



# Quarterly Indicators Report

Fiscal Year 2023 Quarter 2  
October 1, 2022 – December 31, 2022



Office of  
**Children and Families**  
CITY OF PHILADELPHIA

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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: Progress towards right-sizing



**Fewer families are accepted for DHS services.** Eight CUAs continued to close more cases than were referred in Quarter 1-2 of Fiscal Year 2023. Also, there were fewer families open for formal services at the end of Fiscal Year 2023 Q2 than in the four previous fiscal years.



**Fewer children re-enter foster care.** The percentage of youth who are reunified that re-enter foster care within one year has decreased since Fiscal Year 2019.

## Strengths: Safely reduce congregate care



**Decrease in congregate care.** At the end of the second quarter of Fiscal Year 2023, 269 dependent youth in placement were in congregate care, which is lower than the previous four fiscal years. There has been a 74% decline in youth in delinquent congregate care since 2018.



# Executive Summary

## Strengths: More children maintained in their own communities



**Emphasize placing children with kin.** Just over half (51%) of the children and youth in dependent placement on December 31, 2022, were in kinship care.



**Fewer children and youth are in placement.** The number of children and youth in dependent placement has decreased by 36% from 5,614 children in December 2018 to 3,609 children in December 2022.

## Areas of Focus: Ongoing challenges with permanency



**Ongoing challenges with permanency.** The timeliness of permanency for children in placement has declined since Improving Outcomes for Children (IOC) implementation (Fiscal Year 2015).



# Executive Summary

## Areas of Focus: Staff recruitment and retention



**Staff turnover at CUAs remains high.** CUA providers are still experiencing challenges with recruitment and turnover due to the impact of the COVID-19 pandemic. DHS and CUA are engaged in multiple strategies to improve recruitment and retention at the CUAs.

## Areas of Focus: Increased youth in PJJSC



**More youth detained at the PJJSC.** The number of youth detained at the Juvenile Justice Services Center (PJJSC) has increased by 71% from the previous fiscal year.

## Areas of Focus: Increased length of stay for youth in PJJSC



**Youth have longer lengths of stay at the PJJSC.** The median length of stay for youth leaving the PJJSC increased by 9 days from FY19 Q2 to FY23 Q2.



# Content Areas

1 Hotline and Investigations

2 DHS Diversion Programs

3 Dependent Services

4 Juvenile Justice Programs

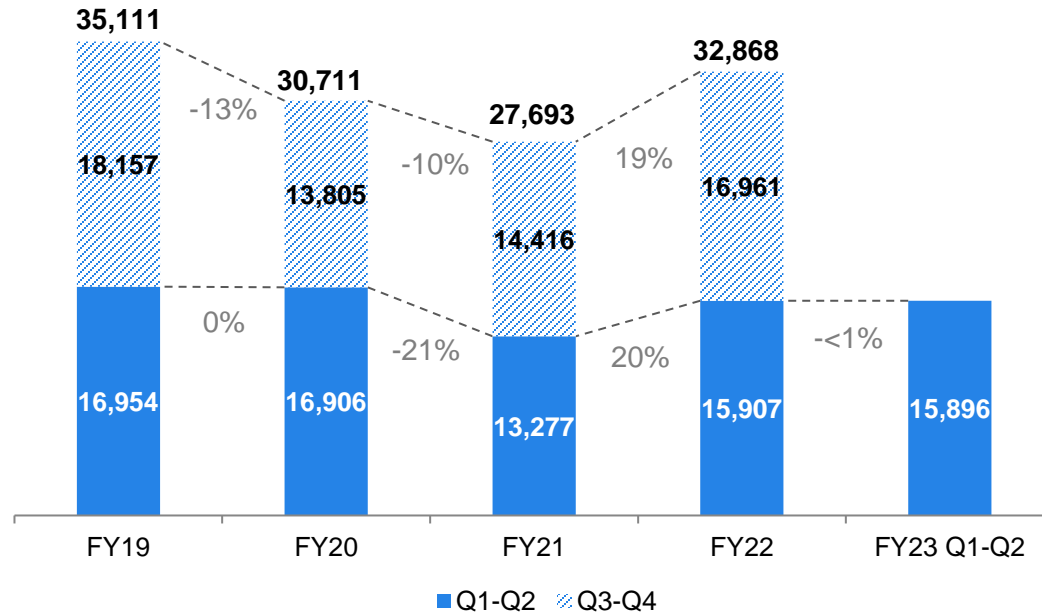
5 Permanency



# Hotline and Investigations

# Call Volume

Figure 1. Total Hotline Reports

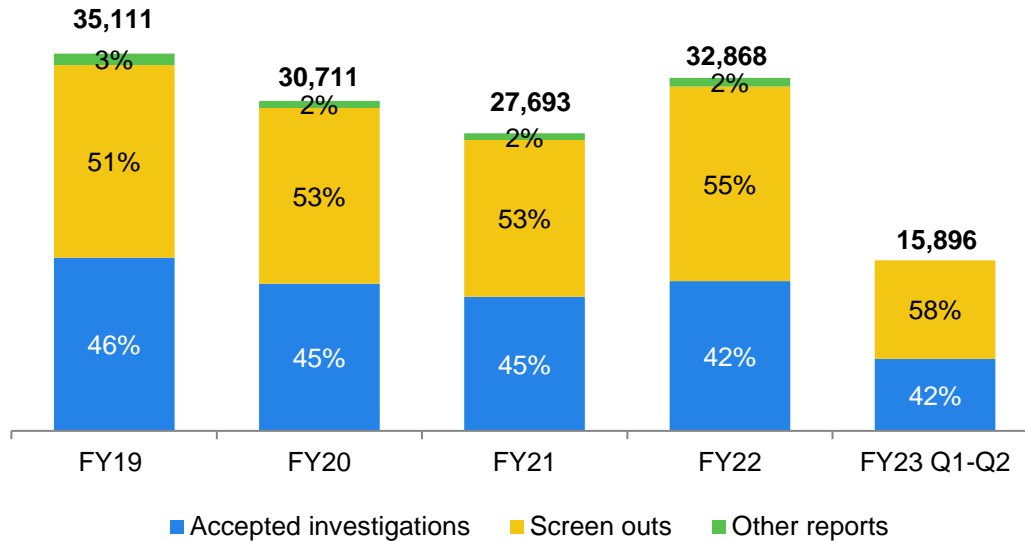


- Hotline reports in FY23 Q1-Q2 remained stable as compared to the first half of FY22.



