



# Quarterly Indicators Report

Fiscal Year 2024 Quarter 3  
July 1, 2023 – March 31, 2024



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: Reduce the number of children involved with the formal child welfare system



**Fewer families are accepted for DHS services.** All CUAs closed more cases than were referred in Q1-Q3 of Fiscal Year 2024. Also, there were fewer families open for formal services at the end of Quarter 3 of Fiscal Year 2024 than in the four previous years.

## Strengths: Safely reduce dependent congregate care



**Decrease in congregate care.** At the end of the third quarter in Fiscal Year 2024, 205 dependent youth in placement were in congregate care, which is lower than the previous four fiscal years.



# Executive Summary

## Strengths: More children maintained in their own communities



**Fewer children and youth are in placement.** The number of children and youth in dependent placement has decreased by 39% from 4,993 children in March 2020 to 3,054 children in March 2024.

## Areas of Focus: Ongoing challenges with permanency



**Ongoing challenges with permanency.** The number of children and youth who attain permanency through reunification has continually decreased since the FY20 full Fiscal Year. Less than half (36%) of children and youth attained permanency by reunifying with family in Q1-Q3 of FY24.

# Executive Summary

## Areas of Focus: Staff recruitment and retention



**Staff turnover at CUAs.** CUA providers are still experiencing challenges with recruitment and turnover. DHS and CUAs are engaged in multiple strategies to improve recruitment and retention at the CUAs.

## Areas of Focus: Increasing kinship care



**Emphasize placing children with kin.** While half (48.4%) of the children and youth in dependent placement on March 31, 2024, were in kinship care, this percentage has decreased slightly compared to the past full fiscal year.



# Executive Summary

## Areas of Focus: Decreasing youth and length of stay for Delinquent Congregate Care



**More youth are in Delinquent Congregate Care and are staying longer.** While fewer youth were detained at the PJJSC and experienced shorter average stays, the number of youth in delinquent congregate care increased by 70%, and the median stay in days increased by 9.5% since March 31, 2023.

## Areas of Focus: Building a continuum of residential placements for juvenile justice-involved youth



**Philadelphia DHS is working with contracted providers to build a continuum of residential placements and supportive services** for juvenile justice-involved youth to provide more appropriate placements for youth that are closer to home than current congregate care facilities.



# Content Areas

- 1 Hotline and Investigations
- 2 DHS Diversion Programs
- 3 Dependent Services
- 4 Juvenile Justice Programs
- 5 Permanency



# Hotline and Investigations



# Glossary of Terms

**DHS Hotline and Investigations Divisions are** responsible for receiving and investigating reports of suspected child abuse and neglect.

- **Hotline-** Division within DHS responsible for receiving reports of suspected child abuse and neglect and determining if reports rise to the level of needing an investigation.
- **Secondary Screen Out-** A process to review General Protective Service (GPS) reports that were accepted for investigation with a 3-7 day priority and assessed as having no present or impending danger. The goal is to screen out these reports if possible, using the Safe Diversion protocol.
- **Intake –** Division within DHS responsible for investigating reports of suspected child abuse and neglect that have been referred from Hotline.

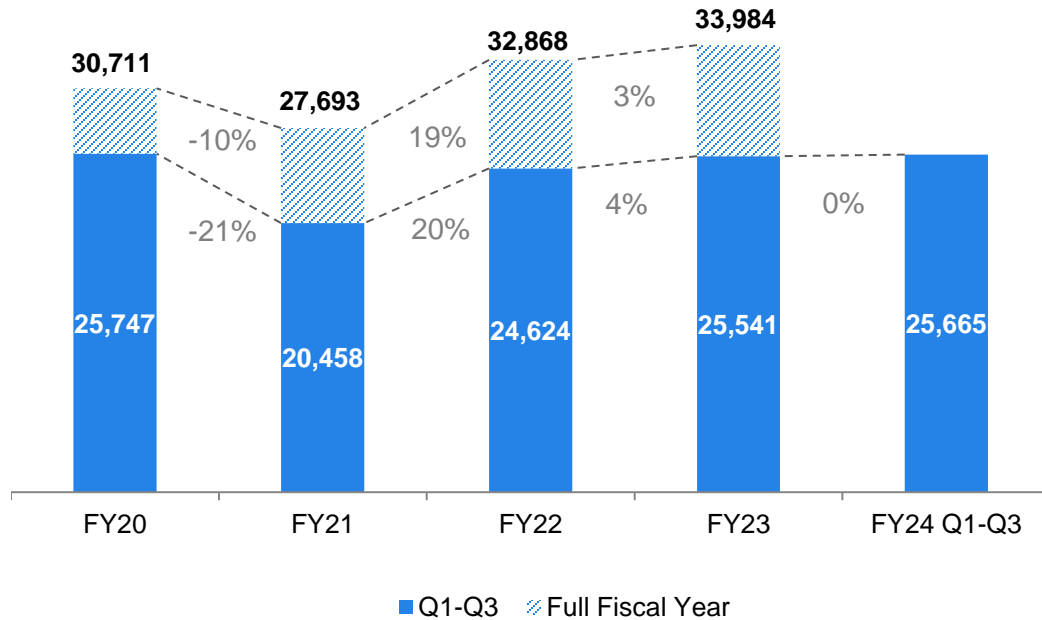
# Glossary of Terms (continued)

## Hotline and Investigations Counts and Measures

- **Report-** Document outlining a family's allegation(s) of abuse or neglect. Each report is assigned a reference number as a unique identifier. Reports are the typical unit of measurement for Hotline and Investigations indicators.
- **Investigation-** A report being investigated. Findings from the investigation inform whether a family will be accepted for child welfare services.
- **Repeated Maltreatment: Federal Measure-** Youth with an indicated or founded CPS report who have a second indicated/founded CPS report within 12 months following the original report.
- **Repeated Maltreatment: State Measure-** Youth with a CPS report who had a previous CPS report; broken into indicated reports with suspected re-abuse and indicated reports with confirmed re-abuse.

# Call Volume

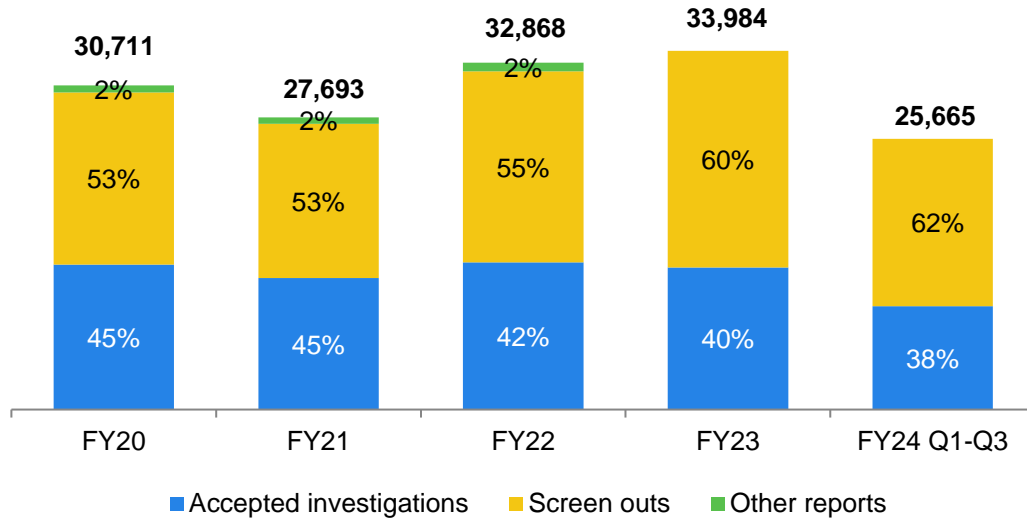
Figure 1. Total Hotline Reports



- In Q1- Q3 of FY24, there were 25,665 reports made to DHS' Hotline.
- Hotline reports in FY24 Q1-Q3 were roughly equal to FY23 Q1-Q3.

# Hotline Decisions

Figure 2. Hotline Action

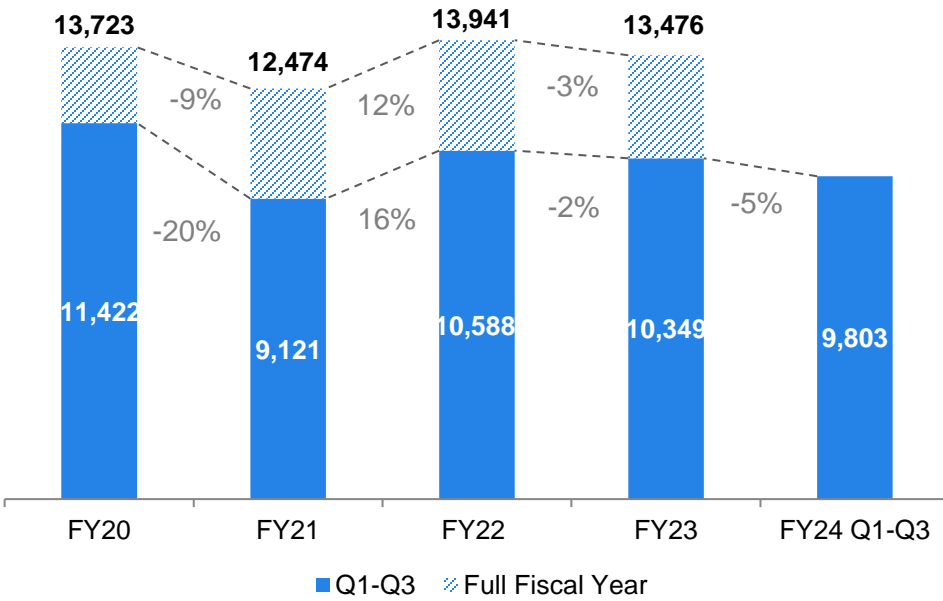


- Nearly two-fifths (38%) of all reports were accepted for investigation in FY24 Q1-Q3. This is lower than the previous four years.
- Nearly three-fifths (62%) of all reports were screened out in FY24 Q1-Q3. This is the highest rate compared to the past four full fiscal years.

Data run on 6/3/2024  
 This year we have redefined these categories to remove the category of "Other" because reports previously categorized as Other are still screened using Hotline Guided Decision Making and can potentially be accepted for investigation  
 \*Other reports include referrals for law enforcement only, other jurisdictions, information only, and follow-up on a prior report

# Investigations

Figure 3. Total Investigations

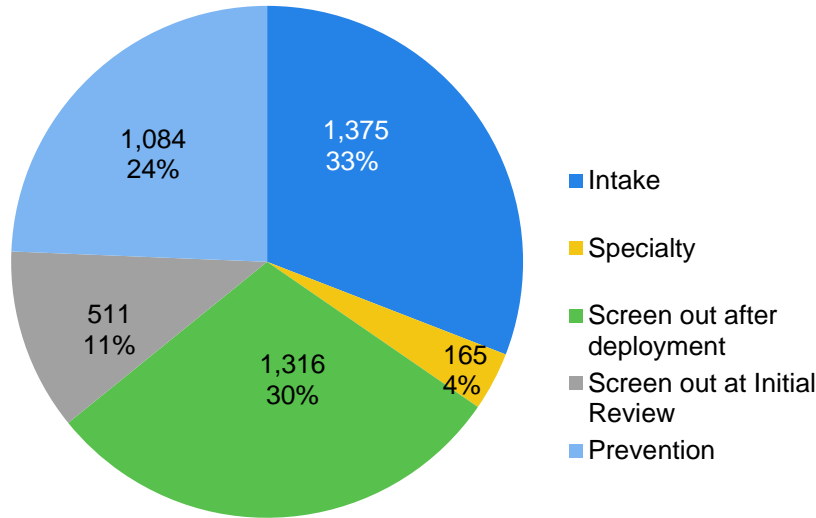


- In FY24 Q1-Q3, 9,803 calls from Hotline were sent to investigation, which is 38% of all reports received by Hotline.
- Investigations decreased 5% from FY23 Q1-Q3 to FY24 Q1-Q3.

# Hotline Decisions

Figure 4. Fiscal Year 2024 Q1-Q3 Secondary Screen Outs

DHS created the **Secondary Screen Out Process** in 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. Using the **Safe Diversion Protocol** Hotline supervisors screen out a case after an initial review (with or without Prevention services) or deploy a Hotline worker for screening. Deployed Hotline workers may choose to send a case to Intake for investigation or screen it out.



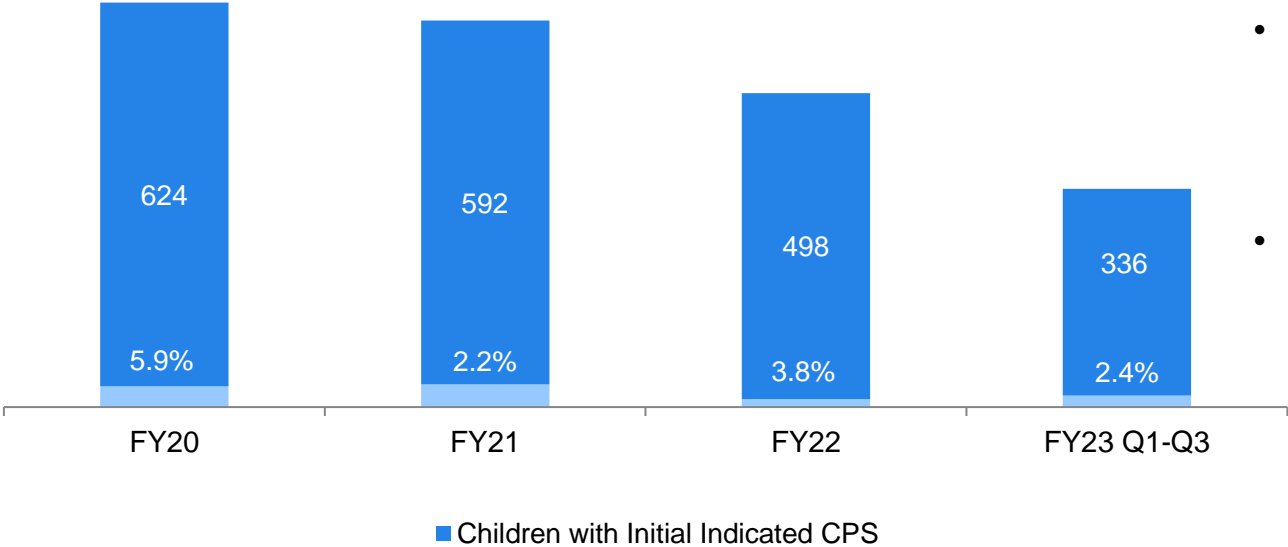
N= 4,451

- In FY24 Q1-Q3, 4,451 reports were sent to the secondary screen out unit, and over half (65%) were screened out.
- A third (33%) of secondary screen out reports were ultimately sent to Intake and 4% sent to Specialty Investigations.

