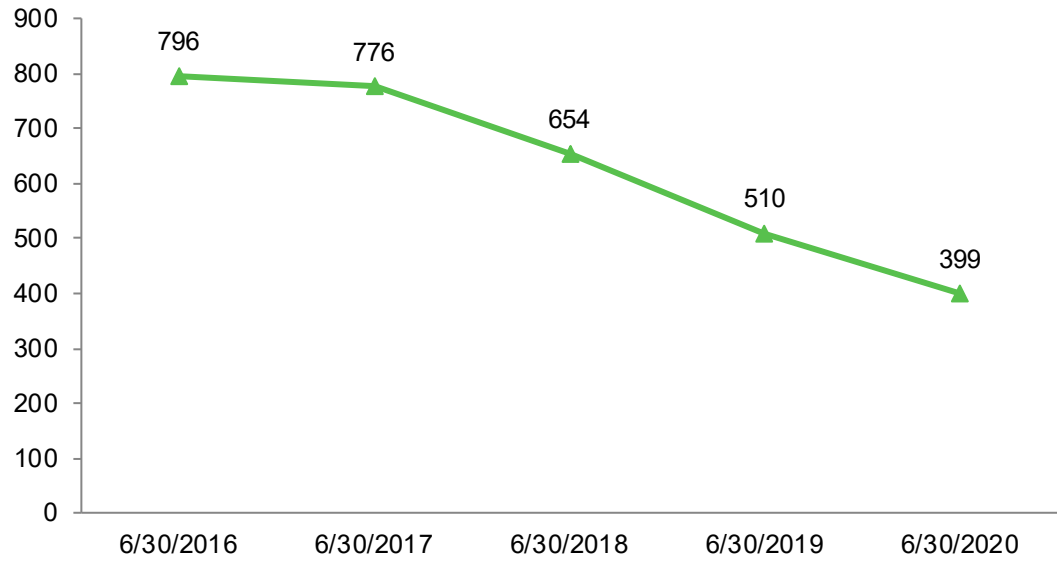


- Over half (52%) of all dependent congregate care youth were in a group home on 6/30/2020
- Just under one quarter (23%) were in a non-RTF institution
- Nearly 1 in 5 youth (19%) were in a CBH-funded RTF

N=399

# Dependent Placement Services

Figure 28. Dependent Congregate Care Totals on June 30<sup>th</sup>



- Since June 30, 2016, there has been a 50% drop in the total number of dependent youth in congregate care settings
- Dependent congregate care placements have consistently decreased each year since 2016

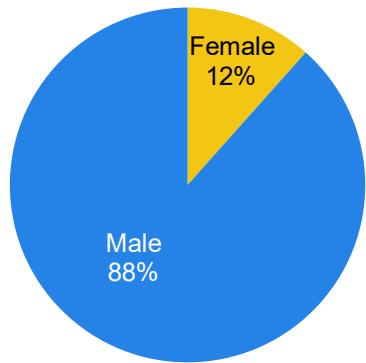
*As of 9/23/2020 there were 411 youth in dependent congregate care placement*

