MIND THE GAP NATIONAL WEBINAR SERIES, Session #5

Transforming Child Welfare Decision-making through Modern Technology & Data Analytics

Kathleen Feely, Brittany Ebendorf & Andrea Hollen
Case Commons

Wednesday, November 4, 2015
Today’s Session

• Introduction to Topic/Context & WDF
• Case Commons Presentation
  o Introduction
  o Background & Context
  o Making Technology Work for You & Your Agency
    • The Casebook Example
  o Making Data Work for You & Your Agency
    • The Casebook Example
  o Lessons Learned & Tips for Other Agencies
• Q & A
• Closing & Next Steps
Workforce Development Framework
To Support Staff and Advance Improved Outcomes for Children, Youth & Families

[Diagram of Workforce Development Framework]

1. Analyze Workforce Supply & Demand
2. Gather Data: Environmental Assessment
3. Identify Need: Organizational Assessment
4. Identify Gaps
5. Close the Gaps: Implement Workforce Development Components
6. Monitor & Evaluate
7. Continuous Quality Improvement

Leadership

- VISION, MISSION, VALUES
- Education & Professional Preparation
- Recruitment, Screening & Selection
- Incentives & Work Conditions
- Professional Development & Training
- Organizational Environment
- Community Context
- Supervision & Performance Management
- Job Analysis & Position Requirements

Mind the Gap Webinar Series | Session 5 | November 4, 2015
A Service of the Children’s Bureau
Who We Are

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Background & Context
Case Commons® is a nonprofit corporation dedicated to improving outcomes for vulnerable children and families.

Our sole focus is putting world-class technology and meaningful data into the hands of child welfare professionals and policy makers, so they can make the best possible decisions.

Case Commons is a spinoff of the Annie E. Casey Foundation, a private charitable organization dedicated to helping build better futures for disadvantaged children in the United States.
Casebook: The Journey

The Casey Foundation has a longstanding tradition of encouraging decision making and policy from data, not anecdote

THE ANNIE E. CASEY FOUNDATION
Progress Over The Years
The Future is Now
A Different Approach

Network Diagram

No Current Household

Alleged Victim

Bonnie Boe

INFORMAL SUPPORT

Jill C. Cook
Babysitter

FORMAL SUPPORT

Joe Dawn
Counselor/therapist

Barbara Boe
Grandparent
6403258070

Betty Boe
Parent, Caregiver
6403258070

Bob Boe
Parent

Josh Boe
Uncle or aunt

John Boe
Grandparent

Emily Rae Boe
Sibling

Don Kay
Boyfriend/girlfriend...
312-333-6768

Extended Family

Barbara Boe, 57 yrs old (DOB 6/10/1955)
Grandparent — Unknown to present
plus 4 relationships to other people

Betty Boe, 40 yrs old (DOB 6/7/1972)
Parent — Unknown to present
Caregiver — Unknown to present
plus 2 relationships to other people

Bob Boe, 43 yrs old (DOB 1/5/1970)
Parent — Unknown to present
plus 4 relationships to other people

Emily Rae Boe, 9 yrs old (DOB 10/23/2003)
Sibling — Unknown to present
plus 1 relationships to other people

Add Relationships

Suggested Relationships (1 suggestion)
Click YES to create relationships between the people below:
Are Bob Boe and Emily Rae Boe parent and child?
What Technology Can Do For You

• **Provide**…
  ✓ “Right-time” data at key decision points

• **Afford**…
  ✓ A person- and family-centric view of progress
  ✓ A longitudinal view of outcomes

• **Support**…
  ✓ Thinking and working associatively
  ✓ Collaboration
  ✓ Mobility
Reimagining Human Services

A BETTER WAY
Integrated Human Services
Making Technology Work for You & Your Agency

• Strategy & Desired Outcomes
• The Casebook Approach
  o Caseworkers
  o Supervisors
  o Agency Management
• Casebook in Action
• Current Use: Casebook MaGIK
Strategy & Desired Outcomes

✓ Build it for caseworkers with caseworkers (i.e., user-driven design)
✓ Cutting edge technology
✓ Real-time data
✓ Person-centric
✓ System that supports the work, as opposed to feeling like an obligation
Casebook: Caseworkers

✓ Organize & prioritize work
✓ Support accurate & easy data entry
✓ Enable work in the field
✓ Rich history of information
✓ Improves collaboration
✓ Data-driven decision making
Casebook: Supervisors

✓ Organize and prioritize work
✓ Easy views into workers’ priorities & caseload
✓ Improved assignments
✓ Support for teaming & collaboration
✓ Data-driven supervision
Casebook: Agency Management

✓ Increased IV-E funding potential
✓ Promotes integrated services
✓ Improved data quality
✓ Supports federal, state & operational reporting
✓ Data-driven policy decisions & monitoring
Current Use: Casebook MaGIK

• July 2012: Casebook went live as a core element of the Indiana Department of Child Services’ (DCS) MaGIK system, replacing Indiana’s legacy child welfare system
• 2013: A survey was conducted of 1,169 DCS users, including 642 DCS Family Case Managers, to assess general feedback on MaGIK utility for DCS users
• **Majority of survey participants agreed that:**
  - The information available enabled me to better serve children and families (64% agreed; 26% neutral)
  - I can make better decisions because of the information I get (57% agreed; 30% neutral)
  - The system facilitates my work and helps me make children safer (51% agreed; 30% neutral)