## Repeat Maltreatment: Federal Measure

The federal measure for repeat maltreatment examines the percentage of children in a given fiscal year with an indicated CPS report who had **another indicated report** within 12 months.

Figure 5. Repeat Maltreatment: Federal Measure



- Of the 336 children with an indicated CPS report in FY23 Q1-Q3, 2.4% had a repeat indicated CPS report.
- This percentage is lower than the previous full fiscal year and remains below the national average of 9.7%.

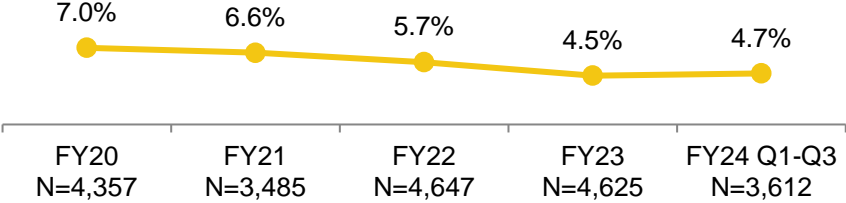
Data run on 6/3/2024

Because this measure looks forward in time, there is a one-year lag in reporting repeat maltreatment. National Average comes from CFSR Round 3 Statewide Data Indicator Series. Last updated in 2022. <https://capacity.childwelfare.gov/states/resources/cfsr-r4-sw-di-recurrence-of-maltreatment>

## Repeat Maltreatment: State Measure

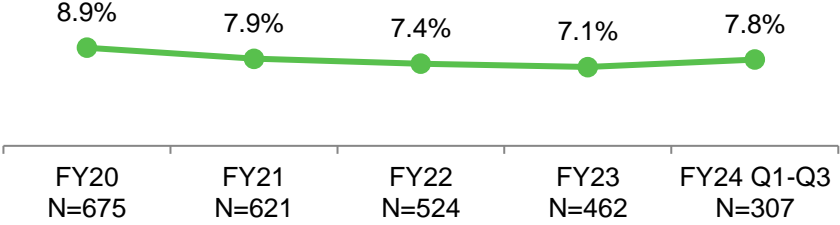
The Pennsylvania measure for repeat maltreatment looks at the number of CPS reports received per year and identifies those children who **have ever had a previous** indication of abuse.

Figure 6. CPS Reports with Suspected Re-Abuse



- The rate of **suspected** re-abuse for the first half of FY24 (4.7%) was lower than the PA state rate of 5.5%.

Figure 7. Indicated CPS Reports with Re-Abuse



- The rate of CPS reports with **indicated** re-abuse in FY24 Q1-Q3 was higher than the previous two full years and remains slightly higher than the PA state rate of 6.4%.

Data run on 6/3/2024

PA state rates were calculated using data from the Annie E. Casey Foundation's Kids Count Data Center. Last updated in October 2022. <https://datacenter.kidscount.org/data/tables/5088-child-abuse-and-reabuse--number-of-reported-and-substantiated-cases#detailed/2/any/false/2048,574,1729,37,871,870,573,869,36,868/1106,1107,1108,1110,1111/11521>





# Hotline and Investigations Summary

- In FY24 Q1-Q3, the total number of reports to the DHS Hotline of suspected abuse and neglect remained stable from the previous year, nearly returning to pre-COVID levels.
- Less than half (38%) of all reports were accepted for investigation in FY24 Q1-Q3, lower than previous full fiscal years.
- Hotline staff continued to screen out over half (62%) of reports and repeat maltreatment (2.4%) was lower than the national average (9.7%).

In summary, despite Hotline reports nearly returning to pre-COVID levels, in an effort to make sure children can remain safely in their own homes and communities, Hotline and secondary screen out staff continued to screen out more families reported than they accepted for investigation.



# DHS Diversion Programs

# Glossary of Terms

**DHS Diversion Programs are** voluntary services offered to families in Philadelphia who have been reported to DHS' Hotline but may not need a formal safety service.

- **CAPTA-** Family Case Coordination Program
- **FEP** – Family Empowerment Programs, refers to:
  - **FES-** Family Empowerment Services
  - **FEC-** Family Empowerment Centers
- **RSR-** Rapid Service Response
  - Note-All families receiving RSR are referred by Intake and most have an open investigation.

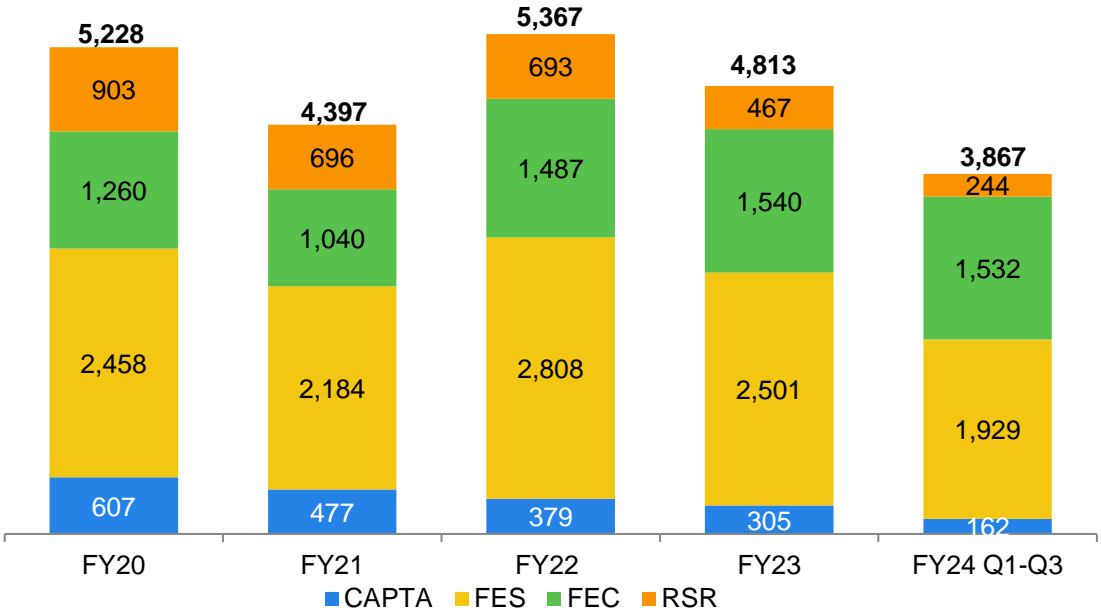
## Measures

- **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.

## II. DHS Diversion Programs

### Total Referrals

Figure 8. Total Referrals to DHS Diversion Programs by Program



- In FY24 Q1-Q3, there were 3,867 families referred to DHS Diversion Programs.
- Family Empowerment Services (FES) and Family Empowerment Centers (FEC) continued to receive the most referrals (89.5% of referrals combined).

Data run on 05/17/2024

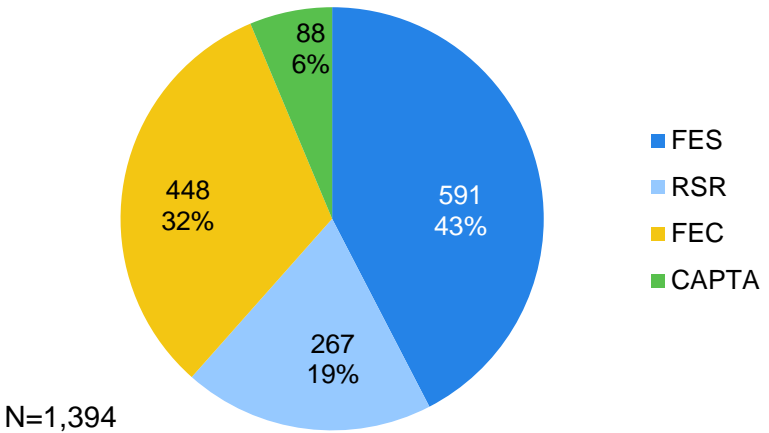
Total Referrals refers to all families referred to DHS Prevention Programs and can consist of **Front-End Referrals** (diverted from Hotline or Investigations) or **non-Front-End Referrals** (from CUA or other sources).

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.

## II. DHS Diversion Programs

### Total Families Served

Figure 9. Total Families Served by DHS Diversion Programs in FY24 Q1-Q3 by Program



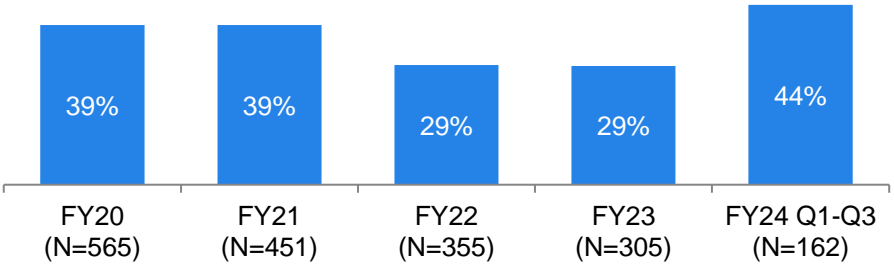
- In FY24 Q1-Q3, there were 1,394 families served by DHS Diversion Programs.
- Family Empowerment Services (FES) and Family Empowerment Centers (FEC) are the most common DHS Diversion Programs, serving 3 in 4 (75%) families receiving Diversion services.

Data run on 05/17/2024

## 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 10. Voluntary Service Rate



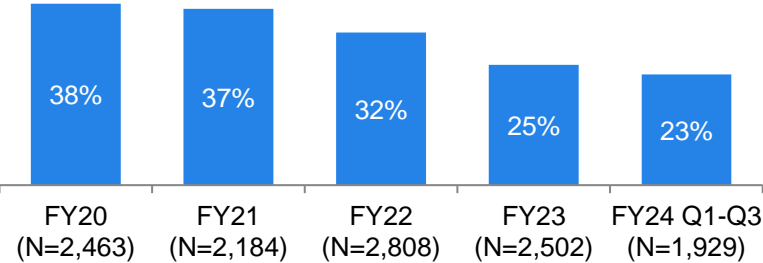
- Out of 162 families referred in FY24 Q1-Q3, 44% of mothers voluntarily enrolled in services, higher than the previous three full fiscal years.

Data run on 05/17/2024  
Voluntary Service Rate refers to the proportion of families who voluntarily enrolled in services out of all cases received.

## 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 11. Voluntary Service Rate

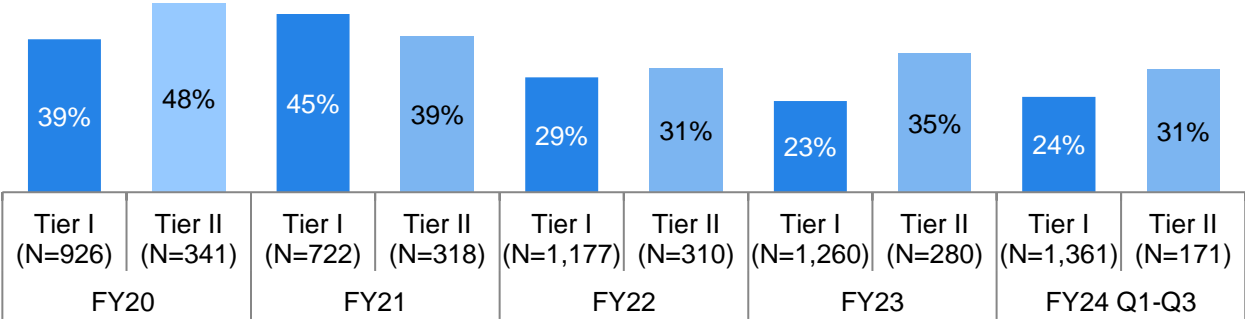


- Out of 1,929 families referred in FY24 Q1-Q3, just under a quarter of families (23%) voluntarily enrolled in services, which is lower than the previous full fiscal year.

## 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 12. Voluntary Service Rate



- In FY24 Q1-Q3, 24% of Tier I families voluntarily enrolled in services, this is slightly higher than the previous full fiscal year.
- In FY24 Q1-Q3, 31% of Tier II families voluntarily enrolled in services, lower than the previous full fiscal year.

Data run on 05/17/2024

Voluntary Service Rate refers to the proportion of families who voluntarily enrolled in services out of all cases received.

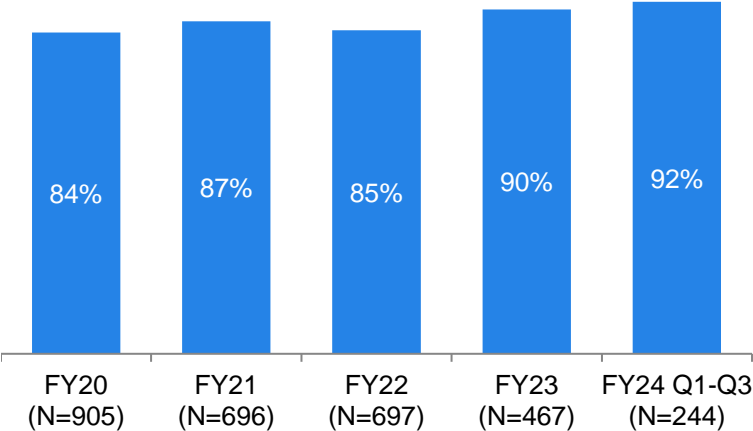


## II. DHS Diversion Programs

### 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 or formal in-home services.

Figure 13. Voluntary Service Rate



- Out of 244 families referred to RSR in FY24 Q1-Q3, 92% of families voluntarily enrolled in services.