Data run on 8/3/2020

# Delinquent Youth Demographics – June 30, 2020

*PJJSC, Delinquent Congregate Care & Community Placements*

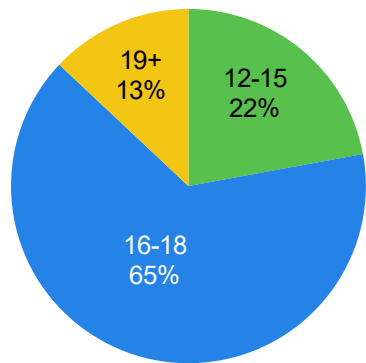
Figure 29. Sex



N=285

- As of 6/30/20, nearly 9 in 10 (89%) delinquent youth were male

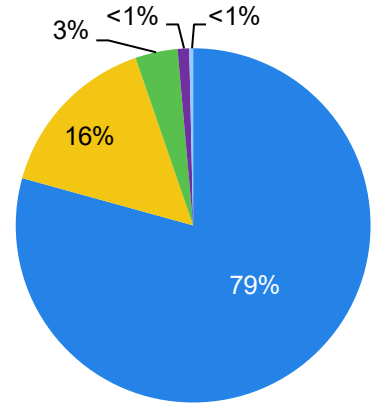
Figure 30. Age



N=285

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

Figure 31. Race/Ethnicity



N=285

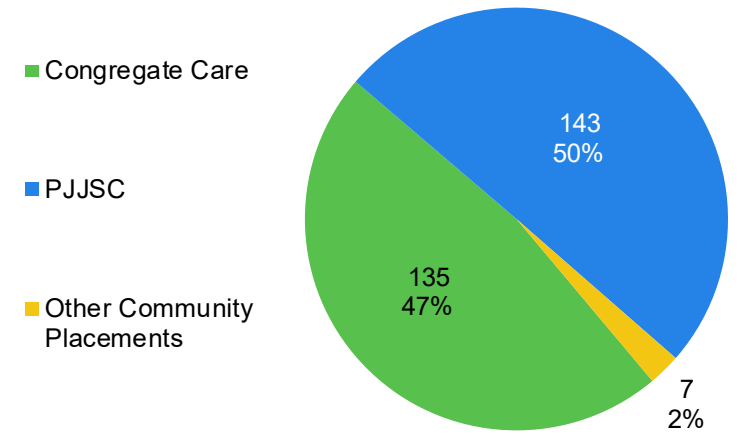
- 8 in 10 (79%) delinquent youth identified as Black

- Black
- Latinx
- White
- Multiple
- Other

# Delinquent Placement Services

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

Figure 32. Children in Delinquent Placements on June 30, 2020 by Placement Type



N=285

- Almost half (47%) of youth in delinquent placements were in congregated care
- Of the 285 youth in a delinquent placement, 143 (50%) were housed at the Philadelphia Juvenile Justice Service Center (PJJSC)

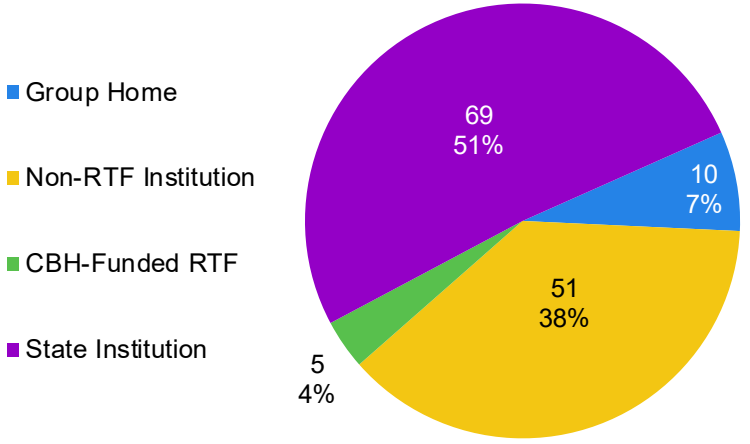
*As of 9/23/2020 there were 132 youth in the PJJSC and 139 youth in delinquent congregated care placement*

Data run on 8/3/2020  
 "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  
 Percentages in pie chart do not equal 100% because of rounding

