

Continuous Quality Improvement Project

QUANTITATIVE DATA

STATE

Alabama	All data from State and County reviews is input into the State QA database. The Office of Data Analysis can run queries at the request of the State QA Unit. Ratings from the QSRs are also used to provide feedback on progress in the State's PIP. The database is maintained specifically for State QA reviews, however County QA review data is also input into the database.
Arizona	Quantitative data is collected through the State's SACWIS and the Business Intelligence Dashboard systems. The Dashboard collects data on several measures, including: timeliness of initial response, timely closure of investigations, and frequency of visits with children and parents. This data is available to all supervisors and Region Program Managers.
Colorado	Colorado is able to gather quantitative data from several sources, including: the National Child Abuse and Neglect Data Systems (NCANDS); the Adoption and Foster Care Analysis and Reporting System (AFCARS); and the State's SACWIS system, a.k.a., TRAILS. All data from qualitative reviews is also stored in a section of the State's SACWIS system.
Connecticut	Connecticut uses Results Oriented Management to track the 22 outcome measures from the Juan F. Consent Decree. Quantitative data is also available from the State's SACWIS system.
District of Columbia	<p>The QA Unit uses a number of reports from the SACWIS system, including information about case loads, client demographics, entry/exit to foster care, etc. The Unit also has an Access database for QSR scores and findings and keeps their own records on reviews and counts for child fatalities. These numbers are hard to pull from SACWIS at this point. Occasionally information is pulled from other District agencies (e.g. chief medical examiner's data on child fatalities, census data, AFCAR data).</p> <p>Following are descriptions of the quantitative reviews pulled from the District's 2011 CQI Report. The District is currently working on ways to make them more quality-focused in the future.</p> <p>In-Home and Out-of-Home and Permanency Administrations</p> <p>The In-Home and Out-of-Home PMs use an internal case review instrument on a minimum of three cases per month. Supervisors use the tool on two cases monthly. This review tool addresses service delivery along with medical, dental and educational information. As a priority, progress towards meeting a child's permanency goal is examined with specific attention for each individual goal of reunification, guardianship, adoption, or APPLA. As with other internal QA processes, the purpose of the tool is to direct supervisors and PMs to be attentive to issues of quality in the casework of their</p>

Current as of October 17, 2012

staff and to aid them in discussing and identifying individual challenges or issues. The current tool has been in use since 2009 and is currently being refined in response to ongoing feedback from supervisors and PMs regarding the usefulness of the tool in strengthening case practice.

Office of Youth Empowerment Reviews

The Office of Youth Empowerment (OYE) collaborates with the QA unit on a case review process to ensure concurrent support both for permanency achievement and for dynamic development of youth skills. Each month, the QA unit randomly selects six cases for review. OYE supervisors and PMs evaluate the cases based on information provided by FACES, the case file, and the assigned social worker. Documentation includes family engagement and family involvement in permanency planning. Additionally, documentation focuses on medical appointments, educational data, and employment. The review process is designed to achieve 94% review completion for OYE's total caseload by the end of 2012. The results will help define trends and determine areas for improvement in case management, as well as the case-review process.

Special Reviews and Studies

In addition to each of the many functions described above, the QA unit conducts analytical studies (e.g., youth transitioning to adulthood and reviews of children under the age of 14 with a goal of APPLA), facilitates various case practice review processes, and provides technical assistance to support the work of CFSA and private agency staff. QA staff members also confer with one or more subject area experts, administrators, or other consultants to identify significant research questions, relevant policies, current practices, and other relevant features that may impact various case review processes.