• **Sample of user quotes from the survey:**
  - Many of the features of MaGIK are fantastic. Being able to access MaGIK via the Internet, emailing notes into the system, and opening multiple pages at once really speeds up my work.
  - I refer to MaGIK as family Google...it’s that easy and informative
  - It’s easy to gather information about staff, children and families within MaGIK
  - MaGIK keeps me on track. Without it, I’d probably be overdue & lost on everything.
Making Data Work for You & Your Agency
The Data-Driven Equation

Effective Tools + Good Data + Good Analysis + Practice Changes = Better Outcomes

Product Improvement
Built-In Feedback Loops

• Reinforce good practice by building data into the flow of day-to-day work
  o Embedded metrics and recommendations for workers and supervisors
    What do I do next?
  o Operational reports for managers – “active eye” on practice fidelity
    Do we do what we say we do?
    Which groups of children are most at risk?
Results in Indiana: Case Manager Contacts

• Graph shows a daily trend of the percent of children in care who have no recorded face to face visit with a Family Case Manager in 30 days or more up to July 2015.
• The percent of children with face-to-face contact with their case manager in the last 30 days increased after Casebook introduced a metric on the case manager dashboard that displayed the days since the last face-to-face case manager contact with each child (January 2013).
• Since the introduction of the last contact embedded metric, there has been a 13.8 percent increase in the share of children seen by their case managers in the last 30 days.
Share of Children
With No Recorded Face-to-Face Contact
By FCM in Last 30 Days
Results in Indiana: Recorded Visits with Parents

• Graph shows how many visits caseworkers recorded between children in foster care and their parents each week. Systems need better data on visits, so more caseworkers recording more of the visits that occur is important.

• In April 2014, Case Commons placed a metric on the dashboard of caseworkers that displayed how many days since each child on a case had a visit with a parent.**

• Before the introduction of the visits with parents metrics, there were 815 visits with parents recorded in Casebook per week on average. After the metric was added that number has averaged 1,477 visits.

**This may not include visits supervised or facilitated by a contracted service provider
Weekly Visits with Parents Recorded

May not include visits supervised or facilitated by a contracted service provider.
Continuous Data Quality Monitoring

- Encourage workers to enter information as they learn it, then remind them about missing data in helpful ways, without blocking their progress.
- In tandem, closely monitor and continuously improve data quality:
  - Data entry lag and data inconsistencies
  - Federal reporting (AFCARS/NCANDS) checks
  - Search metrics
- Foundation for Continuous Quality Improvement
Continuous Data Quality Monitoring
Placement Data Entry Lag – Key to Safety

Data-Entry Lag for Placement Locations: Last 12 Weeks

Average Days Between Start Date and Entered Date

Week

Sample Data
Rapid-Cycle Improvement

• How and when data are presented can have just as big an impact on results as policy/practice shifts
• New data technologies + data science make it possible to diagnose problems and test policy/practice improvement ideas quickly, based on local data, without having to wait months to:
  o Build analytical files
  o Find meaningful patterns in the data
  o Provide “decision time” insights to the field
Family Team Meetings
Timeliness

Sample Data

Share of Cases with Initial Family Team Meeting

Good Analysis  Practice Changes
Family Team Meeting Timing around Critical Junctures

Sample Data
Rapid-Cycle Problem Solving
What factors contribute to the problem? How can we improve?

What factors influence initial FTM timeliness?

<table>
<thead>
<tr>
<th>Administrative Levers</th>
<th>Case History</th>
<th>Household/Family Risk Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Preservation Specialist Assigned to Region</td>
<td>Daily Caseload over Standard</td>
<td>Family Network includes Formal/Informal Community Supports</td>
</tr>
</tbody>
</table>

Sample Data
Lessons Learned & Tips

- Problem
- Opportunity
Lessons Learned & Tips

1. Data empowers all, from front-line workers to agency leadership
2. Thoughtful use of data & analytics produces results!
3. Data quality = foundation for using data with confidence
4. Technology implementation is not just an IT project, but an agency-wide initiative
5. Look for opportunities to improve technology in your agency in incremental ways
Questions? Comments?
Follow-up Learning Exchange

Tuesday, November 17, 2015 at 3 pm ET

• Please join us for a 60-minute follow-up webinar offering deeper interaction between our presenters and participants through facilitated discussion designed to enhance critical thinking on this important workforce development topic

• To register: http://conta.cc/1ORIJo5
Additional Resources

1. MyNCWWI:
   - Child Welfare Mobile Apps & Technology
   - Data-driven Decision-making & Continuous Quality Improvement

2. Previous webinars on this topic:
   - NJ Fellows: Building Capacity in "Managing by Data" to Improve Leadership, Frontline Practice & Case Outcomes

3. Case Commons Website
4. Casebook One-Pager
5. Focus on Child Welfare: Small Moves Yield Big Results
6. Government Technology: Indiana Leads the Way in Visualization, Mobility and Analytics Integration
7. NCSL: Child Welfare Information Systems
9. Casebook Wins Code for America Technology Award!
Mind the Gap
Upcoming Sessions

Winter 2016:
Evidence-based Practice & Systems Change

Spring 2016:
Trauma-informed Organizational Change
Thank You!

Connect with Us

www.NCWWI.org