



Office of Children's Services
Empowering communities to serve youth

Navigating CSA Data for Continuous Quality Improvement (CQI)

November 2, 2022

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Today's Learning Objectives

- Understanding Continuous Quality Improvement (CQI) and Results-Based Accountability (RBA)
- Answering these questions using CSA data:
 - How much did we do?
 - How well did we do it?
 - Is anyone better off?

Warm-Up Activity

- How do you know that your CSA program is doing a good job?
- What do you use to answer, *"Are we doing a good job"*?



Why are we here?

SEC directed an ad hoc workgroup to develop tools to assist CPMTs



Code of Virginia Requirements for CPMTs

§2.2-5206 (CPMT; Powers and Duties)

- ✓ Long-range community-wide planning
- ✓ Review and analyze data
- Appropriation Act (Item B.3)
"Each locality ... shall have a utilization management process..."



Why is this Important to Your CSA Program?

In addition to COV Requirements:

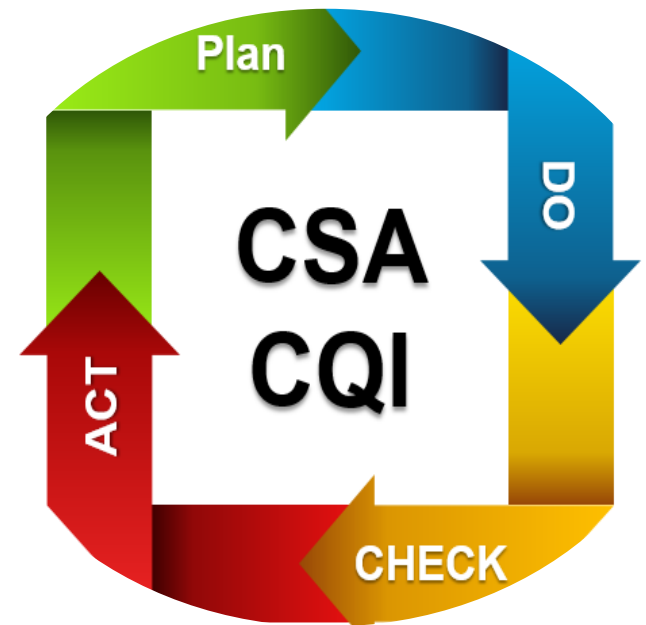
- CSA audit process
- Financial impact
 - \$433 million spent
 - \$145 million in local funds
 - More than 14,000 children/families served