# Hotline Decisions

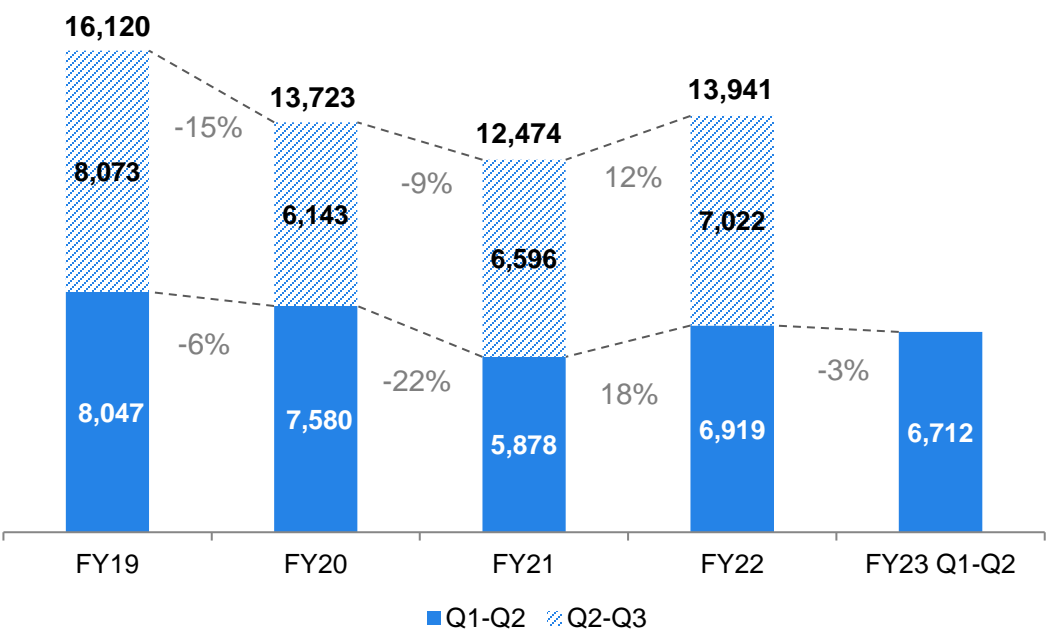
Figure 2. Hotline Action



- More than half (58%) of all reports were screened out in FY23 Q1-Q2.
- Less than half (42%) of all reports were accepted for investigation in FY23 Q1-Q2, consistent with previous years.

# Investigations

Figure 3. Total Investigations



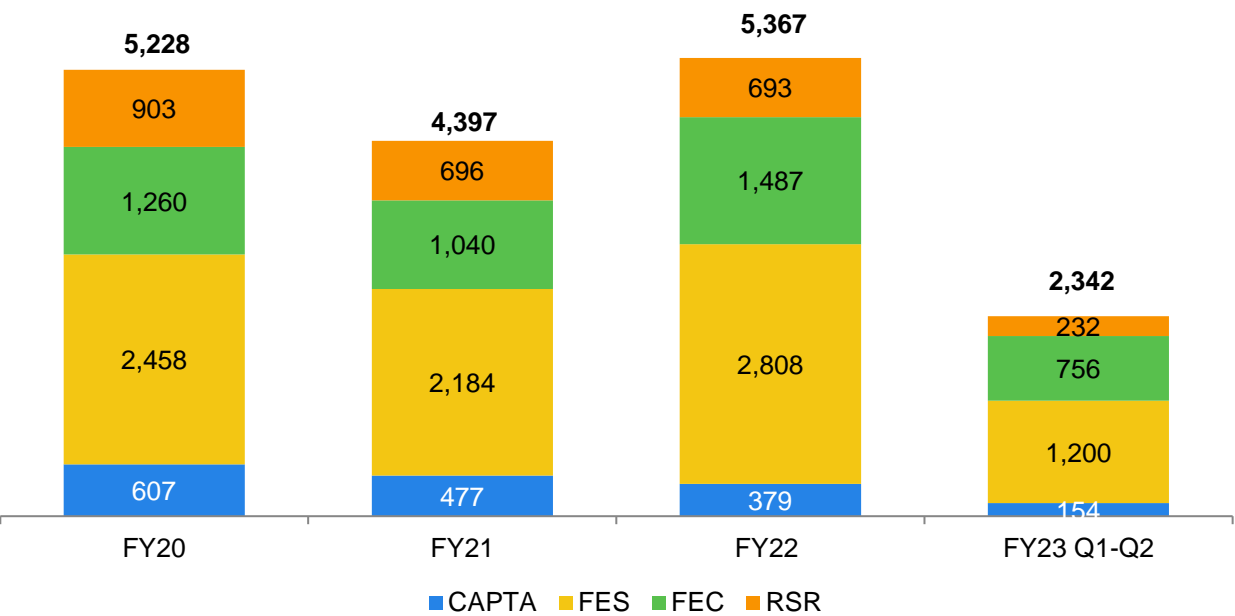
- Investigations decreased 3% from FY22 Q1-Q2 to FY23 Q1-Q2.
- In FY23 Q1-Q2, 6,712 calls from Hotline were sent to investigation, which is 42% of total reports.



# DHS Diversion Programs

# Total Referrals

Figure 4. Total Referrals to DHS Diversion Programs by Program

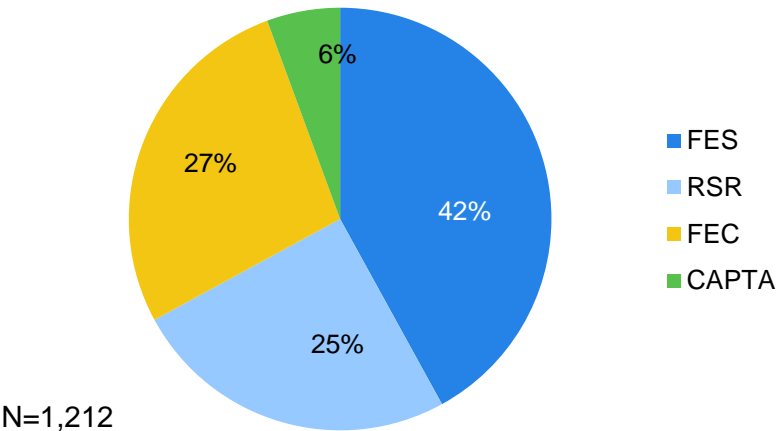


- In the first half of FY23, there were 2,342 families referred to DHS Diversion Programs.
- Family Empowerment Services (FES) and Family Empowerment Centers (FEC) continued to receive the most referrals (49%).