# Delinquent Placement Services

## Delinquent Congregate Care

Figure 33. Children in Delinquent Congregate Care on June 30, 2020



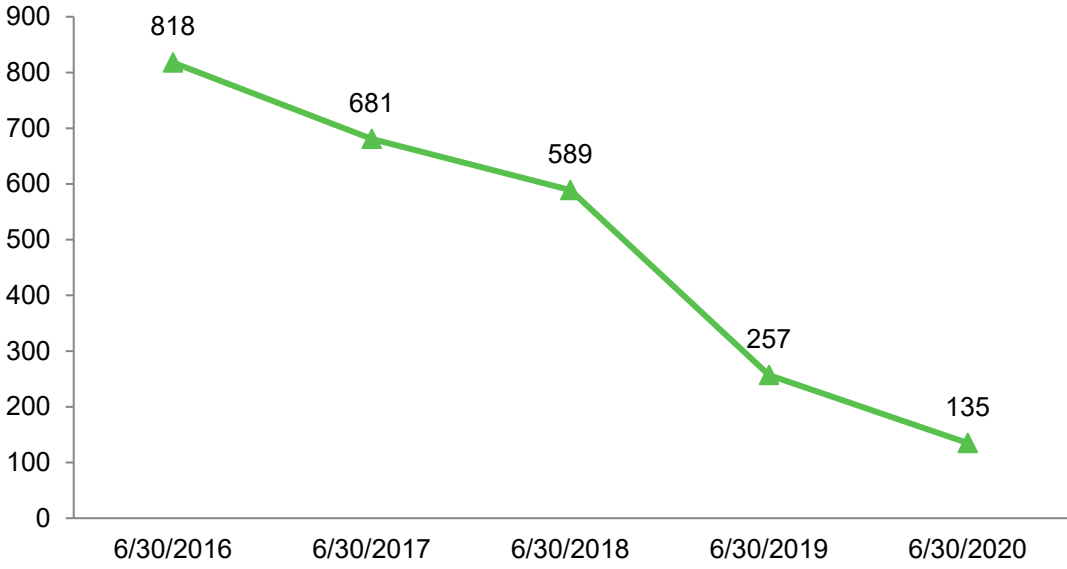
N=135

- Almost four in ten (38%) delinquent youth in congregate care on 6/30/20 were in a non-RTF, non-State institution
- Just over half (51%) of the youth in delinquent congregate care were in a state institution

# Delinquent Placement Services

## Delinquent Congregate Care

Figure 34. Delinquent Congregate Care Totals on June 30<sup>th</sup>



- Since June 30, 2016, there has been an 83% decrease in the total number of delinquent youth in congregate care settings
- Delinquent congregate care placements have decreased each year since 2016

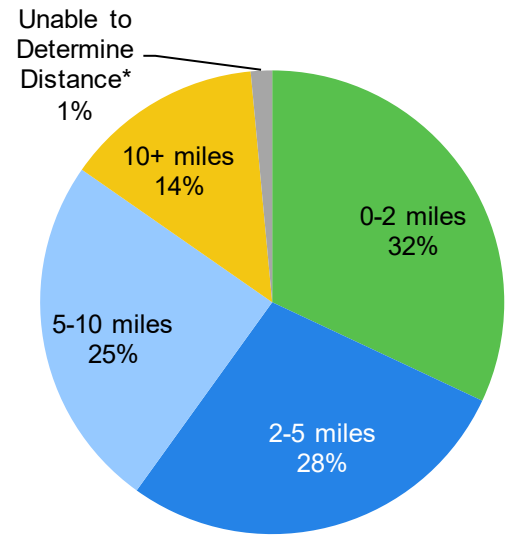
*As of 9/23/2020 there were 139 youth in delinquent congregate care placement*

Data run on 8/3/2020

# Family Foster Care Distance From Home

Figure 35. Distance from Home for CUA Youth in Family Foster Care as of June 30, 2020

CUA	0-2 miles	2-5 miles	5-10 miles	10+ miles	Unable to Determine Distance*
01 - NET (N=396)	37%	33%	19%	11%	1%
02 - APM (N=500)	34%	29%	23%	12%	2%
03 - TPFC (N=477)	32%	25%	22%	20%	0%
04 - CCS (N=311)	30%	23%	28%	19%	1%
05 - TPFC (N=628)	31%	30%	26%	12%	1%
06 - TABOR (N=347)	37%	23%	27%	11%	2%
07 - NET (N=360)	28%	37%	23%	10%	2%
08 - BETH (N=303)	22%	32%	30%	15%	1%
09 - TPFC (N=417)	34%	23%	29%	13%	2%
10 - TPFC (N=441)	31%	26%	24%	15%	3%



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

Data run on 8/3/2020

"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.40



## Congregate Care Distance from Home

*Table 1. Distance between Dependent Congregate Care Youth and City Limits as of June 30, 2020*

Distance	# of Facilities	# of Youth
In Philadelphia	15	97
Within 5 Miles	9	130
5 - 10 Miles	12	37
10 - 25 Miles	9	35
25 - 50 Miles	11	53
50+ Miles	13	47
<b>Total</b>	<b>69</b>	<b>399</b>