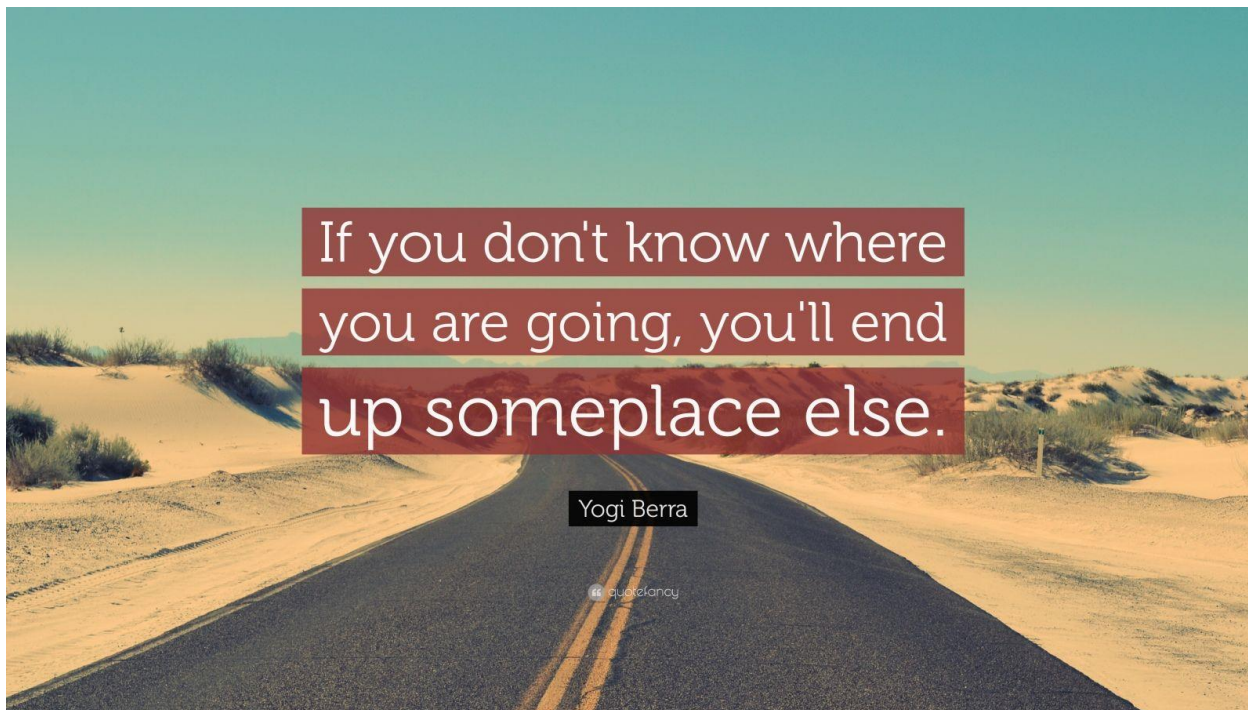


What is Continuous Quality Improvement

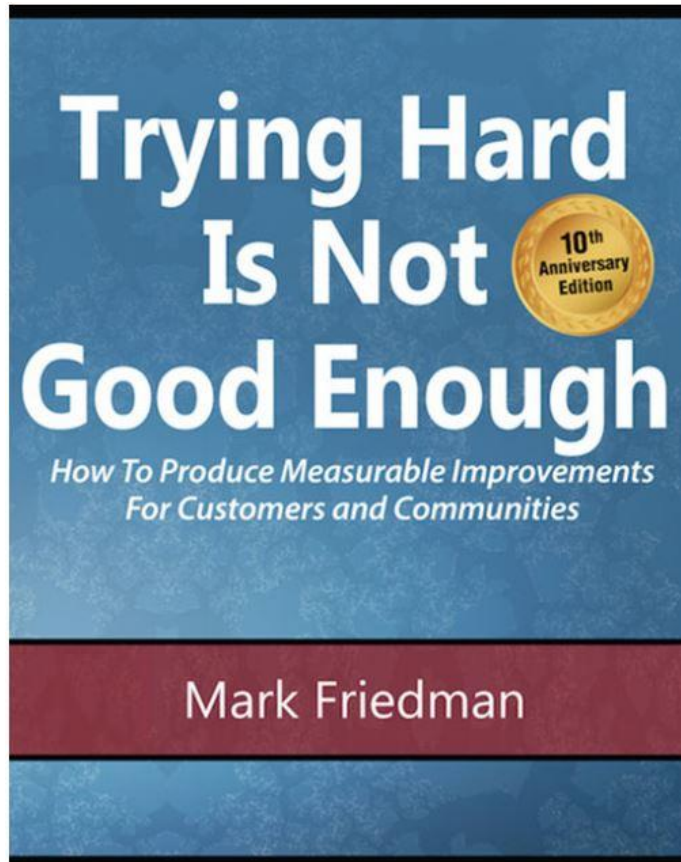
Reviewing data and using it to make plans and decisions to improve programs and outcomes

- C in CQI is continuous
- CSA Utilization Management is often confused with Utilization Review
- Name change for clarity and improvements





How can you
know?



“A framework for getting from talk to action quickly and making a difference, not just trying hard and hoping for the best.”

Ask three key questions:

- How much did we do?
- How well did we do it?
- Is anyone better off?

Results Based Accountability (RBA)

