



Quarterly Indicators Report

Fiscal Year 2022 Quarter 1
July 1, 2021 – September 30, 2021



Office of
Children and Families
CITY OF PHILADELPHIA

Department of Human Services

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 close more cases than accept for service. More cases were closed than opened in every month of Fiscal Year 2021 and Fiscal Year 2022 so far, except June 2021.



Re-entry and repeat maltreatment continues to decrease. The percentage of youth who are reunified that re-enter foster care within one year has decreased every year since Fiscal Year 2017. The federal repeat maltreatment rate for the first quarter of Fiscal Year 2021 (2.0%) was lower than the previous three fiscal years (between 3.8% and 5.9%), and remains below the national average of 9.5%



Executive Summary

Strengths



Emphasis on kinship care and decrease in congregate care. More than half (51.3%) of the youth in dependent placement on September 30th, 2021, were in kinship care, and just 7.3% of dependent youth in placement were in congregate care. Over the last four years, the delinquent congregate care population has declined by over 84%.



Many youth live close to home. Three in five (56%) youth in kinship care or foster care on September 30th, 2021, lived within 5 miles of their home, and most (83%) lived within 10 miles.

Executive Summary

Areas for Improvement



Ongoing challenges with permanency. Reunification, adoption and permanent legal custodianship timeliness have declined in the years following Improving Outcomes for Children (IOC) implementation (Fiscal Year 2015).



Visitation has begun to fall. In the first quarter of Fiscal Year 2022, CUA monthly visitation overall dipped below 90% for the first time in multiple years, with certain CUAs falling below 85% in recent months.



Focus Areas

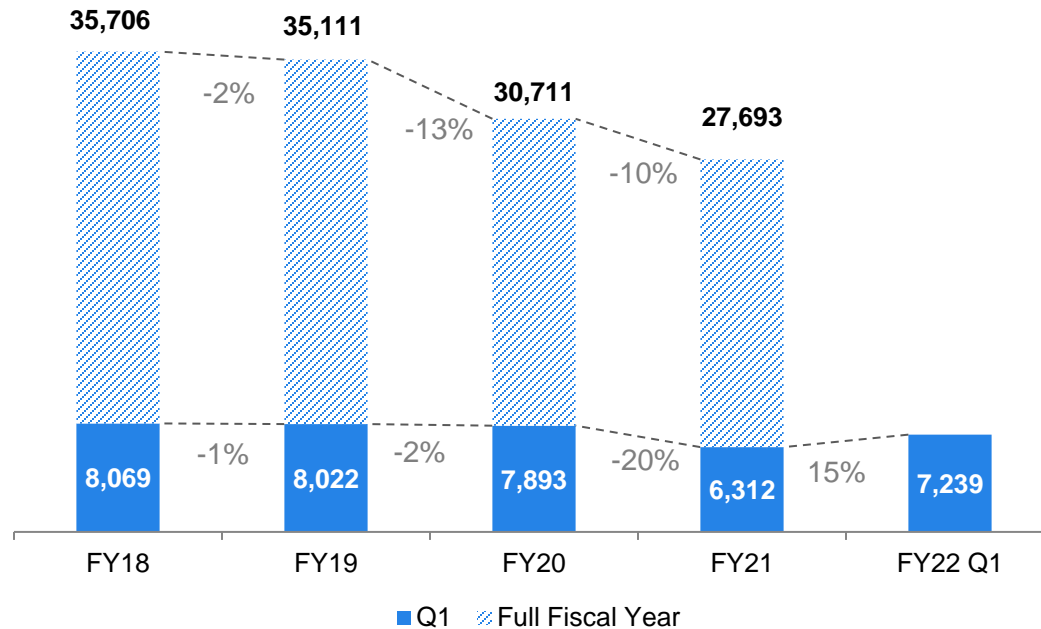
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|---|--|
| 1 | Hotline and Investigations |
| 2 | DHS Diversion Programs |
| 3 | Dependent Services |
| 4 | Juvenile Justice Programs |
| 5 | Permanency |
| 6 | Spotlight Section: Child Welfare Operations (CWO) Diversion Programs |
| 7 | Spotlight Section: Fiscal Year 2021 CUA Scorecard Highlights |



Hotline and Investigations

Call Volume

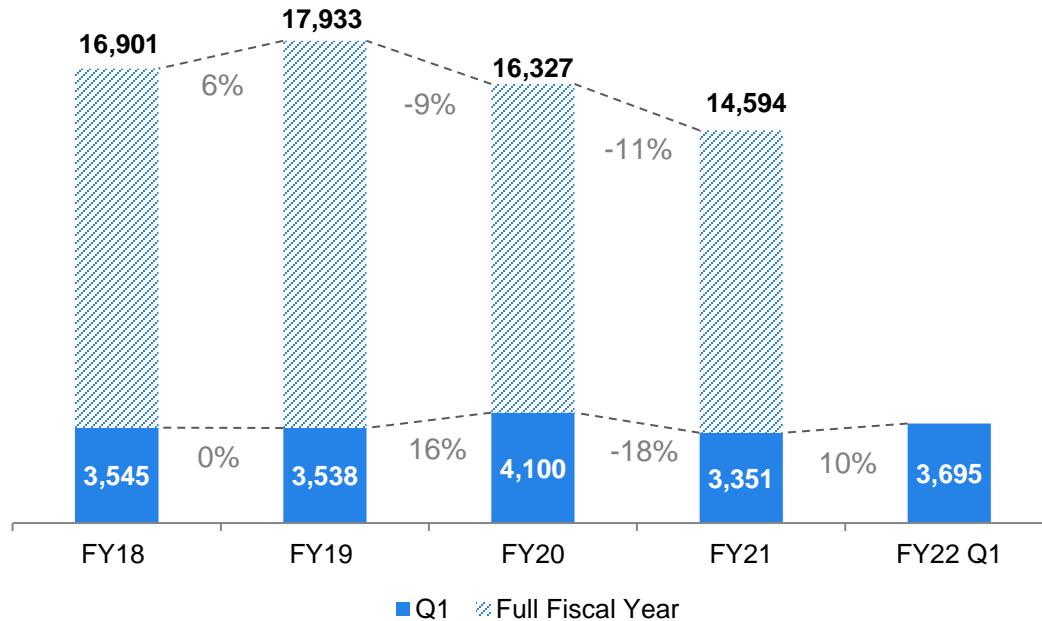
Figure 1. Total Hotline Reports



- During FY22 Q1, Hotline reports increased for the first time in the past five fiscal years
 - Total Hotline reports in FY22 Q1 were still 10% lower than in FY18 Q1
- On average, there were 79 calls per day during FY22 Q1

Hotline Decisions

Figure 2. Total Screen Outs

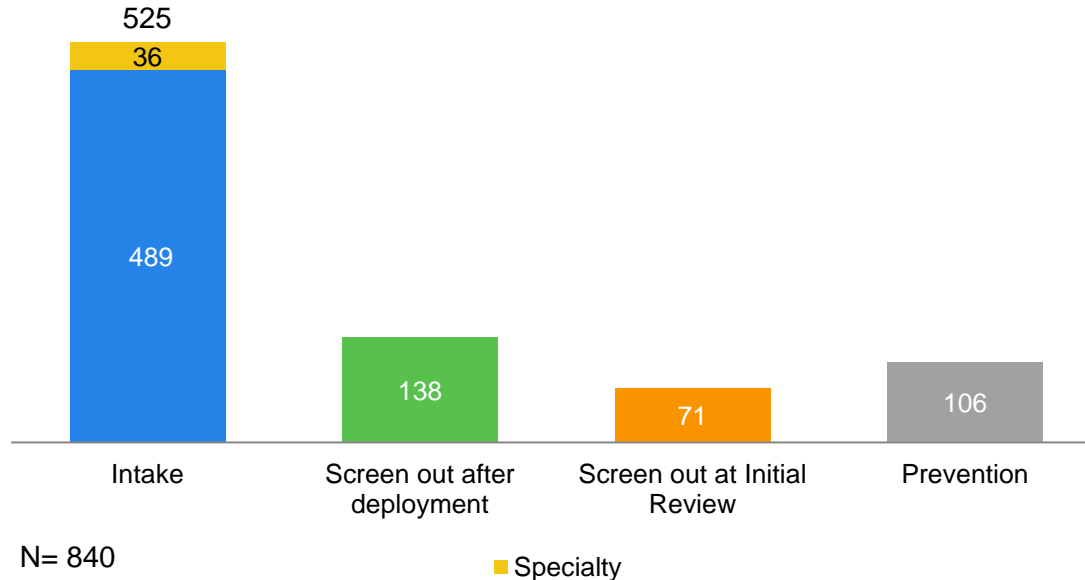


- Similar to the increase in total Hotline reports, screen outs for FY22 Q1 increased 10% from FY21 Q1
- While screen outs did not increase at the same rate as overall calls, DHS continued to screen out over 50% of calls

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

Hotline Decisions

Figure 3. Fiscal Year 2022 Q1 Secondary Screen Outs

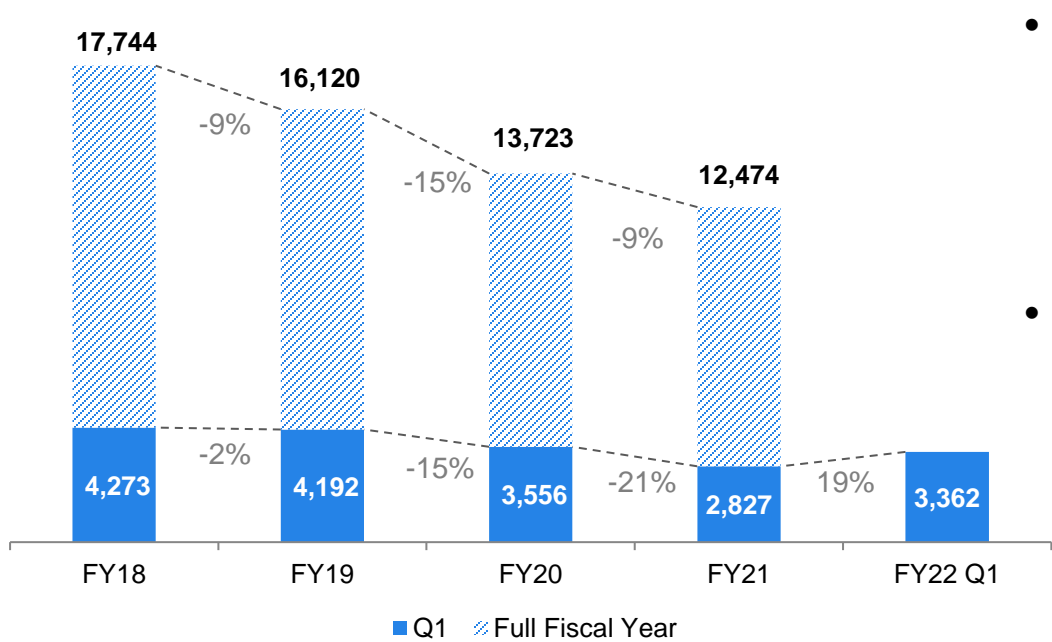


- Almost 2 in 3 (63%) secondary screen out cases were sent to Intake during FY22 Q1
- 1 in 4 cases were screened out: 16% were screened out after deployment, and 8% were screened out at initial review
- About 1 in 8 (13%) secondary screen out cases were referred to Prevention

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

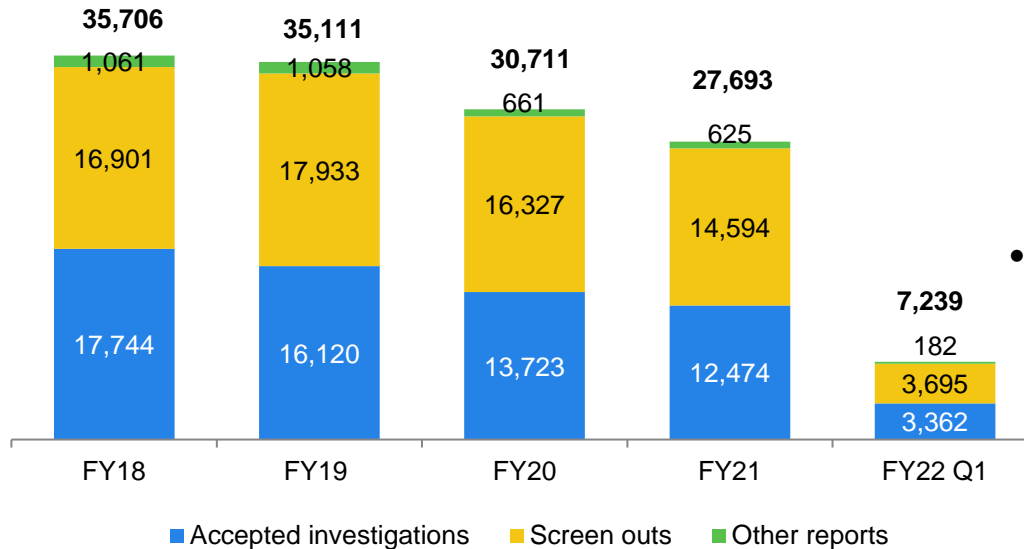
Figure 4. Total Investigations



- Similar to the increase in total Hotline reports, investigations increased 19% from FY21 Q1 to FY22 Q1
- Investigations in FY22 Q1 were still 21% lower than FY18 Q1

Hotline Decisions

Figure 5. Hotline Action

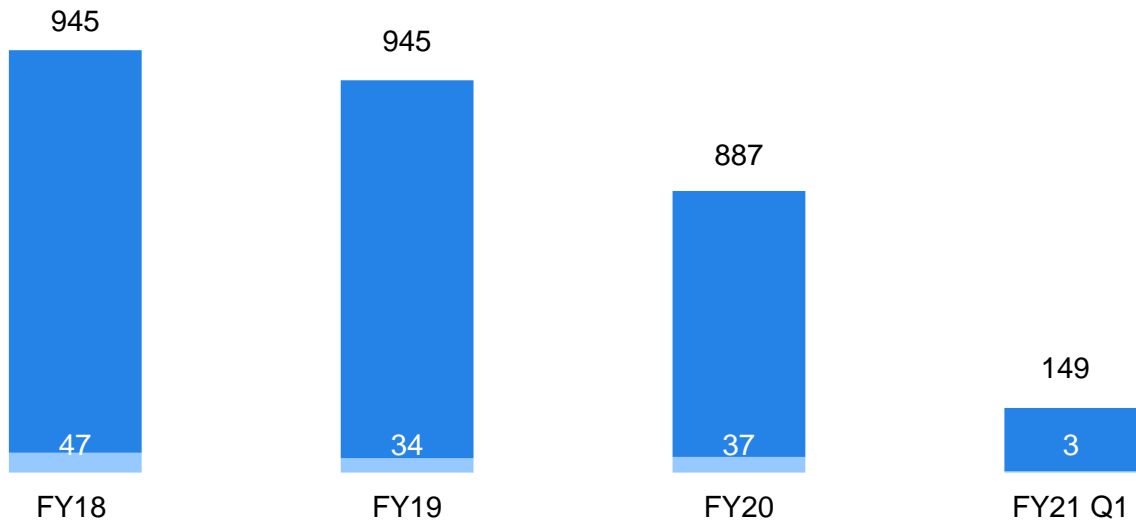


- Following the trend from previous fiscal years, over half (51%) of all reports were screened out in FY22 Q1
- Under half (46%) of all reports were accepted for investigation in FY22 Q1

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 6. Repeat Maltreatment: Federal Measure



- The rate for FY21 Q1 (2.0%) was lower than the previous three fiscal years (between 3.8% and 5.9%)

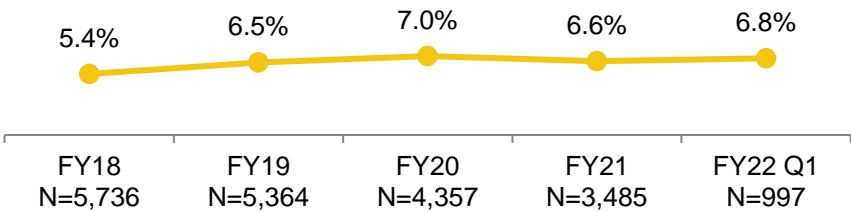
■ Victims with a subsequent CPS indication within 12 months ■ Indicated CPS victims

Data run on 12/1/2021
Because this measure looks forward in time, there is a one-year lag in reporting repeat maltreatment

Repeat Maltreatment: State Measure

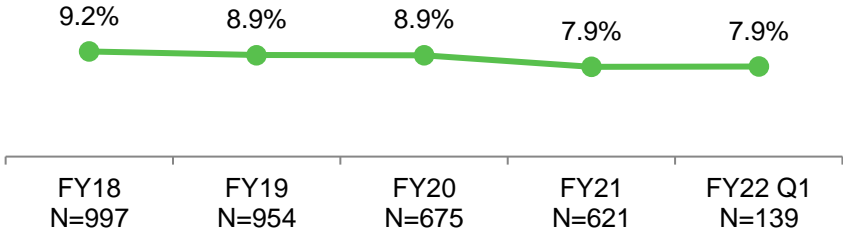
*The Pennsylvania measure for repeat maltreatment looks at the number of CPS reports received during a specific time-period and identifies those children who had a **previous** indication of abuse.*

Figure 7. CPS Reports with Suspected Re-Abuse



- The rate of CPS reports with suspected re-abuse remained roughly equal to last fiscal year, but increased slightly (1.4 percentage points) from FY18

Figure 8. Indicated CPS Reports with Re-Abuse



- The rate of CPS reports with indicated re-abuse in FY22 Q1 remained steady from the last fiscal year but has decreased since FY18.