Data run on 05/17/2024

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 if they do not participate in the RSR service to address their identified needs.



# DHS Diversion Programs Summary

To prevent formal child welfare involvement:

- There were 3,867 families referred to DHS Diversion Programs in FY24 Q1-Q3.
- The rate of families accepting services in FY24 Q1-Q3 decreased from previous full fiscal years for FEC Tier 2, and FES services.
- The rate of families accepting services in FY24 Q1-Q3 increased for CAPTA, FEC Tier 1, and RSR in comparison to previous full fiscal years.

In FY24 Q1-Q3, DHS Diversion programs served 1,394 families in their own homes to support families without the need for child welfare involvement.



# Dependent Services

## Glossary of Terms

**DHS Dependent services** are for families who have been determined through an investigation to have a safety issue that cannot be addressed without formal services.

- **Community Umbrella Agencies (CUAs)**- Community based organizations that provide case management for families accepted for formal child welfare services.
- **Accepted for Service**- Process to formally open cases for families who, through investigation, were determined to need formal services.
- **Closed**- Process for families who have received CUA services and are no longer in need of formal service.
- **In Home Safety**- Services provided to families that have been found to be experiencing active safety threats but whose children, with the implementation of a Safety Plan, can be maintained safely in their own homes.
- **In Home Non-safety**- Services provided to families in the home without active safety threats. These services are generally for families who are court mandated to receive CUA case management services due to ongoing truancy issues.

### III. Dependent Services

## Glossary of Terms (continued)

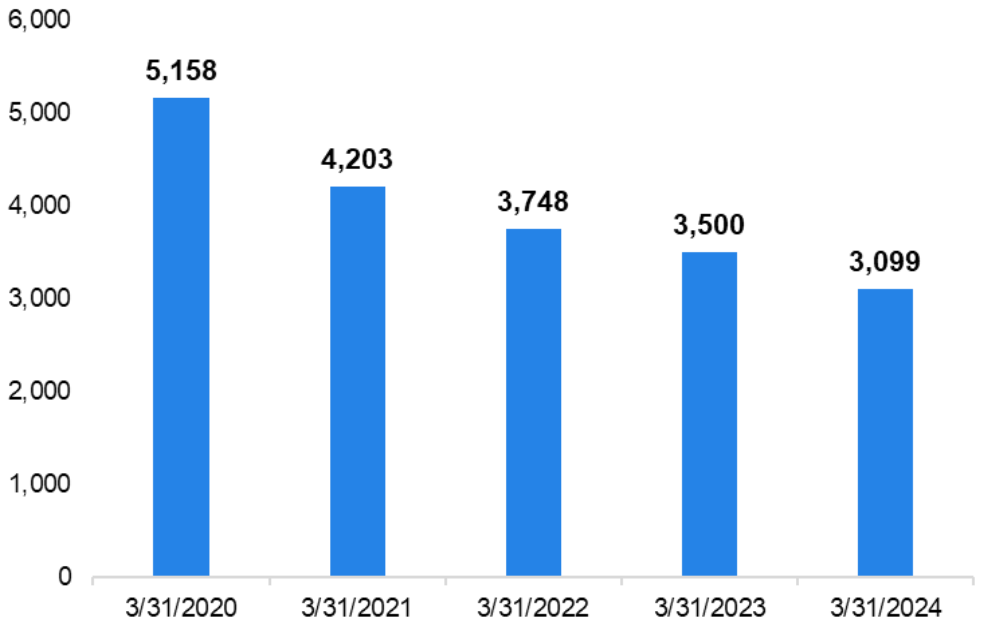
### Dependent Services Placement Types and Measures

- **Dependent Placement-** A temporary placement for children when their safety can't be ensured in their home of origin. Includes family-based placements and congregate care.
- **Kinship Care-** A family-based, out-of-home placement with caregivers who are already known to the youth.
- **Foster Care-** A family-based, out-of-home placement with caregivers who were previously unknown to the youth.
- **Dependent Congregate Care-** Placement in a group setting for children or youth that are in dependent out of home placement. Includes Emergency Shelter, Group Home, Community Behavioral Health-Funded Psychiatric Residential Treatment Facilities and Institutions.
- **Caseload-** The number of cases each caseworker within DHS/CUA is responsible for managing.
- **Visitation-** Case Managers are expected to visit with children on a regular basis to ensure their safety and well-being and help families work towards case closure. Visitation measures the percentage of on time visits that occurred within a given period.

### III. Dependent Services

## Total Families Open for Service

Figure 14. Total Families Open for Service on March 31

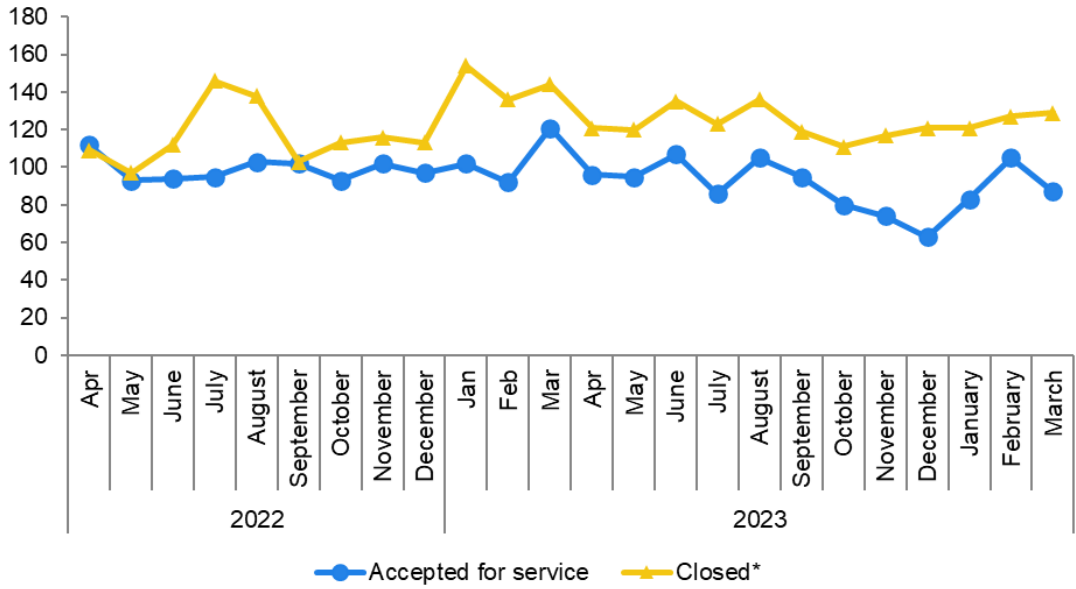


- There were 3,099 families open for service on March 31, 2024.
- The number of families open for formal services has decreased every fiscal year.

### III. Dependent Services

## Families Accepted for Service and Families Closed

Figure 15. Families Accepted and Closed by Month



- More families were closed than accepted for service every month since Oct 2022.

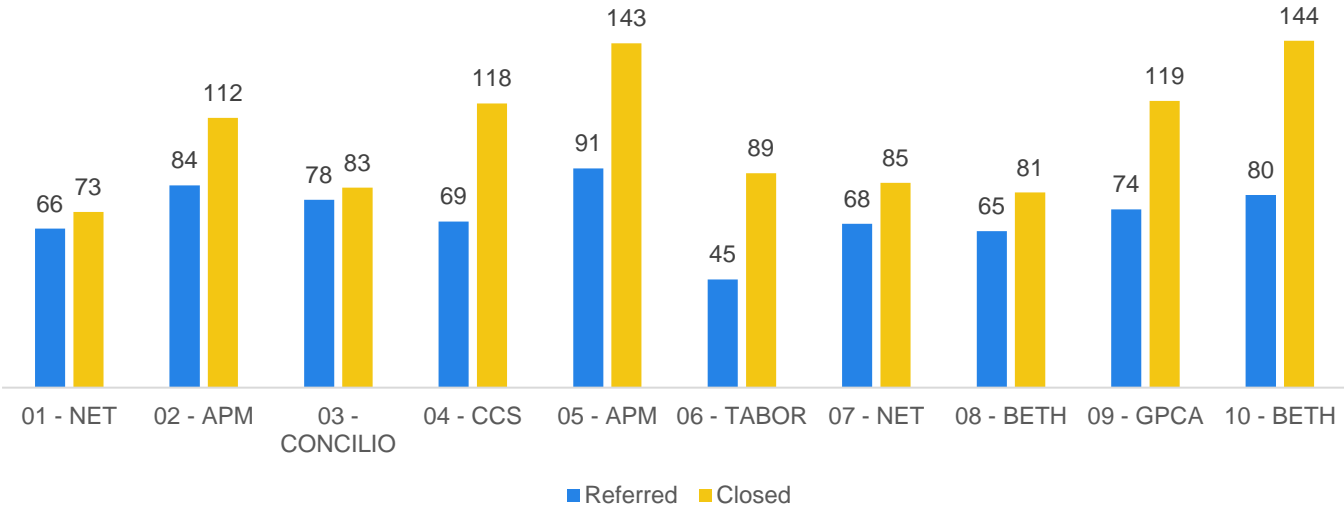
Data run on 05/17/2024

\*Families closed includes those transferred to Non-CWO Services (Delinquent or Subsidy)

### III. Dependent Services

## Families Referred and Families Closed

Figure 16. Families Referred and Closed in FY24 Q1-Q3, by CUA



- All CUAs closed more families' cases in FY24 Q1-Q3 than were referred to them.

Data run on 05/17/2024

\*Families closed includes those transferred to Non-CWO Services (Delinquent or Subsidy)

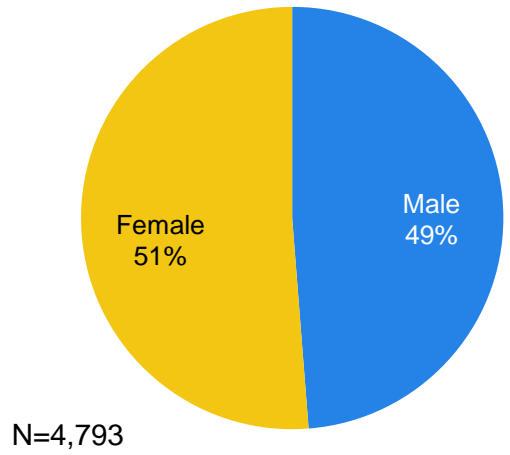
\*As of 12/01/23, CUA 10 is now Bethanna



### III. Dependent Services

## Sex of Dependent Youth – March 31, 2024

Figure 17. Sex of All Dependent Youth



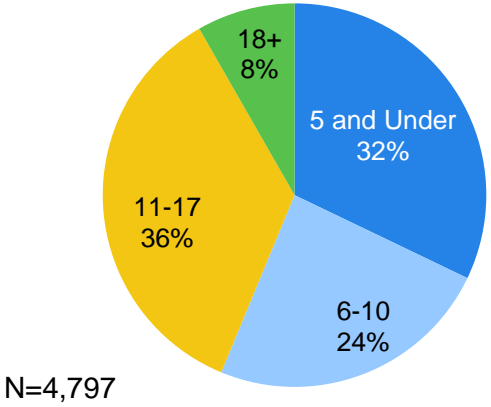
- As of March 31, 2024, there were slightly more female children and youth than male children and youth with dependent services.

Data run on 05/17/2024  
\*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

### III. Dependent Services

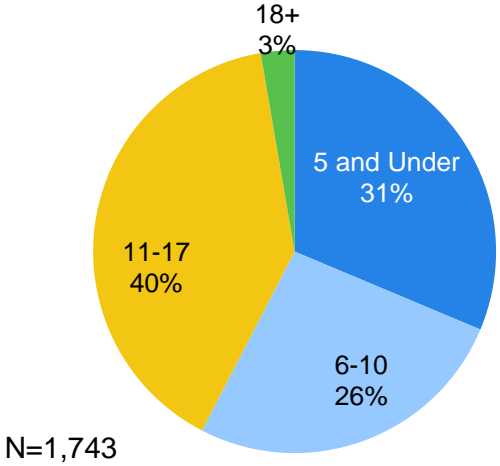
## Age of Dependent Youth – March 31, 2024

Figure 18. Age of All Dependent Youth



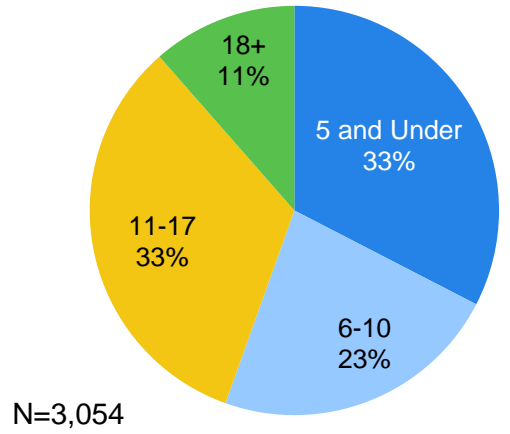
- On 3/31/2024, children ages 11-17 was the most represented age group for all dependent children.

Figure 18a. Age of Dependent In-Home Youth



- On 3/31/2024, 11–17-year-olds made up 40% of in-home youth, the largest age group for in-home youth.
- Children under 5, and 11–17-year-olds both made up 33% of placement youth, the largest age groups for placement youth.