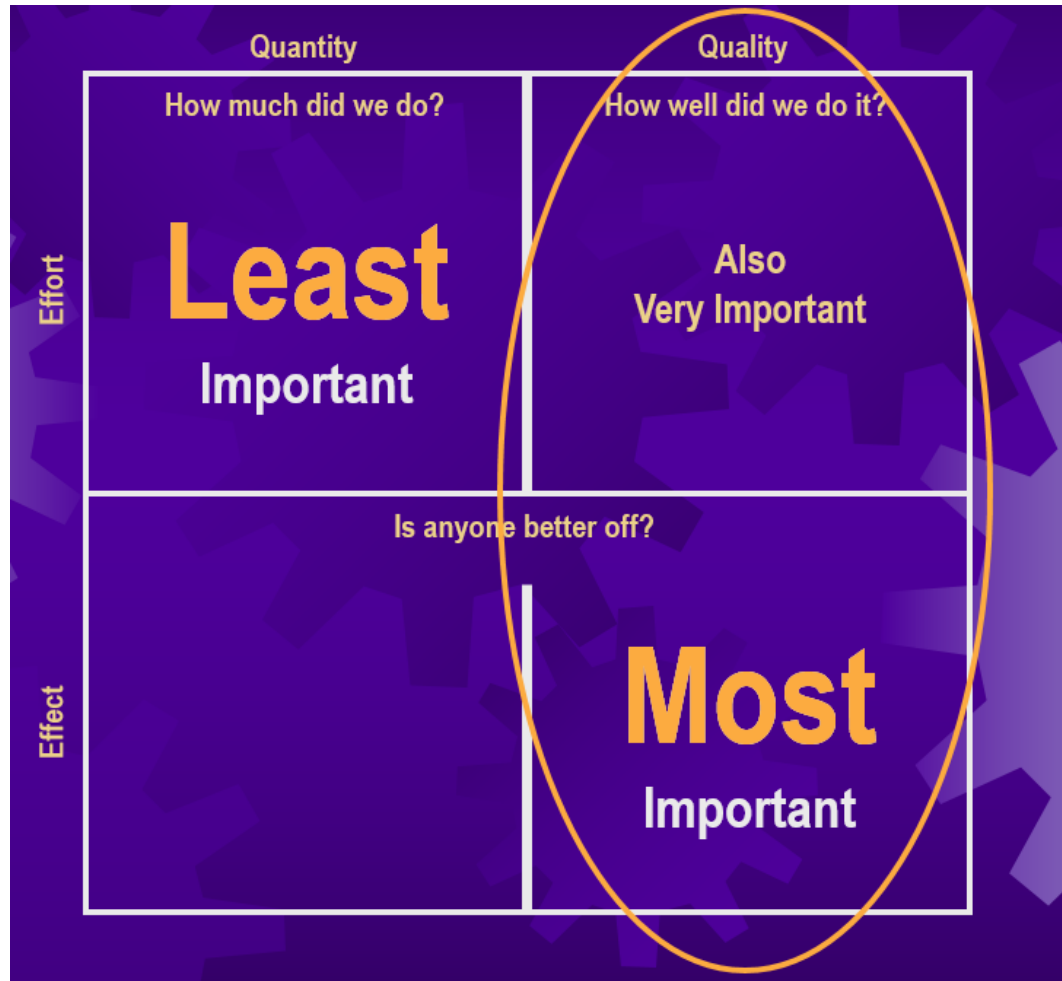
"All performance measures that have ever existed for any program in the history of the universe involve answering two sets of interlocking questions"

How
Much?

How
Well?

		Quantity	Quality
Input Effort		How much service did we deliver?	How well did we deliver it?
Output Effect		How much change / effect did we produce?	What quality of change / effect did we produce? # %

Not All Performance Measures Are Created Equal



Friedman's RBA Framework: A Local CSA Program

		Quantity	Quality
Effort	<p>How much did we do?</p> <p>Number of Children Served</p>	<p>How well did we do it?</p> <p>Percent of Referrals to FAPT with service initiation within 30 days</p>	
	<p>Effect</p> <p>Is anyone better off?</p> <p><u>Number</u> of children with decreased CANS Behavior/Emotional Needs Domain scores over time</p> <ul style="list-style-type: none"> - Initial Assessment - Reassessment 	<p><u>Percent</u> of children with decreased CANS Behavior/Emotional Needs Domain scores over time</p> <ul style="list-style-type: none"> - Initial Assessment - Reassessment 	

Part 2: Using CSA Data in Your CQI



- How much is done?
- How well is it done?
- Is anyone getting any better?

Where is the CQI Dashboard?



Navigating the CQI Dashboard



Finance

Demographics/Utilization

Outcome Measures

Location

All



- Selecting your locality from the Home Page
- Dashboard menus and their meanings

Trends Over Time (Using Dashboard Data)

How much?

How well?

Getting better?

- The number of youth served decreased each year between FY19 and FY22
- YTD net expenditures for FY23: less has been spent so far than in FY22, but more has been spent compared to the same time in FY21

How do we know?

How Much is Done?

At-A-Glance

	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
Distinct Child Count	15,645	15,285	14,589	14,489	5,954
Gross Expenditures	427.1M	446.6M	448.6M	443.3M	27.5M
Net Expenditures	\$26,731	\$28,676	\$30,045	\$29,922	\$4,488
Average Expenditure	--	--	--	--	--
Base Match Rates	0.3397	0.3397	0.3375	0.3361	0.3103
Effective Match Rate					