DHS Diversion Programs

Glossary of Terms

Programs

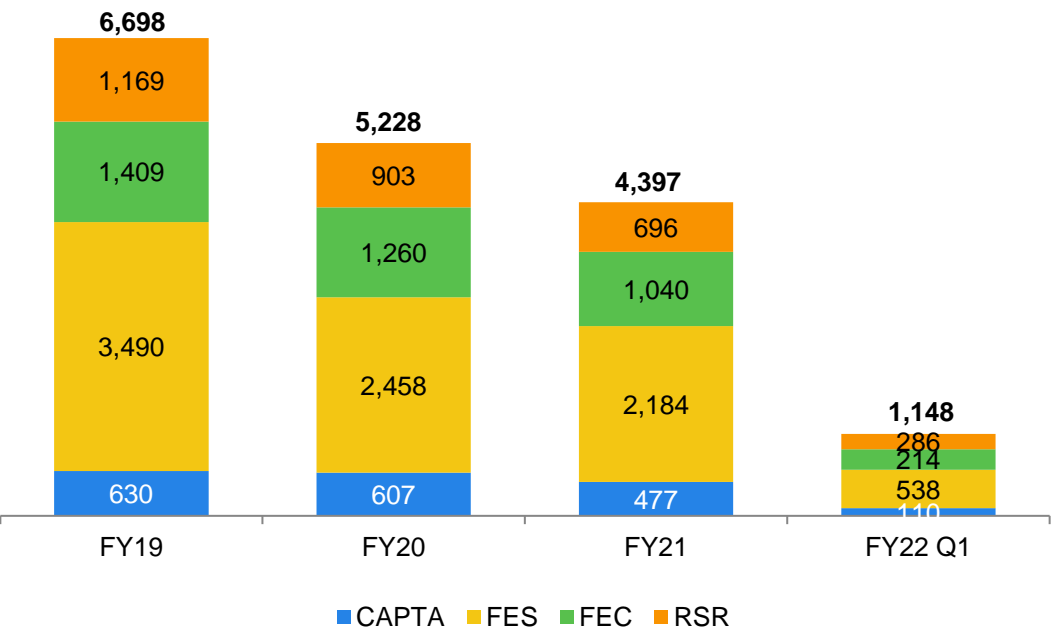
- **CAPTA-** Program for Substance Exposed Newborns
- **FEP** – Family Empowerment Programs, refers to:
 - **FES-** Family Empowerment Services
 - **FEC-** Family Empowerment Centers
- **RSR-** Rapid Service Response

Measures

- **Total Referrals**-all families referred to child welfare diversion programs, including [Front-End Referrals](#) (diverted from Hotline or Investigations) or [non-Front-End Referrals](#) (from CUA or other sources)
- **Voluntary Service Rate**- the proportion of families who voluntarily enrolled in services out of all cases received
- **Ongoing Engagement Rate**- the proportion of visits completed out of all visits expected for families who accept services

Total Referrals

Figure 9. Total Referrals to DHS Diversion Programs by Program

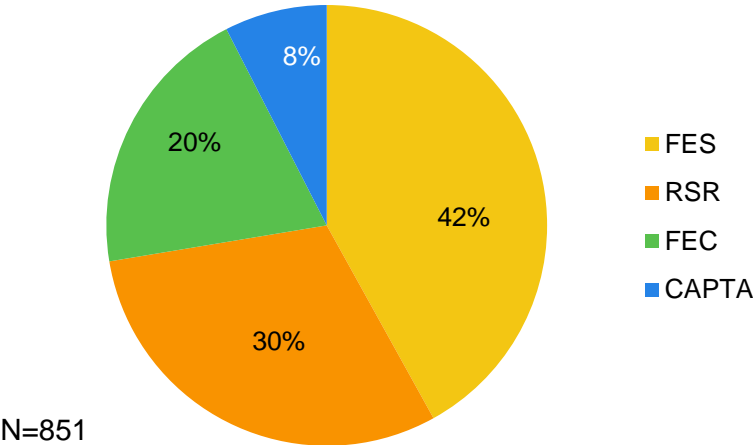


- In the first quarter of FY22, there were 1,148 families referred to DHS Diversion Programs
- Family Empowerment Services (FES) and Family Empowerment Centers (FEC) continued to receive the most referrals (66%)

Data run on 11/10/21
Total Referrals refers to all families referred to DHS Prevention Programs and can consist of **Front-End Referrals** (diverted from Hotline or Investigations) or **non-Front-End Referrals** (from CUA or other sources)
Referrals are now being counted as referrals that are received by the CWO Diversion programs, rather than referrals made by front end staff. Of all referrals made, some may be subsequently rejected because families are already receiving services, referrals were made for the incorrect program or multiple referrals were made. Therefore, referral totals in this report are lower than in past versions of the report.

Total Families Served

Figure 10. Total Families Served by DHS Diversion Programs in FY22 Q1 by Program



- In the first quarter of FY22, there were 851 families (1,864 children) served by DHS Diversion Programs
- Family Empowerment Services and Family Empowerment Centers provided services to nearly 2 in 3 (62%) families receiving services through DHS Diversion Programs

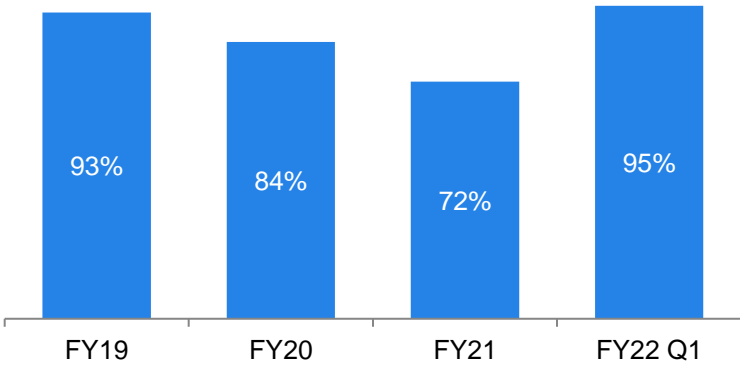
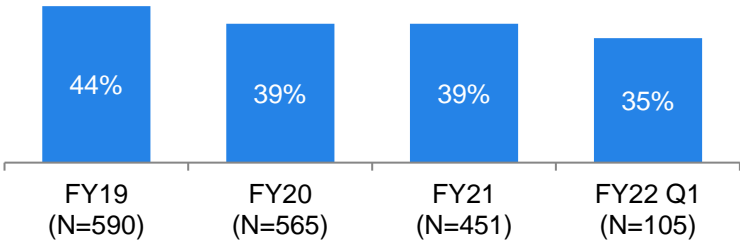
Data run on 11/10/21
Healthy Families America, another DHS Diversion Program, served 43 families in FY22 Q1. However, since the program is new and referrals, service acceptance, and ongoing engagement are tracked and measured differently than the other programs, it is not included in subsequent slides.

Family Case Coordination Program (CAPTA)

Family Case Coordination Program (CAPTA) provides intensive home visitation and case management for women and their infants who are affected by substance exposure at birth

Figure 11. Voluntary Service Rate

Figure 12. Ongoing Engagement Rate



- Out of 105 cases received in FY22 Q1, 35% voluntarily enrolled in services—slightly lower than previous fiscal years

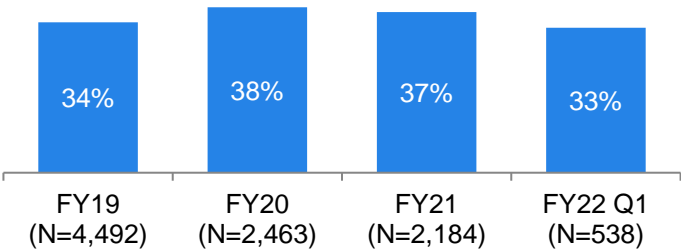
- The ongoing engagement rate increased in FY22 Q1 to 95%, the highest rate since FY19

Data run on 11/10/21
Voluntary Service Rate refers to the proportion of families who voluntarily enrolled in services out of all cases received
Ongoing Engagement Rate refers to the proportion of visits completed out of all visits expected for families who accept services

Family Empowerment Services (FES)

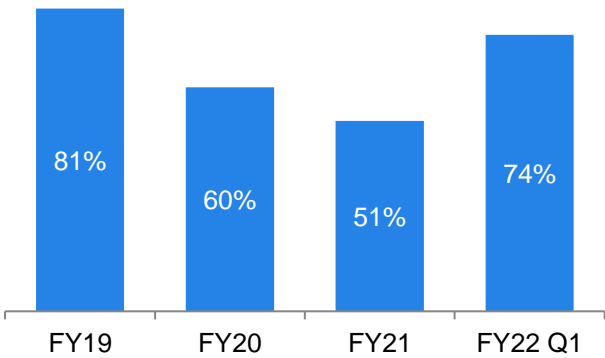
Family Empowerment Services (FES) offers intensive case management supports that stabilize families to limit future involvement with formal child welfare services

Figure 13. Voluntary Service Rate



- Out of 538 cases received in FY22 Q1, just a third (33%) voluntarily enrolled in services—roughly equal to FY19 but lower than FY20 and FY21

Figure 14. Ongoing Engagement Rate



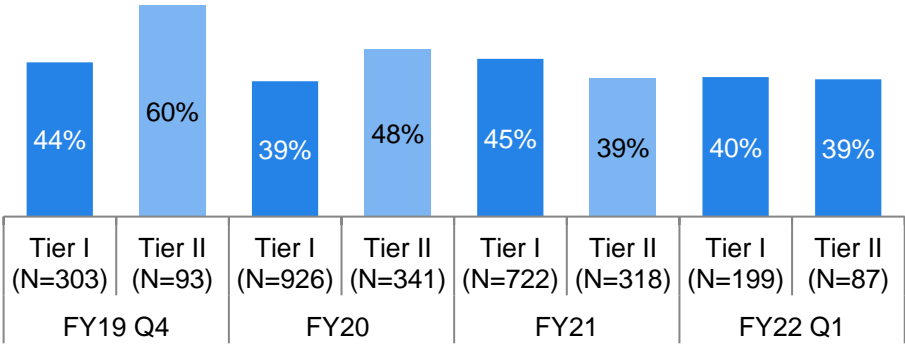
- The ongoing engagement rate increased in FY22 Q1 to 74%, which was 23 percentage points higher than in FY21

Data run on 11/10/21
Voluntary Service Rate refers to the proportion of families who voluntarily enrolled in services out of all cases received
Ongoing Engagement Rate refers to the proportion of visits completed out of all visits expected for families who accept services

Family Empowerment Centers (FEC)

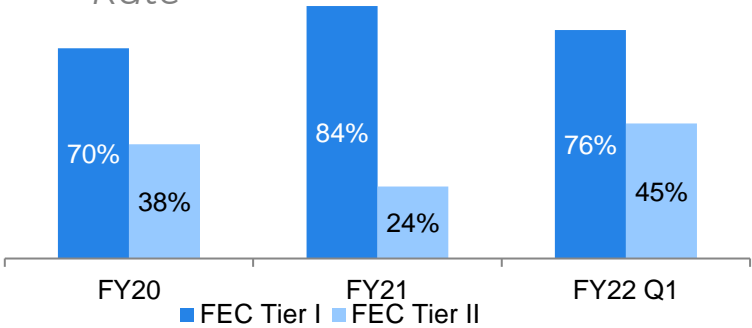
Family Empowerment Centers (FEC) are community-based hubs that provide intensive supports to families to prevent future involvement with DHS. Families receive different levels of support based on risk: lower risk families are serviced through Tier I and higher risk, through Tier II

Figure 15. Voluntary Service Rate



- Similar to previous years, 40% of Tier I families voluntarily enrolled in services in FY22 Q1
- In FY22 Q1 for Tier 2, 39% of Tier II families voluntarily enrolled in services— equal to last fiscal year

Figure 16. Ongoing Engagement Rate



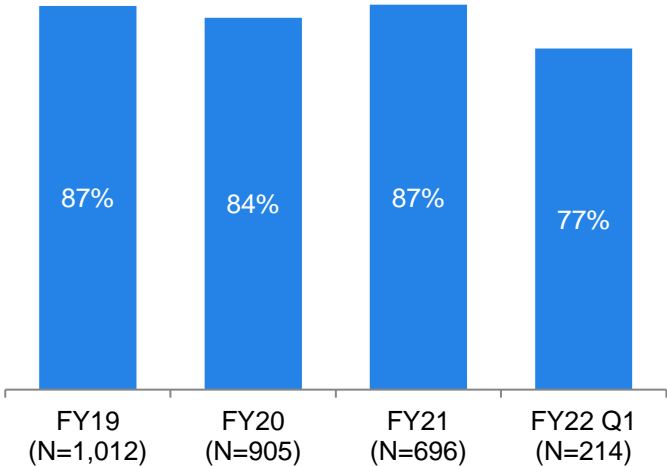
- In FY22 Q1, the ongoing engagement rate for Tier I was 76%- a slight decrease from FY21
- In FY22 Q1, the ongoing engagement rate for Tier II was 45% – an increase from FY21

Data run on 11/10/21
FEC was first implemented in FY19 Q4, and therefore enrolment numbers for FY19 are lower than FY20 and ongoing engagement data for FY19 are not available
Voluntary Service Rate refers to the proportion of families who voluntarily enrolled in services out of all cases received
Ongoing Engagement Rate refers to the proportion of visits completed out of all visits expected for families who accept services

Rapid Service Response (RSR)

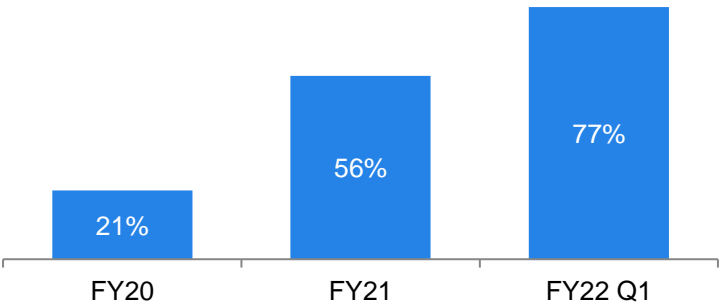
Rapid Service Response (RSR) provides in-home support services focused on increasing parents' ability to provide a safe and nurturing home environment to prevent out of home placement

Figure 17. Voluntary Service Rate



- Out of 214 cases received in FY22 Q1, 77% voluntarily enrolled in services, slightly lower than previous years

Figure 18. Ongoing Engagement Rate



- The ongoing engagement rate increased in FY22 Q1 to 77%, an increase from past years

Data run on 11/10/21

Ongoing engagement for RSR only began being collected in the Diversion case management system in FY19

Voluntary Service Rate refers to the proportion of families who voluntarily enrolled in services out of all cases received. RSR is voluntary for families referred. However, families may be accepted for formal DHS safety service is they do not participate in the RSR service to address their identified needs.

Ongoing Engagement Rate refers to the proportion of visits completed out of all visits expected for families who accept services.



Dependent Services

Sex of Dependent Youth –September 30, 2021

Figure 19. Sex of All Dependent Youth

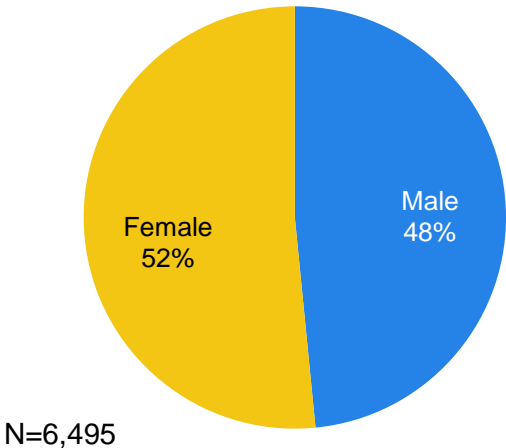


Figure 19a. Sex of Dependent In-Home Youth

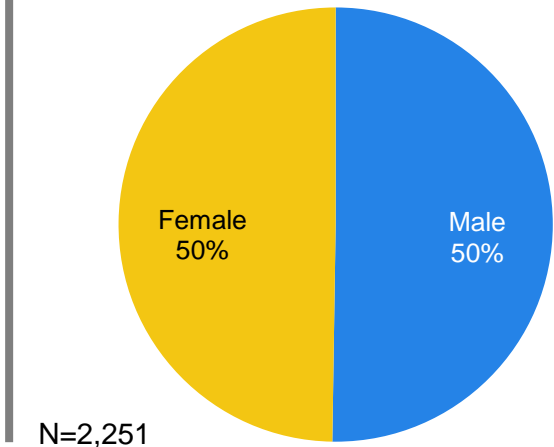
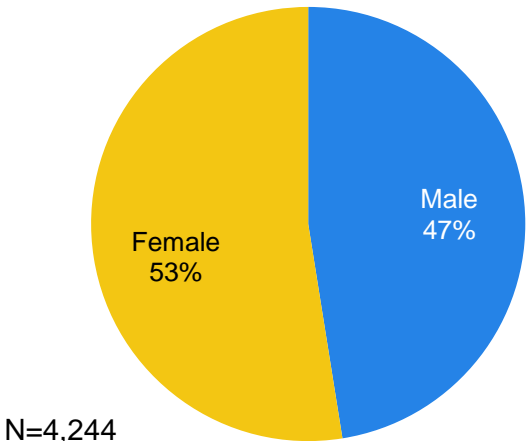


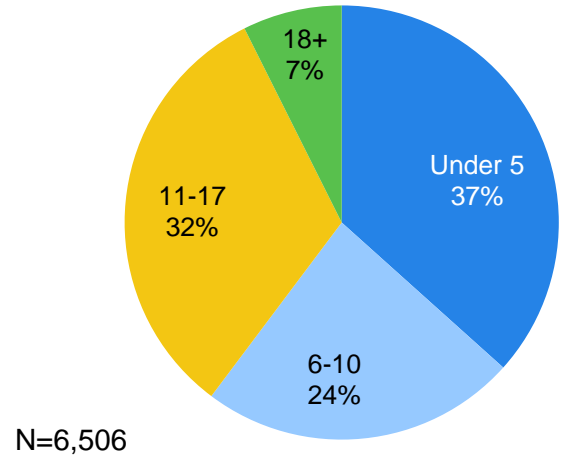
Figure 19b. Sex of Dependent Placement Youth



