



Where the Data Meet the Stories

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CQI CONFERENCE

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Agenda

1. CFSR3 Context: Outcome Indicators & Case Reviews
2. LA County Child Welfare Connects SIP Goals: What do the data indicate?
3. Guiding Questions Work: What are your thoughts?



CFSR3 Context:

Outcome Indicators & Case Reviews



CFSR History

- CFSR Round 1: 2001 - 2004
 - Data indicators consisted of 6 items (2 safety/4 permanency)

- CFSR Round 2: 2007 - 2010
 - Data indicators also consisted of 6 items, expanded to 15 different measures that were distilled into 4 composites

- CFSR Round 3: 2015 - Present
 - Data indicates consist of 7 items (2 safety/5 permanency)



“Technical Bulletin #9”

- In October 2016, the Administration for Children & Families released a letter indicating to states that they had discovered technical errors in the syntax and formulation of the statewide data indicators.
- As a result of these errors, ACF indicated that they would not use the indicators in determinations of substantial conformity for the entire round 3 of the CFSR.
- As they work to fix the errors, ACF has encouraged the states to focus their CQI efforts on the CFSR Case Review items.



Quantitative Qualitative?

- Not quite.
- Before any conclusive analyses can be done, there are problems with sampling that need to be addressed (**see handout**).
 - Sampling method (denominator for a specific CFSR outcome vs. PUR)
 - Overall sample sizes
 - The types of cases for which case reviews are completed
- Collaboration between the state, counties, and researchers will also determine which case review items should be analyzed with specific quantitative outcomes (**that's what we will do today**).
- Despite limitations, CCWIP has begun exploratory work with LA County to determine whether samples for case reviews reflect families served by the county, and whether associations exist between case review items and outcome measures (**we will show you some preliminary results**).



Child Welfare System Improvement & Accountability Act (AB636)

- Passed in 2001; went into effect January 1, 2004
- Includes additional performance indicators, above those required by the Children's Bureau
- All 58 counties receive quarterly data reports (from CWS/CMS) on their outcomes
- Data inform their System Improvement Plans (SIPs), which are sent to CDSS and become part of the state's overall accountability process



The System Improvement Plan (SIP)

- An agreement between the CDSS and the county.
- Developed every 5 years by lead agencies in collaboration with their local stakeholders.
- Based on the findings from the self-assessment and peer review, provides an outline for how the county will improve their system of care for children & families.
- Identifies how programs and services funded with CAPIT/CBCAP/PSSF funds will address priority needs within the CWS continuum.



LA County Child Welfare Connects SIP Goals:

What do the data indicate?