Full Year versus Year to Date (YTD) Information

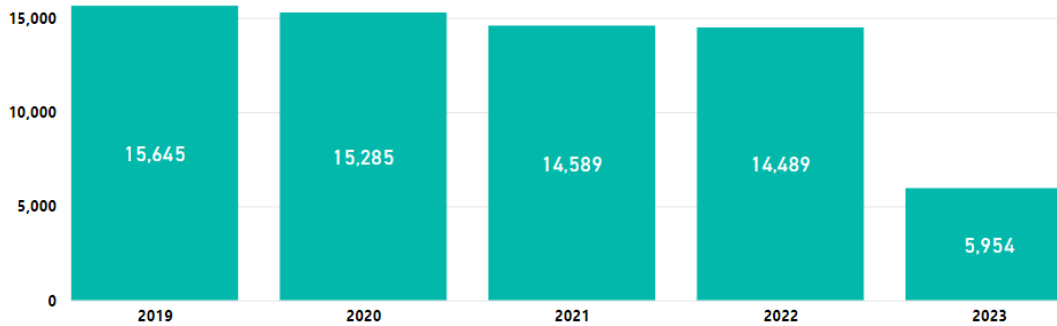
Finance

Demographics/Utilization

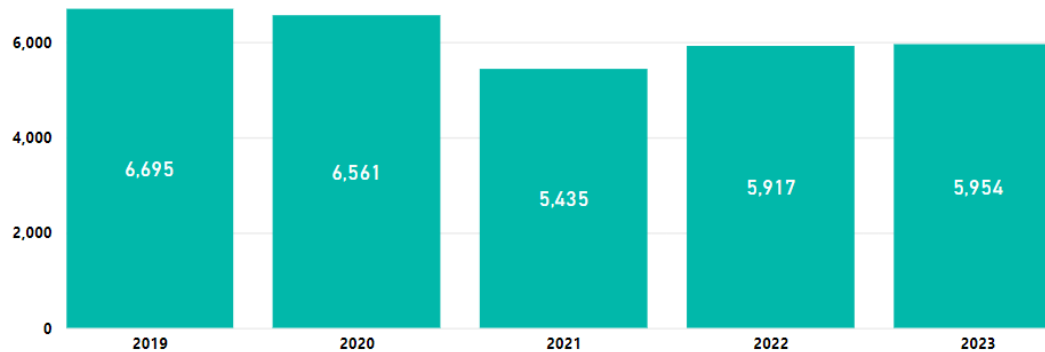
Outcome Measures

Home

Distinct Child Count



YTD Distinct Child Count Through 10/5



Trends Over Time (Using Dashboard Data)

How much?

How well?

Getting better?

- The number of youth served decreased each year between FY19 and FY22
- YTD net expenditures for FY23: less has been spent so far than in FY22, but more has been spent compared to the same time in FY21

How does your program compare?

Trends Over Time (Using Dashboard Data)

How much?

How well?

Getting better?

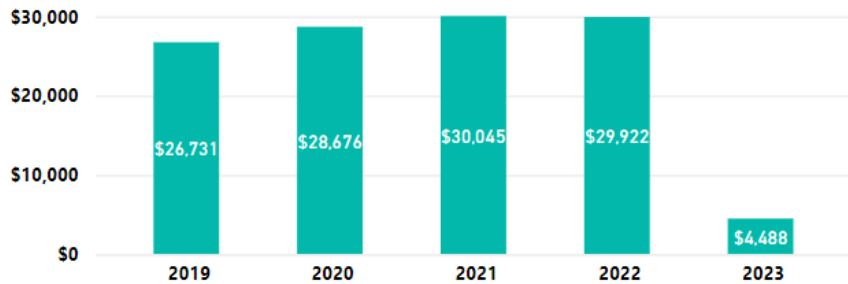
- Since 2020, child counts and total net expenditures for residential services has dropped, while the average cost per child has increased
- The use of mentoring has increased
- The percentage of youth receiving no residential services has increased every year since FY2018

How do we know?

How Well is it Done? (Service Mix, Goals)

Finance Menu: Average Net Expenditures, How are Costs Changing?