- Two thirds (66%) 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, 2020*

Distance	# of Facilities	# of Youth
In Philadelphia	1	1
Within 10 Miles	2	33
10 - 50 Miles	1	2
50 - 100 Miles	4	40
100 - 200 Miles	4	45
200+ Miles	3	14
<b>Total</b>	<b>15</b>	<b>135</b>

- A quarter (25%) of delinquent congregate care youth were placed within 10 miles of Philadelphia
- Almost three quarters (73%) of delinquent congregate care youth were placed at least 50 miles from Philadelphia

## Caseload

Table 3. CUA Case Management Workers' Caseload Distribution on June 30, 2020

CUA	Total workers	Total cases	Median caseload	Average caseload
01 – NET	36	404	13	11.2
02 – APM	35	450	14	12.9
03 – TPFC	40	476	12	11.9
04 – CCS	36	334	10	9.3
05 – TPFC	53	716	15	13.5
06 – TABOR	37	355	10	9.6
07 – NET	40	396	11	9.9
08 – BETH	27	309	13	11.4
09 – TPFC	48	420	9	8.8
10 – TPFC	47	413	9	8.8
<b>Overall</b>	<b>399</b>	<b>4,273</b>	<b>11</b>	<b>10.7</b>

Table 4. DHS Ongoing Service Region Case Management Workers' Caseload Distribution on June 30, 2020

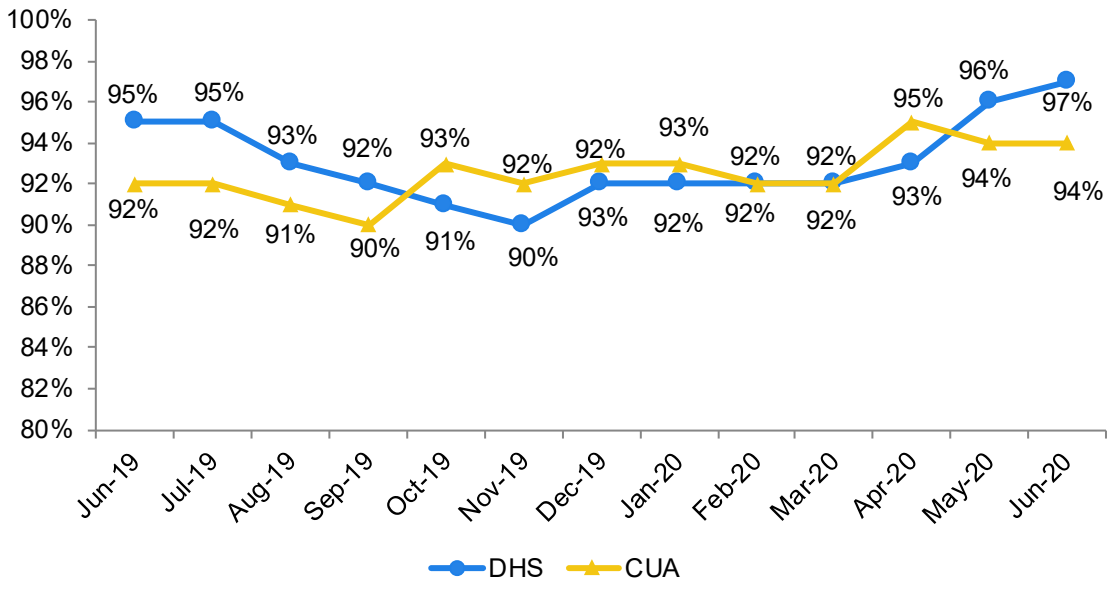
DHS	Total workers	Total cases	Median caseload	Average caseload
OSR	14	124	9	8.9

- CUAs had an average caseload of 10.7 cases per worker and DHS had an average of 8.9 cases per worker
- TPFC 9 and 10 had the lowest average caseload (8.8), and TPFC 5 had the highest (13.5)

# Monthly Visitation

Figure 36. DHS and CUA Visitation Rates by Month

- DHS and CUA both maintained monthly visitation rates at or above 90% for every month in FY20.

