



Office of Children's Services  
Empowering communities to serve youth

# CSA Data & CQI Framework

## New Coordinators Academy - 2022

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# Session Outline

- Data and CQI responsibilities of the CPMT
- Highlighting Continuous Quality Improvement
- Data support to CPMT:
  - Who are we serving?
  - What services are being provided?
  - Is anyone getting better?
- Additional data sources on the CSA website

# Requirements for CPMTs:

Code Section 2.2-5206 (CPMT; Powers and Duties):

- “Coordinate **long-range, community-wide planning** that ensures the development of resources and services needed by children and families in its community including consultation on the development of a community-based system of services established under § [16.1-309.3](#);
- **Review and analyze data** in management reports provided by the Office of Children's Services in accordance with subdivision D 18 of § [2.2-2648](#) to help **evaluate child and family outcomes and public and private provider performance** in the provision of services to children and families through the Children's Services Act program...”

# Role of Data & CQI in Long-Range Planning

- To monitor progress towards goals
- To identify areas of improvement
- To track trends

## CSA Coordinator Role:

- Understand these resources available to you
- Review your locality's data and comparison data
- Bring data-informed activities, based on reviews, to CPMT



# Continuous Quality Improvement

- Reviewing data, and using it to make plans and decisions to improve programs and outcomes
- Results Based Accountability
  - How much was done?
  - How well was it done?
  - Is anyone better?



# How much was done?

- Who are we serving?
- What services are being provided?



The screenshot shows the OCS website interface. At the top, it says "An Agency of the Commonwealth of Virginia" and includes a "Select Language" dropdown, "Virginia.gov", and "Find an Agency" link. The main navigation bar includes "Home", "About", "Parents & Families", "Local Government", "Resources", "Statistics and Publications", and "Contacts". The "Resources" dropdown menu is open, listing: Administrative Memos, CANS, Continuous Quality Improvement (highlighted), Core CSA Competencies, Forms, Guidance, High Fidelity Wraparound, Inclusive Excellence, OCS Newsletter, CSA Policy Manual and CSA User Guide, and Training Material. Below the navigation, there is a "Resources" section with a photo of three children. Underneath that is a "Continuous Quality Improvement" section with a photo of children and a list of links: CQI Dashboard, CQI Dashboard Instructions Manual, CQI Dashboard Codes, CQI Documentation Template with Instructions (Download), CQI Terms and Definitions, and CQI Training.



# CQI Dashboard Home Menu

## *updated monthly*



### At-A-Glance

**Finance**

**Demographics/Utilization**

**Outcome Measures**

**Location**  
All

	<u>FY 2018</u>	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY 2022</u>
Distinct Child Count	<b>15,744</b>	<b>15,645</b>	<b>15,285</b>	<b>14,589</b>	<b>11,410</b>
Gross Expenditures	<b>415.7M</b>	<b>427.1M</b>	<b>446.6M</b>	<b>448.6M</b>	<b>209.6M</b>
Net Expenditures	<b>393.9M</b>	<b>418.2M</b>	<b>438.3M</b>	<b>438.3M</b>	<b>205.2M</b>
Average Expenditure	<b>\$25,021</b>	<b>\$26,731</b>	<b>\$28,676</b>	<b>\$30,045</b>	<b>\$17,988</b>
Base Match Rates	--	--	--	--	--
Effective Match Rate	<b>0.3430</b>	<b>0.3397</b>	<b>0.3397</b>	<b>0.3375</b>	<b>0.3334</b>