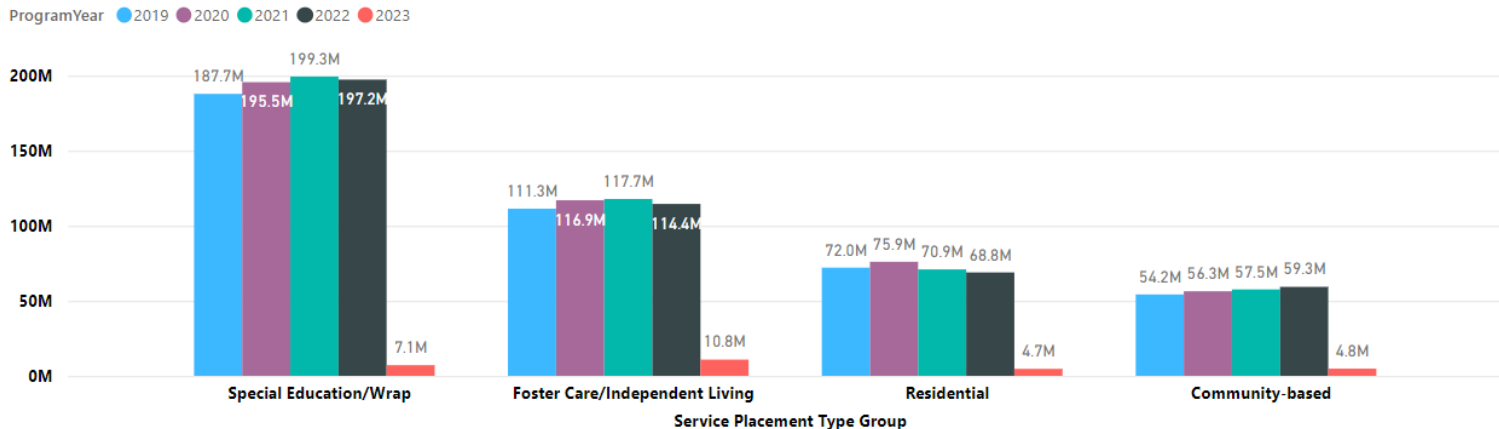
Average Net Expenditures Per Child



Proportions by Mandate Type, Service Placement Type, Service Name and Expenditure Code

Compare child count, average expenditures, and total expenditures by type

Total Net Expenditures By Service Placement Type*



How Well is it Done? (Service Mix, Goals)

Finance Menu: Average Net Expenditures, How are Costs Changing?

Demonstration:

- Navigating the Finance submenus
- How to interpret each chart
- How to filter and review chart interactions

How Well is it Done? (Service Mix, Goals)

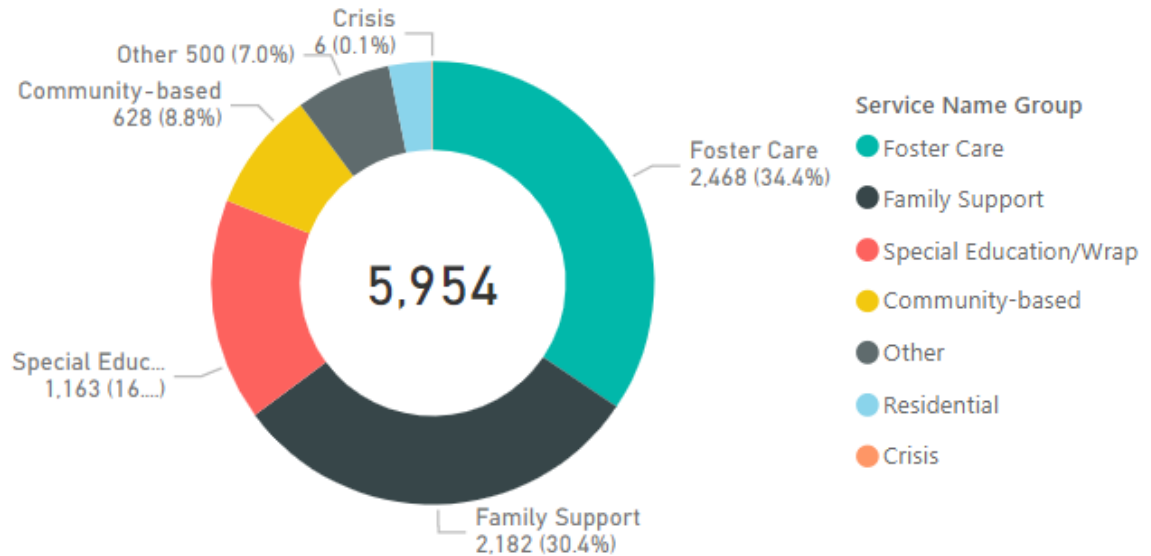
Demographics/Utilization Menu: Are Population Proportions Changing?

- Mandate Type
- Service Placement Type
- Service Name
- Expenditure Code
- Fiscal Year

2023 ^

2019
 2020
 2021
 2022
 2023

Distinct Child Count By Service



Proportions by Mandate Type, Service Placement Type, Service Name and Expenditure Code
Compare child, referral source, race, sex and age group proportions for each year

How Well is it Done? (Service Mix, Goals)

Demographics/Utilization Menu: Are Population Proportions Changing?

