

# DID YOU KNOW?

Prevention Diversion provides community-based services to help successfully divert families from formal Child Welfare Services by providing specialized case management to assist with creating community linkages, connections to evidence-based parenting support services, and concrete goods for family stabilization.

## Diversion Services offer

- ➔ **Family Empowerment Centers (FEC):** 45 – 60 days of case management service
  - Tier I FEC – Low to Moderate Risk Families – 45 days
  - Tier II FEC – Moderate to High-Risk Families – up to 60 days
- ➔ **Family Empowerment Services (FES):** up to 90 days intensive case management service
- ➔ **Capta:** Substance-exposed infants, in utero or at birth, up to 90 days of case management service
- ➔ **IRSS**

**Collaborate  
with us!**  
Submit the referral  
at the preliminary  
stages of  
investigation.

If you're unsure which service fits your family's needs, please...

### Reach out!

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**We're here to help you  
get connected!**

## Criteria for Diversion

- Diversion services accept referrals from intake, hotline, and walk in referrals from families.
- We do not accept families where there has been an active safety threat identified.
- All children must reside in the home with the legal caregiver(s).
- We do not accept families where there are informal family arrangements.
- All demographic information on the referrals must be accurate.
- The child(ren) must be seen and documented as safe within 30 days of submitting the referral.
- The last safety assessment or SPN must be approved by the supervisor prior to submitting the referral.
- No duplicate services (e.g., if families are active with Truancy & Prevention or Intensive Prevention Services).
- All investigations must be active/pending at the time services are requested.

**Diversion referrals are made via PFDS under the Prevention tab. IRSS has multiple providers that can also be supports to the family. These referrals are made on DHS Central under the CWO-Prevention tab.**

### City of Philadelphia DHS

One Parkway Building  
1515 Arch Street  
Philadelphia, PA 19102

### General Information

215-683-4DHS (4347)

### The Child Abuse Hotline

215-683-6100

### C.A.R.O

215-683-6000