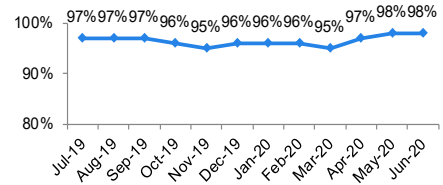


Data run on 8/3/2020

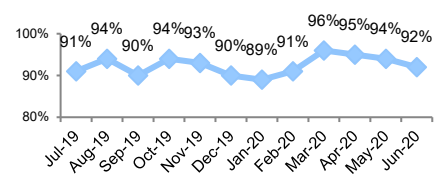
# Monthly Visitation Rates by CUA

Figure 37. Visitation Rates by CUA

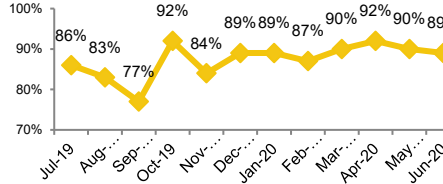
**NET Community Care - 1**



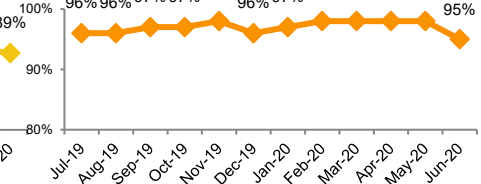
**APM - 2**



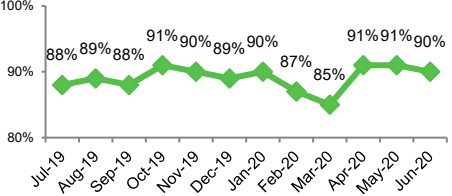
**Turning Points for Children - 3**



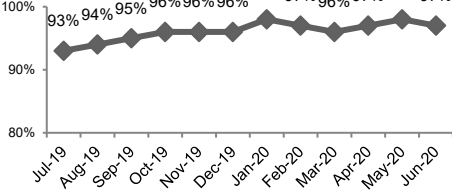
**CCS - 4**



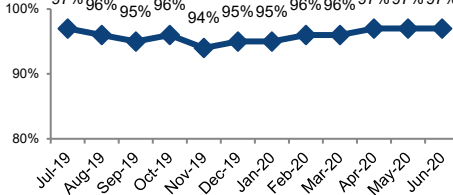
**Turning Points for Children - 5**



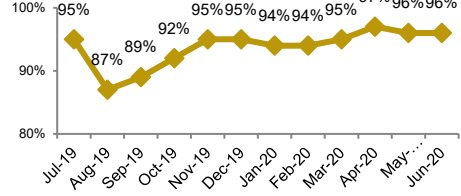
**Tabor - 6**



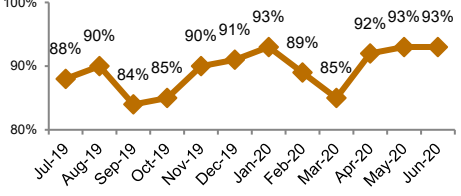
**NET Community Care - 7**



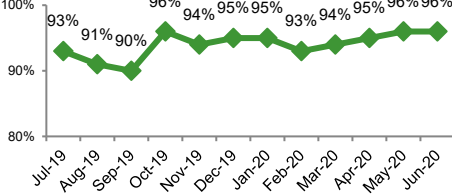