Demonstration:

- Navigating the Demographics/Utilization submenus
- How to interpret each chart
- How to filter and review chart interactions

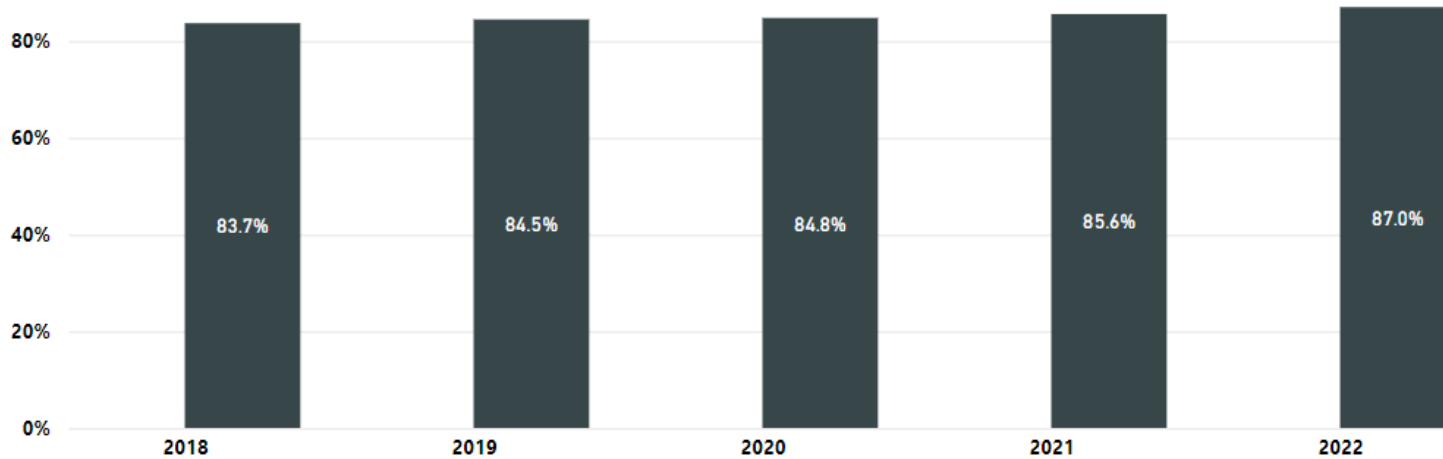
How Well is it Done? (Service Mix, Goals)

CSA Performance Measure: % of Youth Receiving only Community-Based Services

What percentage of CSA youth received only Community-Based services in the fiscal year?

Community-Based Services

● Locality ● Statewide



Source: LEDRS submissions, percent of youth with no CSA payments for congregate care/residential services (SPT 14 through SPT 18), among all youth receiving CSA-funded services in the year

How Well is it Done? (Service Mix, Goals)

Length of Stay: What is the average time spent in any given service?



How Well is it Done? (Service Mix, Goals)

Length of Stay: What is the average time spent in any given service?

Disclaimer: Data is as submitted by locality, not verified by OCS.