Figure 18b. Age of Dependent Placement Youth



Data run on 05/17/2024  
\*Sample size discrepancy across sex, age, and race/ethnicity is the result of unreported sex and age

### III. Dependent Services

## Race/Ethnicity of Dependent Youth – March 31, 2024

Figure 19. Race/Ethnicity of All Dependent Youth

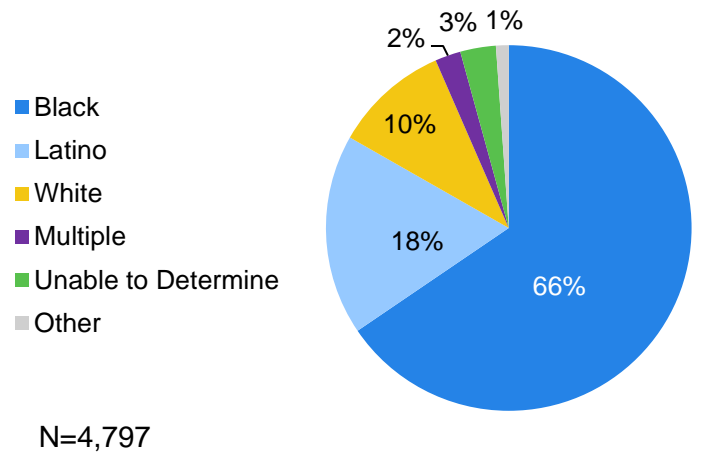


Figure 19a. Race/Ethnicity of Dependent **In-Home** Youth

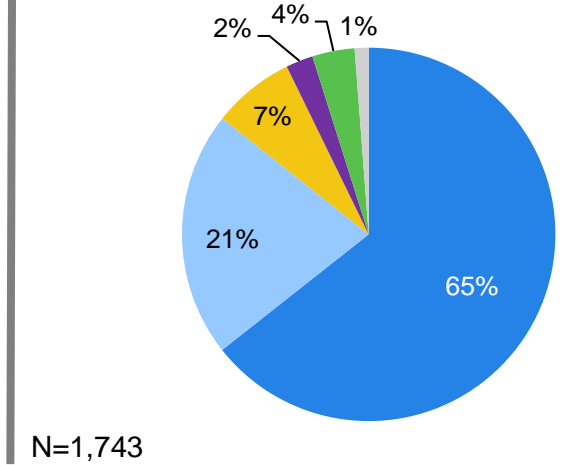
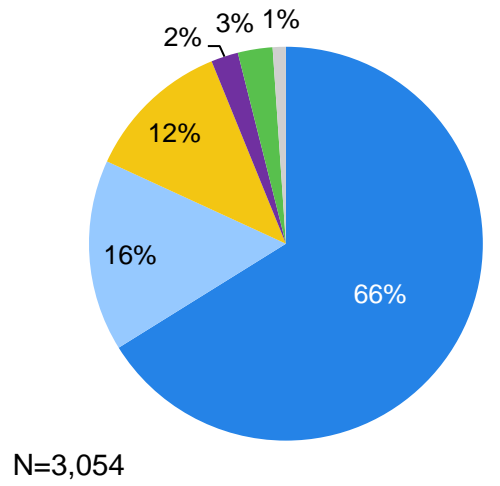


Figure 19b. Race/Ethnicity of Dependent **Placement** Youth



- Two thirds (66%) of all dependent youth on 3/31/2024 were Black and 18% were Latino.
- There was a slightly greater percentage of youth receiving in-home services (21%) who were Latino than those receiving placement services (16%).

### III. Dependent Services

## In-Home Services

Figure 20. Total **Families** with In-Home Services

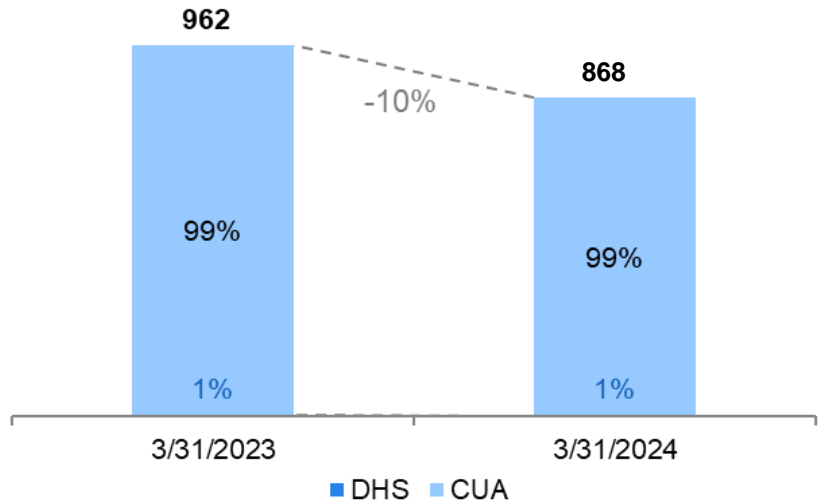
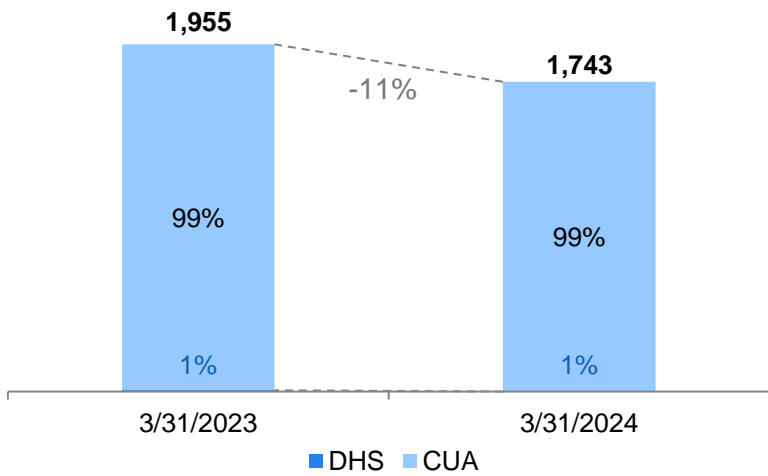


Figure 21. Total **Children** with In-Home Services



- Compared to 3/31/2023, the total number of families with-in home services on 3/31/24 declined by 10% and the total number of children decreased by 11%.
- CUA provided in-home services for 99% of all in-home families and children.

Data run on 05/17/2024  
Family and child totals vary slightly from next slide because of missing data for CUA and Service Type.

### III. Dependent Services

## In-Home Services

Figure 22. Total **Families** with In-Home Services by Service Type

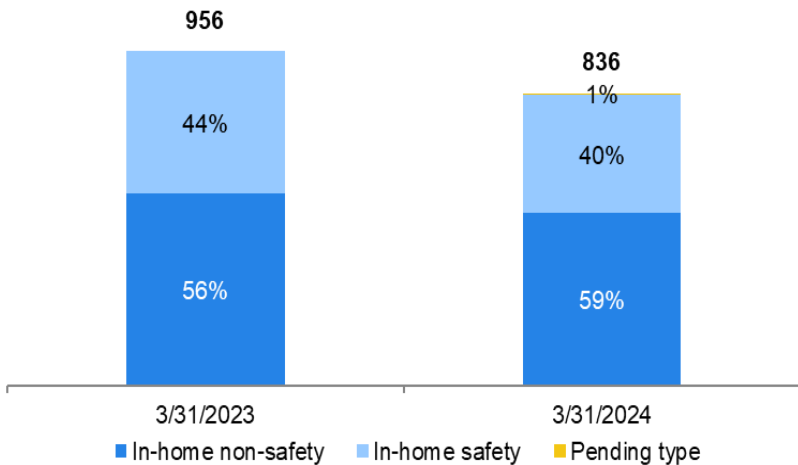
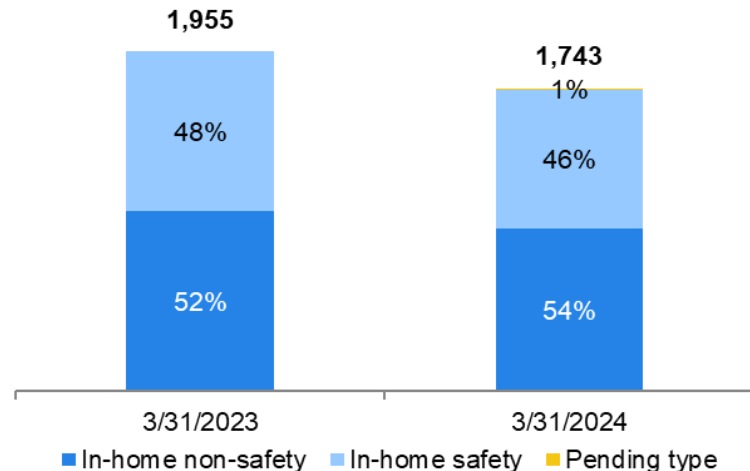


Figure 23. Total **Children** with In-Home Services by Service Type



- The percentage of families who had in-home non-safety services in comparison to in-home safety services remained relatively stable from 3/31/2023 to 3/31/2024, while the percentage of children who had in-home non-safety services increased.

Data run on 05/17/2024

If families included multiple children, some with in-home safety services and others with non-safety services, that family is counted twice.

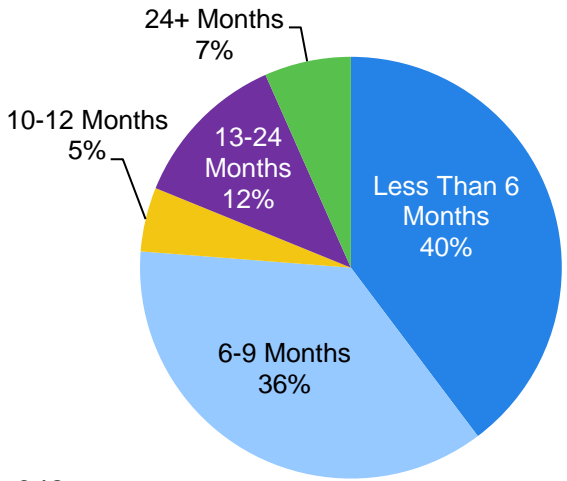
Family and child totals vary slightly from previous slide because of missing data for CUA and Service Type.

\*Total children receiving services in 2024 sums to more than 100% due to percentages rounded to the nearest whole number.

### III. Dependent Services

## In-Home Services

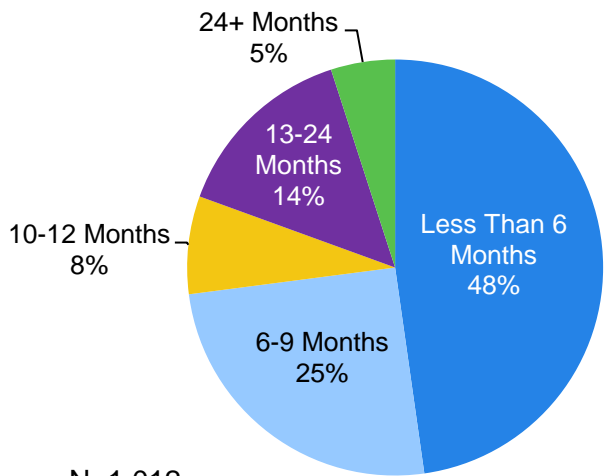
Figure 24. Length of In-Home **Safety** Services on March 31, 2024



N=942

- On 3/31/24, 40% of youth with in-home safety services had been receiving services for less than 6 months, a lower percentage than this time last year.

Figure 25. Length of In-Home **Non-Safety** Services on March 31, 2024



N=1,012

- On 3/31/24, 48% of youth with in-home non-safety services had been receiving services for less than 6 months, a lower percentage than this time last year.

Data run on 05/17/2024  
Youth whose service information had yet to be entered into the electronic database are excluded from these figures.

### III. Dependent Services

## Dependent Placement Services

Figure 26. Total **Families** with Placement Services

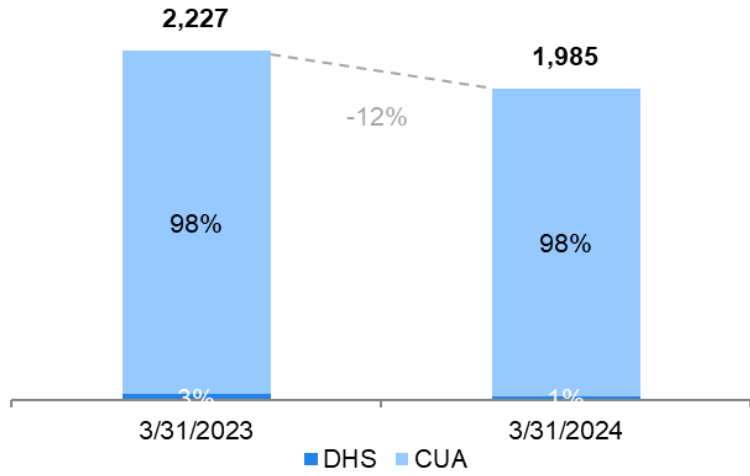
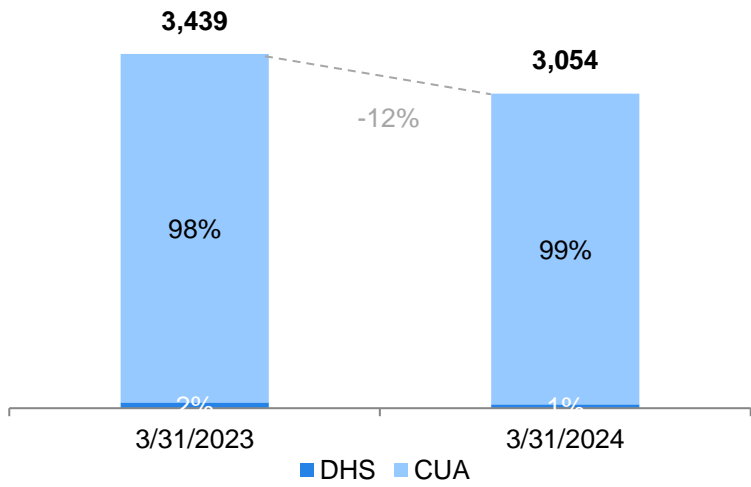


Figure 27. Total **Children** with Placement Services

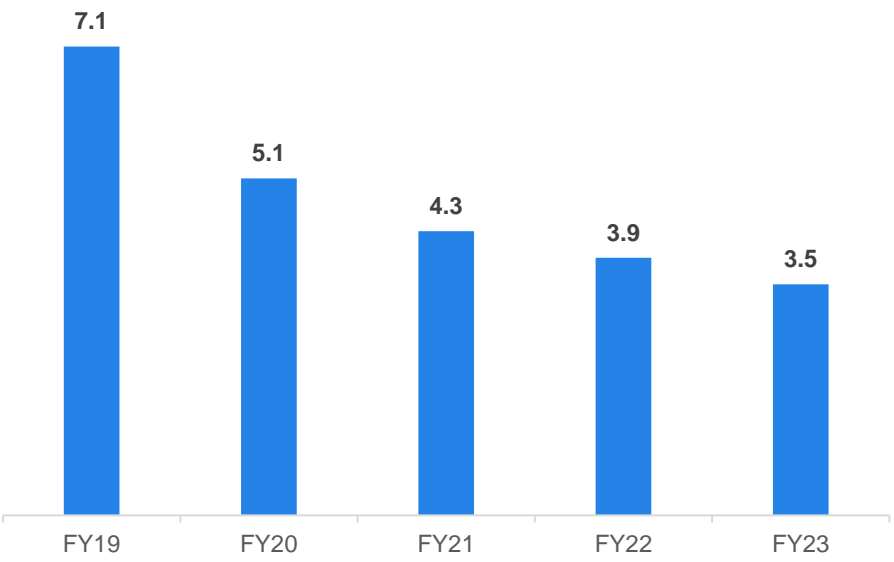


- Compared to 3/31/23, on 3/31/24 the total number of families with children in placement and the total number of children both declined by 12%.
- CUA continued to manage services for almost all (98-99%) families and children with placement services.