**Bethanna - 8**



**Turning Points for Children - 9**



**Turning Points for Children-10**



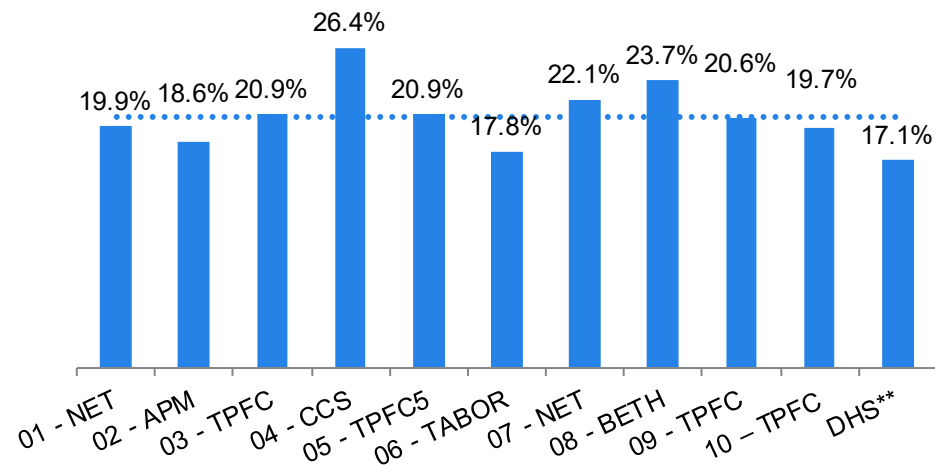
- 6 CUAs had monthly visitation rates of at least 90% for all of FY20
- CUAs 1, 4, and 7 maintained visitation rates above 95% for all of for FY20



# Permanency

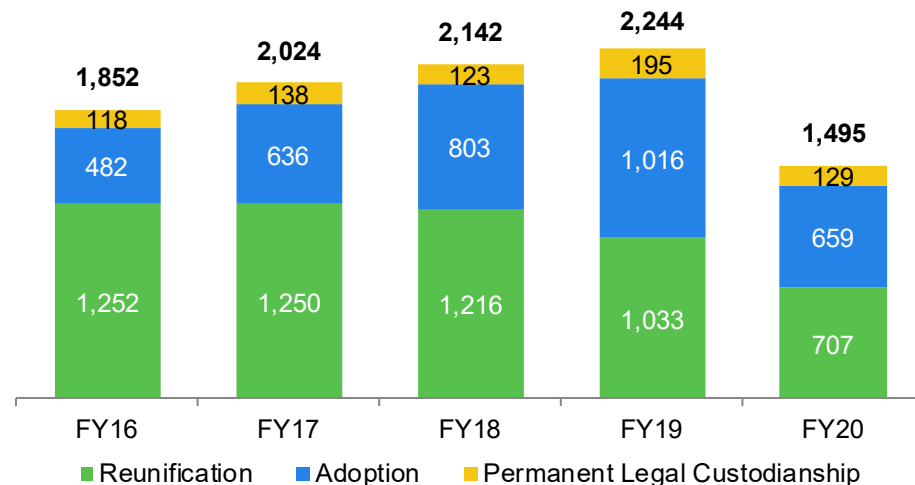
## Permanency Rates and Totals

Figure 38. Permanency Rates by CUA



- The system-wide permanency rate was 20.6% for FY20. This is lower than the FY19 (27.9%) and FY18 (25%) rate

Figure 39. Permanency Totals by Permanency Type



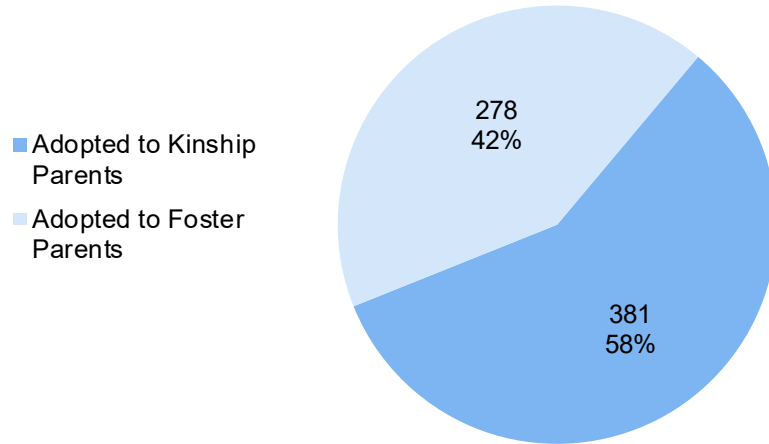
- Under half (47%) of all FY20 permanencies were reunifications
- The proportion of adoptions increased from 26% in FY16 to 44% in FY20

