

Bringing Data to Practice

CoQI Breakout Session
January 2016

Our Time Together

Purpose

- Clarify strengths and limitations of types of data
- Explore ideas regarding how data can be used to
 - Challenge the assumptions
 - Be comprehensive
 - Script the critical moves
 - Point to the destination
 - Measure towards outcomes

Method

- Use system level and de-identified agency data to illustrate data driven practice
- Discuss how data can be used for the purpose of creating the desired narrative

Types of Data

Data Use

- Descriptive Data
 - Who are our children and families?
- Strengths and Needs Assessment
 - How do we know how to match children and families to the right intervention?
- Fidelity Measures
 - How do we know we are actually providing the service?
 - » Context
 - » Competency
 - » Compliance
- Outcome Measures
 - How do we know that we are achieving the desired impact?

Types of Data

Data Cohorts

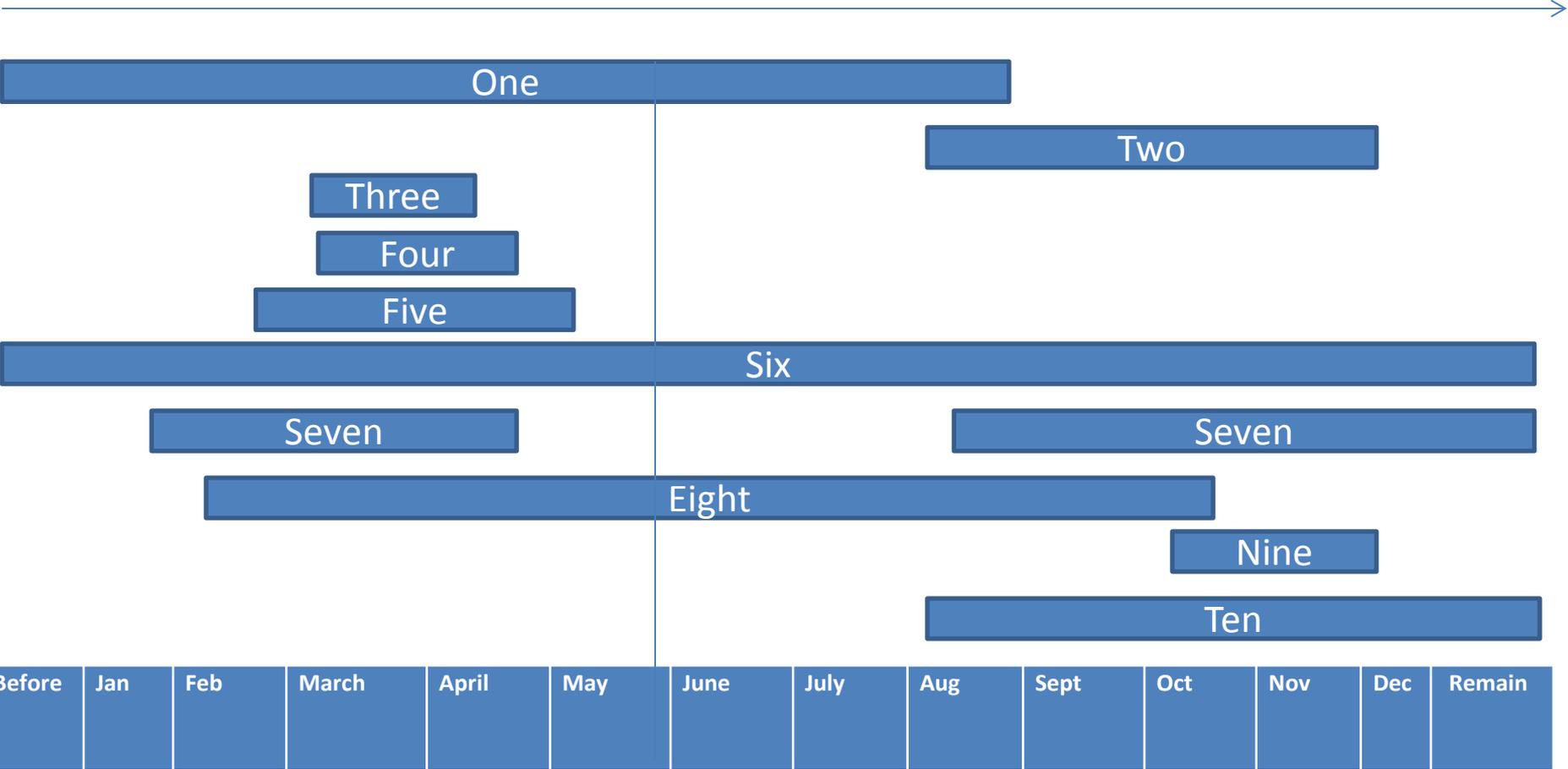
- Point-in-time →
 - Similar to taking a photograph
- Entry cohort →
 - Similar to having a sign-in sheet
- Exit cohort →
 - Similar to watching cars drive west across the George Washington Bridge