- As of 9/30/21, there were slightly more females than males in the dependent system overall and in placement, while there were equal numbers of male and female youth in in-home services

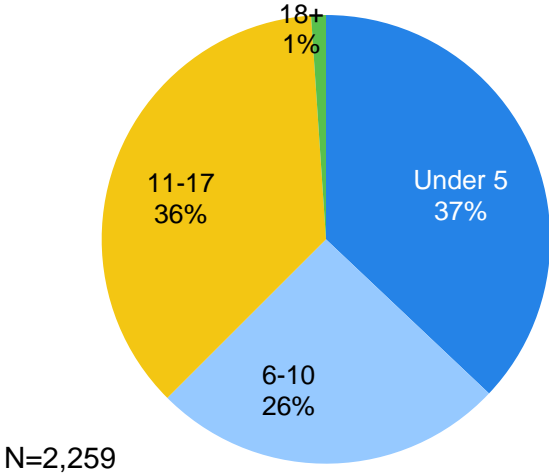
Age of Dependent Youth – September 30, 2021

Figure 20. Age of All Dependent Youth



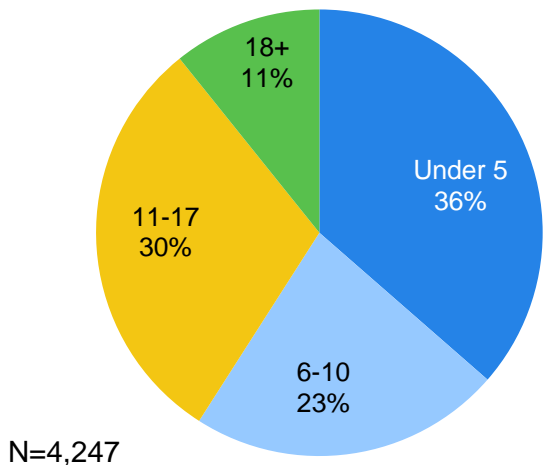
- Three in five (61%) dependent youth on 9/30/21 were 10 years old or younger

Figure 20a. Age of Dependent In-Home Youth



- Roughly 1 in 3 (36%) dependent **in-home** youth on 9/30/21 were between the ages of 11 and 17, and only 1% were 18 or older

Figure 20b. Age of Dependent Placement Youth

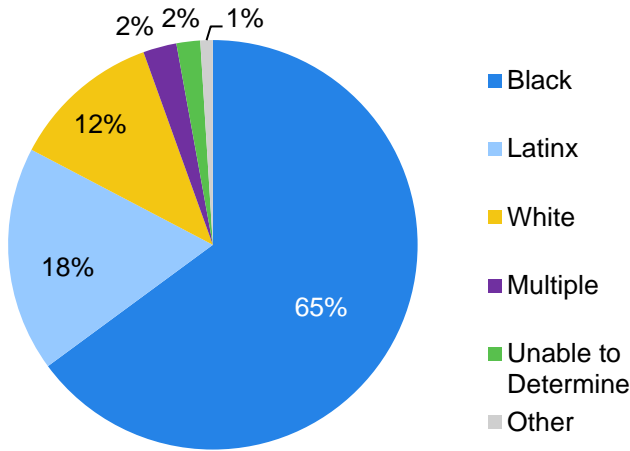


- Three in ten (30%) dependent **placement** youth on 9/30/21 were between the ages of 11 and 17, and 1 in 10 (11%) were 18 or older

Data run on 11/5/2021
*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

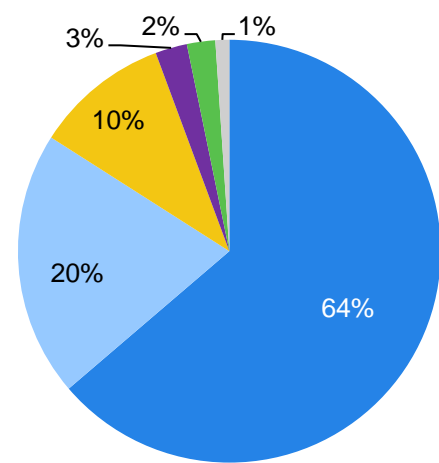
Race/Ethnicity of Dependent Youth – September 30, 2021

Figure 21. Race/Ethnicity of All Dependent Youth



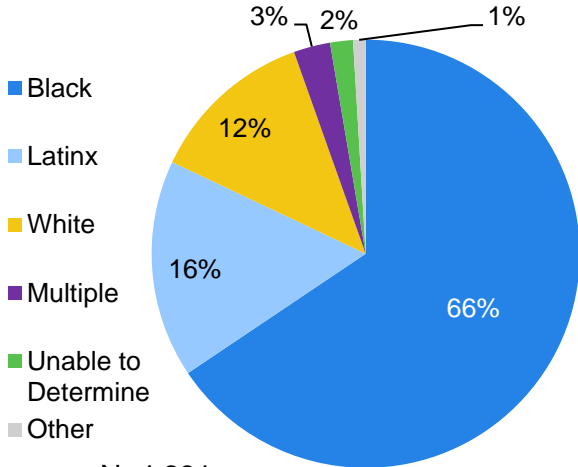
- N=6,508
- Slightly under two thirds (65%) of dependent youth on 9/30/21 were Black
 - Approximately 1 in 6 (18%) were Latinx

Figure 21a. Race/Ethnicity of Dependent In-Home Youth



- N=2,261
- Slightly under two thirds (64%) of **in-home** youth on 9/30/21 were Black
 - One in five (20%) were Latinx

Figure 21b. Race/Ethnicity of Dependent Placement Youth

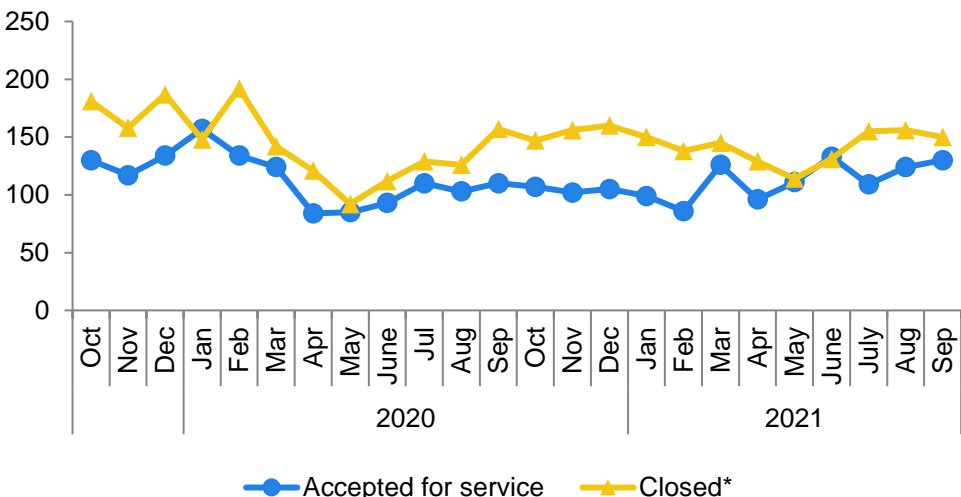


- N=4,231
- Two thirds (66%) of dependent **placement** youth on 9/30/21 were Black
 - Approximately 1 in 6 (16%) were Latinx

Data run on 11/5/2021
*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

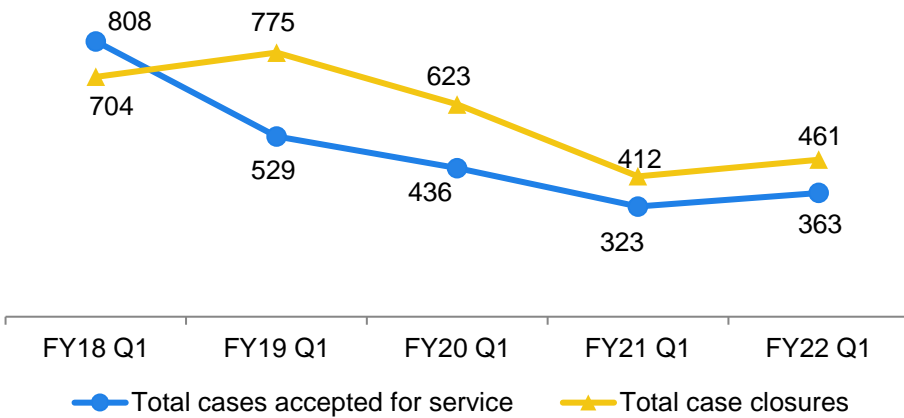
Families Accepted for Service and Families Closed

Figure 22. Families Accepted and Closed by Month



- More families were closed than opened every month in FY19 Q1 through FY22 Q1 except January 2020 and June 2021

Figure 23. Families Accepted and Closed by Fiscal Year

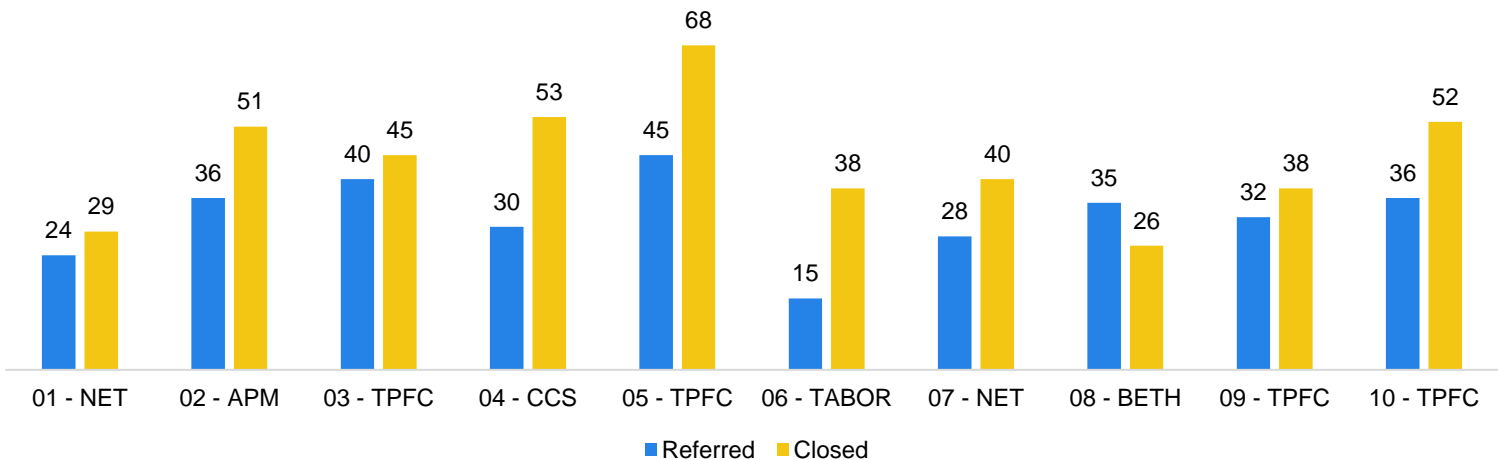


- There were 98 more families closed than accepted for service in FY22 Q1
- There were 49 more families accepted for service in FY22 Q1 compared to FY21 Q1

Data run on 11/5/2021
*Families closed includes those transferred to Non-CWO Services (Delinquent or Subsidy)

Families Referred and Families Closed

Figure 24. Families Referred and Closed in FY22 Q1, by CUA

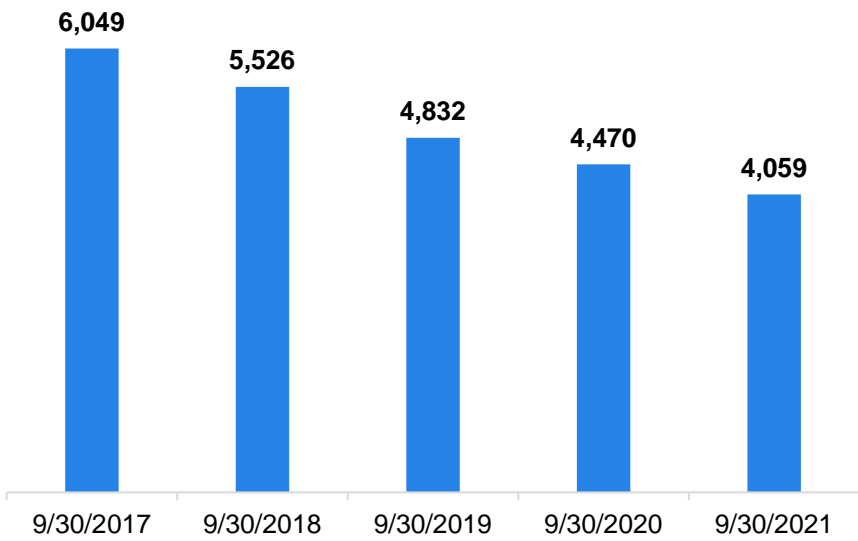


- All CUAs except CUA 8 closed more cases than they accepted for service in FY22 Q1
- CUA 6 closed more than twice as many families referred in FY22 Q1, the greatest difference of any CUA

Data run on 11/5/2021
*Families closed includes those transferred to Non-CWO Services (Delinquent or Subsidy)

Total Families Open for Service

Figure 25. Total Families Open for Service on September 30th



- There were 4,059 families open on September 30, 2021— fewer families than in the previous four years.
 - There were 9% fewer families open on September 30, 2021 than there were on September 30, 2020
 - There were 33% fewer families open on September 30, 2021 than there were on September 30, 2017

In-Home Services

Figure 26. Total Families with In-Home Services

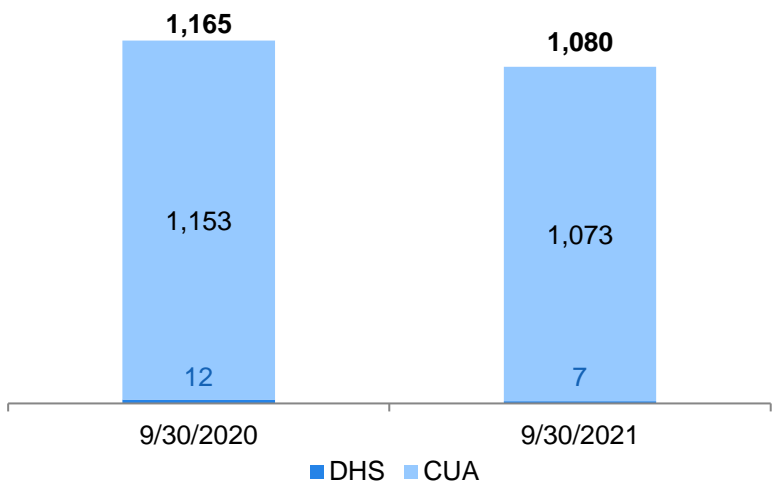
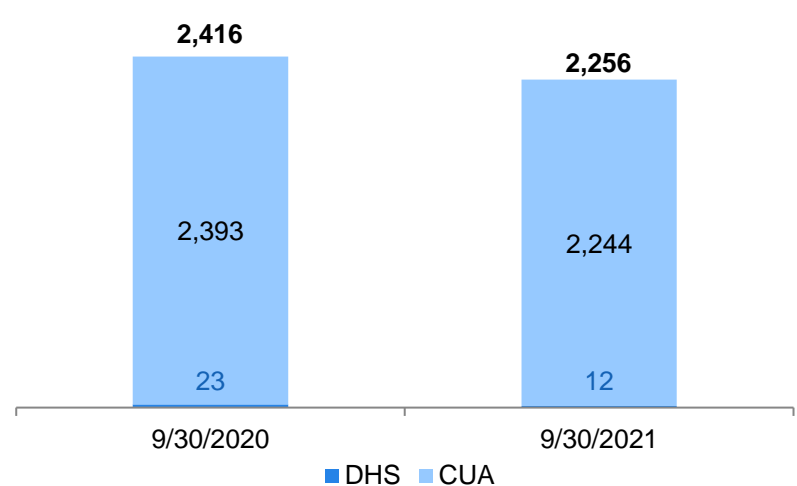


Figure 27. Total Children with In-Home Services



- Compared to 9/30/20, the total number of in-home families and children on 9/30/21 declined by 8% and 7%, respectively
- CUAs provided in-home services for 99% of all in-home families and children

In-Home Services

Figure 28. Total Families with In-Home Services by Service Type

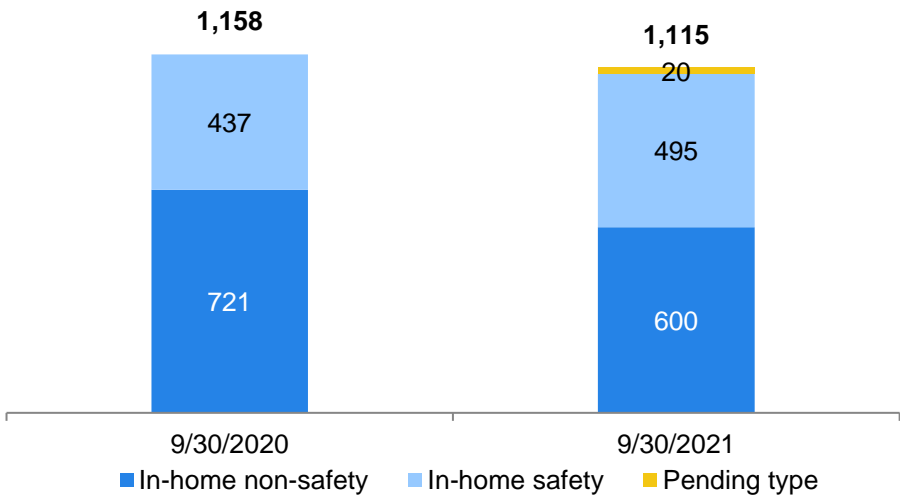
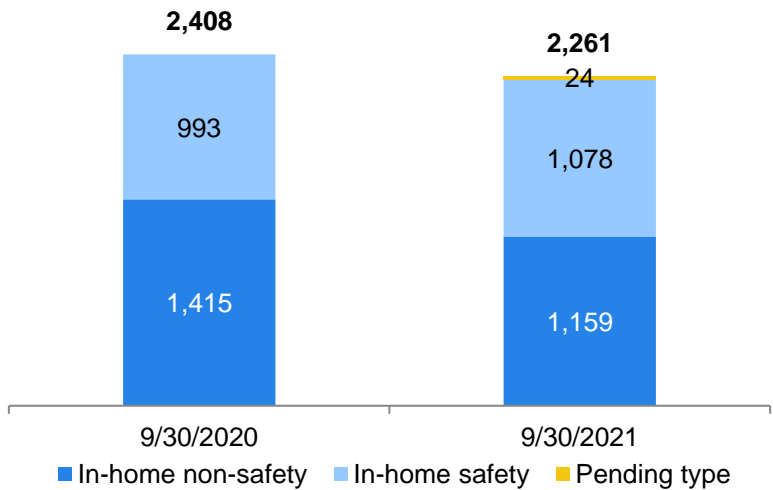


Figure 29. Total Children with In-Home Services by Service Type

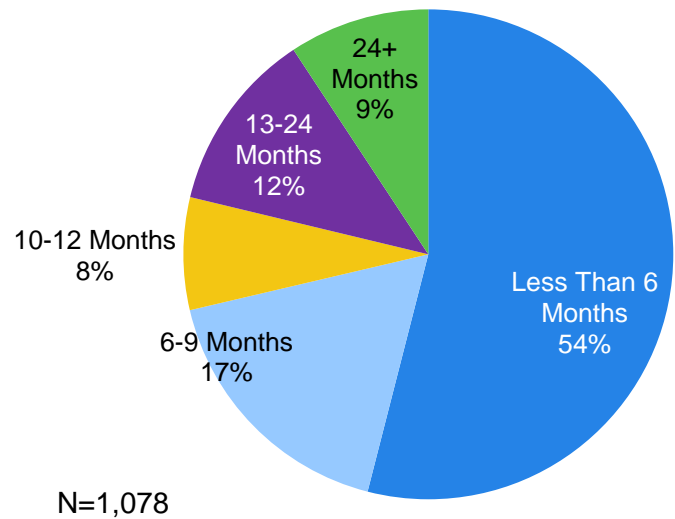


- There were fewer families and fewer children with in-home non-safety services but more families and children with in-home safety services on 9/30/21 than 9/30/20
- A slightly lower proportion of families had in-home non-safety services on 9/30/21 (55%) than on 9/30/20 (62%). The same was true for children (51% in 2021 and 59% in 2020)

Data run on 11/5/2021
If families included multiple children, some with in-home safety services and others with non-safety services, that family is counted twice.