# CSA Utilization Reports (Demographic)

Demographic Description	Unduplicated Child Count	Total Net Expenditures	Avg Net Expenditure Per Child	Per Diem	Selected FY Avg Length of Stay	Total Avg Length of Stay
Female	4,627	\$77,300,069.65	\$16,706.30	\$114.49	145.92	511.57
Male	7,075	\$148,811,779.03	\$21,033.47	\$137.49	152.98	646.65
White	7,107	\$136,130,027.28	\$19,154.36	\$126.36	151.59	579.43
African-American or Black	3,304	\$64,839,901.86	\$19,624.67	\$133.27	147.25	628.21
Asian	140	\$3,853,939.54	\$27,528.14	\$169.59	162.32	848.87
American Indian or Alaskan Native	25	\$596,478.63	\$23,859.15	\$175.64	135.84	679.44
Native Hawaiian or Other Pacific Islander	16	\$271,810.79	\$16,988.17	\$107.01	158.75	681.44
Race Undetermined	475	\$10,476,295.48	\$22,055.36	\$144.03	153.13	650.01
Bi-racial	635	\$9,943,395.10	\$15,658.89	\$107.82	145.23	461.32
Hispanic	849	\$14,765,481.82	\$17,391.62	\$117.00	148.65	510.06
0 - 3 years	1,105	\$9,017,178.36	\$8,160.34	\$65.44	124.70	260.17
4 - 6 years	830	\$10,925,633.50	\$13,163.41	\$94.56	139.21	411.37
7 - 12 years	2,939	\$56,433,436.16	\$19,201.58	\$126.56	151.72	518.10



# How well was it done? *Utilization Reports*

- Degrees of the "How Much?": adding value to the counts

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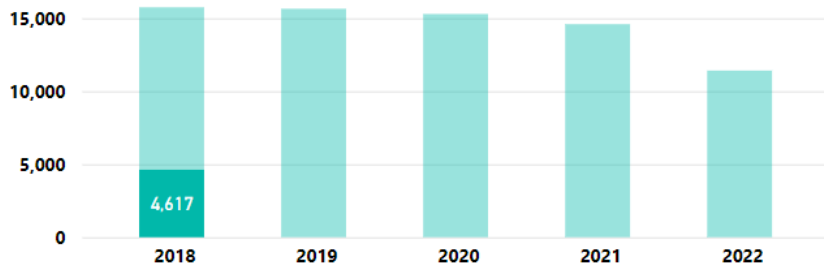
# How well was it done?

## *CQI Dashboard: Finance Menu*

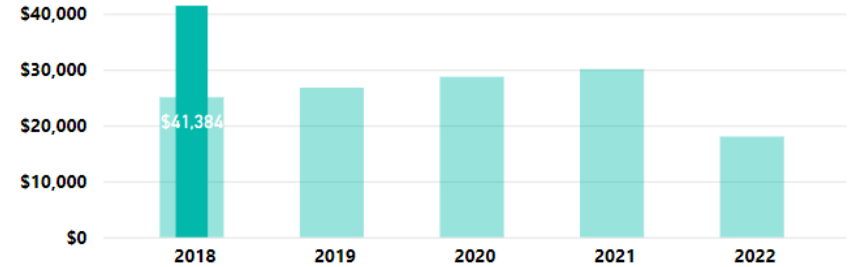
- Distinct Child Count & Net Expenditures (how much)
  - By “bucket”: mandate type, service placement type, service name, and expenditure code
- How do child counts and average net expenditures change by each Type? Is this good/bad/neutral?