Florida	All federal composites are run regularly from the State's SACWIS system. Additionally, weekly medical, dental, and education reports are run for all children in out-of-home care. These reports are backed up with list reports for individual agencies so that they can see which kids are on track and which are not. Reports are also run to track kids taking psychotropic medications.
Georgia	Georgia relies primarily on their SACWIS system, SHINES, for quantitative data. The reports that they produce at the end of their qualitative review process also contain some quantitative data. Individual counties and regions may have different data sources as well. For instance, outside of their SACWIS system regions are specifically tracking how many children they have in care that have been in care for less than 12 months and over 12 months, looking at their permanency goals and progress toward reaching those goals.
Hawaii	Hawaii has not finalized their SACWIS system yet. The Research and Statistics Unit provides national data standards accessible to the CQI Project, as well as other data reports related to the PIP. The Research and Statistics Unit creates monthly reports based on data on the State's 1,200 children in foster care; this is used by the Section Administrators and the CQI Project Director for tracking of several performance measures. Additionally, DHS, including members of the CQI Project team, meet

Current as of October 17, 2012

	monthly with the Research and Statistics Unit to look at aggregate data from several different areas.
Idaho	Quantitative data is available from FOCUS, the State's SACWIS system. The State uses a 23-item instrument to review cases, typically reviewing 210 cases statewide each year. The results of these reviews are computed quarterly on a rolling basis.
Illinois	Illinois pulls their data primarily from their State SACWIS system. The State also has some larger mainframe data systems.
Indiana	Indiana has access to quantitative data through their SACWIS system. The State is in the process of switching their data system to MAGIK, a more intuitive and user-friendly system for their staff and providers.
Iowa	The Bureau of Quality Assurance and Improvement (QA&I) Chief has access to all mainframe systems in all program areas. Nearly all child welfare data is stored in a data warehouse and is available for querying with mainframe tools. The State has recently begun using Results Oriented Management (ROM), reporting tools developed by Kansas University. This is being used for child welfare composite measures.
Kansas	Kansas' information system is a non-SACWIS model. The State uses a mainframe Family and Children Tracking System (FACTS).
Kentucky	<p>Kentucky's CQI State Plan describes the State's use of quantitative data in the CQI process:</p> <p>The CQI process relies on data to inform decisions, identify best practices and opportunities for improvement, and to spur action for change. The CQI specialists assist the region in using a variety of management reports generated for all programs. They also assist at times with program evaluation design, data collection, and dissemination of information. Primary data sources include reports from the major automated systems and other systems.</p> <ol style="list-style-type: none"> 1. The Worker Information SysTem (TWIST) for child and adult protection cases 2. The Kentucky Automated Management Eligibility System (KAMES) 3. The CQI-CARES for data on case work quality reviews in Protection & Permanency 4. Data from the case reviews completed in Family Support 5. The CQI_MITS (Minutes and Issues Tracking System) 6. Specialized surveys of customers and employees <p>In 1995, Kentucky began its Federal Statewide Automated Child Welfare Information Systems (SACWIS) entitled The Worker Information SysTem (TWIST). TWIST, a Windows-based application, has meet Federal SACWIS expectations to be a comprehensive automated case management tool that supports social service workers' foster care and adoptions assistance case management practice.</p> <p>In 2006, DCBS initiated a statewide Critical Incident Reporting System to capture data and information regarding incidents, accidents, and other safety concerns involving staff, customers, and other stakeholders. Reports requiring immediate response are</p>