Data run on 05/17/2024  
DHS cases include those receiving services from the Adoption and Special Investigations teams

# Dependent Placements

Figure 28. Entry Rate of Children into Out of Home Care per 1,000 Philadelphia Children, by Federal Fiscal Year



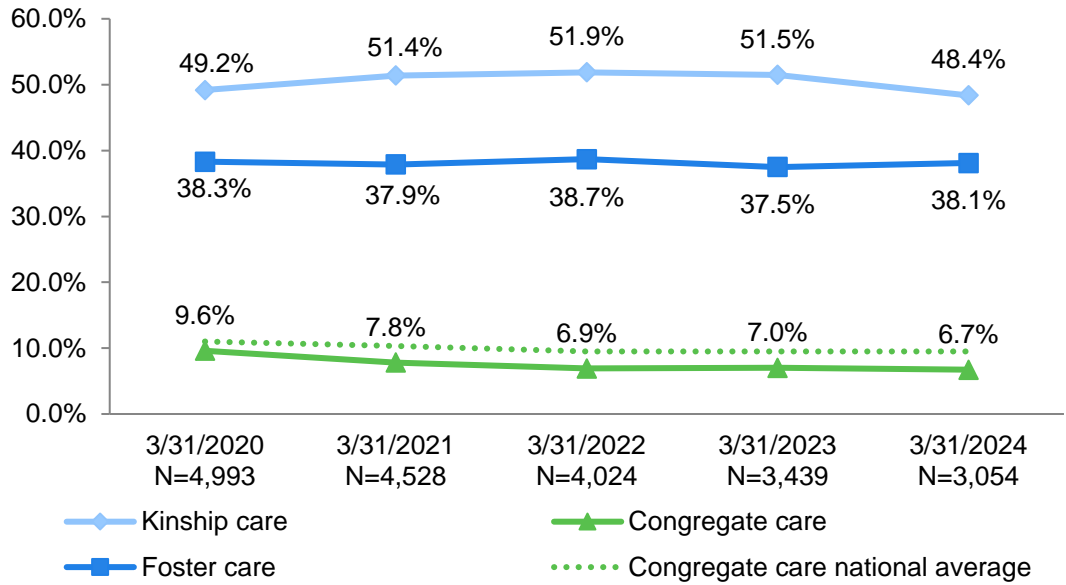
- In FY23, the entry rate of children into out of home care was 3.5 per 1,000 children, higher than the national average of 2.9 per 1,000 children.

Data run on 05/17/2024.  
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.  
National Average comparison was obtained from Casey Family Programs, calculated using data from the Adoption Foster Care Analysis and Reporting System (AFCARS) and US Census.



# Dependent Placements

Figure 29. Dependent Placements on March 31 of Each Year



- As of 3/31/24, almost half (48.4%) of all youth in dependent placement were placed with kin. This is lower than the previous four fiscal years.
- The percentage of youth in congregate care (6.7%) remained below the national average (9.5%).

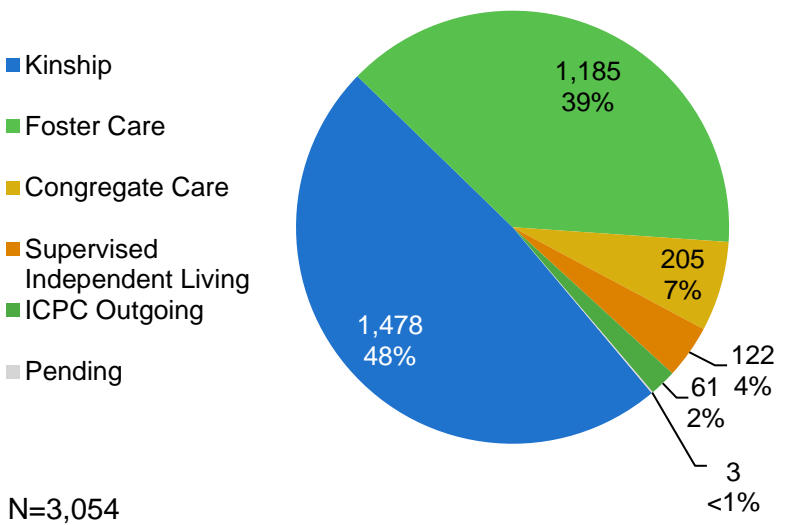
Data Run on 05/17/2024.

Congregate Care national average was calculated by aggregating national institution and group home totals reported in AFCARS Reports. Current average is from AFCARS Report # 29, Preliminary Estimate for Federal Fiscal Year 2021, the most recent report available.

### III. Dependent Services

## Dependent Placement Services

Figure 30. Children in Dependent Placements on March 31, 2024, by Placement Type



- Most youth in placement on 3/31/24 were in kinship and foster care (89%).
- Fewer than 1 in 10 (7%) youth in placement on 3/31/24 were in congregate care.

*As of 08/07/2024 there were 2,832 children and youth in dependent placement.*

Data run on 05/17/2024  
\*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%

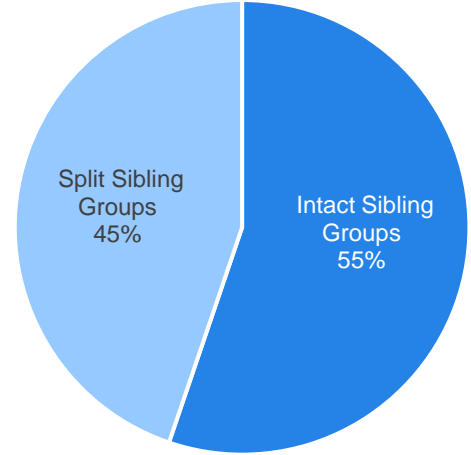
III. Dependent Services

# Family Foster Care Sibling Composition

Table 1. Sibling Composition of Youth in Foster Care and Kinship Care on March 31, 2024

CUA	Total Number of Sibling Groups	Total Number of Intact Sibling Groups	Percentage of Intact Sibling Groups
01 - NET	46	25	54%
02 - APM	58	37	64%
03 - CONCILIO	56	27	48%
04 - CCS	40	23	58%
05 - APM	107	59	55%
06 - TABOR	51	23	45%
07 - NET	48	30	63%
08 - BETH	48	27	56%
09 - GPCA	67	40	60%
10 - TPFC	64	32	50%
<b>Overall</b>	<b>585</b>	<b>323</b>	<b>55%</b>

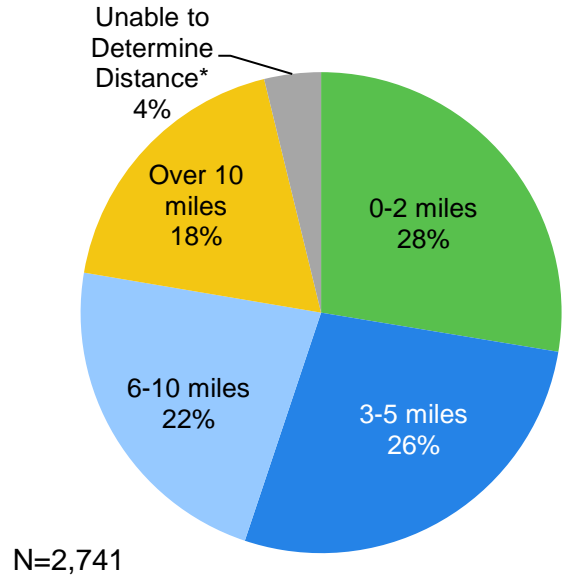
Figure 31. Sibling Composition of Youth in Foster Care and Kinship Care on March 31, 2024



- Of the 585 sibling groups placed in family foster care, 55% were placed together.
- CUA 2 had the highest percentage of intact sibling groups (64%), and CUA 6 had the lowest percentage (45%).

# Family Foster Care Distance From Home

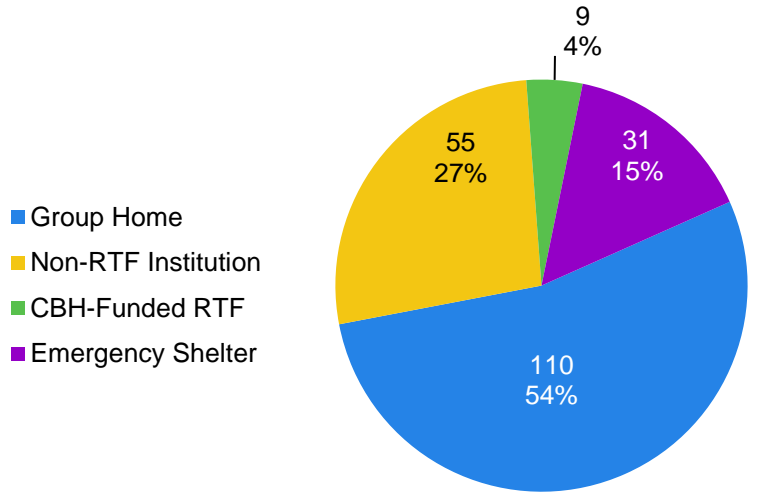
Figure 32. Distance from Home for Youth in Kinship and Foster Care as of March 31, 2024



- Over half (54%) of youth in kinship and foster care lived within 5 miles of their home of origin, and 76% lived within 10 miles.

# Dependent Placement Services

Figure 33. Children in Dependent Congregate Care on March 31, 2024



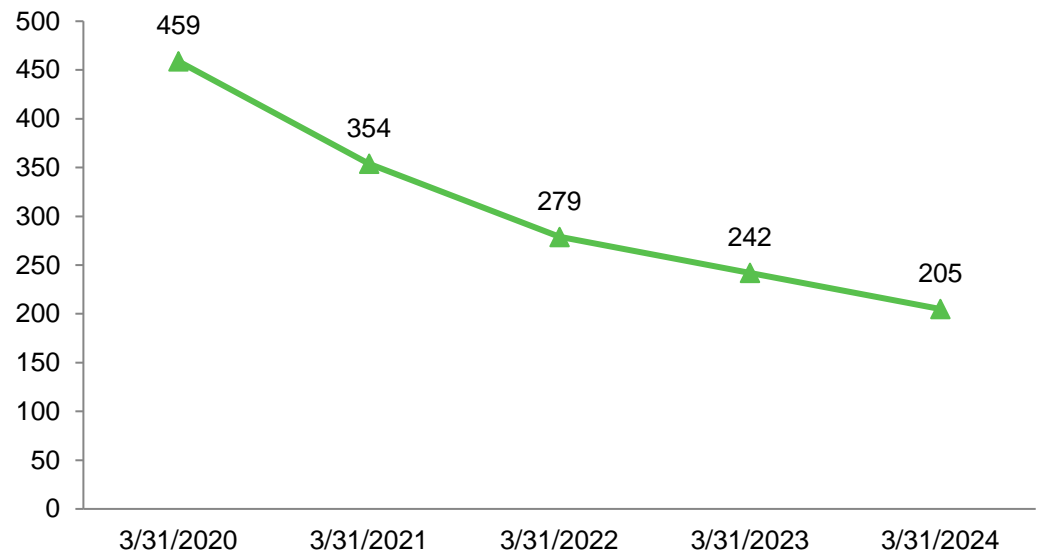
N=205

- Over half (54%) of all youth in dependent congregate care were in group homes on 3/31/24.
- Slightly over a quarter (27%) of youth were in a non-Residential Treatment Facility (non-RTF) institution.

### III. Dependent Services

## Dependent Placement Services

Figure 34. Dependent Congregate Care Totals on March 31, 2024



- Since March 31, 2020, the number of dependent youth in congregate care settings decreased 55% from 459 youth to 205 youth.
- Aligned with the goal of reducing the use of congregate care, this decrease outpaces the overall decrease in youth in dependent placements (39%) during the same time period.