Who was here?	
Child's Name	Parent(s) Name
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	
16.	
17.	
18.	



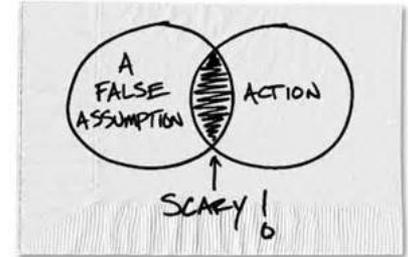
Cohort Data in Practice



Making Practical Use of Data

- Challenge the assumptions
- Be comprehensive
- Script the critical moves
- Point to the destination
- Measure towards outcomes

Challenge the Assumptions



Some guidelines:

- Question the conventional wisdom
- Avoid the anecdote
- Understand that we work in a system that rewards a quick decision

Example:

Problem: An jurisdiction is having trouble having enough foster home for the volume of placement entries

Assumption: We need to recruit more foster parents.

Proposed Actions Include....

Challenge the Assumptions

Example

Problem: An jurisdiction is having trouble having enough foster home for the volume of placement entries

Assumption: We need to recruit more foster parents.

Challenge the Assumption

Diagnostics Show:

- Limited infrastructure to follow up with potential homes
- Challenges with customer service with foster parents

Proposed Actions Include....

Be Comprehensive

Some Guides:

- Think about case characteristics
- Consider how workflow and process are affecting data
 - Data input
 - Work process
 - Organization Structure



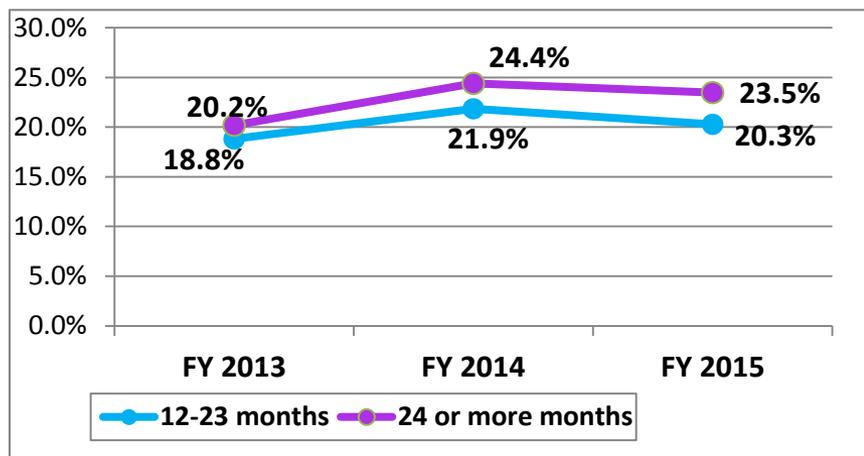
Example:

An agency is struggling with making monthly contacts

What would be included in a comprehensive look at the data?

We found that 20% of the fleet of cars was out of service.

Permanency for Children in Care, NYC



NYS Target:

12-23 months 41.6%

24 or more months 36.2%

Permanency for children in care is the percent of children in care *at a point in time* (e.g. July 1, 2013), who had been in care for 1-2 years, or more than 2 years as of that date, who are discharged to permanency within one year (e.g. by June 30, 2014).