Current as of October 17, 2012

	<p>facilitated by a Safety Coordinator. Safety Coordinators are strategically positioned in regions throughout Kentucky and are supervised by a State Safety Coordinator located in Central Office. Data is entered into the Critical Incident Reporting System by local staff and is available for report generation and identifications of trends for review at CQI Team Meetings. Such information is valuable for in the continual risk management efforts of the Department of Community Based Services (DCBS).</p>
Maine	<p>Maine's primary data source is their State SACWIS system – MACWIS. Results Oriented Management (ROM) is also utilized, primarily by the Performance and Quality Improvement (PQI) Program Manager. PQI Staff are also encouraged to use ROM to look more closely at the data within their districts.</p>
Michigan	<p>Michigan's Data Management Unit is able to pull quantitative data when requested. The State is in the process of building their SACWIS system. They continue to utilize their SWIS system; however it only covers direct service cases. The State also creates reports and pulls information from InfoView.</p>
Minnesota	<p>Minnesota's SACWIS system uses a program called Analysis and Charting which allows counties to run real-time reports on their performance on federal data indicators (national standards). The State also uses a Child Welfare Dashboard which offers data pulled from the SACWIS system on a quarterly basis. This data is not in real-time, however it is utilized when the available SACWIS reports do not clearly measure what the QA Unit is looking for.</p>
New Mexico	<p>The State's SACWIS system is their primary source of quantitative data.</p>
New York	<p>Quantitative data is primarily collected through the State's SACWIS system. They have a contract with Chapin Hall to develop information cohorts using SACWIS data. Different data sources (qualitative and quantitative) are not currently linked to one another.</p>
Oklahoma	<p>Oklahoma has access to a significant amount of quantitative data through the State's SACWIS system.</p>
Pennsylvania	<p>Pennsylvania utilizes quantitative data from the Adoption and Foster Care Analysis and Reporting System (AFCARS) to look at county data. The State creates a data packet for each county which include indicators such as re-entry, length of time in care, age, placement type, reason for placement, etc. Counties are expected to use this data to inform implementation of their child welfare system and to aid in creating their Needs-Based Plan and Budget.</p> <p>The State conducted a feasibility study and alternatives analysis which determined that a SACWIS system would not be appropriate for Pennsylvania, particularly because it is a state-supervised and county-administered system. Following the study, the State reviewed the current systems being used by counties and approved 6-7 of them for use by all counties. By July 2012, each county will have selected a State-approved system to adopt. At the State level, Pennsylvania plans to implement a statewide system that allows counties to transmit data in near real time.</p>

Current as of October 17, 2012

South Dakota	South Dakota uses data from FACIS, the State’s SACWIS system.
Tennessee	The State uses several quantitative data sources. For example, for Child Protective Services, the Unit can look at the number of investigations or assessments that are overdue; the number of responses, and the timeliness of responding; visitation data, etc. Case Process Reviews (CPRs) are not in the SACWIS system currently, but will be eventually. For any measures under 85% on the CPR, the team leader is required to make a goal to improve the percentage.
Texas	The Investigations Team uses quantitative data from IMPACT, the State’s SACWIS system. Some data auto-fills into the QA Guide directly from IMPACT. This information is double-checked to ensure that no errors have occurred during the auto-fill. The State Office uses IMPACT to run reports on investigations, e.g., if the State wants to know how many investigations led to X outcome, they can find the information on IMPACT. The CFSR Team primarily uses the qualitative data from their case reading reports, however they do use quantitative data to look at all items and outcomes. Statistics are run to see if statistically significant changes in outcomes have taken place over time.
Virginia	The Outcome Based Reporting & Accounting (OBRA) group uses quantitative data from the State’s child welfare management information system (OASIS) through a variety of reporting tools, including the Virginia Child Welfare Outcomes Report utility as well as a web-based tool, SafeMeasures. A critical outcome scorecard was developed, in consultation with the Managing By Data workgroup, to provide a summary assessment tool for performance across a variety of measures. The included goals draw from measures associated with the Transformation movement, the CFSR goals, and identified safety measures. A methodological crosswalk between several of the critical outcome goals as well additional measures to indicators assessed through the QSR evaluations was created and is utilized in the review process.
West Virginia	The State is able to access quantitative data through its SACWIS system, FACTS. The Unit also has access to Cognos, a database of quantitative data based off of ROM training. Cognos is used during Mountain Force, a performance management initiative which uses data to shape practice to the State’s goals and values. The State has partnered with the Casey Foundation for this initiative. The Office of Planning and Quality Improvement (DPQI) participates in this process and pulls data from district reviews for analysis as needed for Mountain Force.
Wisconsin	The State’s SACWIS system is housed in the Division of Safety and Permanence. Ninety percent of the quantitative data utilized by the broad QA system is stored in the SACWIS system. Prior to the onsite QSR, the CQI Section pulls together a PowerPoint identifying varying performance measures for each county. The Section also uses SACWIS data (pre-QSR) to decide which additional questions should be added to the focus group questions (e.g. questions related to length of time to adoption/reunification, re-entry, placement stability, etc.).
	In the last three to four years, the State has developed a KidStat system which utilizes federal performance measures and pulls data from the SACWIS system.