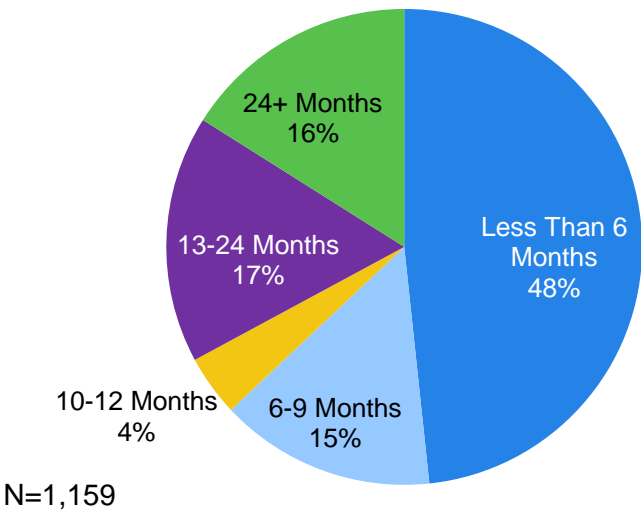
In-Home Services

Figure 30. Length of In-Home Safety Services on September 30, 2021



- As of 9/30/21, 54% of youth with in-home safety services had been in service for less than 6 months

Figure 31. Length of In-Home Non-Safety Services on September 30, 2021



- As of 9/30/21, 48% of youth with in-home non-safety services had been in service for less than 6 months

Data run on 11/5/2021
Youth whose service information had yet to be entered into the electronic database are excluded from these figures.

Dependent Placement Services

Figure 32. Total Families with Placement Services

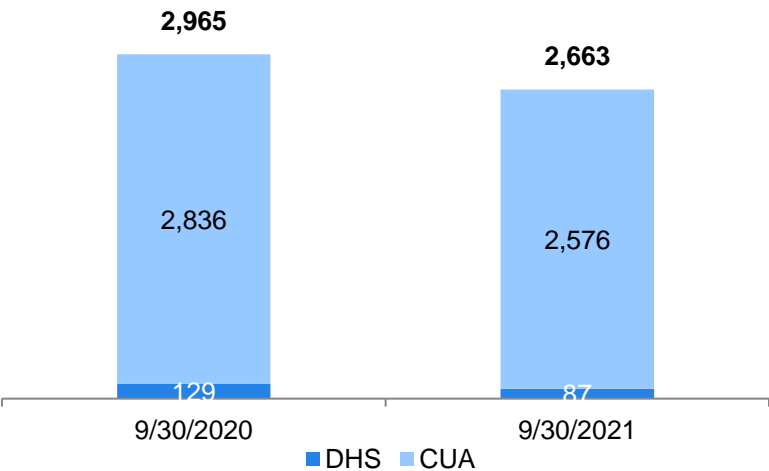
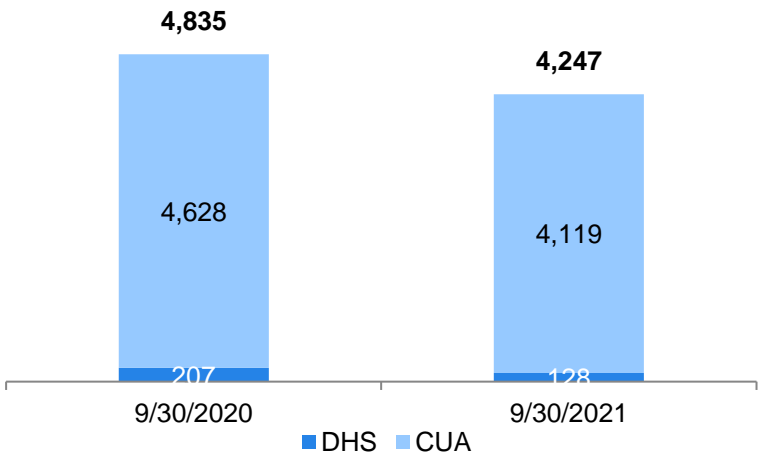


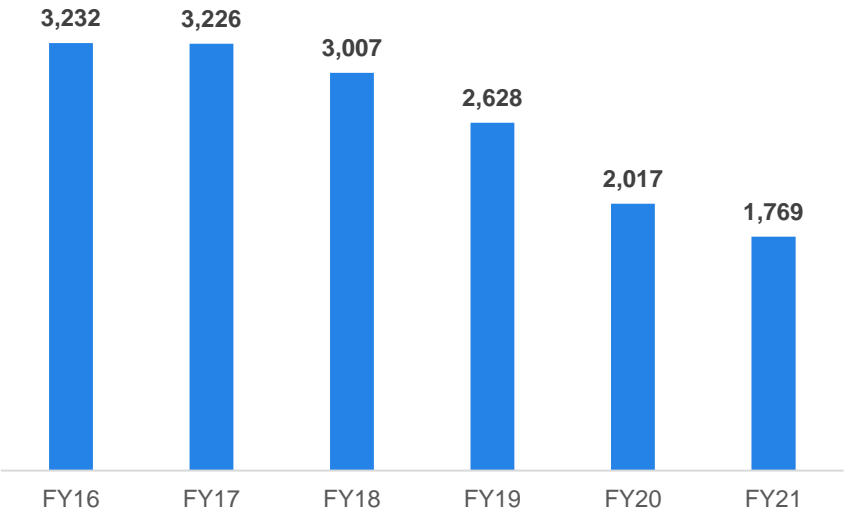
Figure 33. Total Children with Placement Services



- Compared to 9/30/20, on 9/30/21 the total number of families with children in placement declined by 10% and the total number of children declined by 12%
- CUA continued to manage about 97% of placement cases and placement children

Dependent Placements

Figure 34. Number of Children into Out of Home Care, by Federal Fiscal Year

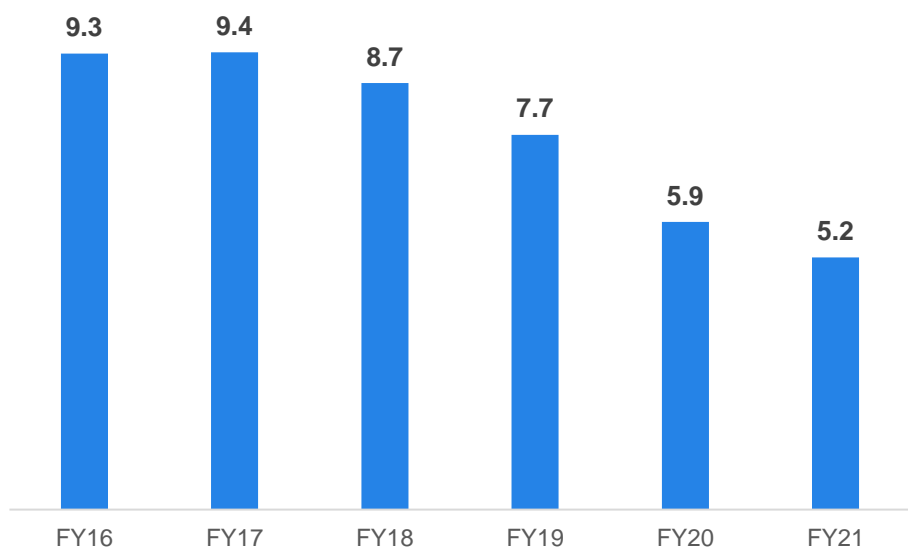


- In FY21, there were 1,769 entries into out of home care.
- The FY21 total represents a 45% decrease from FY16 (3,232 children)

Data updated on 2/20/2025 to improve comparability with AFCARS-based reporting.
Data reflects the federal fiscal year which runs from 10/1 to 9/30. This was done so that DHS could compare data to other jurisdictions.

Dependent Placements

Figure 34b. Entry Rate of Children into Out of Home Care per 1,000 Philadelphia Children, by Federal Fiscal Year

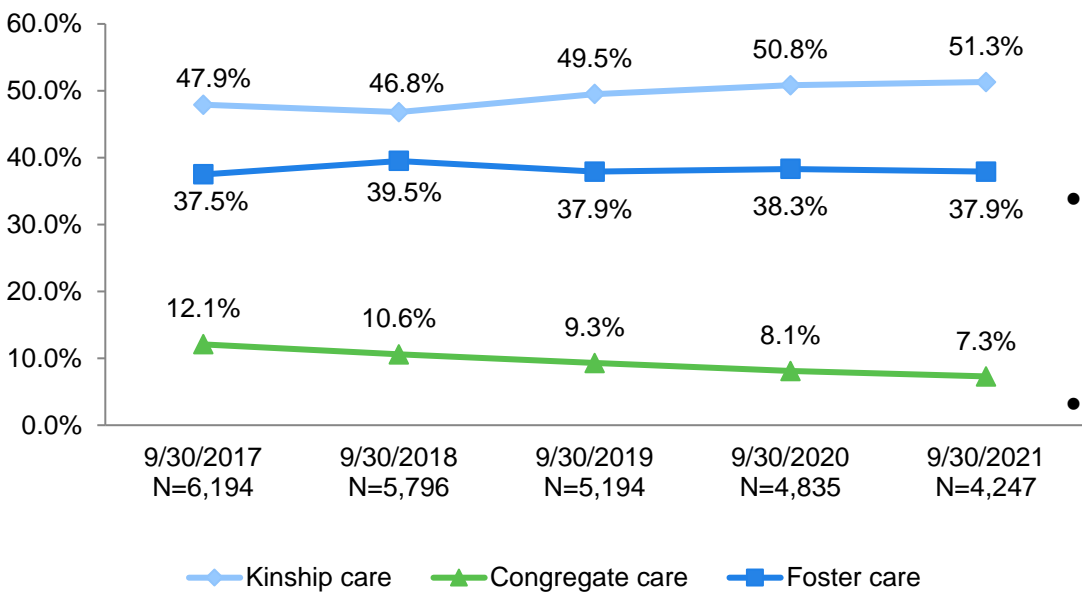


- In FY21, the entry rate of children into out of home care was 5.2 per 1,000 children.

Data updated on 2/20/2025 to improve comparability with AFCARS-based reporting.
Data reflects the federal fiscal year which runs from 10/1 to 9/30. This was done so that DHS could compare data to other jurisdictions.

Dependent Placements

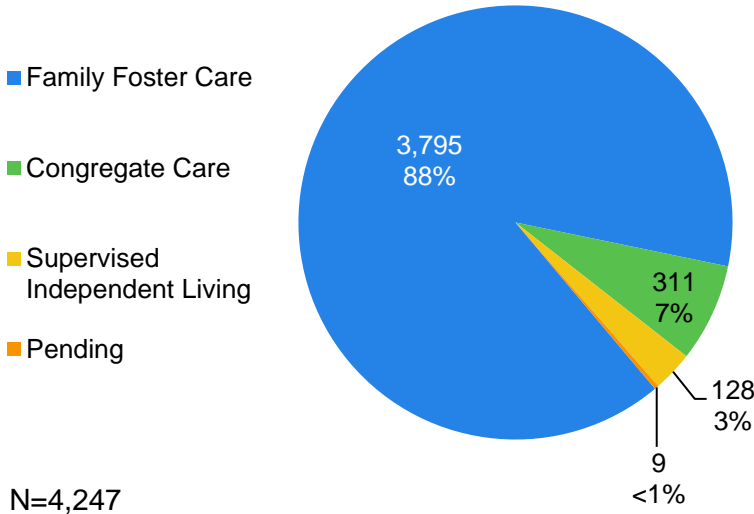
Figure 35. Dependent Placements on September 30th of Each Year



- Over half of all dependent placement youth were placed with kin as of 9/30/21
- The percentage of youth in congregate care continued to decline (7.3% on 9/30/21)
- The total number of youth in placement declined by 12% from 9/30/20 to 9/30/21

Dependent Placement Services

Figure 36. Children in Dependent Placements on September 30, 2021, by Placement Type



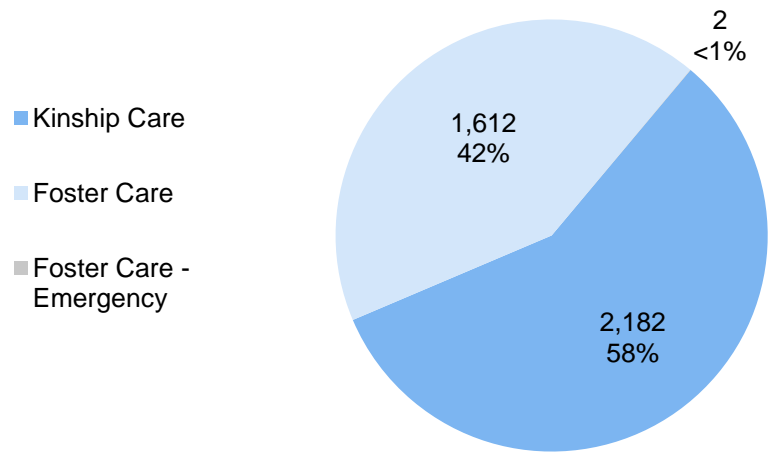
- A large majority (88%) of youth in placement on 9/30/21 were in family foster care
- Fewer than 1 in 10 (7%) youth in placement on 9/30/21 were in congregate care

As of 12/22/21 there were 4,092 youth in dependent placement

Data run on 11/5/2021
*Pending youths' service information had yet to be entered into the electronic database as of the date the data were run
Percentages for this figure have been rounded to the nearest whole number, so total will not equal 100%

Dependent Placement Services

Figure 37. Children in Dependent Family Foster Care on September 30, 2021

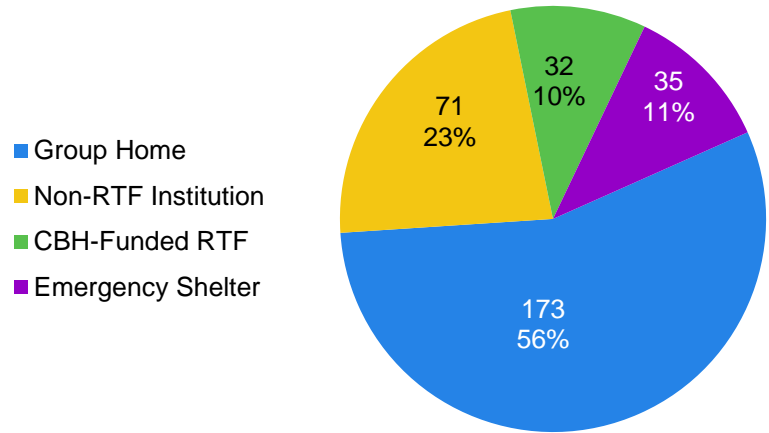


N=3,795

- More than half (58%) of family foster care youth were in kinship care on 9/30/21