*As of 08/07/2024 there were 164 youth in dependent congregate care placement.*

## Dependent Congregate Care Distance from Home

*Table 2. Distance between Congregate Care Facilities and City Limits as of March 31, 2024*

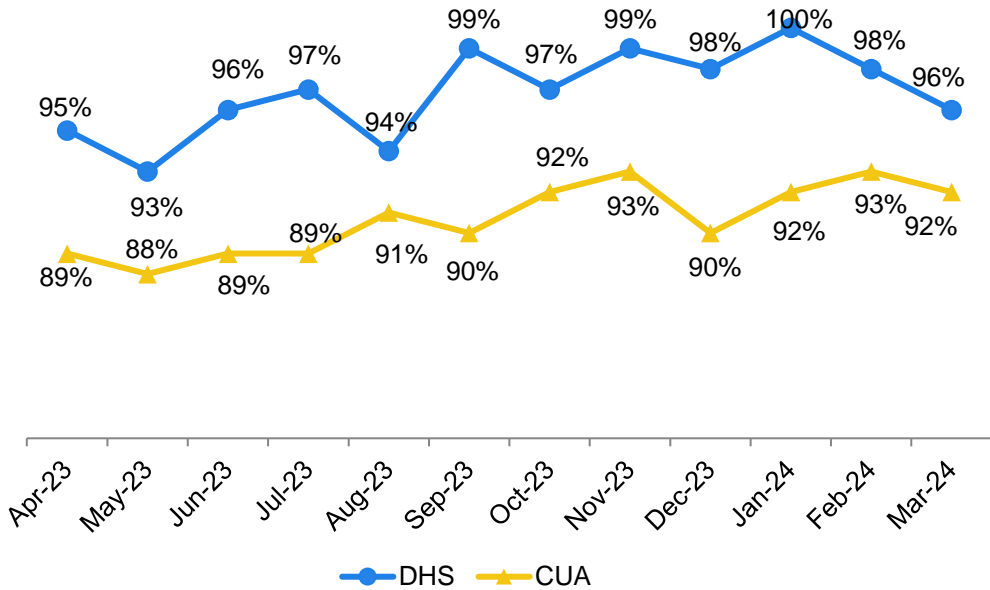
Distance	# of Facilities	# of Youth
In Philadelphia	8 (23%)	65 (31%)
Within 5 Miles	7 (20%)	93 (45%)
6 - 10 Miles	6 (17%)	13 (6%)
11 - 25 Miles	5 (14%)	13 (6%)
26 - 50 Miles	6 (17%)	15 (7%)
Over 50 Miles	3 (9%)	8 (4%)
<b>Total</b>	<b>35</b>	<b>207</b>

- 60% of dependent congregate care facilities (serving 82% of youth) were either in Philadelphia or within 10 miles of the City limits.

### III. Dependent Services

## Monthly Visitation

Figure 35. DHS and CUA Visitation Rates by Month



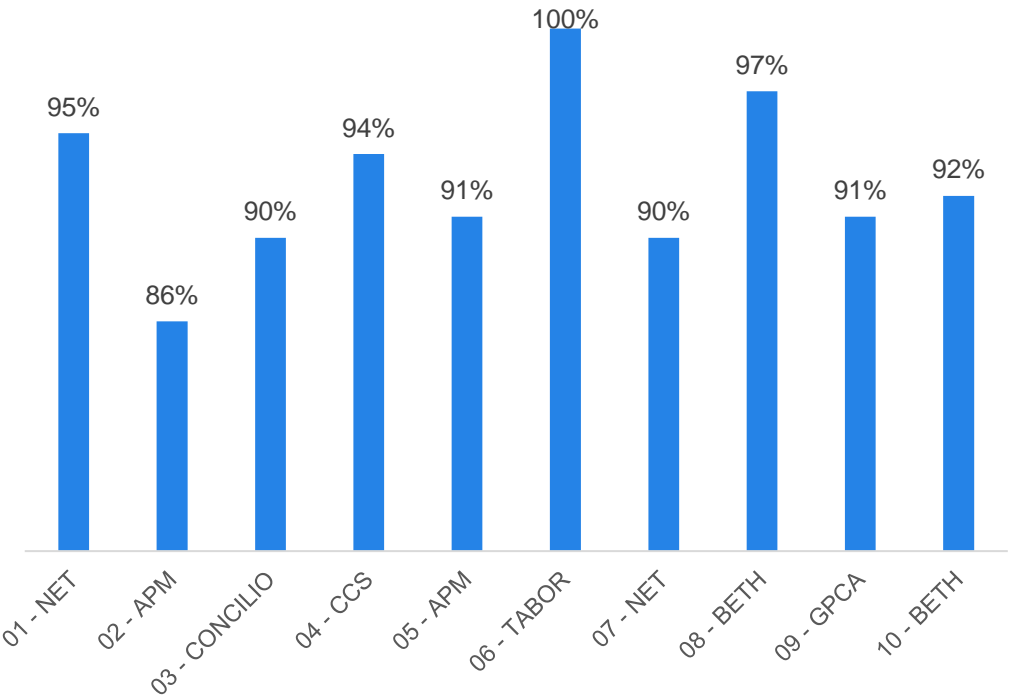
- DHS monthly visitation rates have ranged from 93% to 100% from April 2023 to March 2024.
- The overall CUA monthly visitation rate has remained relatively stable at roughly 90%.



### III. Dependent Services

## Monthly Visitation

Figure 36. March 2024 Visitation Rates, by CUA



- In March 2024, nine CUAs had visitation at 90% or above.
  - One CUA had a visitation rate of 86%.

Data run on 1/20/24  
\*As of 12/01/23, CUA 10 is now Bethanna

### III. Dependent Services

## Caseload

Table 3. Case Management Workers' Caseload Distribution on March 31, 2024.

CUA	Total Workers	Total Cases	Median Caseload	Average Caseload
01 - NET	30	313	11	10
02 - APM	15	223	16	15
03 - CONCILIO	23	319	16	14
04 - CCS	18	205	12	11
05 - APM	21	415	22	20
06 - TABOR	27	238	9	9
07 - NET	24	276	12	12
08 - BETH	29	264	10	9
09 - GPCA	32	269	12	8
10 - TPFC	41	290	8	7
<b>Overall</b>	<b>260</b>	<b>2,812</b>	<b>11</b>	<b>11</b>

- The average caseload for CUA was 11 cases per worker.
- CUA 10 had the lowest average caseload (8), and CUA 5 had the highest (20).
  - CUA 5 also has the largest number of cases (n=415).

Data run on 05/17/2024

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



# Dependent Services Summary

- Some CUAs still experience high caseloads.
- There were fewer families open at the end of FY24 Q3 than at the end of Quarter 3 in the previous four fiscal years. The number of families with in-home services and children with placement services both continued to decrease from previous fiscal years.
- Almost half of youth in dependent placement were in kinship care, though the rates of kinship care have decreased slightly compared to previous years.
- The total number of youth in dependent congregate care placements continues to decrease.

In summary, while some CUAs experienced challenges, as a system more children and youth are maintained in their own homes and communities.



# Juvenile Justice Programs

## IV. Juvenile Justice Programs

# Glossary of Terms

**DHS Juvenile Justice Programs** provide prevention and diversion services, alternatives to detention, and detention and placement services for youth with juvenile justice involvement.

- **Intensive Prevention Services (IPS)**- Community-based services that provide support to youth (ages 10-19) who are having disciplinary issues at school or conflicts at home. The goal is to improve their behavior and prevent them from entering the juvenile justice system.
- **Evening Reporting Centers (ERCs)**- Serve as alternatives to detention. ERCs offer programming to help youth complete probation terms, prevent re-placement in the juvenile justice system, and successfully reintegrate them into their communities. There are four different ERCs:
  - **The Pre-ERC:** for youth in the pre-adjudicatory phase.
  - **The Community Intervention Center (CIC) ERC:** for youth during their court case.
  - **The Post-ERC:** for youth after their case has been adjudicated.
  - **Aftercare ERC (AERC):** for youth who have been discharged from JJ congregate care placement.

# Glossary of Terms (continued)

### Juvenile Justice Detention and Congregate Care and Measures

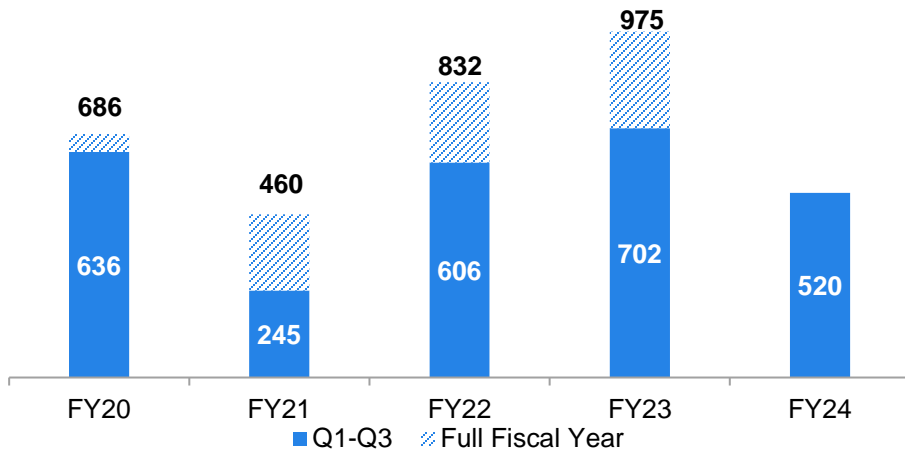
- **Philadelphia Juvenile Justice Services Center (PJJSC)**- Philadelphia's only secure juvenile detention center for youth. The PJJSC holds youth at the request of the Courts while they wait for their cases to be heard.
- **Delinquent Congregate Care**- Facility-based placements for juvenile justice involved-youth who are adjudicated delinquent by the Court and ordered into placement in a congregate care service contracted by DHS. Includes Group Homes, CBH-Funded Residential Treatment Facilities (RTFs), Non-RTF Institutions, and State Institutions.
- **Length of Stay**- Amount of time youth has spent in a particular service location. Length of stay is calculated by taking the median number of days stayed for all youth leaving the PJJSC or congregate care within a specific time period.

## IV. 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 37. IPS Service **Referrals**



- 520 youth were referred to IPS in FY24 Q1-Q3, less than in Q1-Q3 of the previous two fiscal years.

Data run on 05/17/2024

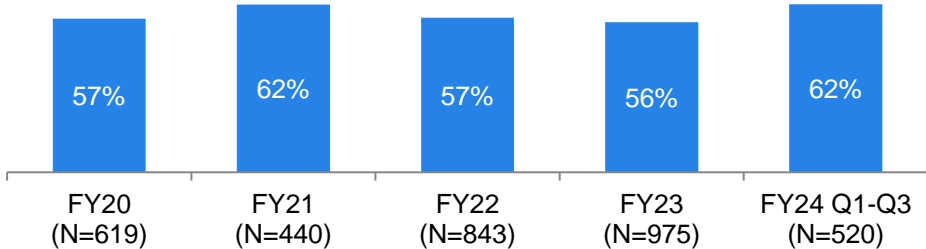
Service Referrals consist of all youth referred who were eligible to be served.

## IV. 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 38. IPS Voluntary Acceptance Rate*



- Of the 520 youth who were referred to IPS in FY24 Q1-Q3, almost two-thirds (62%) voluntarily enrolled in services.

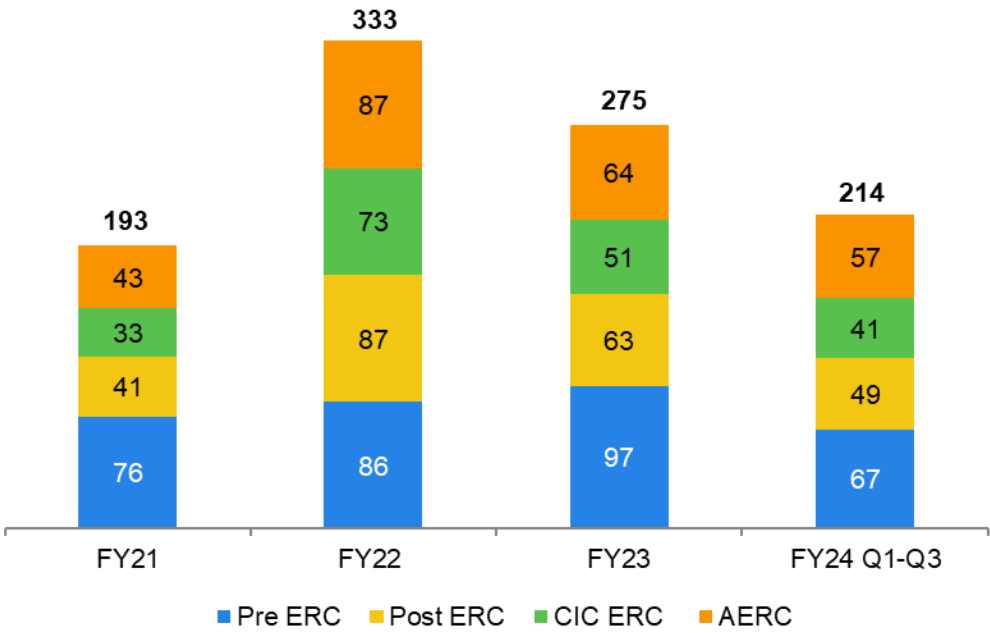
Data run on 05/17/2024  
Service Referrals consist of all youth referred who were eligible to be served.



## 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 39. Youth Receiving Evening Reporting Center Services



- Evening Reporting Centers served 214 youth in FY24 Q1-Q3.
- Pre ERC served the most youth in FY24 Q1-Q3.

### *Evening Reporting Center Types*

- **The Pre-ERC:** for youth in the pre adjudicatory phase.
- **The Post-ERC:** for youth after their case has been adjudicated.
- **The Community Intervention Center (CIC) ERC:** for youth during their court case.
- **Aftercare ERC (AERC):** for youth who have been discharged from JJ congregate care placement.

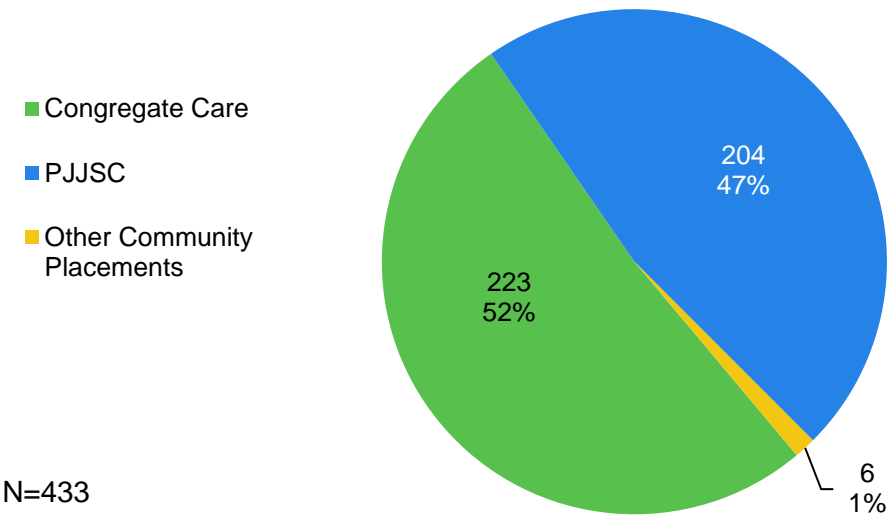
Data run on 05/17/2024

## IV. Juvenile Justice Programs

# Juvenile Justice Involved Youth Placed Outside of Home

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

Figure 40. Juvenile Justice Involved Youth Placed Outside of the Home on March 31, 2024, by Location



- March 31, 2024, there were 433 juvenile justice-involved youth placed outside the home.
- More than half (52%) of youth were placed in congregate care, and 47% were detained at the Philadelphia Juvenile Justice Services Center (PJJSC).