Data run on 2/28/23  
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 5. Total Families Served by DHS Diversion Programs in FY23 Q1-Q2 by Program



- In the first half of FY22, there were 1,212 families served by DHS Diversion Programs, slightly lower than previous years.
- Family Empowerment Services and Family Empowerment Centers, are the most common DHS Diversion program serving roughly 2 in 3 (69%) families receiving Diversion services.



# Dependent Services

## In-Home Services

Figure 6. Total **Families** with In-Home Services

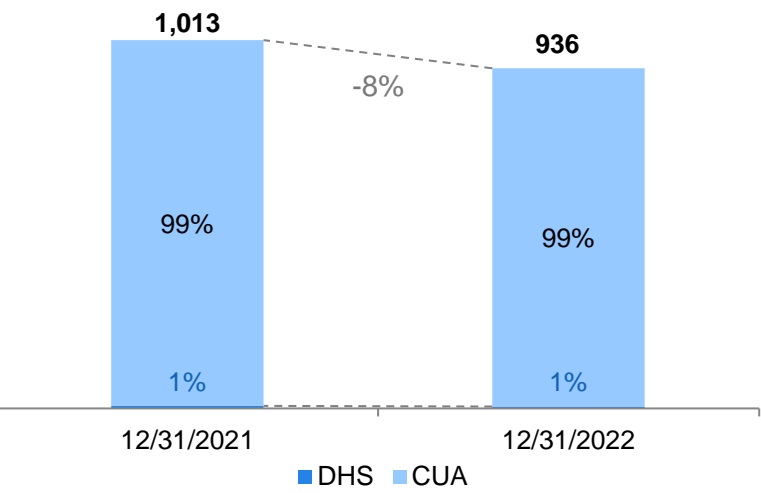
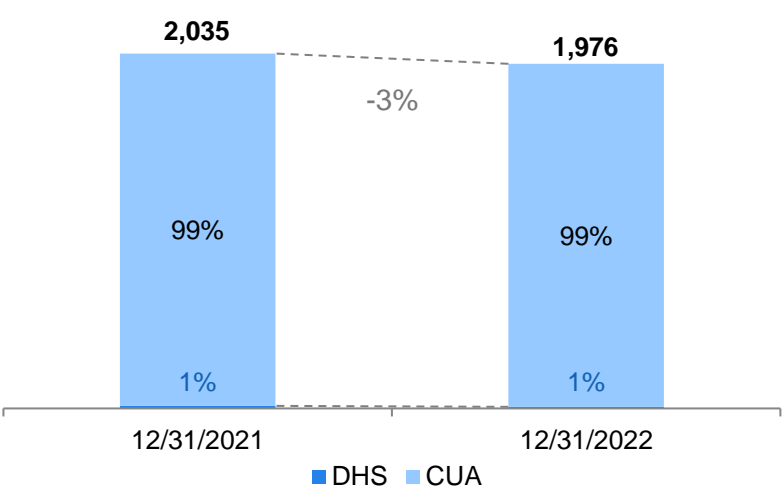


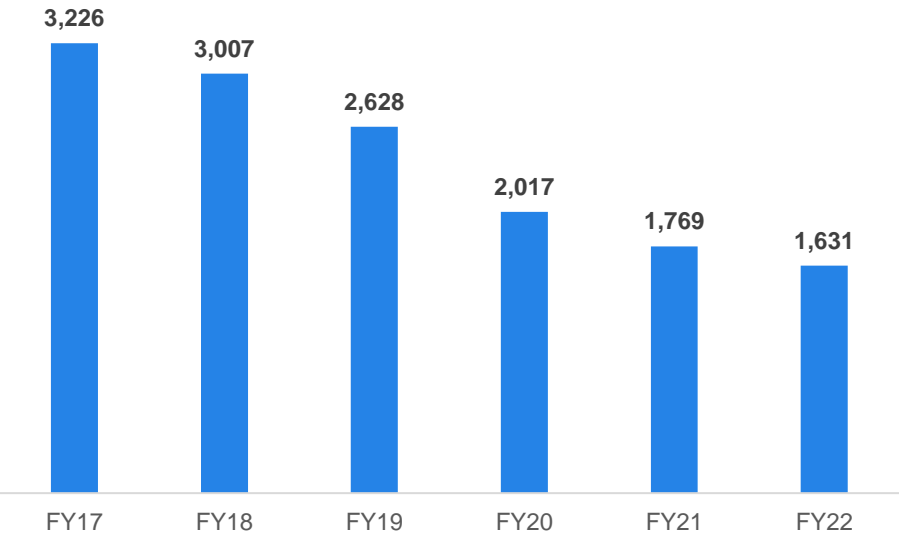
Figure 7. Total **Children** with In-Home Services



- Compared to 12/31/21, the total number of families and children with-in home services on 12/31/22 declined by 8% and 3%, respectively.
- CUA provided in-home services for 99% of all in-home families and children.