Dependent Placement Services

Figure 38. Children in Dependent Congregate Care on September 30, 2021

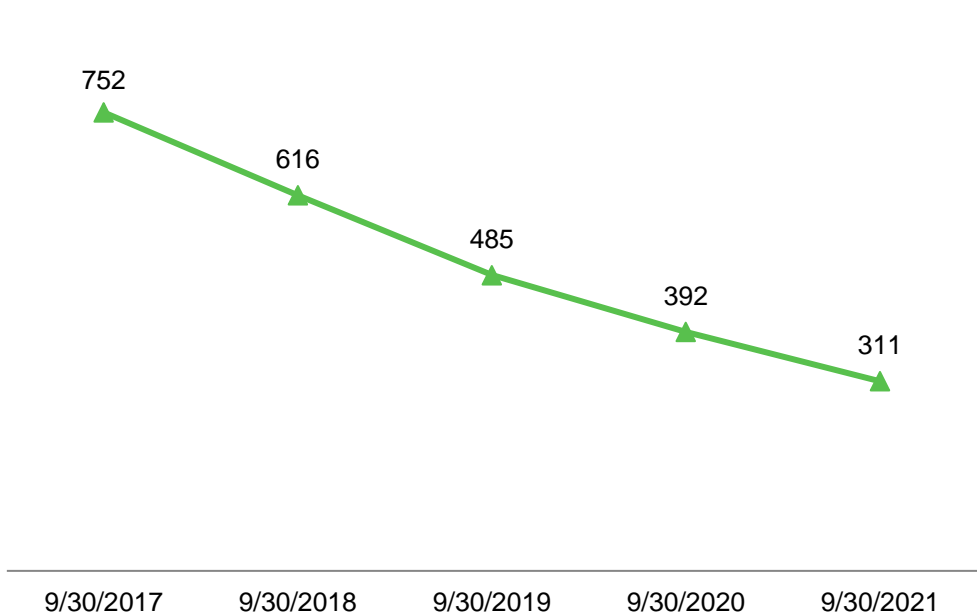


N=311

- Over half (56%) of all dependent congregate care youth were in a group home on 9/30/2021
- Roughly 1 in 4 (23%) were in a non-RTF institution
- Nearly 1 in 10 youth (10%) were in a CBH-funded RTF

Dependent Placement Services

Figure 39. Dependent Congregate Care Totals on September 30th



- Since September 30, 2017, there has been a 59% decrease in the total number of dependent youth in congregate care settings
- Aligned with the goal of reducing the use of congregate care, this decrease outpaces the overall decrease in youth in dependent placements (31%) during the same time period

As of 12/22/2021 there were 295 youth in dependent congregate care placement

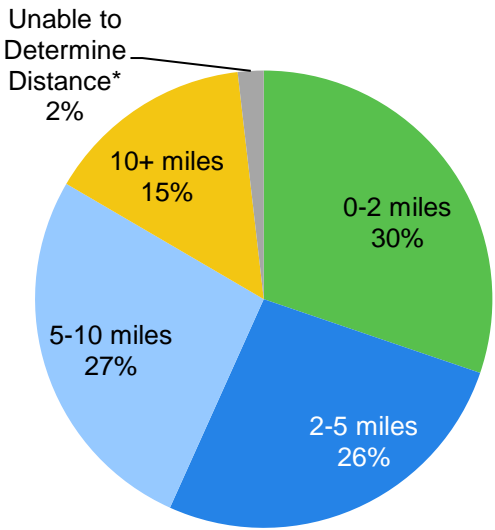
Family Foster Care Distance From Home

Table 1. Distance from Home for CUA Youth in Family Foster Care as of September 30, 2021, by CUA

CUA	0-2 miles	2-5 miles	5-10 miles	10+ miles	Unable to Determine Distance*
01 - NET (N=358)	31%	31%	23%	12%	4%
02 - APM (N=465)	32%	28%	24%	13%	3%
03 - TPFC (N=401)	29%	23%	28%	19%	1%
04 - CCS (N=232)	31%	17%	25%	26%	0%
05 - TPFC (N=576)	25%	32%	27%	15%	1%
06 - TABOR (N=321)	36%	25%	25%	12%	2%
07 - NET (N=285)	32%	33%	24%	9%	2%
08 - BETH (N=270)	24%	22%	35%	17%	2%
09 - TPFC (N=380)	34%	21%	29%	13%	2%
10 - TPFC (N=384)	30%	27%	28%	15%	1%

- A majority (56%) of family foster care youth lived within 5 miles of their home of origin, and 83% lived within 10 miles

Figure 40. Distance from Home for Youth in Family Foster Care as of September 30, 2021



Dependent Congregate Care Distance from Home

Table 2. Distance between Dependent Congregate Care Youth and City Limits as of September 30, 2021

Distance	# of Facilities	# of Youth
In Philadelphia	14	103
Within 5 Miles	6	109
5 - 10 Miles	11	27
10 - 25 Miles	7	13
25 - 50 Miles	8	28
50+ Miles	10	31
Total	56	311

- Over 3 in 4 (77%) dependent youth in congregate care were either in Philadelphia or within 10 miles of the city limits

Data run on 11/5/2021
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 September 30, 2021

CUA	Total workers	Total cases	Median caseload	Average caseload
01 – NET	30	353	13	11.8
02 – APM	29	382	14	13.2
03 – TPFC	26	393	16	15.1
04 – CCS	32	278	9	8.7
05 – TPFC	38	561	15	14.8
06 – TABOR	27	308	12	11.4
07 – NET	38	352	10	9.3
08 – BETH	17	224	18	13.2
09 – TPFC	32	357	11	11.2
10 – TPFC	47	390	9	8.3
Overall	316	3,598	11	11.2

Table 4. DHS Ongoing Service Region Case Management
Workers’ Caseload Distribution on September 30, 2021

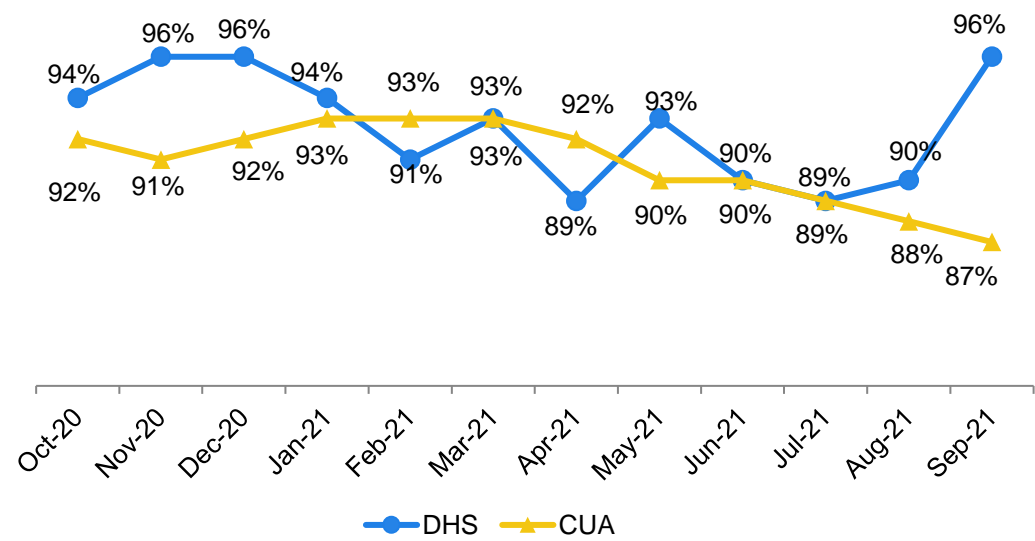
DHS	Total workers	Total cases	Median caseload	Average caseload
OSR	5	82	17	17.0

- CUAs had an average caseload of 11.2 cases per worker, and DHS had an average of 17.0 cases per worker
 - DHS’ high average caseload has resulted from a reduction of Ongoing Service Region (OSR) units in April 2021
- TPFC 10 had the lowest average caseload (8.3), and TPFC 3 had the highest (15.1)

Data run on 11/5/2021
Cases that did not have a case manager designated in the electronic database at the time the data were run were excluded from the analysis
DHS reduced the Ongoing Service Region (OSR) units from 3 to 1 in April 2021 resulting in this temporary increase in average and median caseload.

Monthly Visitation

Figure 41. DHS and CUA Visitation Rates by Month

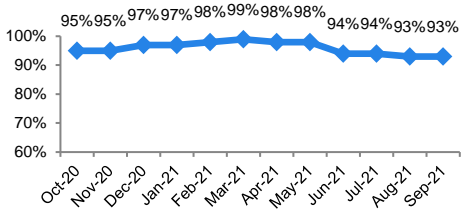


- DHS and CUA monthly visitation rates fluctuated from October 2020 to September 2021 with monthly visitation decreasing for CUAs in FY22 Q1 but increasing for DHS

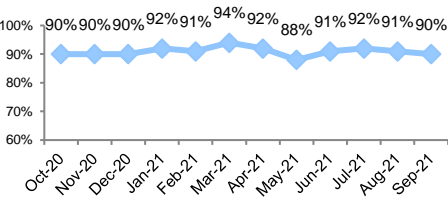
Monthly Visitation Rates by CUA

Figure 42. Visitation Rates by CUA

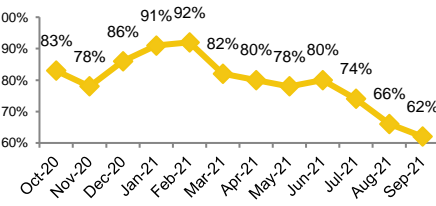
NET Community Care -1



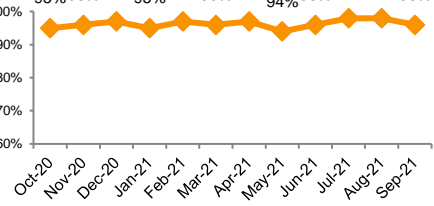
APM - 2



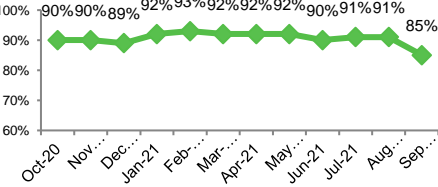
Turning Points for Children - 3



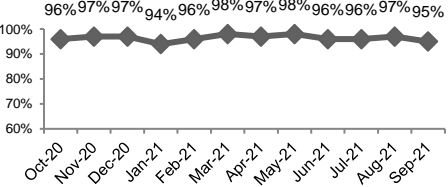
CCS - 4



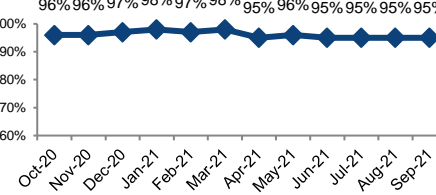
Turning Points for Children - 5



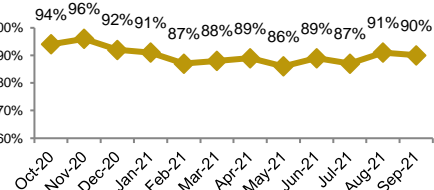
Tabor - 6



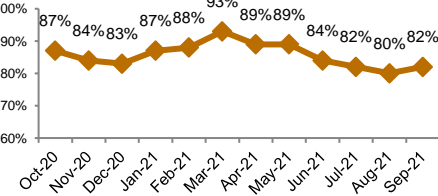
NET Community Care -7



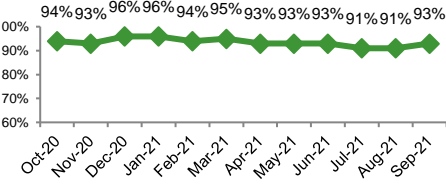
Bethanna - 8



Turning Points for Children - 9



Turning Points for Children-10



- Five CUAs had monthly visitation rates of at least 90% October 2020 to September 2021
- CUAs 3, 5, and 9, who had the lowest visitation rates in FY22 Q1 also had some of the highest caseloads

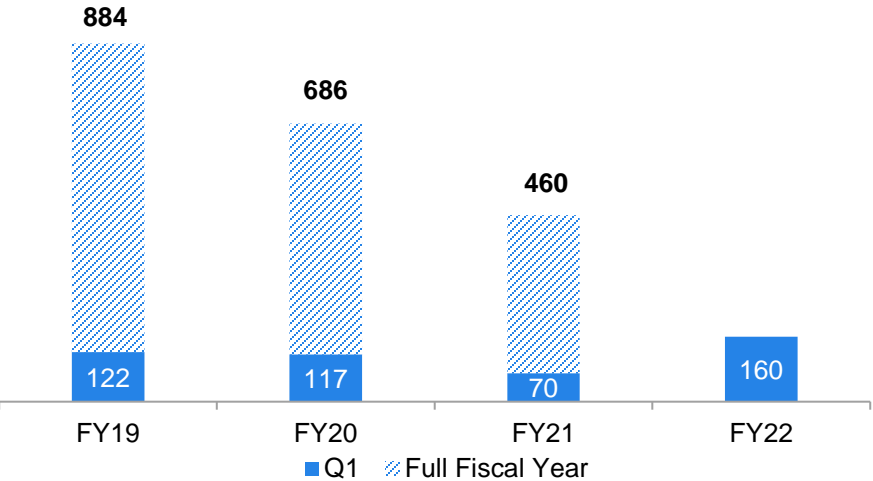


Juvenile Justice Programs

Intensive Prevention Services

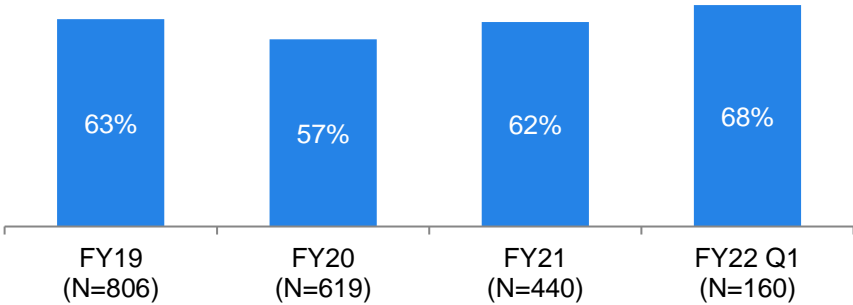
Intensive Prevention Services (IPS) serves youth between 10 and 19 years old at risk for becoming dependent or delinquent due to high-risk behaviors.

Figure 43. IPS Service Referrals



- IPS referrals in FY22 Q1 were more than double what they were in FY21 Q1

Figure 44. IPS Voluntary Service Rate



- Slightly greater than previous years, over two in three (68%) youth offered IPS in FY22 Q1 voluntarily enrolled in services

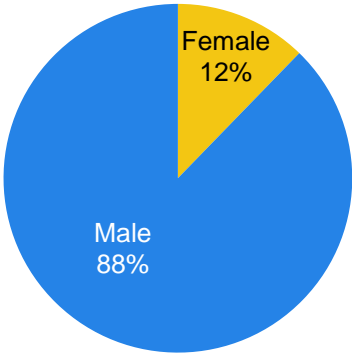
Data run on 11/5/2021
Service Referrals consist of all youth referred who were eligible to be served.
Voluntary Service Rate refers to the proportion of youth who voluntarily enrolled in services out of all cases received.

Delinquent Youth Demographics – September 30, 2021
PJJSC, Delinquent Congregate Care & Community Placements

Figure 45. Sex

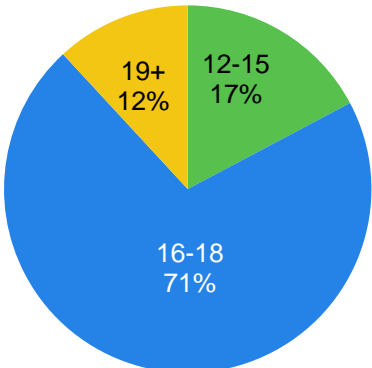
Figure 46. Age

Figure 47. Race/Ethnicity



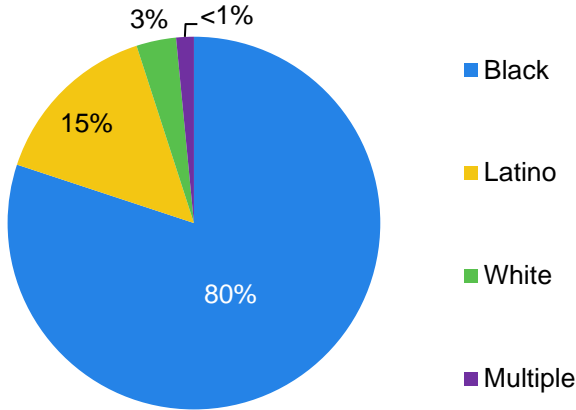
N=261

- As of 9/30/21, nearly 9 in 10 (88%) delinquent youth were male



N=261

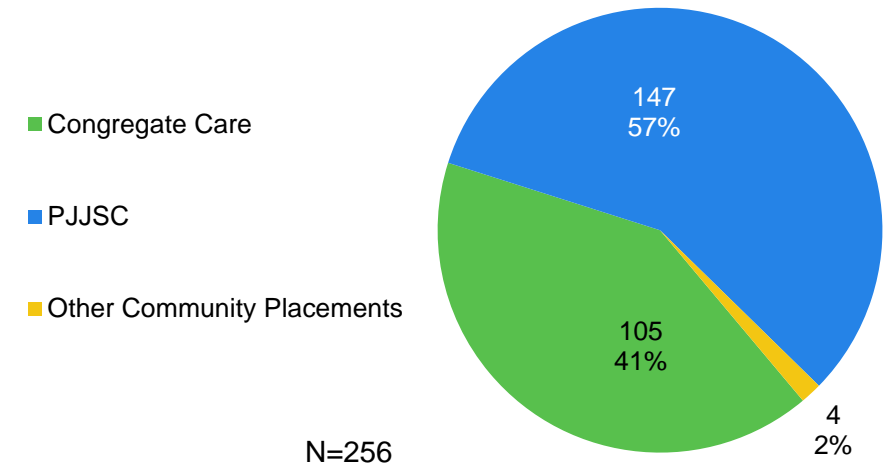
- Seven in ten (71%) delinquent youth were between the ages of 16 and 18 years old



N=261

- Four in five (80%) delinquent youth identified as Black

Juvenile Justice Involved Youth Placed Outside of Home
PJJSC, Delinquent Congregate Care & Community Placements
Figure 48. Juvenile Justice Involved Youth Placed Outside of the Home on
September 30, 2021, by Location



- Roughly 2 in 5 (41%) juvenile justice-involved youth placed outside of the home were in congregate care
- Of the 256 juvenile justice-involved youth placed outside of the home, 147 (57%) were detained at the Philadelphia Juvenile Justice Service Center (PJJSC)