Permanency Rate Data run on 8/4/2020  
 Permanency Total Data run on 9/20/2020

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

## Adoptions and Permanent Legal Custody (PLC)

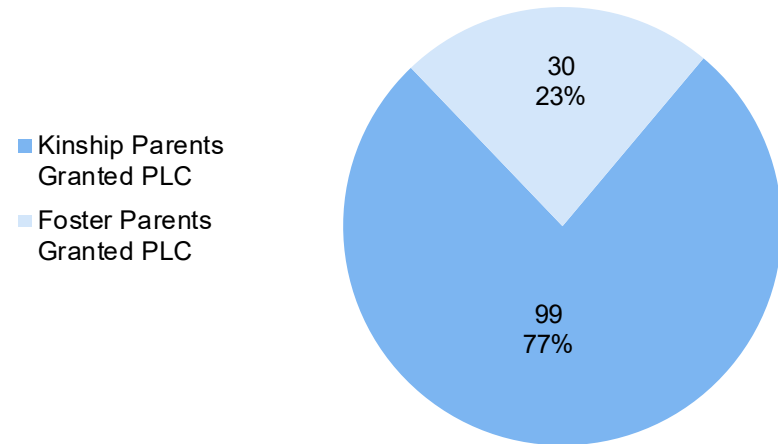
Figure 40. Youth Who were Adopted by Foster and Kinship Parents



N=659

- Of the 659 children and youth who were adopted in FY20, 58% were adopted by kinship parents

Figure 41. Youth Who were Discharged to PLC with Foster and Kinship Parents



N=129

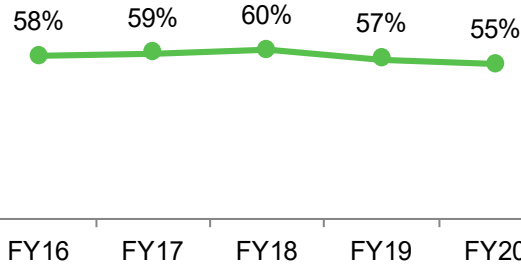
- Of the 129 youth who were discharged to PLC, 77% were discharged to PLC with their kinship parents



# Permanency Timeliness

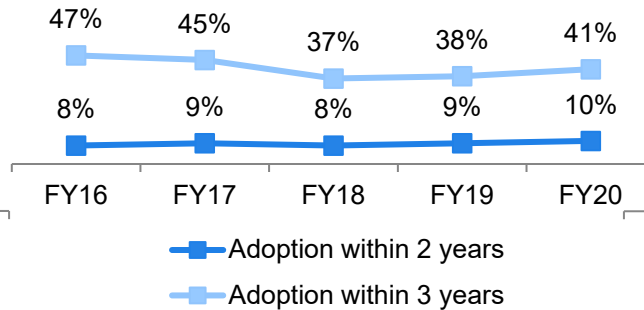
Figure 42. Timeliness of Permanency

## Reunification



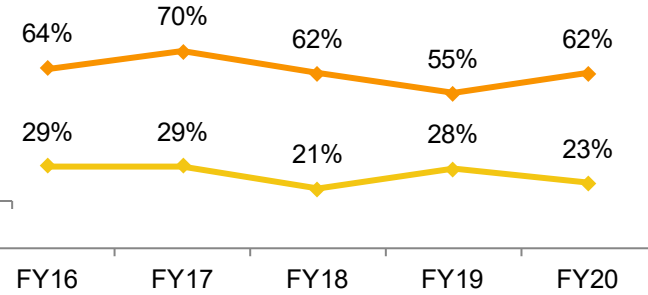
● Reunification within 1 year

## Adoption



■ Adoption within 2 years  
 ■ Adoption within 3 years

## Permanent Legal Custodianship



◆ PLC within 2 years    ◆ PLC within 3 years

- The rate of reunification within 1 year decreased from FY18 through FY20

- The rate for adoption within two and three years has increased slightly since FY18

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

Data run on 8/3/2020  
 Adoption within 3 year rate includes youth adopted within 2 years.



# Questions?



Department of  
**Human Services**  
CITY OF PHILADELPHIA