# Dependent Placements

Figure 8. Number of Children into Out of Home Care, by Federal Fiscal Year



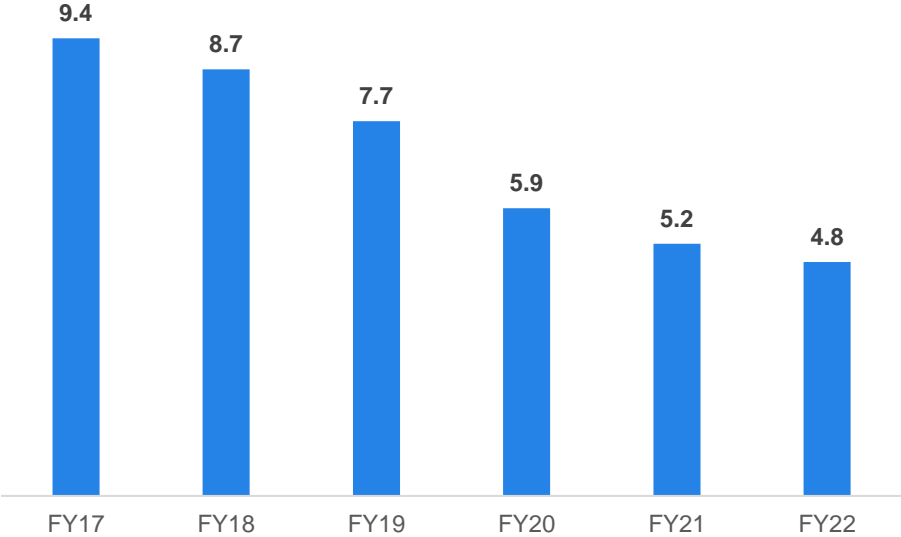
- In FY22, there were 1,631 entries into out of home care.
- The FY22 total represents a 49% decrease from FY17 (3,226 children).

Data updated on 2/20/2025 to improve comparability with AFCARS-based reporting. Updates for FY23 will be published in FY24 Q1  
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 8b. Entry Rate of Children into Out of Home Care per 1,000 Philadelphia Children, by Federal Fiscal Year

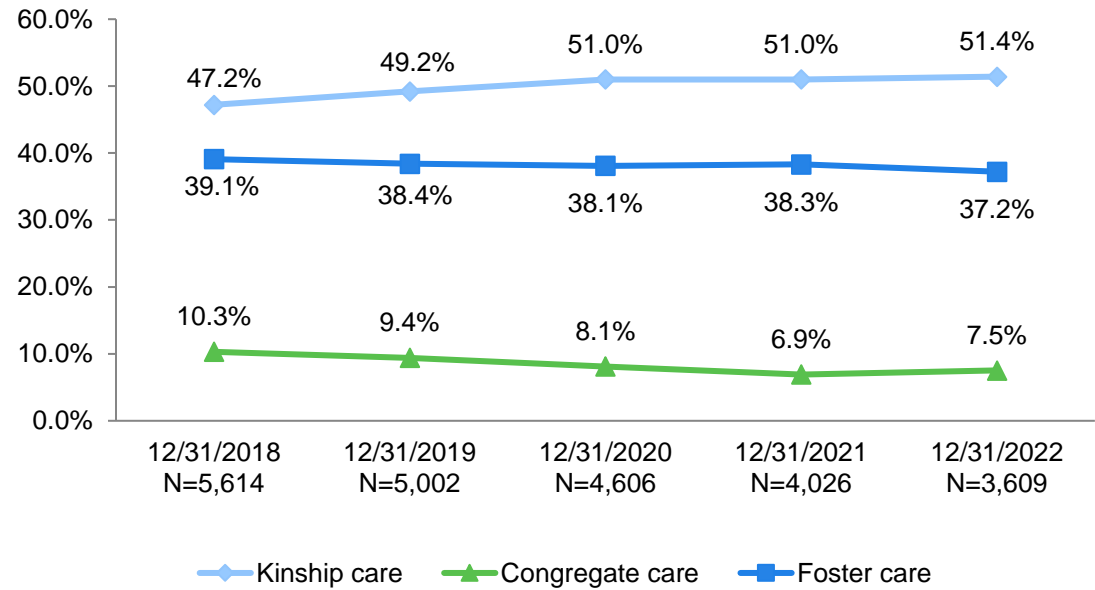


- In FY22, the entry rate of children into out of home care was 4.8 per 1,000 children.

Data updated on 2/20/2025 to improve comparability with AFCARS-based reporting. Updates for FY23 will be published in FY24 Q1  
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

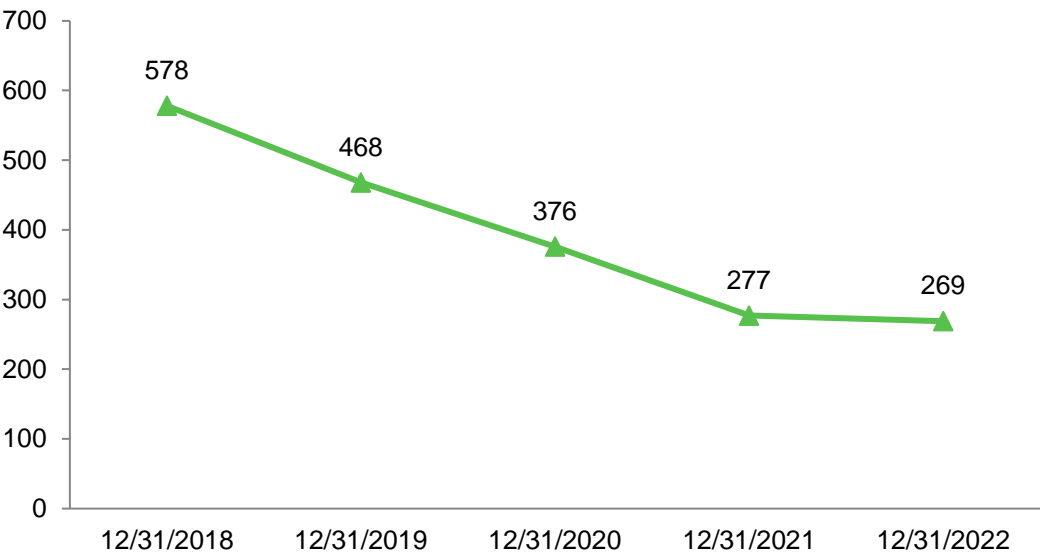
Figure 9. Dependent Placements on December 31<sup>st</sup> of Each Year



- As of 12/31/22, just over half (51.4%) of all youth in dependent placement were placed with kin.
- The percentage of youth in congregate care (7.5% on 12/31/22). was slightly higher than last year (6.9% on 12/31/21).