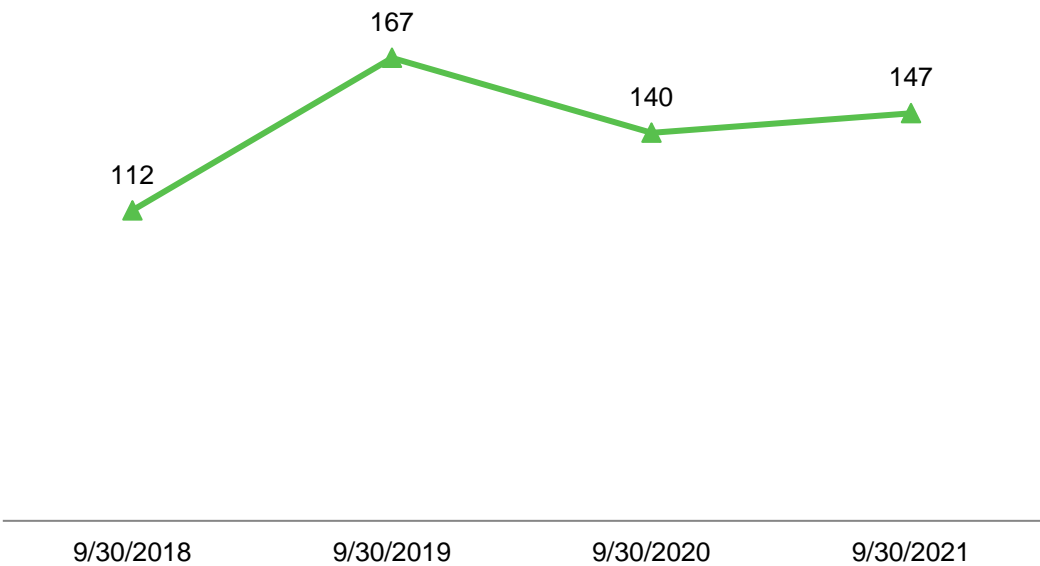
As of 12/22/2021 there were 129 youth in the PJJSC and 95 youth in delinquent congregate care placement

Data run on 11/5/2021
"Other community placements" include foster care and supervised independent living
Data for Juvenile Justice-involved youth in placement alternatives, such as GPS monitoring, are not tracked directly by DHS
Percentages in pie chart may not equal 100% because of rounding

Delinquent Placement Services

PJJSC

Figure 49. PJJSC Placement Totals on September 30th



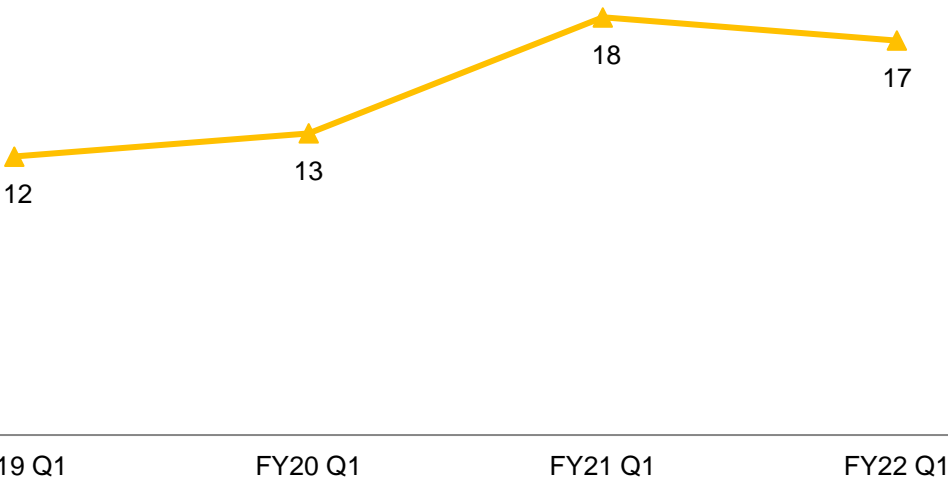
- Total youth in the PJJSC has fluctuated in recent years
- Total youth in the PJJSC on September 30, 2021 increased by 5% from the previous year

As of 10/6/2021 there were 129 youth in the PJJSC

Delinquent Placement Services

PJJSC Length of Stay

Figure 50. Median Length of Stay (Days) for Youth Exiting the PJJSC in Q1



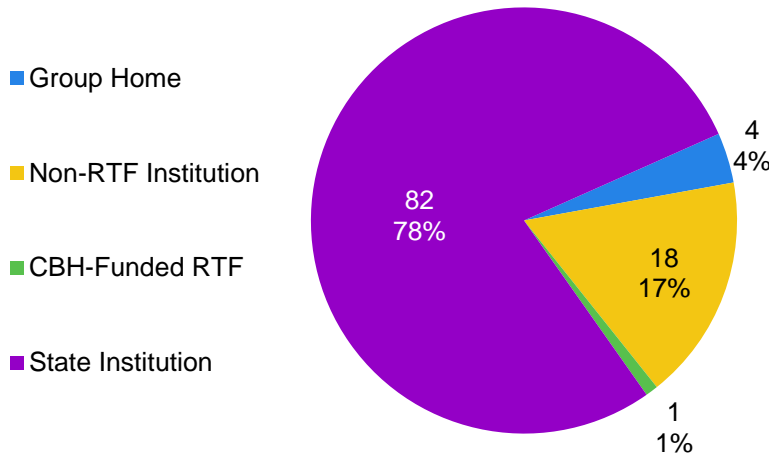
- The median length of stay for youth who left the PJJSC in FY22 Q1 was 17 days
- The median length of stay for youth leaving the PJJSC increased by 5 days (42%) from FY19 Q1 to FY22 Q1

Data run on 11/5/2021
Median length of stay (midpoint) is used to describe trends in length of stay over average length of stay, which can be affected by very long and short stayers. Youth who entered and exited the PJJSC on the same day were not counted.
Youth who have been held at the PJJSC through Act 96 instead of adult prison while their case is ongoing may also be counted in this figure.
This measure uses an exit cohort which may over represent those youth who leave the PJJSC quickly.

Delinquent Placement Services

Delinquent Congregate Care

Figure 51. Children in Delinquent Congregate Care on September 30, 2021

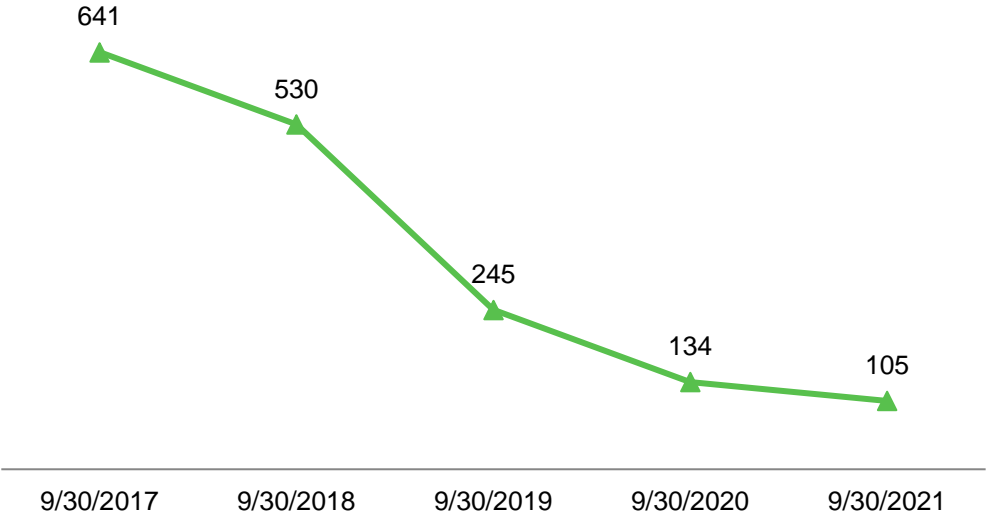


N=105

- Over 3 in 4 (78%) youth in delinquent congregate care were in a state institution
- Less than 1 in 5 (17%) youth placed in delinquent congregate care on 9/30/21 were in a non-RTF, non-State institution

Delinquent Placement Services
Delinquent Congregate Care

Figure 52. Delinquent Congregate Care Totals on September 30th



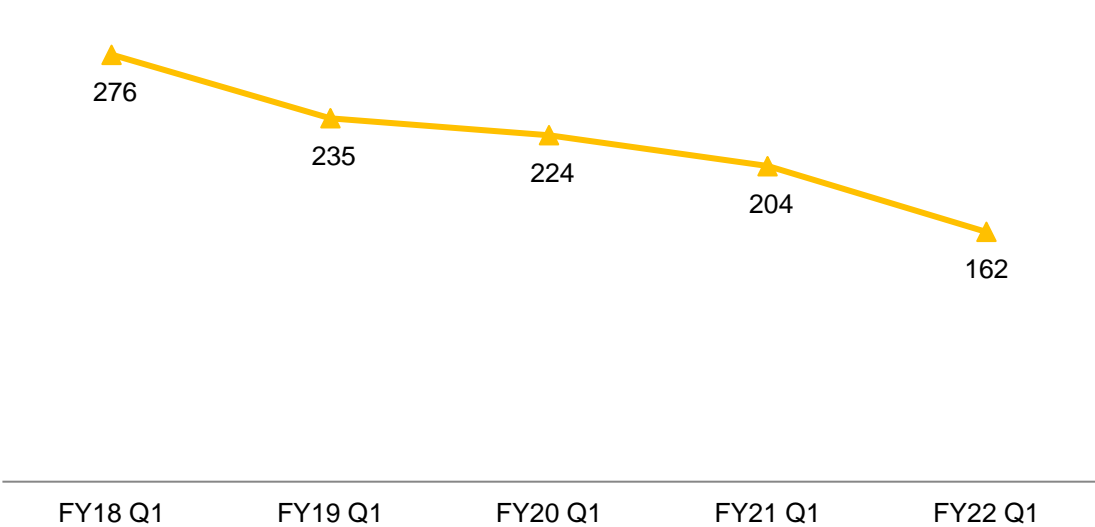
- Since September 30, 2017, there has been an 84% decrease in the total number of delinquent youth in congregate care settings
- Delinquent congregate care placements have decreased each year since 2017

As of 12/22/2021 there were 95 youth in delinquent congregate care placement

Delinquent Placement Services

Delinquent Congregate Care

Figure 53. Median Length of Stay (Days) for Delinquent Youth Leaving Congregate Care in Q1



- The median length of stay for youth who left delinquent congregate care settings in FY22 Q1 was 162 days
- The median length of stay for youth leaving delinquent congregate care settings has decreased by 41% between FY18 Q1 and FY22 Q1

Data run on 11/5/2021
Median length of stay (midpoint) is used to describe trends in length of stay over average length of stay, which can be affected by very long and short stayers. Congregate Care placements include Group Homes, CBH-Funded Residential Treatment Facilities (RTFs), Non-RTF Institutions, and State Institutions. This measure uses an exit cohort which may over represent those youth who leave congregate care quickly.

Delinquent Congregate Care Distance from Home

Table 5. Distance between Delinquent Congregate Care Youth and City Limits as of September 30, 2021

Distance	# of Facilities	# of Youth
In Philadelphia	1	1
Within 10 Miles	1	3
10 - 50 Miles	0	0
50 - 100 Miles	3	42
100 - 200 Miles	4	53
200+ Miles	2	6
Total	11	105

- Roughly 4% of delinquent congregate care youth were placed within 10 miles of Philadelphia
- Almost all (96%) delinquent congregate care youth were placed at least 50 miles from Philadelphia



Permanency



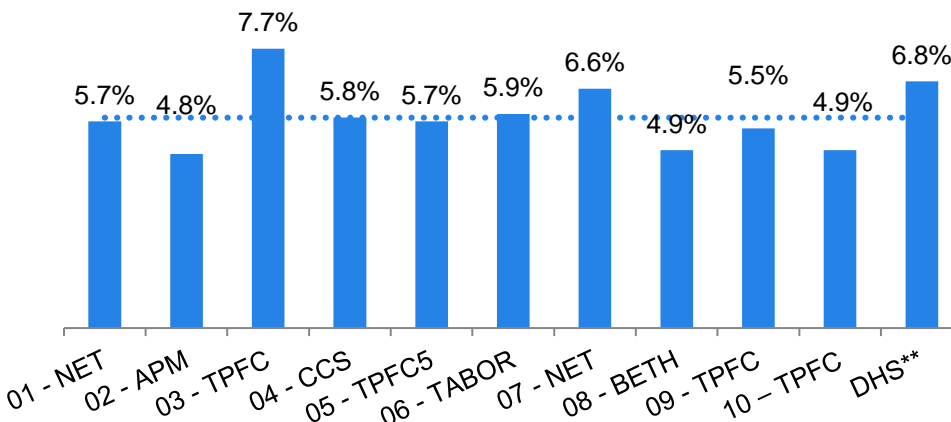
Ongoing Permanency Challenges

Permanency has been an ongoing challenge in Philadelphia; many of the issues that impacted permanency were exacerbated by the COVID-19 pandemic, and are still being dealt with today including:

- Barriers to permanency such as housing issues, poverty, and family engagement by CUA staff
- Issues with court scheduling delaying permanency during COVID
- Serving a larger proportion of families with complex needs as we continue to right size the system

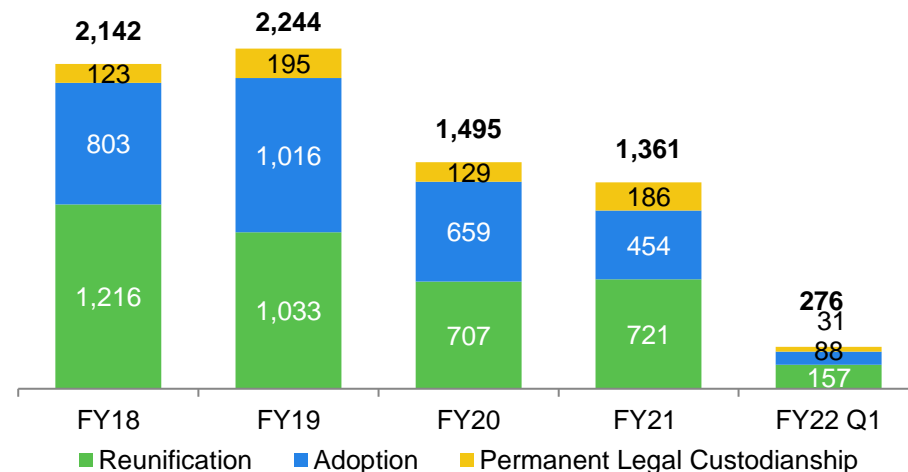
Permanency Rates and Totals

Figure 54. Permanency Rates by CUA



- The system-wide permanency rate was 5.8% for FY22 Q1. This is higher than the FY21 Q1 (4.8%) rate but lower than the FY20 Q1 (8.6%) rate

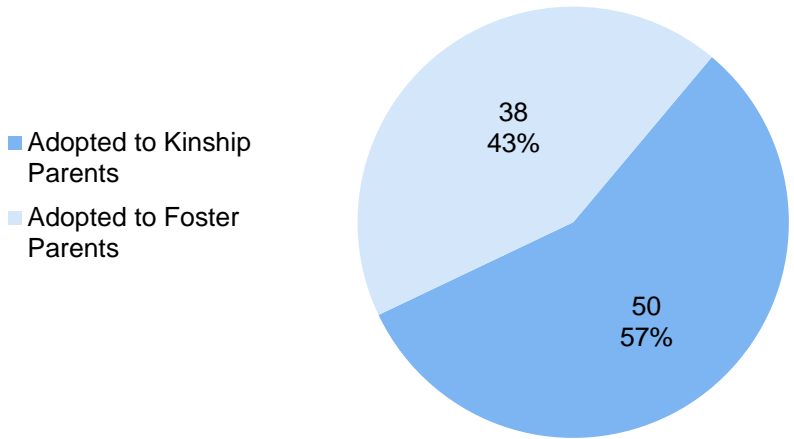
Figure 55. Permanency Totals by Permanency Type



- Over half (57%) of all FY22 Q1 permanencies were reunifications

Adoptions and Permanent Legal Custody (PLC)

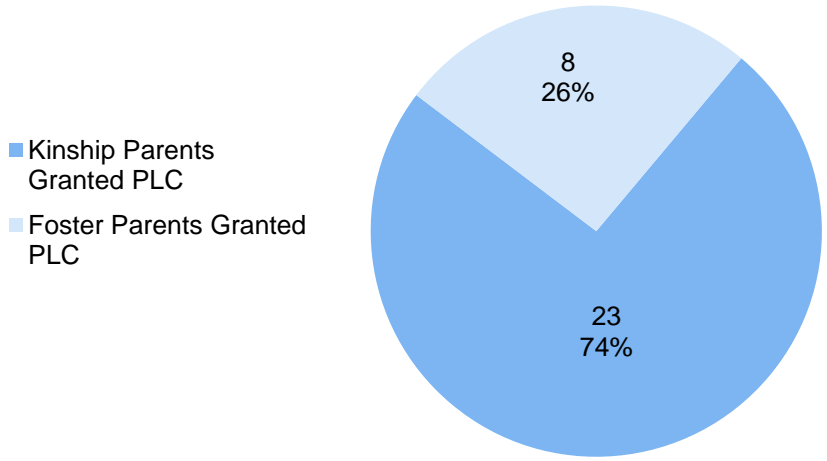
Figure 56. Youth Who were Adopted by Foster and Kinship Parents



N=88

- Of the 88 children and youth who were adopted in FY22 Q1, 57% were adopted by kinship parents

Figure 57. Youth Who were Discharged to PLC with Foster and Kinship Parents



N=31

- Of the 31 youth who were discharged to PLC, 74% were discharged to PLC with their kinship parents

Permanency Timeliness – PBC Measures

- Since FY19, DHS has been evaluating system permanency using both our Performance Based Contracting (PBC) and the traditional timeliness measures
- **PBC measures are based on when youth entered care**, while our traditional timeliness measures are based on when youth exited care
- **These entry cohorts are considered best practice** when measuring the experiences of children in placement because of their accuracy and ability to track changes over time^{1,2}
- Because of the improved accuracy and ability to track changes over time, we will now only be reporting the PBC measures going forward

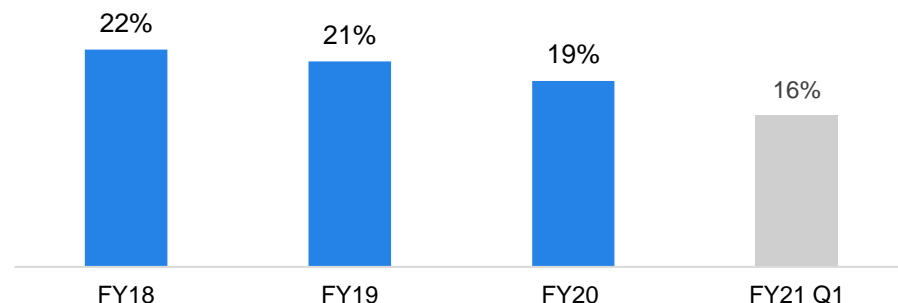
¹Wulczyn, F., Alpert, L., Orlebeke, B., & Haight, J. (2014). Principles, language, and shared meaning: Toward a common understanding of CQI in child welfare. *The Center for State Child Welfare Data, Chapin Hall: Chicago, IL, USA*.