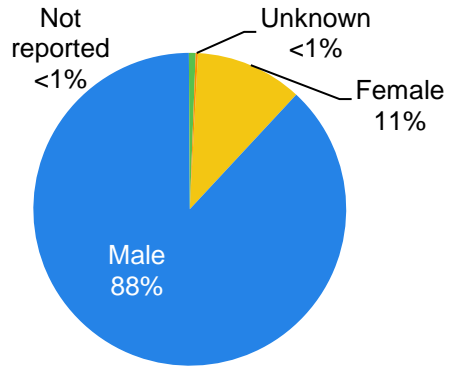
*As of 08/07/2024 there were 169 youth at the PJJSC and 219 youth in delinquent congregate care placement.*

Data run on 05/17/2024  
"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

# IV. Juvenile Justice Programs

## Juvenile Justice Involved Youth Demographics – March 31, 2024 *PJJSC, Delinquent Congregate Care & Community Placements*

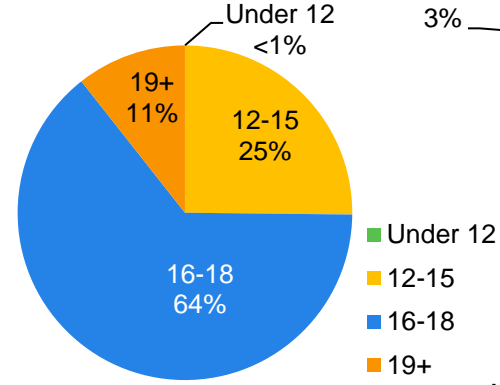
Figure 41. Sex



N=433

- As of 3/31/24, a majority (88%) juvenile-justice involved youth were male.

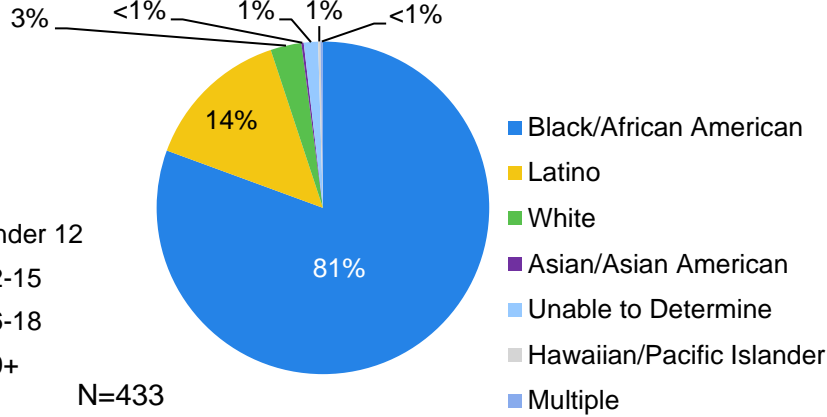
Figure 42. Age



N=433

- Nearly two-thirds (64%) of juvenile justice-involved youth were between the ages of 16 and 18 years old.

Figure 43. Race/Ethnicity



N=433

- Over 4 in 5 (81%) juvenile justice-involved youth were Black.

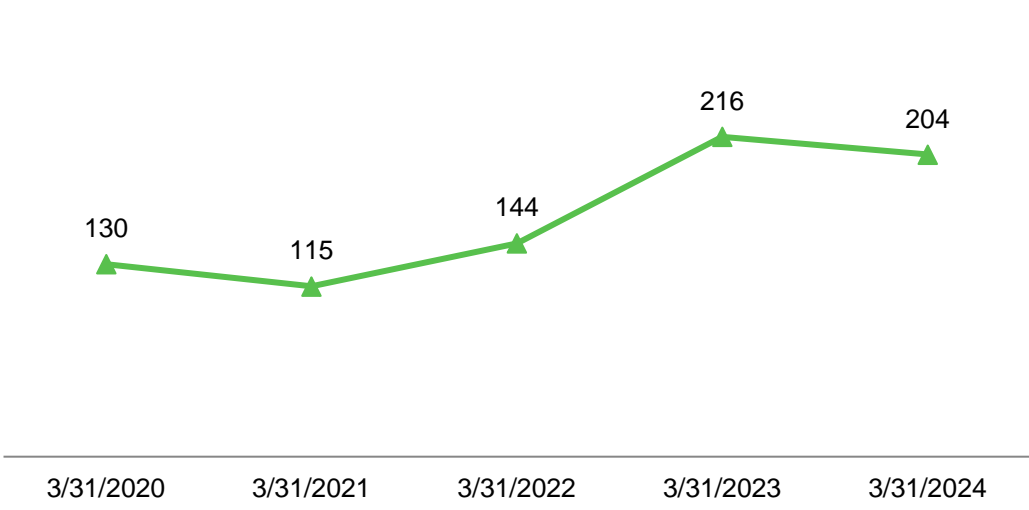
Data run on 5/17/2024

\*Sample size discrepancy across sex, age, and race/ethnicity is the result of missing demographic data

## IV. Juvenile Justice Programs

### Juvenile Justice Placement Services *PJJSC*

Figure 44. PJJSC Placement Totals on March 31, 2024



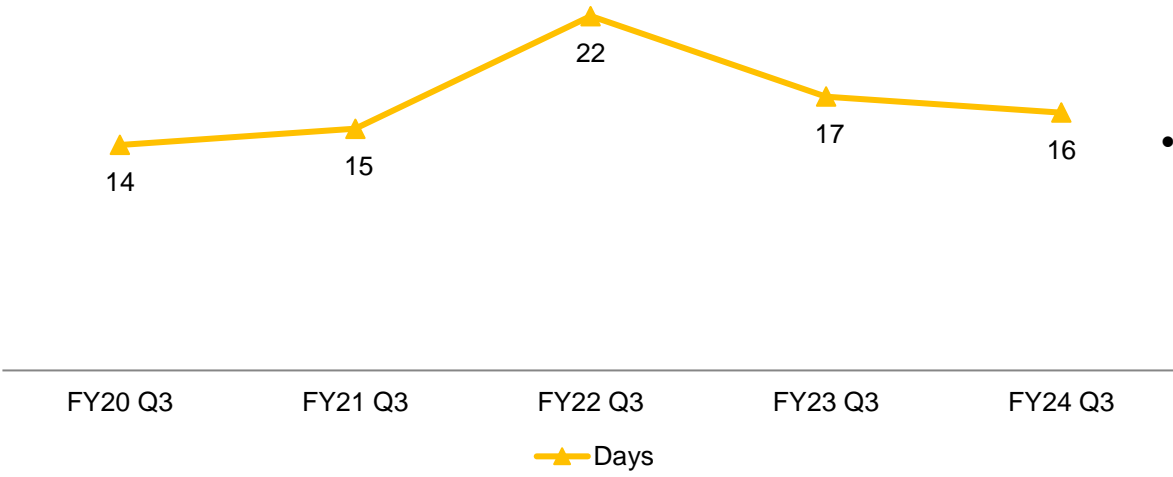
- On March 31, 2024, there were 204 youth detained at the PJJSC.
- Since March 31, 2020, the number of youth at the PJJSC has increased by 57% from 130 youth to 204 youth.

*As of 08/07/2024 there were 169 youth at the PJJSC.*

# Juvenile Justice Placement Services

## PJJSC Length of Stay

Figure 45. Median Length of Stay (Days) for Youth Exiting the PJJSC



- The median length of stay for youth who left the PJJSC during FY24 Q3 was 16 days.
- The median length of stay for youth leaving the PJJSC increased from 14 days in FY20 Q3 to 16 days in FY24 Q3. However, it has decreased from the previous two full fiscal years.

Data run on 5/17/2024

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.

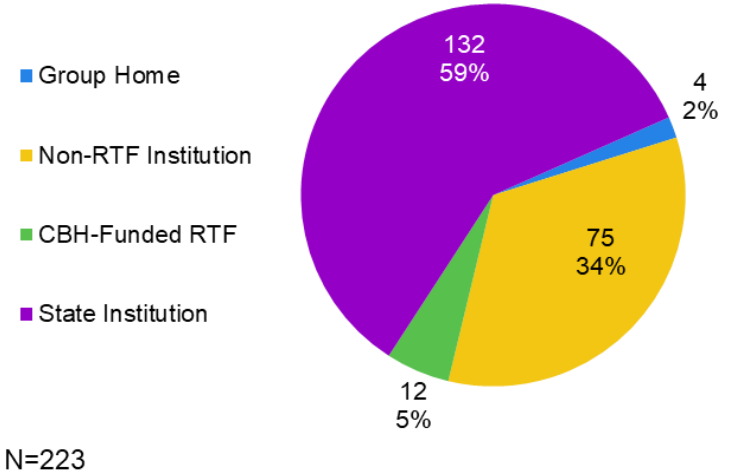
This measure uses an exit cohort which may over represent those youth who leave the PJJSC quickly.

## IV. Juvenile Justice Programs

# Juvenile Justice Placement Services

## *Delinquent Congregate Care*

Figure 46. Children in Delinquent Congregate Care on March 31, 2024

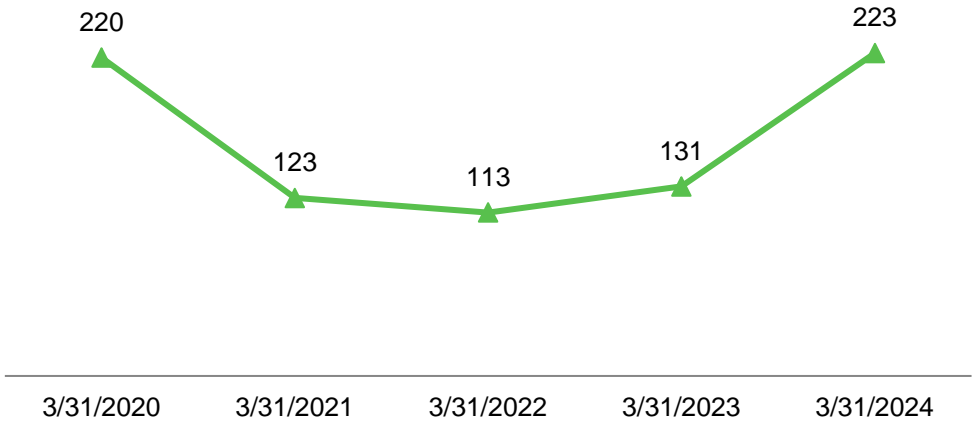


- 59% of youth placed in delinquent congregate care on March 31, 2024, were placed in a state institution.
- Just over 1 in 3 (34%) of youth placed in delinquent congregate care were in a non-RTF, non-state institution.

## IV. Juvenile Justice Programs

### Juvenile Justice Placement Services *Delinquent Congregate Care*

Figure 47. Delinquent Congregate Care Totals on March 31, 2024



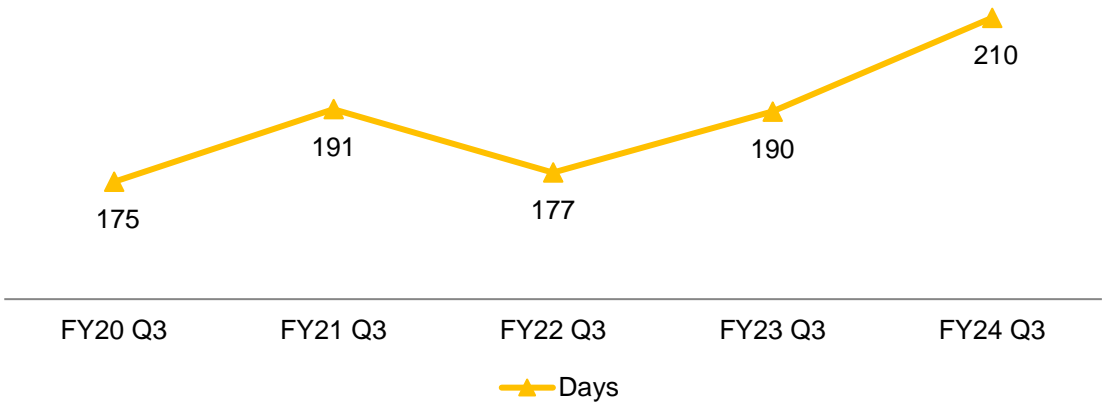
- From 3/31/20 to 3/31/22, the total number of youth in delinquent congregate care settings decreased from 220 youth to 113 youth.
- However, the number of youth in congregate care settings increased by 70%, from 131 on 3/31/23 to 223 on 3/31/24.

*As of 08/07/2024 there were 219 youth in delinquent congregate care placement.*

## IV. Juvenile Justice Programs

### Juvenile Justice Placement Services *Delinquent Congregate Care*

Figure 48. Median Length of Stay (Days) for Youth Exiting **Delinquent Congregate Care**



- The median length of stay for youth who left delinquent congregate care settings in FY24 Q3 was 210 days.
- The length of stay increased from 190 days in FY23 Q3 to 210 days in FY24 Q3.