## Dependent Placement Services

Figure 10. Dependent Congregate Care Totals on December 31, 2022



- Since December 31, 2018, the number of dependent youth in congregate care settings decreased 53% from 578 youth to 269 youth.
- Aligned with the goal of reducing the use of congregate care, this decrease outpaces the overall decrease in youth in dependent placements (36%) during the same time period.

*As of 5/3/2023 there were 249 youth in dependent congregate care placement.*

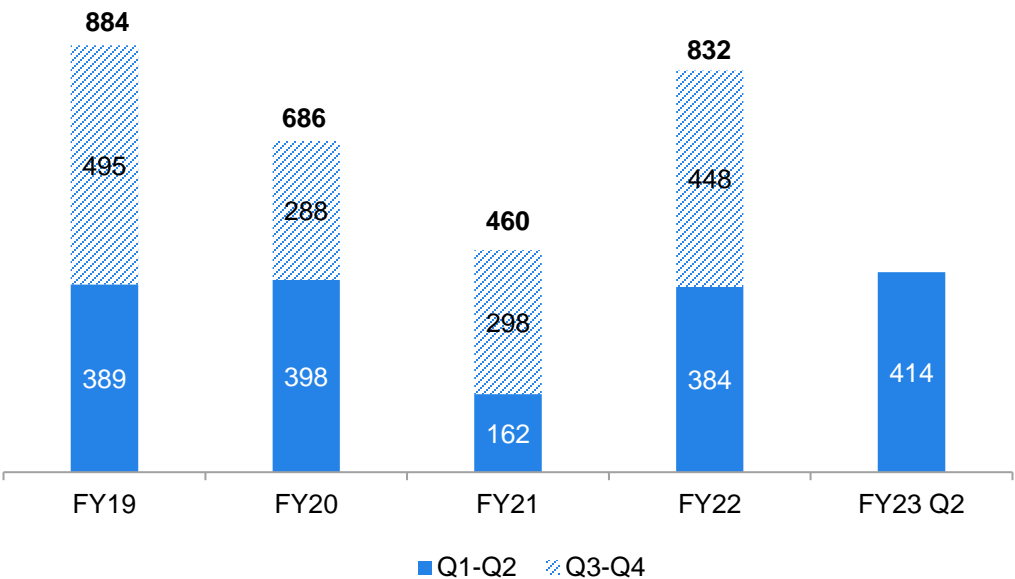


# Juvenile Justice Programs

# Intensive Prevention Services

*Intensive Prevention Services (IPS) serve youth between 10 and 19 years old who are at risk for becoming dependent or juvenile justice-involved due to high-risk behaviors.*

Figure 11. IPS Service **Referrals**



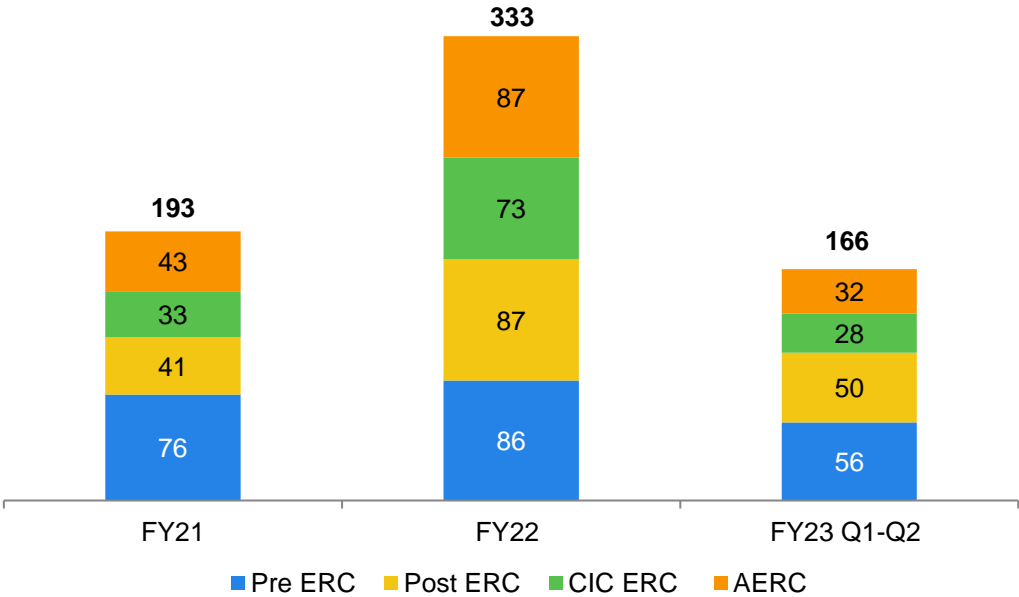
- 414 youth were referred to IPS in FY23 Q1-Q2, more than in the first half of the previous four fiscal years.

Data run on 2/3/2023  
Service Referrals consist of all youth referred who were eligible to be served.

# Evening Reporting Centers

*Evening Reporting Centers (ERCs) are community-based, afterschool programs that provide daily structured activities and serve as an alternative to placement for juvenile justice-involved youth ages 14-18.*

Figure 12. Youth Receiving Evening Reporting Center Services

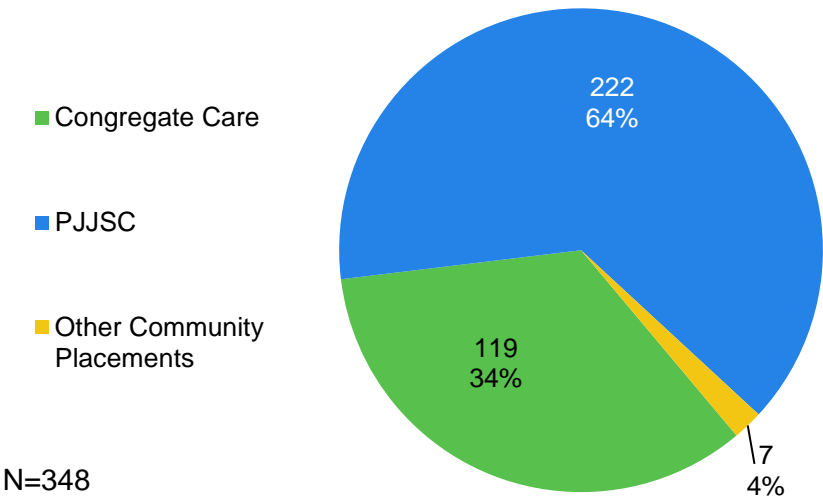


- Evening Reporting Centers served 166 youth in FY23 Q1-Q2.
- Pre ERC served the most youth in FY23 Q1-Q2.