²Courtney, M. E., Needell, B., & Wulczyn, F. (2004). Unintended consequences of the push for accountability: The case of national child welfare performance standards. *Children and Youth Services Review*, 26(12), 1141-1154.

Permanency Timeliness –PBC Measures

Figure 59. Timeliness of Permanency – PBC T1

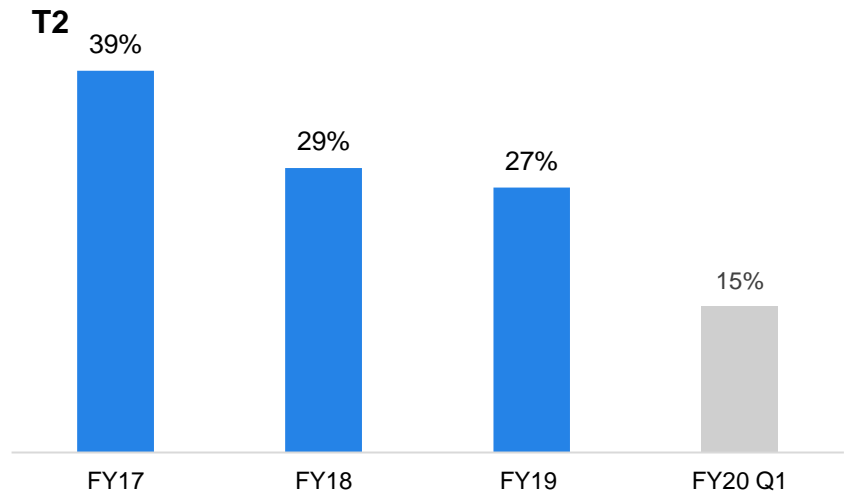
T1



- **T1** measures the percentage of youth who achieved permanency within a year of entering care
- Roughly 1 in 6 youth (16%) who entered care in FY21 Q1 achieved permanency within a year – a smaller proportion compared to previous years

Permanency Timeliness –PBC Measures

Figure 60. Timeliness of Permanency – PBC T2

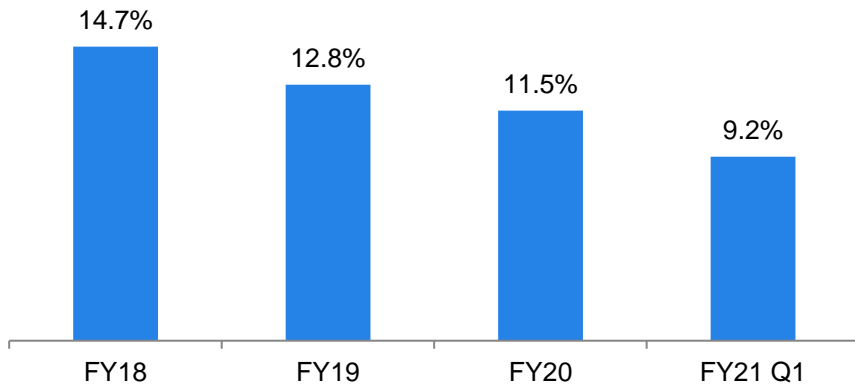


- **T2** measures the percentage of youth achieving permanency within 36 months for youth in care for at least 12 continuous months
- Over 1 in 7 youth (15%) who entered placement during FY20 Q1 and remained in care for at least 12 months reached permanency within 36 months

Data run on 11/5/2021
Data are constantly reconciled by CUAs so totals for recent fiscal years may fluctuate slightly as time passes.
T2 totals for FY20 will continue to change as the year goes on. T2 totals for all of FY20 will be available at the end of FY22

Permanency- Re-Entry

Figure 60. One-Year Re-Entry Rate



- Fewer than 1 in 10 (9.2%) youth re-entered dependent placement in FY22 Q1 within one year of exit from placement to reunification
- The one-year re-entry rate has decreased every year since FY18



Spotlight Section: Child Welfare Operations (CWO) Diversion Programs



Office of
Children and Families
CITY OF PHILADELPHIA

Department of Human Services



Agenda

- 1 Diversion Programs Overview
- 2 Diversion Programs Data
- 3 Evaluation and Quality Improvement Work



CWO Diversion Programs Overview

CWO Diversion Programs

- Voluntary services offered to families in Philadelphia who have been reported to DHS' Hotline but may not need a formal safety service
- Focus on stabilizing families and safely diverting children and youth from formal child welfare intervention
- Overseen by the Community Based Prevention Division of DHS; services are community-based and offered by ten contracted community providers
- Offer time-limited, in-home case management and linkages to community resources and support designed to meet each family's unique needs





CWO Diversion Programs

- **Family Case Coordination Program (CAPTA)** – Intensive home visitation and case management for women and their infants who are substance-exposed at the time of the baby's birth
- **Rapid Service Response (RSR)** – In-home support services focused on increasing parents' and caregivers' ability to provide a safe and nurturing home environment to eliminate the need for out-of-home placement
- **Health Families America (HFA)** – Nationally recognized, evidence-based home visiting program that works with families with children 0-3 to build protective factors to prevent future child abuse or neglect





CWO Diversion Programs

- **Family Empowerment Services (FES)** – Intensive case management that assesses challenges and provides support and resources to maintain a stable and healthy family
- **Family Empowerment Centers (FEC)** –Community-based prevention hubs that provide time-limited home visits, parenting supports, and community-based referrals to support family stabilization.
 - Services are divided into two tiers based on the results of the PA Risk Assessment tool and FEC checklist
 - **Tier I** families receive less intensive services for 45 days including one home visit every 30 days
 - **Tier II** families receive more intensive services for 60 days including home visits every 7 days



Diversion Measures Definitions



Total Referrals – The total number families referred to child welfare diversion programs, including Front-End Referrals (diverted from Hotline or Investigations) or non-Front-End Referrals (from walk-ins or the community).



Initial Engagement Rate – The proportion of families who completed the required *initial contact* or *initial home visit* within the required timeframe out of all cases received.



Voluntary Service Rate – The proportion of families who voluntarily enrolled in diversion programs out of all cases received.



Ongoing Engagement Rate – The proportion of visits completed out of all visits expected for families who accept services.



Family Advocacy and Support Tool (FAST) Completion Rate – The proportion of pre and post FAST assessments completed by families are compared for improvement (FEC only).

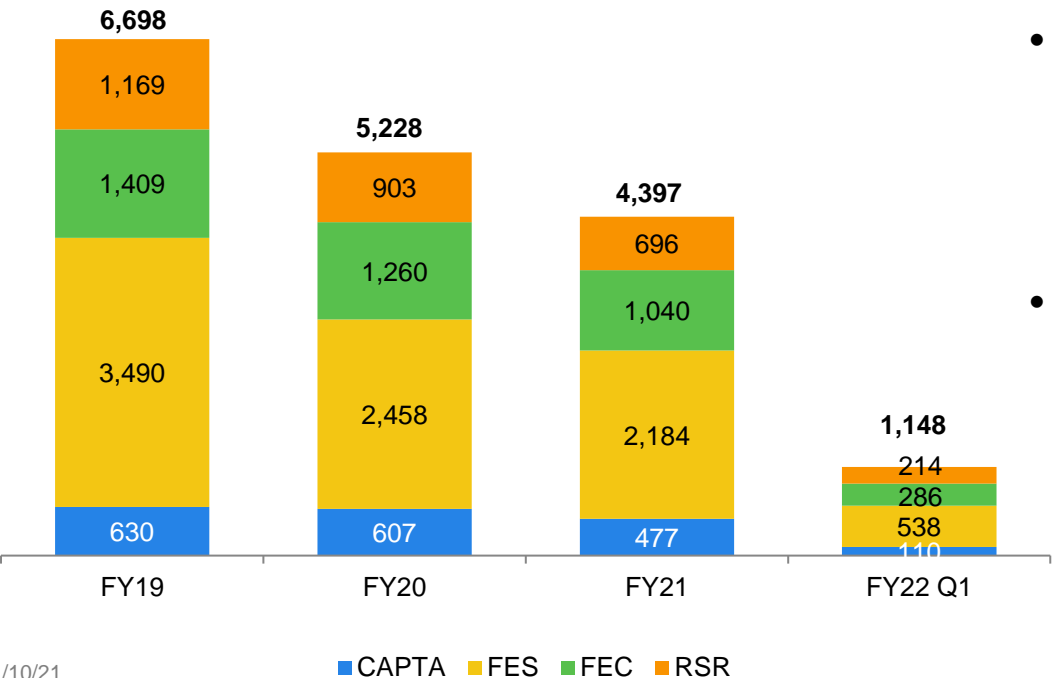


Diversion Rate – The percentage of families who completed a diversion program that did not have a formal child welfare service in the following 12 months.



Total Referrals

Figure 61. Total Referrals to DHS Diversion Programs by Program



- In the first quarter of FY22, there were 1,148 families referred to DHS Diversion Programs
- Family Empowerment Services (FES) and Family Empowerment Centers (FEC) continued to receive the most referrals (72%)

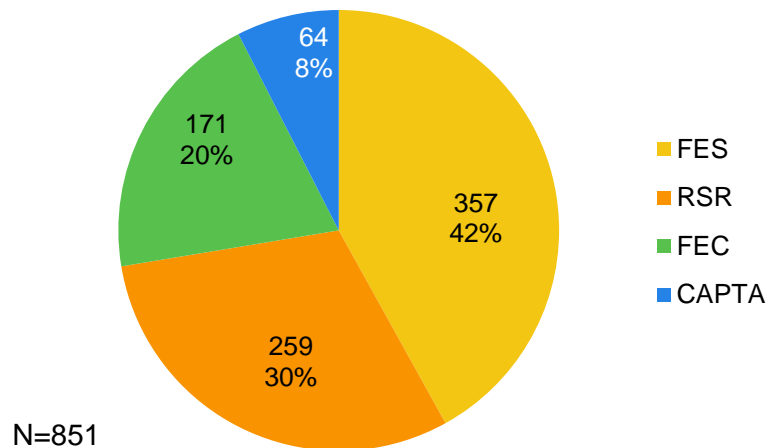
Data run on 11/10/21

Total Referrals refers to all families referred to DHS Diversion Programs and can consist of **Front-End Referrals** (diverted from Hotline or Investigations) or **non-Front-End Referrals** (from CUA or other sources)

Referrals are now being counted as referrals that are received by the CWO Diversion programs, rather than referrals made by front end staff. Of all referrals made, some may be subsequently rejected because families are already receiving services, referrals were made for the incorrect program or multiple referrals were made. Therefore, referral totals in this report are lower than in past versions of the report.

Total Families Served

Figure 62. Total Families Served by DHS Diversion Programs in FY22 Q1 by Program



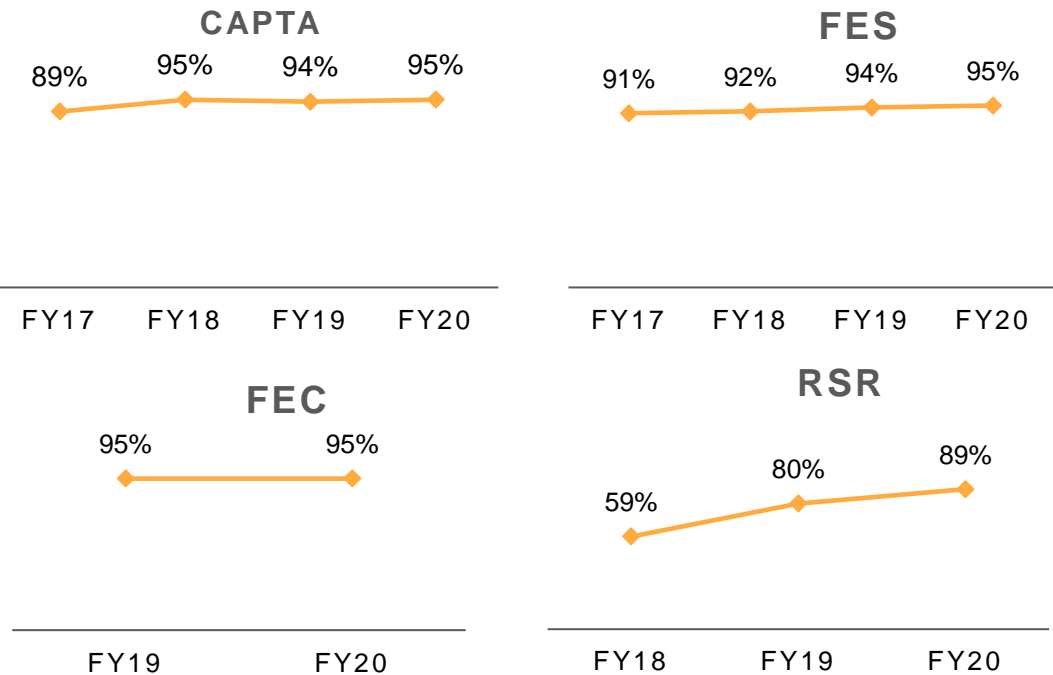
- In the first quarter of FY22, there were 851 families (1,864 children) served by DHS Diversion Programs
- Family Empowerment Services and Family Empowerment Centers provided services to nearly 2 in 3 (62%) families receiving services through DHS Diversion Programs

Data run on 11/10/21

Healthy Families America, another DHS Diversion Program, served 43 families in FY22 Q1. However, since the program is new and referrals, service acceptance, and ongoing engagement are tracked and measured differently than the other programs, it is not included in subsequent slides.

Outcome Indicator: Diversion Rate by Program

Figure 63. Diversion Rate Trends by Diversion Programs



- This slide shows the **diversion rate**, or the *percentage of families who completed a diversion program that did not have a formal child welfare service in the following 12 months*
- Overall, most families did not receive a formal child welfare service 12 months after completing a diversion program in FY20
- The diversion rate for all diversion programs continued to increase or stayed consistently high in recent fiscal years

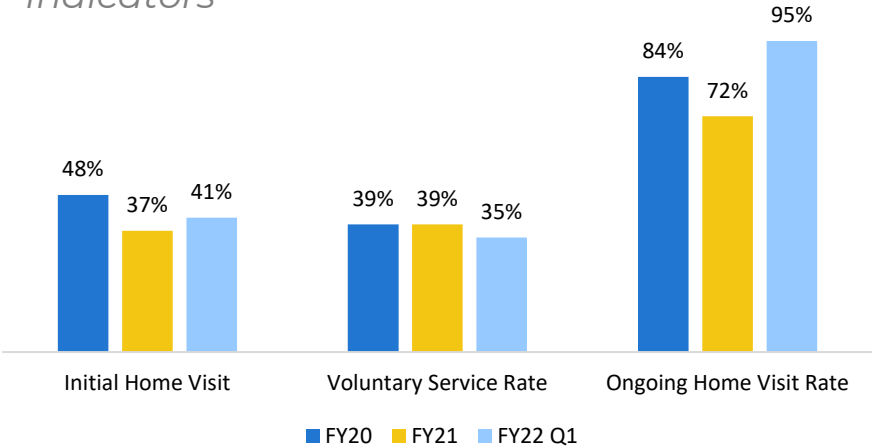
Data run on 11/10/21
These data are only reviewed annually. FY21 Diversion Rate data will be available at the end of FY22
RSR data was not collected in FY17 and in FY18 the collected data was pilot, entry cohort self-reported data. Therefore, FY18 RSR diversion rate may be artificially low.
FEC Tier I and FEC Tier II programs started in FY19 Q4.