	FY 2013	FY 2014	FY 2015
Number of children in care for 12-23 months at the beginning of the year	3,027	2,901	2,393
Number of children discharged to permanency within 12 months	569	634	485
Number of additional permanency discharges that would need to have occurred in order to meet the NYS target	690	573	510
Number of children in care for 24 or more months at the beginning of the year	8,226	8,094	7,541
Number of children discharged to permanency within 12 months	1,659	1,974	1,770
Number of additional permanency discharges that would need to have occurred in order to meet the NYS target	1,319	956	960

PARENT ENGAGEMENT

	FY14	FY15
Frequency of Casework Contacts with Birth Parent/Discharge Resource	54%	58%
Frequency of Parent/Child Visits	44%	44%

Script the Critical Moves



Rational

- Think of a few specific behaviors that will help move towards the desired outcome
- Look to identify behaviors that are catalytic, will trigger additional movement
- We make the most progress if we focus on the 3-5 things that will drive change.

Emotional

- Connect to the stories of individual children and families
- Shrink the change so that it is not so overwhelming. Find a handful of “quick wins.”
- Look for “top down” support, not referral driven support

Script the Critical Moves

Example

- A jurisdiction would like to decrease the number of children with long lengths of stay, aging out youth.
- Data shows that permanency varies quite dramatically supervisor to supervisor

Potential “Critical Moves”

Quick win: “We have a newer option called KinGap.”

Catalytic: Children in care greater than (insert number of months here number) need to meet with (insert leadership here) on a quarterly/monthly basis.

Emotive: Tell a personal story, that taps into staff values, in each presentation

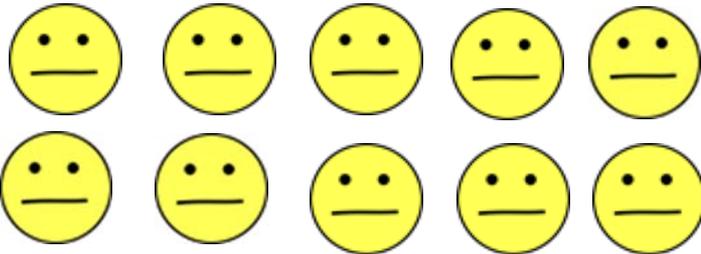
Point to the Destination



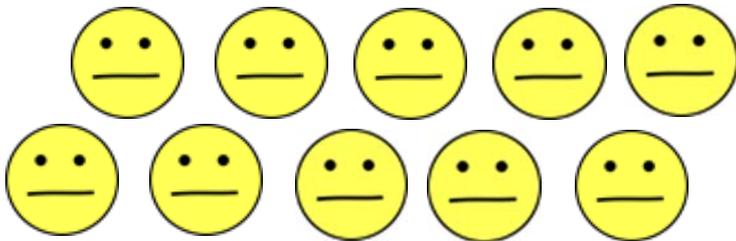
- Clarify where the group is going and why it is important for the group to get to the destination
- Shift thinking from “trying not to loose” towards “playing to win”
- “The issue is not a lack in urgency it is an over commitment to what is already being done.”
- Point to the fence, keep swinging, ignore the cheap seats.

CFSR Permanency Measures

Children Enter Placement throughout the year.....



There are also long stayers from prior years who are in placement



Children Exit to Permanency throughout the year.....