# Juvenile Justice Involved Youth Placed Outside of Home

## PJJSC, Delinquent Congregate Care & Community Placements

Figure 13. Juvenile Justice Involved Youth Placed Outside of the Home on December 31, 2022, by Location



- On December 31, 2022, there were 348 juvenile justice-involved youth placed outside the home.
- More than 1 in 3 (34%) youth were placed in congregate care, and 64% were detained at the Philadelphia Juvenile Justice Services Center (PJJSC).

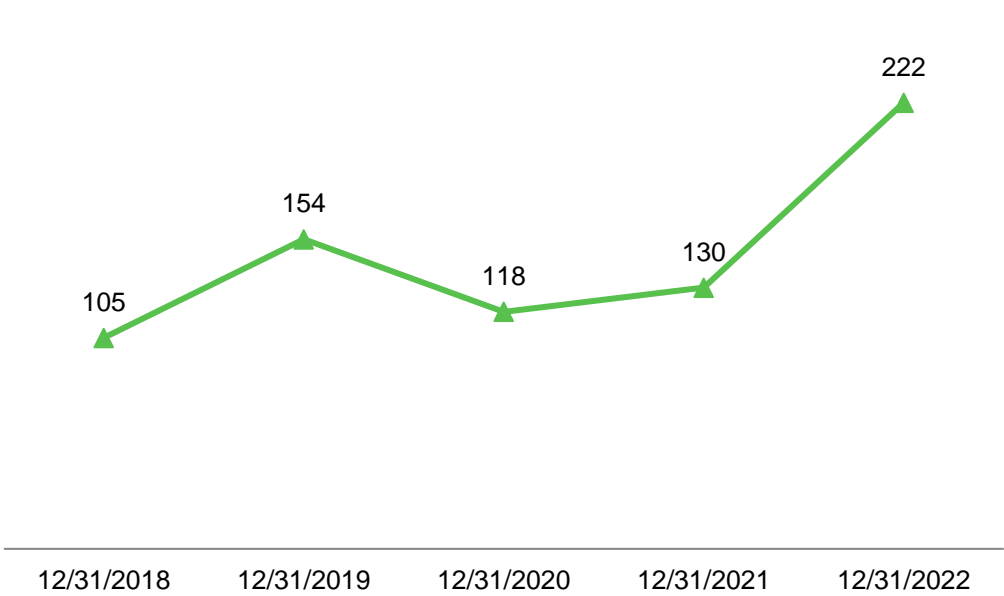
*As of 5/3/2023 there were 196 youth in the PJJSC and 131 youth in delinquent congregate care placement*

Data run on 2/3/2023  
"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

# Juvenile Justice Placement Services

## PJJSC

Figure 14. PJJSC Placement Totals on December 31st



- On December 31, 2022, there were 222 youth detained in the PJJSC.
- Since December 31, 2021, the number of youth in the PJJSC has increased by 71% from 130 youth to 222 youth.

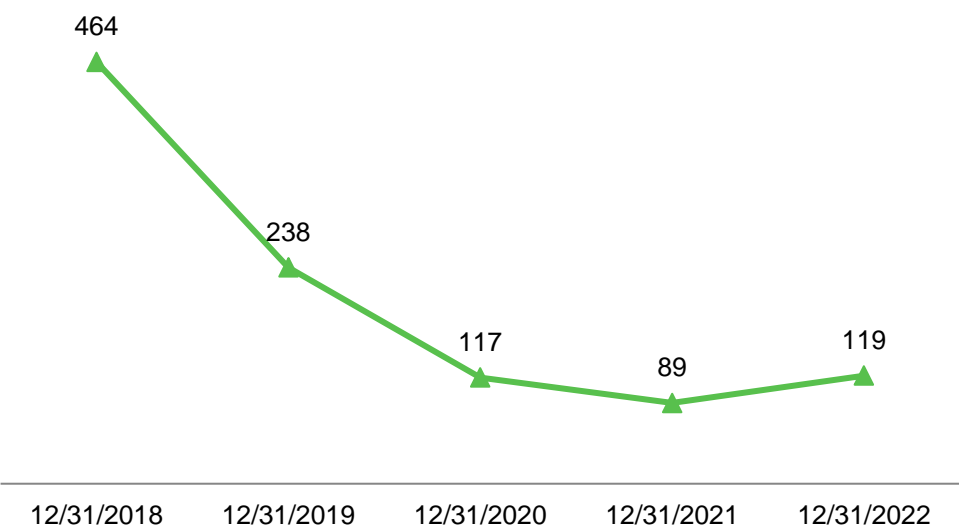
*As of 5/3/2023 there were 196 youth in the PJJSC.*



# Juvenile Justice Placement Services

## Delinquent Congregate Care

Figure 15. Delinquent Congregate Care Totals on December 31st



- Since December 31, 2018, the total number of youth in delinquent congregate care settings decreased 74% from 464 youth to 119 youth.
- The number of youth in delinquent congregate care settings increased by 34% from 89 youth on 12/31/21 to 119 youth on 12/31/22.