# CQI Dashboard: Finance Menu

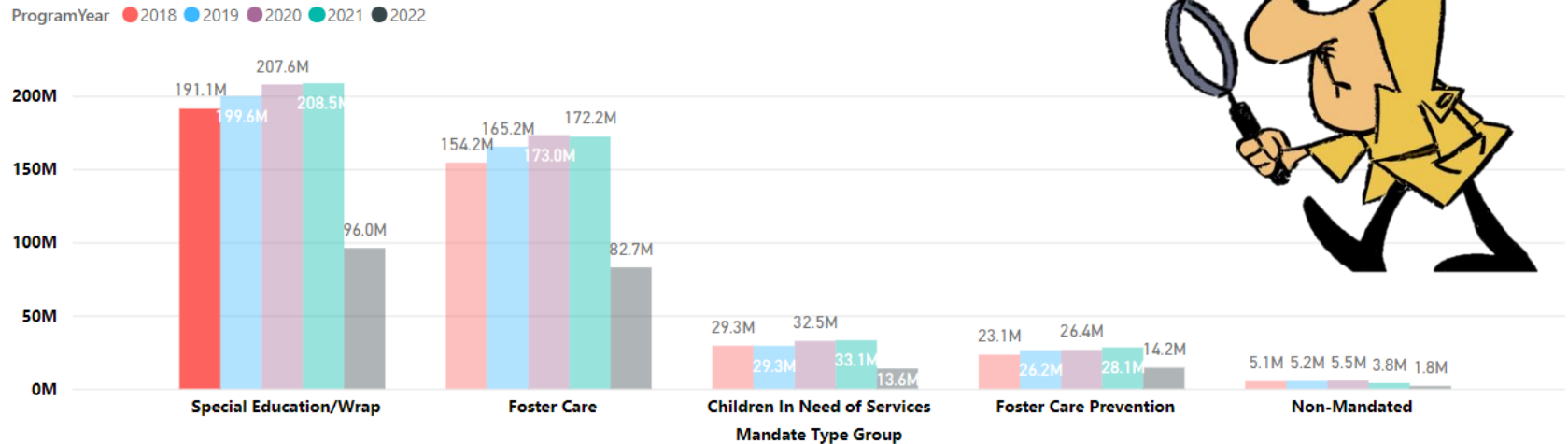
### Distinct Child Count



### Average Net Expenditures Per Child



### Total Net Expenditures By Mandate Type\*



# Is anyone getting better?

## *CQI Dashboard: Outcomes Menu*

- CANS submenu:
  - % of children showing improvement in three Domains
  - Five-year trend
  - State and Locality comparison
- How does your locality compare to state percentages?
- How has your locality trended over the last few years?

# Is anyone getting better?

## *Performance Measures Application & Report*



The screenshot shows the website's navigation bar with the following items: Families, Local Government, Resources, Statistics and Publications, and Contacts. The 'Statistics and Publications' menu is open, showing 'Reports and Publications', 'Service Gap Survey', and 'Statewide Statistics'. Below the navigation bar, the 'Reports and Publications' section is highlighted. It lists several reports, including '2021 Office of Children's Services Reports to the General Assembly' with sub-items like 'Impact of the Tiered Match Rate for the Children's Services Act' and 'Private Special Education Services Under the Children's Services Act'. Other reports include 'Biennial Progress Report and Strategic Plan for Children's Services Act', 'Cost Study of Private Day Special Education Programs', and 'Implementation of §2.2-2638.19, of the Code of Virginia (HB2212) and A Plan to Ensure Effective Local Implementation of the Children's Services Act'. Under 'Juvenile and Criminal Justice', there is a report on 'Youth Completing Services Through the Children's Services Act in FY2016'. A yellow box highlights the 'CSA Performance Measures' section, which includes 'State & Local CSA Performance Measures (Excel Application)' and 'Instructions'. An 'Archives' button is located at the bottom of the content area.

- Seven indicators
- Three-year trend
- Up to five localities can be selected
- Updated annually

# Additional Data: Reports to General Assembly



## Reports and Publications



### Reports and Publications

Agency Strategic Plan: Children's Services Act

## Reports and Publications

### 2021 Office of Children's Services Reports to the General Assembly:

- Impact of the Tiered Match Rate for the Children's Services Act
- Private Special Education Services Under the Children's Services Act
- Regional and Statewide Training Regarding the Children's Services Act
- Treatment Foster Care Services Under the Children's Services Act
- Utilization of Residential Care under the Children's Services Act


Biennial Progress Report and Strategic Plan for Children's Services Act

Cost Study of Private Day Special Education Programs

Implementation of §2.2-2638.19. of the Code of Virginia (HB2212) and A Plan to Ensure Effective Local Implementation of the Children's Services Act



# Additional Data: CSA Service Gap Survey



An Agency of the Commonwealth of Virginia

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Home About Parents & Families Local Government Resources **Statistics and Publications** Contacts

Reports and Publications  
Service Gap Survey  
Statewide Statistics

## Statistics and Publications



### Service Gap Survey



- [FY 2021 CSA Service Gap Survey](#)
- [FY 2019 CSA Service Gap Survey](#)
- [FY 2017 - FY 2019 Service Gap Survey Comparison](#)
- [FY 2018 CSA Service Gap Survey](#)
- [FY 2016 CSA Service Gap Survey](#)
- [FY 2015 CSA Service Gap Survey](#)
- [FY 2014 CSA Service Gap Survey](#)
- [FY 2013 CSA Service Gap Survey](#)

# Additional Data: CSA Service Gap Survey

- What are the statewide service gaps, barriers to filling these gaps, and local efforts to overcome barriers?
- Annual requirement that the CPMT shall report to the Office of Children's Services (OCS) on gaps and barriers in services needed to keep children in the local community (§2.2- 5211.1.2).



# For questions or more information:

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