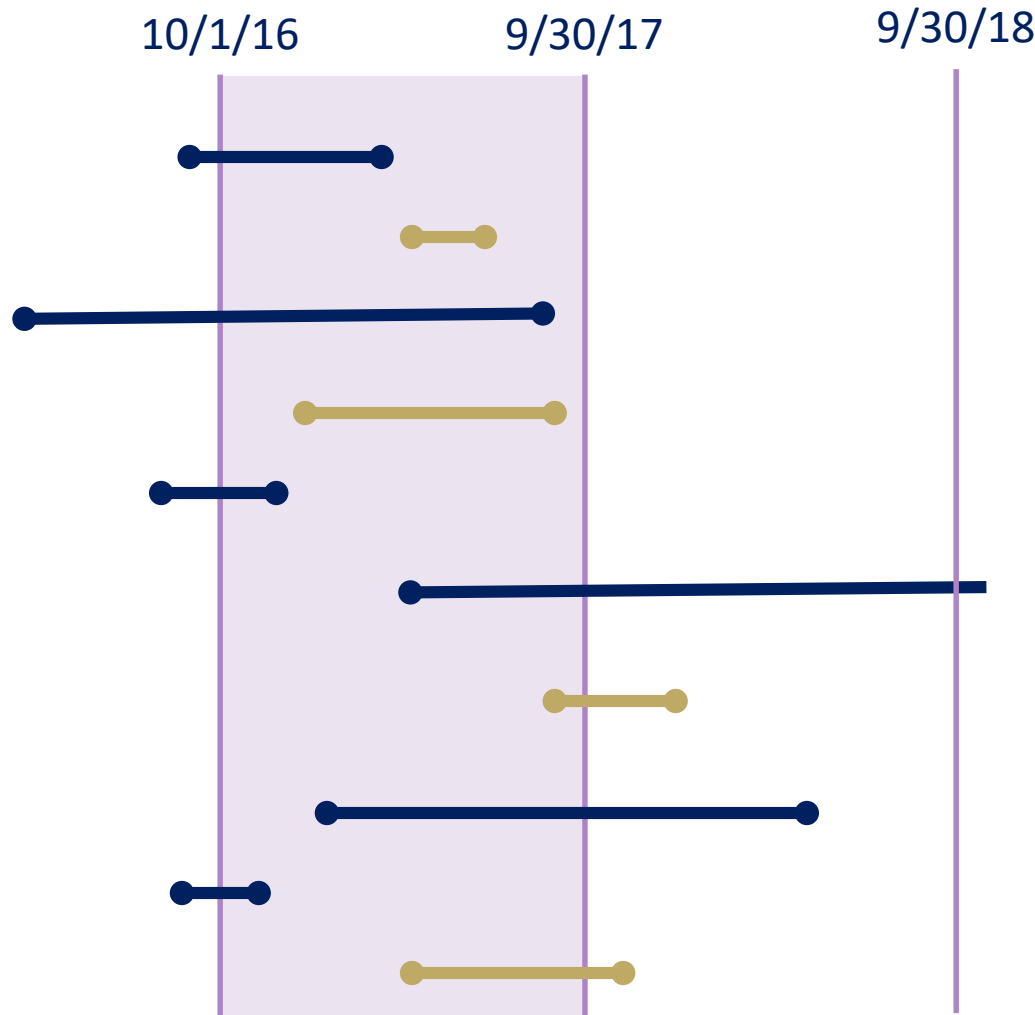


LA County's System Improvement Goals

- CFSR3-S2 Recurrence of Maltreatment
- CFSR3-P1 Permanency in 12 Months for Children Entering Foster Care
- County Case Review Items 12 & 13
- Enhance Quality Assurance System



P1: Permanency in 12 months for children entering



Children entering care during the year: **6**

Children achieving permanency within 12 months: **4**

Diagram Performance: **67%**

National Standard: **$\geq 40.5\%$**



Case Review Item 12A

Needs & Services of Children

- Engage with youth, even if initially rejected
- Not just SDM
- Spend adequate time
- Collect information and follow up
- Provide culturally appropriate services, not referrals
- Break through barriers



Case Review Item 12B

Needs & Services of Parents

- Find parents whose whereabouts are unknown
- Engage with parents, even if initially rejected or parents are incarcerated
- Not just SDM
- Spend adequate time
- Collect information and follow up
- Provide culturally appropriate services, not referrals
- Break through barriers



Case Review Item 12C

Needs & Services of Caregivers

- Conduct timely home approvals
- Visit caregivers (at least monthly)
- Consider caregivers' skills and needs
- Talk about:
 - Placement stability
 - Permanency options
 - Court process and progress in case
 - Visitation
- Include caregivers in children's services (Regional Ctr, Wraparound, etc.)



Case Review Item 13

Involvement in Case Planning

- Parents are sought out, even non-custodial and incarcerated parents
 - Families should be encouraged to include their formal/informal supports
- Continuous efforts are made to engage, even if initially rejected
- All parties are included, including school-age children
- Case Plan meetings are scheduled around the family
- Case Plans are:
 - Revisited often (each face-to-face visit) and evolve to meet changing needs
 - Updated as needed (not just every 6-months)
 - Not generic
 - Not court- or services-driven but focused on building capacity and insight



CFSR Data Linkage Project

- As of today, LA County Child Welfare has completed case reviews for 198 cases. 187 case reviews were conducted during the period of their SIP.
- There was curiosity, now that the sample is getting bigger, whether the samples match the child welfare caseload.
- There was also interest in whether the case review items indicated in their SIP (Wellbeing Items 12 & 13) were related to outcome indicators in the SIP (e.g., CFSR3-P1).
 - While these process and outcome measures appear to be related, there is no empirical evidence linking them.
- DCFS reached out to Berkeley to link and analyze these data



Guiding Questions:
What are your thoughts?
(with group work)



The Process Thus Far

- Goal:
 - As the use of case review data becomes more prevalent, it is useful to consider how qualitative data is related to and augments our understanding of CFSR outcome indicators.
 - The Guiding Question documents create connections between the CFSR outcomes and specific case review items to help counties understand performance variance, and potential avenues for system reform on those measures.
- Started January 2019; 4 in-person meetings
- Multiple drafts generated by staff, then reviewed in workgroup
- Included staff in Child Welfare and Probation Child Welfare



Lessons Learned

- Development of the Guiding Questions documents was helpful as a process. During development, agencies came together, discussed outcome indicators and case review items – arriving at multiple insights and deeper understanding.
- The Guiding Questions documents have become tools that can be used in multiple areas of CQI, beyond the SIP.
- The Guiding Questions, while seemingly general in scope, require intricate knowledge of the measures and understanding of county systems to fully maximize their use.



Group Work: What are your thoughts?

- Form groups of 4-5 people
- You will receive a packet, which includes (1) DRAFT Context Setting document; (2) DRAFT Guiding Questions document for a particular CFSR indicator; (3) ACF Onsite Review Instrument with all CFSR Case Review items and sub-items
- Consider
 - If you were in a county that was focused on that particular CFSR indicator, what questions and data would you want to engage with to determine root causes and potential actions to improve performance on that measure?
- Discuss (take out your red pens)
 - Are the systemic questions on the Context Setting document complete? Are edits or additional questions needed? Should some be removed?
 - Are the guiding questions for the specific indicator complete? Are edits or additional questions needed? Should some be removed?
 - Should safety case review items be linked ONLY to safety indicators, permanency to permanency etc.? What about wellbeing items?



Questions?

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Thank You!

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