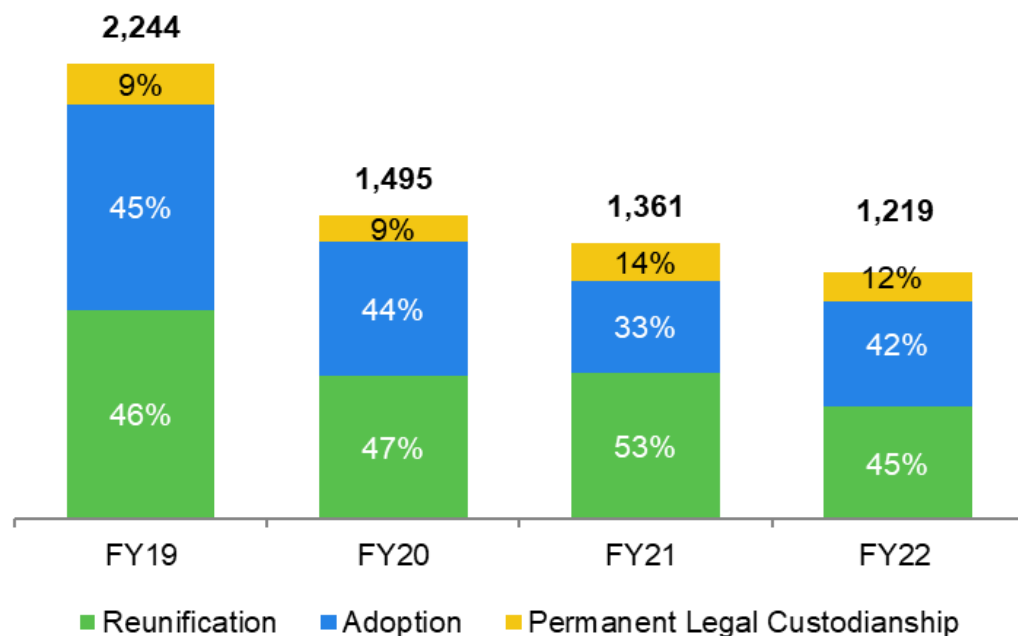
*As of 5/3/2023 there were 131 youth in delinquent congregate care placement.*



# Permanency

# Permanency Rates and Totals

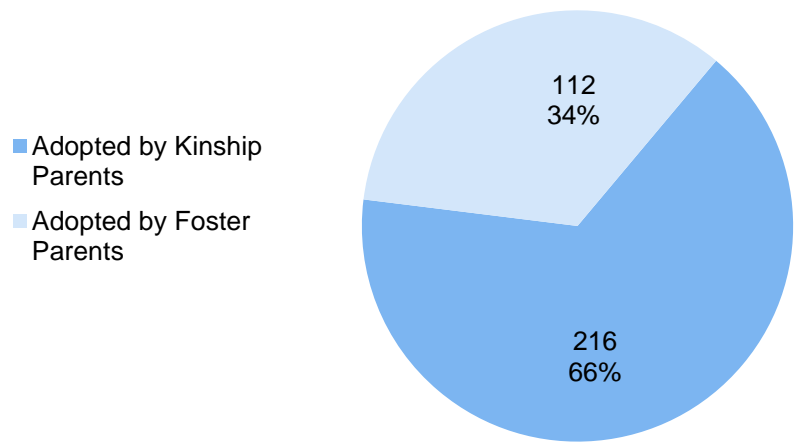
Figure 12. Permanency Totals by Permanency Type



- In FY22 there were 1,219 children who attained permanency through reunification, adoption of permanent legal custodianship (PLC).
- The percentage of children who attained permanency through reunification decreased from 53% of children in FY21 to 45% of children in FY22.

# Adoptions and Permanent Legal Custody (PLC)

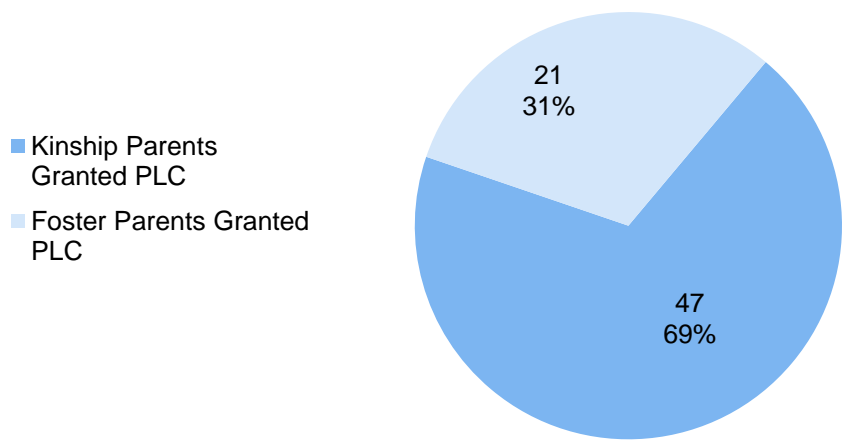
Figure 13. Youth Who were **Adopted** by Foster and Kinship Parents



N= 328

- Of the 328 children and youth who were adopted in FY23 Q1-Q2, 66% were adopted by their kinship parents.

Figure 14. Youth Who were **Discharged to PLC** with Foster and Kinship Parents



N=68

- Of the 68 children and youth who were discharged to PLC, 69% were discharged to PLC with their kinship parents.

Data run on 2/6/2023  
Three youth who were discharged to PLC were discharged to family members from congregate care settings. These youth were counted towards kinship parents granted PLC



# Spotlight Section: CUA RFP Process



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Department of Human Services



# Agenda

1

Background

2

RFP Process

3

New CUA Organizations

4

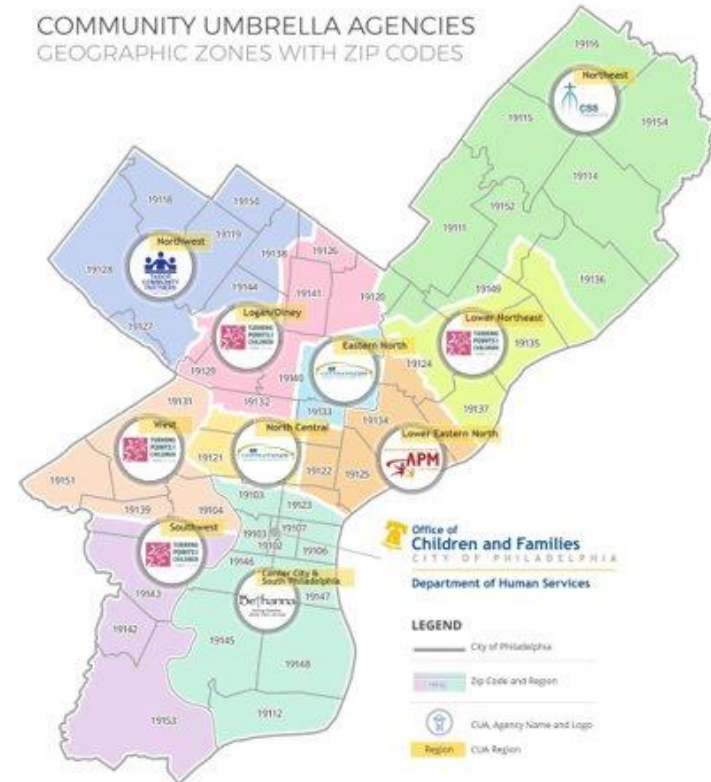
Ensuring a Smooth Transition



# Background

# Why Do We Need New Community Umbrella Agencies (CUAs)?

- Turning Points for Children currently provides CUA case management services to families in the following areas of the city:
  - CUA 3- Lower Northeast
  - CUA 5- Logan/Olney
  - CUA 9- Southwest
  - CUA 10- West
- Due to the rising cost of insurance Turning Points made the decision to end their contract.





