Improving Outcomes for Children

Improving Outcomes for Children (IOC) is Philadelphia’s community based approach to providing child welfare and juvenile justice services.

Community based services for child welfare are provided by Community Umbrella Agencies (CUAs).

CUAs provide daily case management for families, while DHS operates the 24-7 Philadelphia child abuse hotline, conducts investigations, identifies placements, and assists with permanency for children whose parental rights have been terminated. DHS also monitors CUAs for quality of service delivery.

- More children and youth are safely in their own homes and communities.
- More children and youth are reunified more quickly or achieve other permanency.
- Congregate (residential) care use is reduced.
- Improved child, youth, and family functioning.

To report child abuse or neglect call 215-683-6100
For concerns about case, contact the Commissioner’s Action Response Office: 215-683-6000 or dhscaro@phila.gov