Data run on 5/17/2024

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 4. Distance between Congregate Care Facilities and City Limits as of March 31, 2024*

Distance	# of Facilities	# of Youth
In Philadelphia	1 (6%)	3 (1%)
Within 10 Miles	1 (6%)	1 (<1%)
11 – 50 Miles	1 (6%)	7 (3%)
51 – 100 Miles	3 (18%)	82 (36%)
101 – 200 Miles	4 (24%)	100 (44%)
200 + Miles	7 (41%)	35 (15%)
<b>Total</b>	<b>17</b>	<b>228</b>

- Just 1 delinquent congregate care facility (serving 1% of youth) was located within Philadelphia and 1 was within 10 miles of City limits.



# Juvenile Justice Services Summary

- In FY24 Q1-Q3, Intensive Prevention Services received fewer referrals than Q1-Q3 of the previous two fiscal years.
- Evening Reporting Centers provided an alternative to detention for 214 youth.
- The number of youth in delinquent congregate increased, while the number of youth detained at the PJJSC decreased since the last fiscal year.
- Youth are experiencing longer lengths of stay in delinquent congregate care, while youth are experiencing shorter lengths of stay in PJJSC since last fiscal year.
- Only two congregate care facilities, serving a small number of youth, were located in or within 10 miles of Philadelphia.

In summary, DHS served more children and youth in their own homes and communities through juvenile justice prevention-diversion programs. The total number of youth detained in PJJSC decreased. However, the total number of youth in congregate care increased and most congregate care facilities for JJ-involved youth are 50+ miles from Philadelphia.



# Permanency

# Glossary of Terms

**DHS Permanency Services aim to** reunite children in placement with their families of origin or with a permanent family to achieve a stable, long-term living arrangement.

- **Reunification-** Process of returning children in dependent placement with their families of origin. Reunification is always attempted first for children in dependent placement.
- **Adoption-** Process of establishing a legal relationship of parent and child between persons who are not so related by birth with the same rights and obligations that exist between children and their birth parents.
- **Permanent Legal Custodianship (PLC)-** The legal option the Court can approve granting legal custody of a child to a person or persons without fully terminating the birth parents' rights.

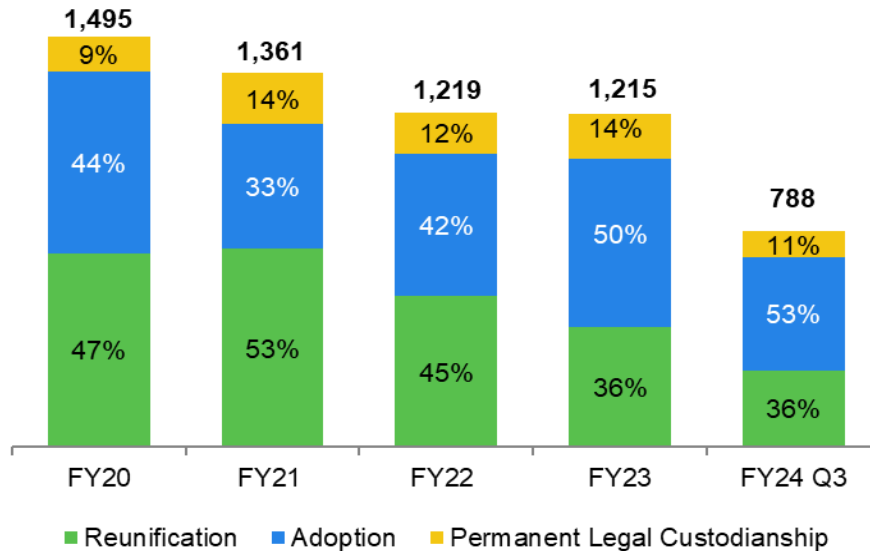
# Glossary of Terms (continued)

## Permanency Measures

- **Performance Based Contracting (PBC) Permanency Timeliness Measures**- allows DHS to incentivize and reward CUAs financially who excel in the area of permanency. PBC measures follow youth from the time they enter care instead of looking at only youth who leave care and have separate measures assessing both timeliness and stability.
  - **T1**- Performance Based Contracting (PBC) permanency timeliness measure. Measures the proportion of youth who achieved permanency within a year of entering care.
  - **T2**- Performance Based Contracting (PBC) permanency timeliness measure. Measures the proportion of youth who achieved permanency within 36 months for youth in care for at least 12 continuous months.
- **One Year Re-Entry Rate**- Percentage of children who are reunified that re-enter foster care within one year of reunification.
- Permanency data are only presented for the first half and full fiscal year to more clearly show patterns on youth attaining permanency.

### Permanency Rates and Totals

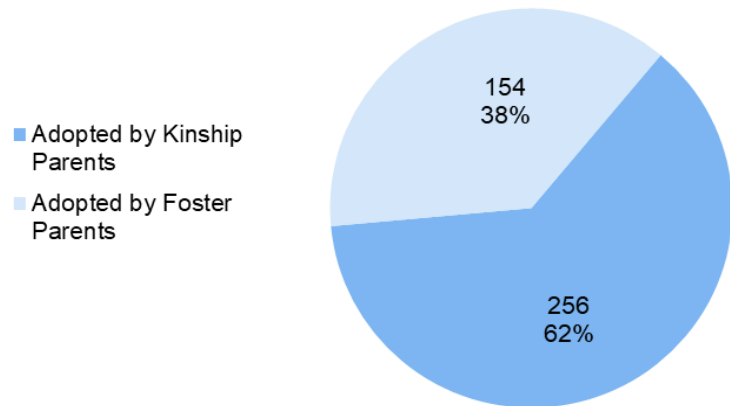
Figure 49. Permanency Totals by Permanency Type



- In FY24 Q1-Q3, 788 children and youth attained permanency through reunification, adoption, and Permanent Legal Custodianship (PLC).
- Over one-third (36%) of permanencies in Q1-Q3 of FY24 were reunifications, the same as the previous full fiscal year.

## Adoptions and Permanent Legal Custody (PLC)

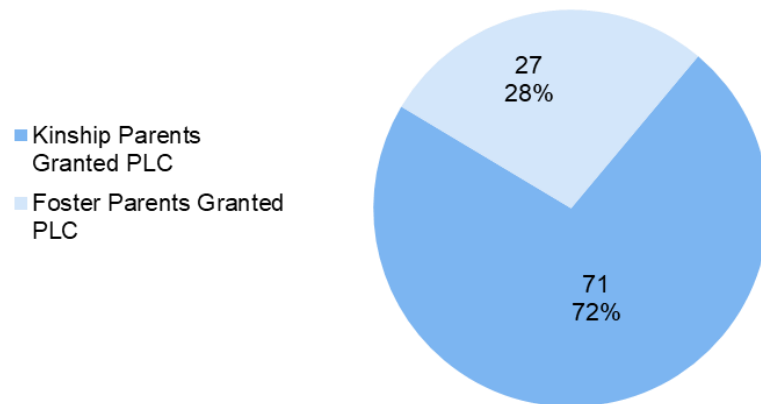
Figure 50. Youth Who were **Adopted** by Foster and Kinship Parents



N=410

- Of the 410 children and youth who were adopted in FY24 Q1-Q3, 62% were adopted by their kinship parents.

Figure 51. Youth Who were **Discharged to PLC** with Foster and Kinship Parents



N=98

- Of the 98 children and youth who were discharged to PLC, 72% were discharged to PLC with their kinship parents.

# Permanency Timeliness – PBC Measures

- Since FY19, DHS has been evaluating system permanency using our Performance Based Contracting (PBC).
- As an established best practice, we are now only reporting the PBC measures.
- **PBC measures are based on entry cohorts.** This means we track all youth who enter within the given fiscal year to determine how many achieve permanency within 12 and 36 months.
- **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.<sup>1,2</sup>

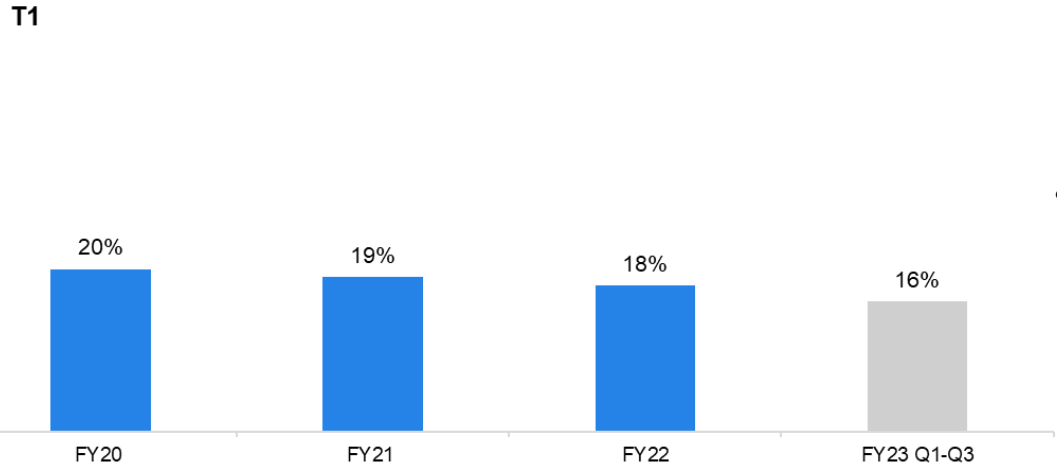
<sup>1</sup>Wulczyn, F., Alpert, L., Orlebeke, B., & Haight, J. (2014). Principles, language, and shared meaning: Toward a common understanding of CQI in child welfare. *The Center for State Child Welfare Data, Chapin Hall: Chicago, IL, USA.*

<sup>2</sup>Courtney, 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 52. Timeliness of Permanency – PBC T1



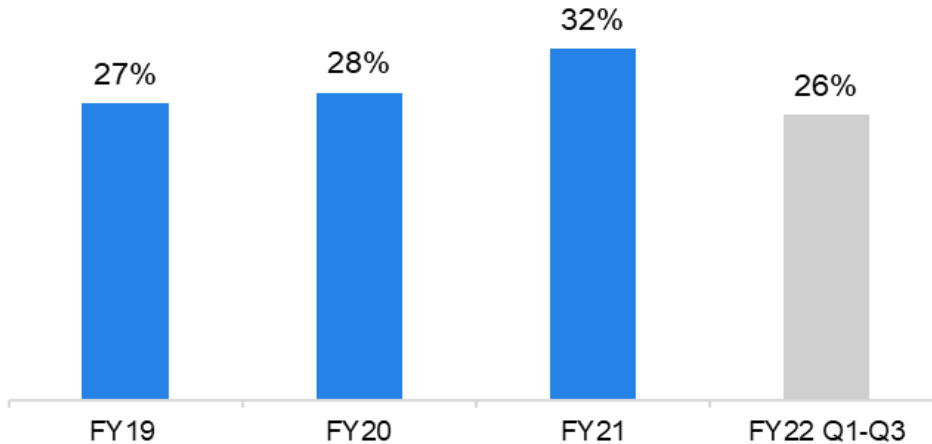
- **PBC T1** measures the percentage of youth who reached permanency within 12 months of entering placement.
- About 1 in 7 youth (16%) who entered placement in FY23 Q1-Q3 reached permanency within 12 months—lower than the previous full fiscal years and the benchmark of 30%.

Data run on 5/14/2024  
Data are constantly reconciled by CUAs so totals for recent fiscal years may fluctuate slightly as time passes.  
T1 totals for FY23 will continue to change as the year goes on. T1 totals for all of FY22 will be available at the end of FY23

## Permanency Timeliness –PBC Measures

Figure 53. Timeliness of Permanency – PBC T2

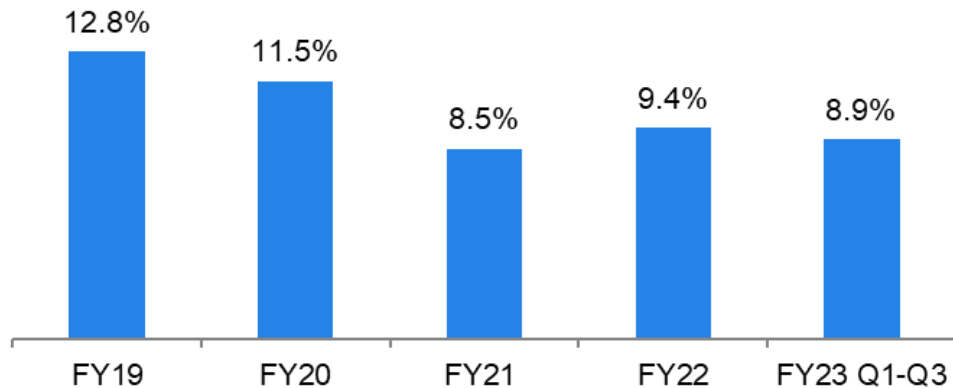
**T2**



- **PBC T2** measures the percentage of youth who reached permanency within 36 months for youth in care for at least 12 continuous months.
- Almost 1 in 4 youth (26%) who entered placement during FY22 Q1-Q3 and remained in care for at least 12 months reached permanency within 36 months, lower than the benchmark of 30%.

### Permanency- Re-Entry

Figure 53. One-Year Re-Entry Rate



- Under 1 in 10 (8.9%) of youth who were reunified in FY23 Q1-Q3 re-entered dependent placement within one year.
- This percentage is lower than the previous full fiscal year.
- The FY23 Q1-Q3 re-entry rate was lower than the PA state rate (13.6%) but higher than the national median (7.4%).

Data run on 5/14/2024

Pennsylvania state and National median re-entry rates were obtained from the Children's Bureau's most recent public Child Welfare Outcomes Report Data. The most current publicly available National and PA state figures are from 2019 and are located here: <https://cwoutcomes.acf.hhs.gov/cwodatasite/fourTwo/index>



# Permanency Summary

- The percentage of permanencies attained through reunification in FY24 Q1-Q3 remained the same as the previous full fiscal year and decreased from past full fiscal years.
- The percentage of permanencies within one year of entry and the percentage of permanencies within 36 months decreased in FY24 Q1-Q3 from the previous full fiscal years.
- Re-entry of children to foster care following reunification decreased from past full fiscal years.

In summary, a lower percentage of permanencies were reunifications compared to previous full fiscal years. Permanency within one year and within 36 months decreased.



Questions?

Thank You!



Office of  
**Children and Families**  
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