# Why Do We Use A Request For Proposal Process to Select CUAs?

- **A Request for Proposal (RFP)** is an open request for applicants to complete a project or job on behalf of an organization.
- RFPs are done to get a diverse pool of proposals for the funding organization to determine the best way to execute a service.
- DHS uses this RFP process because it is best practice and meant to ensure that CUA selection is:
  - Fair
  - Transparent
  - Standardized
  - Appropriate for Community





# DHS' CUA RFP Process

## RFP is Posted and Preproposal Meeting Held



**All RFPs are posted publicly** to the City's eContracts Philly site.



**DHS then shares RFP** with City Council, its provider network, and social media to reach as many providers as possible to ensure transparency.



**DHS then holds a mandatory preproposal meeting** 1 or 2 weeks after posting to

- Review expectations for services.
- Answer questions from prospective providers.



**All questions are gathered during and after the meeting, and answers are posted** on the eContracts Philly proposal site.

## Proposals are Submitted and Reviewed



**Proposals for each candidate are reviewed and scored using a rubric** by teams of 5 DHS staff including representatives from

- Child Welfare Operations (CWO)
- Policy Development and System Enhancement (PDSE)
- Performance Management and Technology (PMT)
- Finance



**Proposals were reviewed for** applicants' ability to provide services and fiscal and administrative stability.



Once all team members provide completed review forms, **scores and comments are aggregated, and a tentative recommendation for each CUA is provided.**



**The Commissioner will then review and schedule interviews** with final candidates.

## Interviews and Site Visits



**During interviews applicants give a presentation** and interviewers will ask specific questions related to information presented.



**To prevent an unfair advantage**, interviewers were not allowed to answer questions.



**Site visits** occur to ensure that site is acceptable and in the CUA's service area.

- Site visits were not conducted because all the providers stated that they will keep the current Turning Points for Children site.

## Final Notifications

- Final scoring is completed after interviews and site visits.
- Providers, City staff, and the public are notified at the same time when awards are posted on the eContracts Philly website.
  - Then DHS will reach out directly to providers.





# The FY24 CUA Selection

## FY24 CUA RFP and Selection Process Timeline

- RFPs for CUAs 3, 5, 9, and 10 were posted on December 13, 2022.
- Preproposal meeting was held on January 5, 2023.
- Proposals were reviewed from February 9th - 21st, 2023.
- Provider interviews were held between March 27 and April 7, 2023.
- Providers were notified on May 8, 2023.
- Contracts to begin during July 2023.





## CUA 3: Concilio de Organizaciones Hispanas de Philadelphia, Inc. (Concilio)

- Serving the Lower Northeast section of Philadelphia.
- The Council of Spanish Speaking Organizations of Philadelphia, Inc. (Concilio) is the oldest Latino organization in Philadelphia known for providing family services.
- Mission: provide services and programs to underserved young people and families in the Philadelphia region.
- Current DHS Relationship: Concilio has many prevention and formal child welfare services such as foster care, adoption services, youth development, and after-school programming.



## CUA 5: Asociación Puertorriqueños en Marcha (APM)

- Serving the Logan/Olney section of Philadelphia.
- It is Latino-based health, human services, community and economic development non-profit organization serving the Philadelphia area.
- Mission: to help families achieve their greatest potential.
- Current DHS Relationship: Operates CUA 2 and Pradera Corporation, a program within APM, provides foster care and adoption services in Philadelphia.



## CUA 9: Greater Philadelphia Community Alliance (GPCA)

- Serving the Southwest section of Philadelphia.
- Mission: To have greater community impact and increased organizational stability for our future which is grounded in the belief in the importance of investing in people.
- Using trauma informed counseling models, GPCA's family stability programs focus on fostering health relationships within families and in school and neighborhood settings.
- Current DHS Relationship: GPCA also runs a Community Evening Reporting Center (CERC), Intensive Prevention Services, and Truancy services through DHS Funding.



# CUA 10: RFP has Been Reposted

- Will serve the West Section of Philadelphia.
- Through the initial RFP process, DHS was unable to identify the best candidate for this region.
- In order to be able to have the best possible provider for CUA 10, DHS relaunched the RFP on May 11, 2023.
- Next Steps:
  - Preproposal meeting held
  - Proposals Due
  - Applicant interviews and presentations held
  - Applicant selection posted on eContracts Philly



# Ensuring A Smooth Transition

# Stabilizing Turning Points CUAs



**Sustaining staff at Turning Points CUAs** has been DHS' main priority in order to maintain service to families and minimize caseworker transition through

- Maintaining current staff
- Continuing to fill vacancies



**DHS and Turning Points leadership meets weekly** in order to

- Maintain casework and keep CUA practice stable
- Review staffing and case numbers
- Prepare for the transition, including staffing and file transition
- Develop plans to communicate change to families

### Transition Next Steps



**To ensure a smooth transition**, DHS will continue to work with Turning Points and new agencies' leadership through the next fiscal year.

Focus areas include:

- Transitioning current staff including case managers, supervisors, directors, and support staff
- Support practice to ensure that new CUAs can carry out all the needed case management
- Technical assistance with case management software and support from Performance Management and Technology



**Turning Points for Children will maintain a contract in Fiscal Year 2024** in order to ensure continuity of services as CUAs 3, 5, 9, and 10 transition to new providers



# Questions?





# Thank You!