Report Type: SPT-MT by all Localities

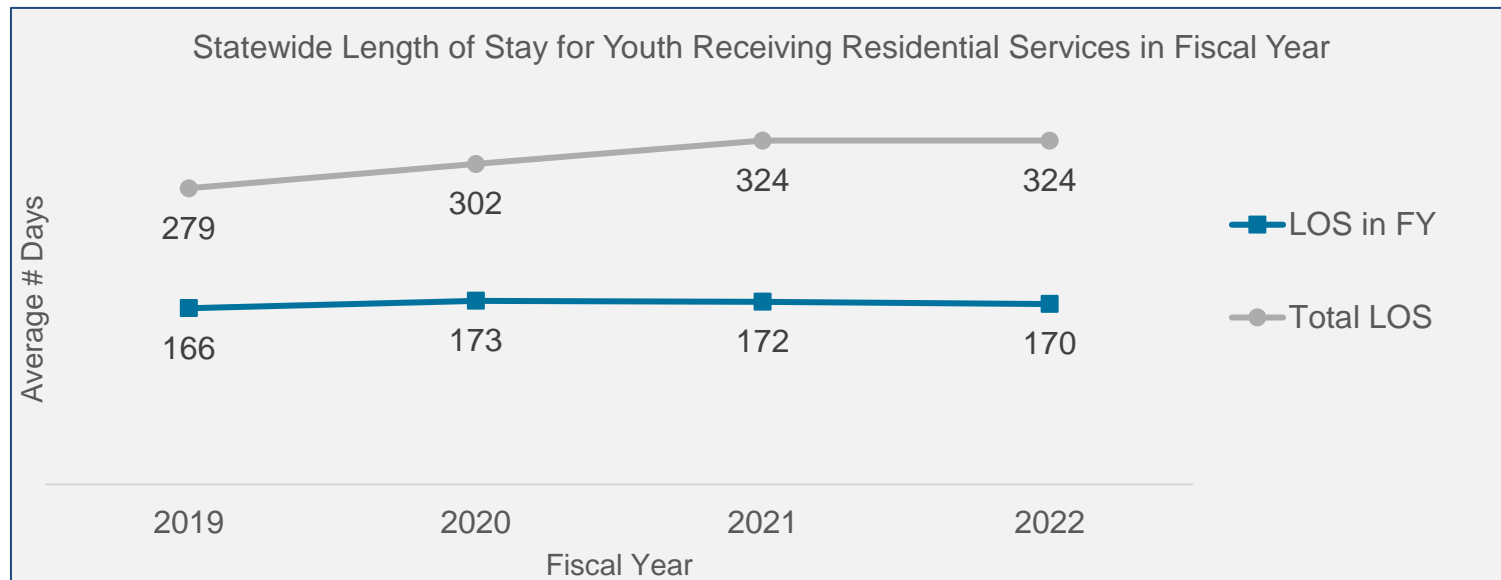
Fiscal Year: 2022

YTD: Yes No

Report Filter 1:
 SPT 12-Independent Living Arrangement
 SPT 13-Psychiatric Hospital/Residential Cris
 SPT 14-Temporary Care Facility and Service
 SPT 15-Group Home (Residential/Congrega
 SPT 16-Residential Treatment Facility (Res

Report Filter 2:
 All
 MT 1 - Foster Care Abuse/Neglect - Prever
 MT 2 - Foster Care Abuse/Neglect - Dss N
 MT 3 - Foster Care Abuse/Neglect - Local I

[View Report](#)



Trends Over Time (Using Dashboard Data)

How much?

How well?

Getting better?

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How does your program compare?

Trends Over Time (Using Dashboard Data)

How much?

How well?

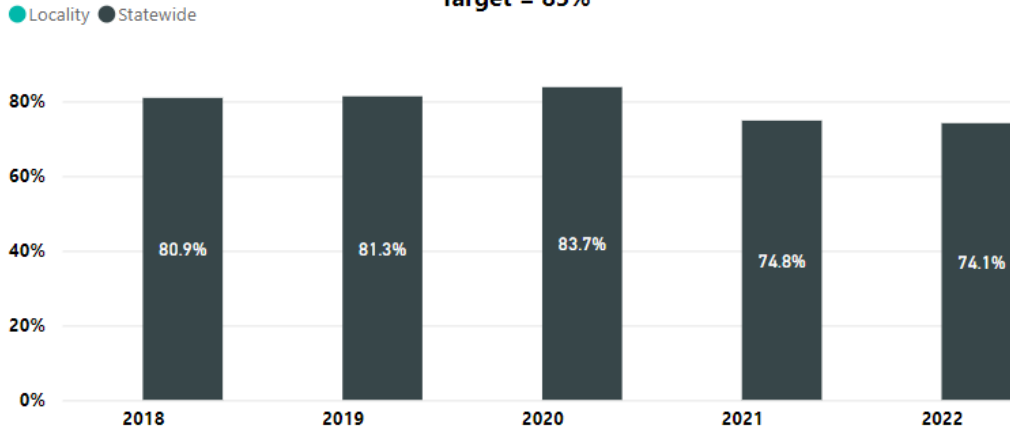
Getting better?

- The percentage of foster care youth in family-based placements increased between FY18 and FY20, but then decreased in FY21 and FY22
- Youth with Initial CANS assessments in FY20 had the highest rate of improvement at the end of FY22 in the Child Strengths domain.

How do we know?

Is Anyone Getting Better? Virginia DSS Foster Care Outcomes

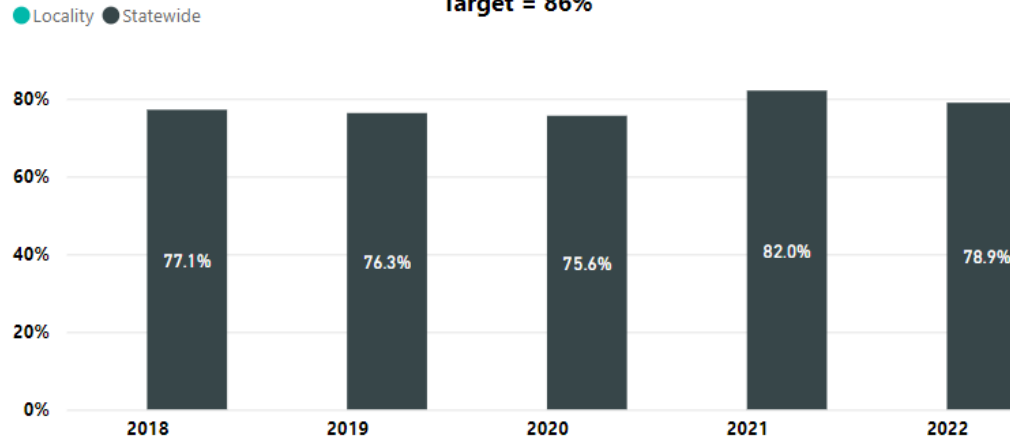
Family-Based Foster Care
Target = 85%



Outcomes for youth in foster care, reported by VDSS:

- What % of youth in care are in non-residential placements?