CWO Diversion Programs and Performance Indicators

Family Case Coordination Program (CAPTA) Performance Indicators

Figure 64. FY22 Q1 CAPTA Program Performance Indicators



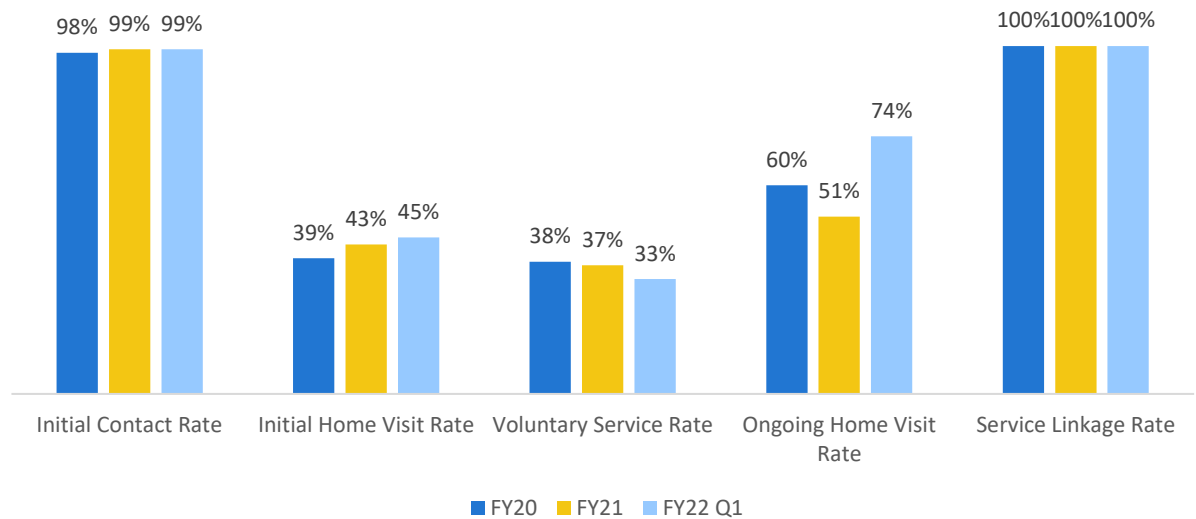
	FY20	FY21	FY22 Q1
Cases Received	565	451	105
Expected Ongoing Home Visits	440	389	55

- In FY22 Q1, roughly 2 in 5 (41%) families received a successful initial home visit, similar to the previous fiscal year
- In FY22 Q1, just over 1 in 3 (35%) families voluntarily enrolled in services, similar to previous fiscal years
- During the ongoing engagement period, nearly all required visits (95%) were completed, an increase from past fiscal years

Data run on 11/10/21
The required timeframe for CAPTA initial home visit is within 5 business days, and the ongoing home visits are required once every 30 calendar days.

Family Empowerment Services (FES) Performance Indicators

Figure 65. FY22 Q1 FES Program Performance Indicators



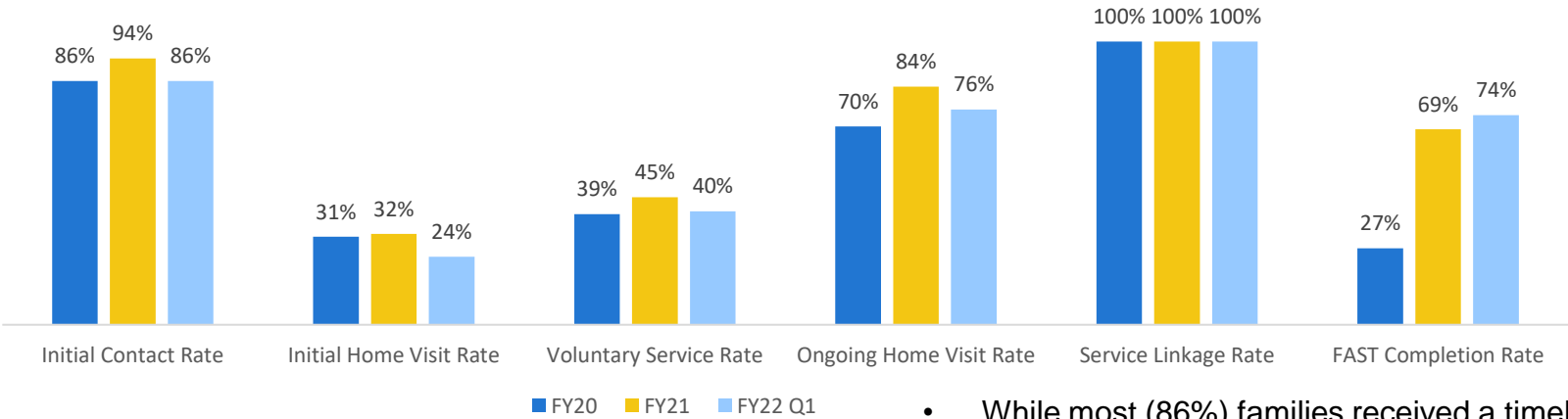
- While nearly all families received their initial contact on time, slightly less than half (45%) had a timely initial home visit
- Roughly 1 in 3 (33%) families voluntarily enrolled in services in FY22 Q1
- All families enrolled in FES received at least one service linkage

	FY20	FY21	FY22 Q1
Cases Received	2,463	2,184	538
Expected Ongoing Home Visits	5,407	3,467	714

Data run on 11/10/21
The required timeframe for FES initial contact is within 3 business days, 5 business days for initial home visit, and once every 15 calendar days for ongoing home visit.

Family Empowerment Centers (FEC) Tier I Performance Indicators

Figure 66. FY22 Q1 FEC Tier I Performance Indicators



	FY20	FY21	FY22 Q1
Cases Received	926	722	199
Expected Ongoing Home Visits	740	437	78

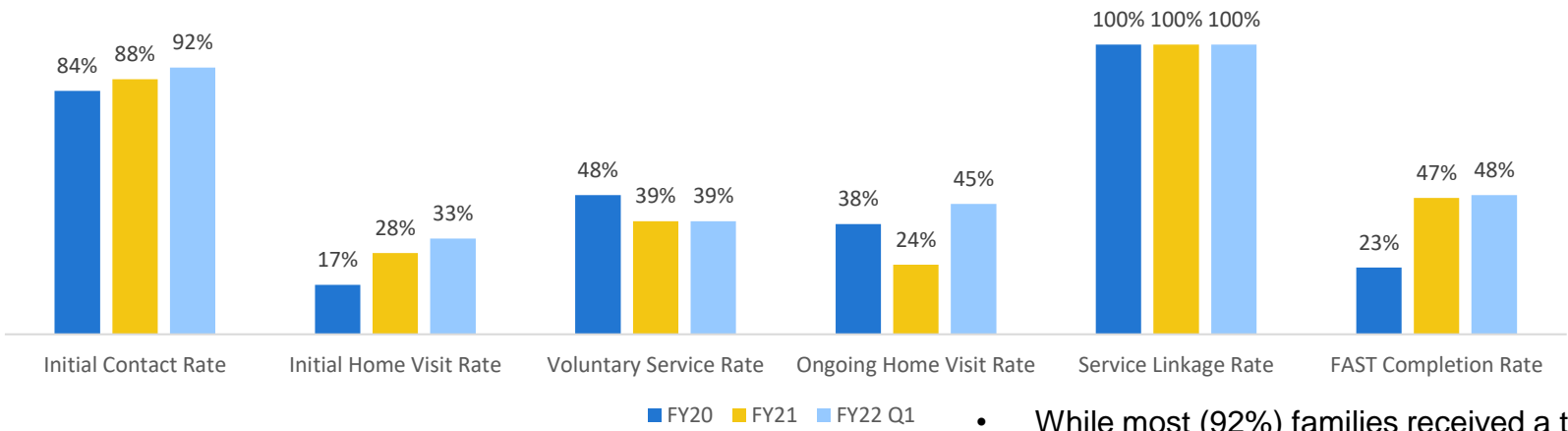
- While most (86%) families received a timely initial contact, just 1 in 4 (24%) families had a timely initial home visit
- Two in five (40%) families accepted FEC Tier I services in FY22 Q1
- All families enrolled in FEC Tier I received at least one service linkage

Data run on 11/10/21

The required timeframe for FEC Tier 1 initial contact is within 1 calendar day; initial home visit is within 5 calendar days; and ongoing home visit is once every 30 calendar days (Tier I)

Family Empowerment Centers (FEC) Tier II Performance Indicators

Figure 67. FY22 Q1 FEC Tier II Performance Indicators



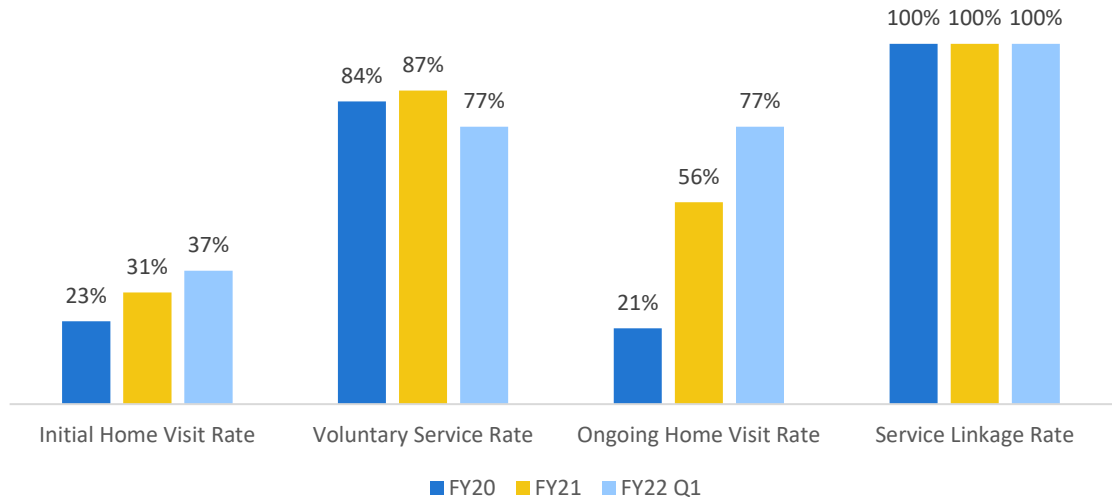
	FY20	FY21	FY22 Q1
Cases Received	341	318	87
Expected Ongoing Home Visits	4,026	2,724	460

- While most (92%) families received a timely initial contact, just 1 in 3 (33%) families had a timely initial home visit
- Roughly 2 in 5 (39%) families accepted FEC Tier II services
- All families enrolled in FEC Tier II received at least one service linkage

Data run on 11/10/21
The required timeframe for FEC initial contact is within 1 calendar day; initial home visit is within 24 hours; and ongoing home visit is once every 15 calendar days (Tier II)

Rapid Service Response (RSR) Performance Indicators

Figure 68. FY22 Q1 RSR Program Performance Indicators



- Initial home visit rate for RSR increased slightly in FY22 Q1 from previous fiscal years, with over 1 in 3 (37%) families receiving an initial home visit
- In FY22 Q1, just over 3 in 4 (77%) families accepted services, a slight decrease from previous years
- Ongoing home visit rate increased by 23 percentage points from the previous fiscal year to 77% in FY22 Q1
- All families enrolled in RSR received at least one service linkage

	FY20	FY21	FY22 Q1
Cases Received	905	696	214
Expected Ongoing Home Visits	10,592	9,020	2,026

Data run on 11/10/21
The required timeframe for RSR initial home visit is within 24 hours and twice every week for an ongoing home visit



Evaluation and Quality Improvement Work

Diversion Programs Evaluation and Monitoring

- DHS is committed to reducing children and youth in out-of-home placements by investing in diversionary programs
- DHS conducts evaluations of its contracted providers to ensure safety and quality services for the youth and families we serve
- The Entry Rate and Disproportionality study highlighted the need to promote diversionary programs that promote child and family wellbeing
- DHS is currently enhancing evaluation and tracking mechanisms to ensure quality and effective diversion services



Provider Evaluation Tools & Data System Updates

- Diversion programs will be integrated into DHS' electronic case management system in January 2022
- Evaluation Tools for diversion programs are being enhanced to include quality indicators in time for FY22 annual evaluations
- The public FY21 Diversion Indicators Report will be released in spring 2022
- Diversion providers are now included in Provider Convenings





Family First Prevention Services Act (FFPSA) Implementation and Strengthening Diversion

DHS is working to improve the Diversion programs as part of implementation of the Family First Prevention Services Act (FFPSA).

Year 1

- Focus on understanding DHS context and its readiness for Family First implementation

Year 2

- Deep-dive into four out of home placement programs, including three major Diversion Programs (RSR, FEC, and FES)
- Plan possible evaluation of Evidence Based Programs

Year 3

- Collaboratively identify, implement, and evaluate improvements to the four out of home placement prevention programs (including Diversion programs, FEC, FES, and RSR)
- Implement evidence-based practices to improve outcomes for children and families
- Prepare for additional reporting required by Family First, including data quality and accuracy



Spotlight Section: Fiscal Year 2021 CUA Scorecard Highlights



Office of
Children and Families
CITY OF PHILADELPHIA

Department of Human Services

Background

- The CUA Scorecard is an accountability tool that measures CUA performance. First published in 2017, it is designed to help DHS and CUAs recognize areas where CUAs are doing well and areas for improvement
- The CUA Scorecard reflects our commitment to transparency, accountability, and continued improvement of services
- The CUA Scorecard measures:
 - Activities specific to federal and state mandates that focus on improving outcomes for children, youth, and families
 - Quality indicators that contribute to better outcomes



CUA Scorecard Bell Levels

Performance levels for the CUA scorecard are based on bells. Below are the five bell levels:



SUPERIOR

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



PROFICIENT

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



COMPETENT

Meets basic expectations and needs improvement to demonstrate proficiency or best practice.



UNSATISFACTORY

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

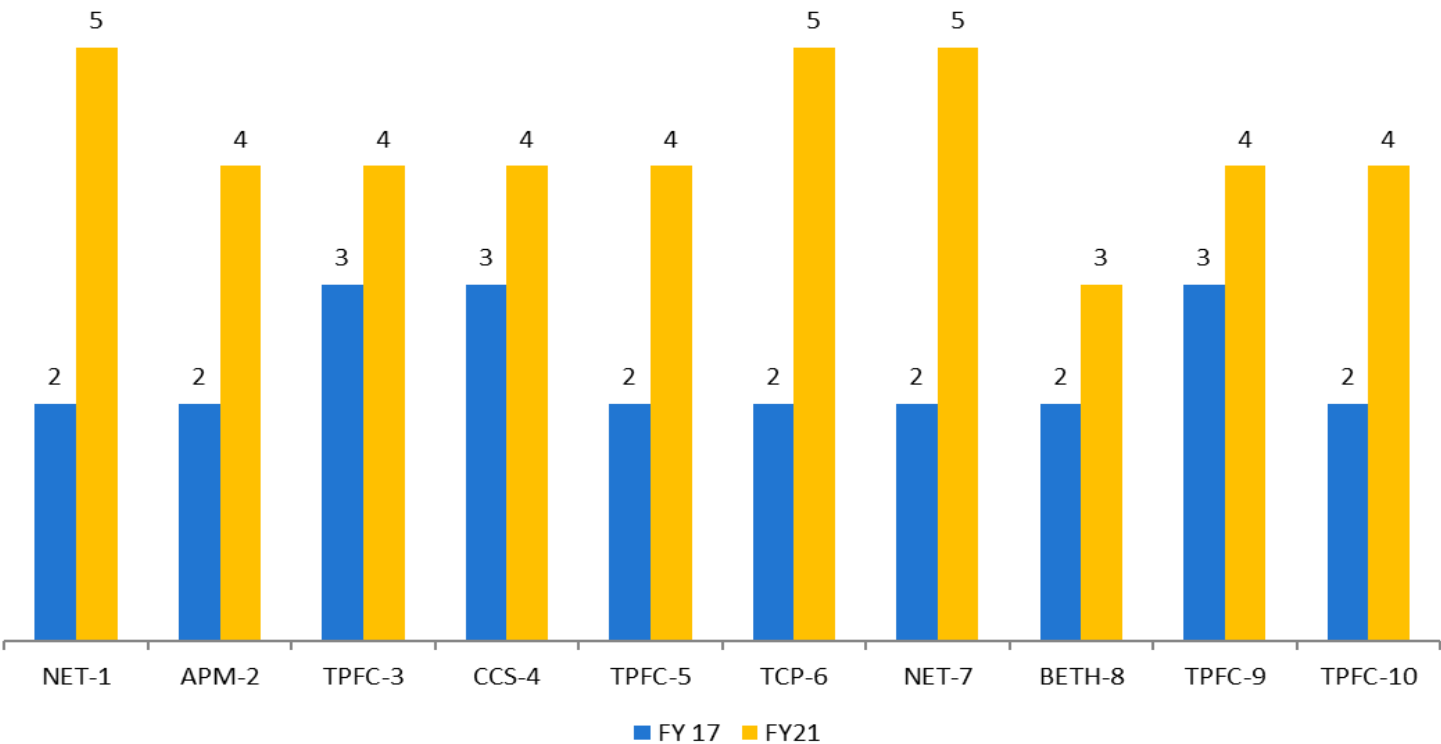


CRITICAL

A CUA with one bell needs to improve all levels of practice. DHS conducts an organizational assessment, provides recommendations, and identifies additional technical assistance, and considers removing the contract if unable to improve.



Fiscal Year 2017 to Fiscal Year 2021 Improvements



- Since FY17, all 10 CUAs showed overall performance improvement
- In FY21, 3 CUAs were in the 5 Bell (*Superior*) range, 6 CUAs are in the 4 Bell (*Proficient*) range, and 1 CUA is in the 3 Bell (*Competent*) range

Fiscal Year 2021 CUA Scorecard Strengths

- **Overall Performance:** All CUAs have improved since baseline and the most (8) CUAs increased or maintained their overall bell level from Fiscal Year 2020 to Fiscal Year 2021
- **Case Planning:** 5 CUAs increased a bell level, and the rest remained the same
- **Permanency:** 3 CUAs increased a bell level, and the rest remained the same
- **Visitation:** All CUAs achieved 4 or 5 bells in this domain for the second year in a row
- **Supervision:** All CUAs achieved 5 bells in FY21



Fiscal Year 2021 Areas for Improvement

- **Workforce:** Similar to previous years, scores in the Workforce domain remain low with less than half of CUAs achieving 3 or more bells in Fiscal Year 2021
- **Safety Assessment and Plan:** All CUAs had decreases in their percentage point scores for this domain and half of CUAs decreased a bell level in FY21
- **Assessments Health and Education Scores:** 2 CUAs decreased a bell level and no CUAs achieved 5 bells in FY21



Ongoing Accountability

- The CUA Scorecard publication gauges individual and system-wide performance on a yearly basis, but information is used regularly for performance management
- DHS conducts biannual Closing the Loop meetings for CUAs to share best practices and identify areas for improvement and technical assistance
- DHS also ensures quality improvement through measures such as:
 - Technical assistance by DHS for any areas below three bells
 - Peer mentoring from CUAs with four or five bells
 - Use of CUA Plans of Improvement





Thank you!