- 36% should exit during the 1st year



- 41.6% should exit during the second year

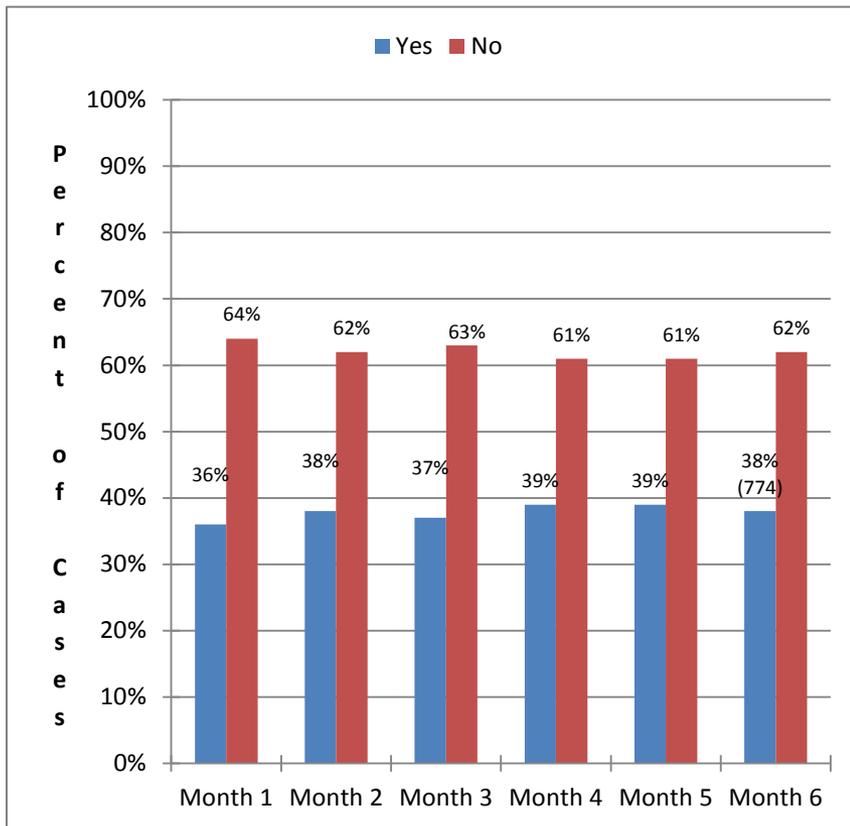


- The remaining children are the long stayers.
 - 36% of the long stayers should exit each year

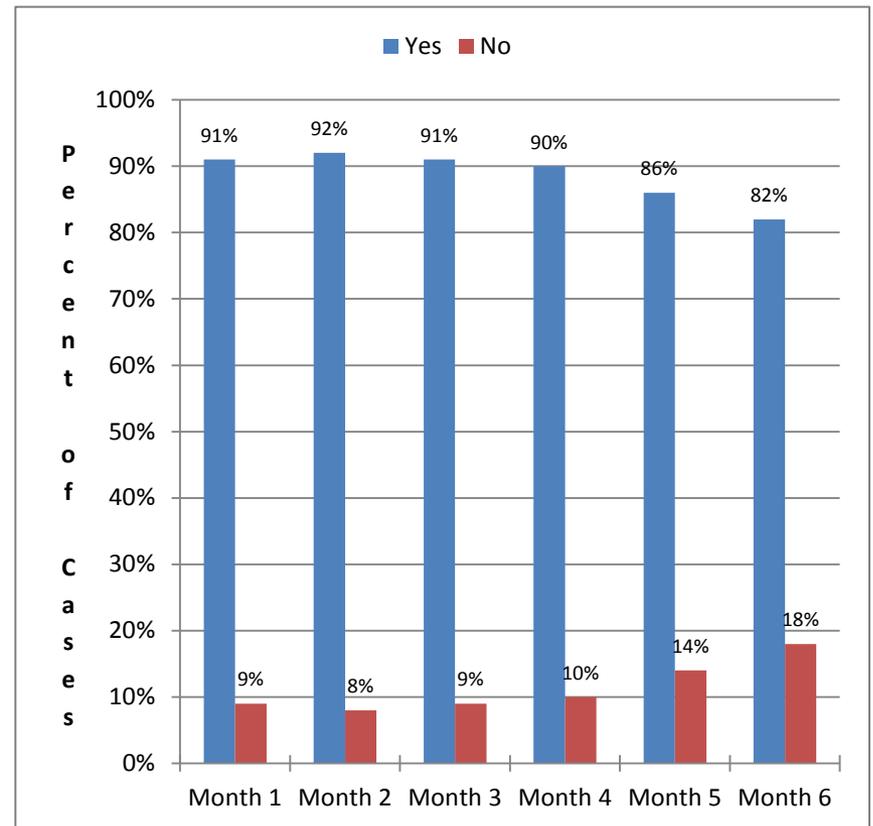


FREQUENCY OF SUPERVISION

FOSTER CARE



PREVENTIVE



Measuring Towards Outcomes



- “What is measured improves.” –Peter Drucker
- Ask “How will we know if we are achieving what we want to achieve?”
 - When someone answers this questions ask, “How will we know that?”
 - Don’t stop until the answer is measurable
- Ask: How will we make this data visible and positive?

Engagement & Supervision

Point to the Destination & Measuring Towards Outcomes

Engagement

- Using Family Team Conferencing to engage families in services
- Overcoming barriers to family engagement in services
- Engaging families through birth parent contacts and through visitation to further permanency

Supervision

- Using supervision to discuss progress towards permanency and achievement of goals
- Using Supervisory Case Reviews to identify gaps in practice and provide timely guidance to caseworkers

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