Exits To Permanency
Target = 86%



- What % of youth exiting foster care in the year, exited to permanency?

Is Anyone Getting Better? Understanding CANS Outcomes



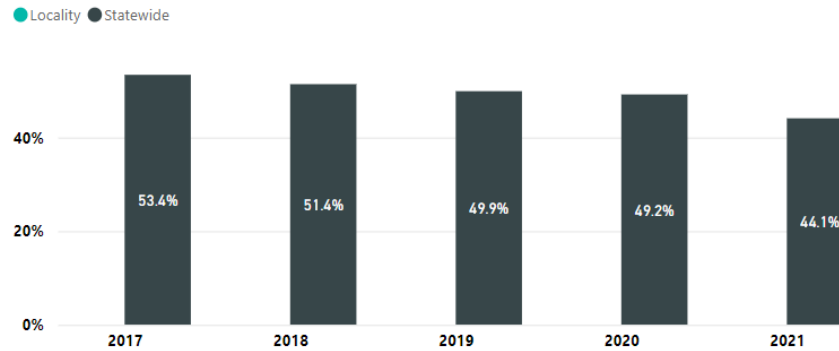
Office of Children's Services
Empowering communities to serve youth

- Finance
- Demographics/Utilization
- Outcome Measures
- Home

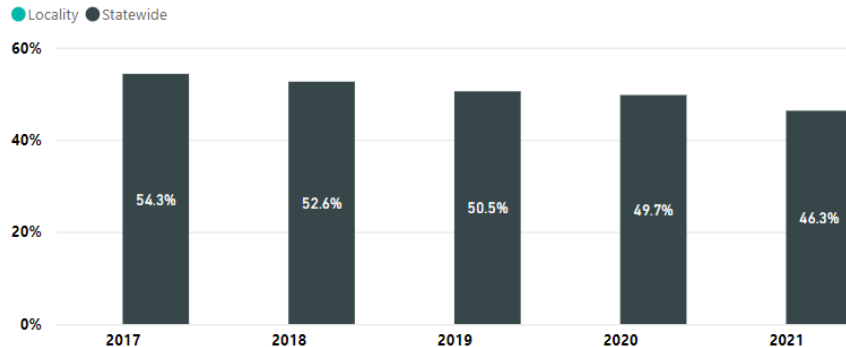
- CANS
- Foster Care
- CSA
- Statewide

CANS School

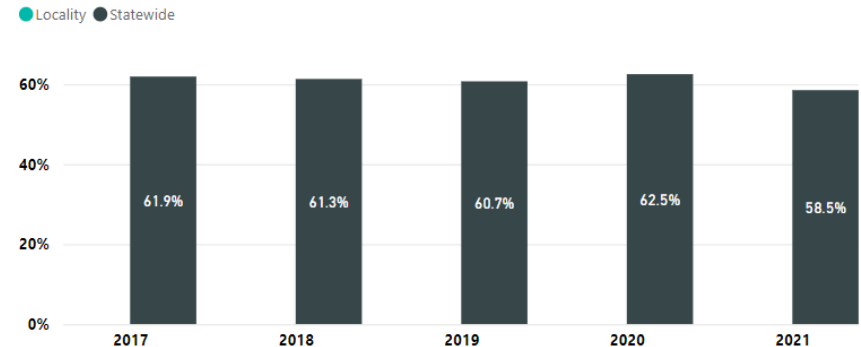
Data is updated through 07/31/2022



CANS Behavioral/Emotional Needs



CANS Strengths



Trends Over Time (Using Dashboard Data)

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How well?

Getting better?

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How does your program compare?

Wrap-Up Activity

- What are two things you can do, using the Dashboard, to assess your program's performance?



In Closing...

- Reviewing data on your CSA program is required by Virginia Code
- Continuous Quality Improvement (CQI) uses the data review to make plans and decisions to improve programs and outcomes
- The CSA website offers a CQI Dashboard with regularly updated program data
- Using the dashboard helps you to answer these questions about your program:

How much did we do?

How well did we do it?

Is anyone getting any better?

Thank you for your time!

Questions?

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