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CSA Data & CQI Framework

2024 New CSA Coordinator Academy

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Session Outline

- CQI overview
- Navigating available CSA data
  - Data and Outcomes Dashboard (CQI)
  - Utilization Reports
  - Annual reporting
- Sample measures for strategic planning
  - Performance Measures & CANS outcomes
- Documenting CQI activities: Template on CSA website

Continuous Quality Improvement (CQI)

- Requirements for the CPMT
- Utilization Management = CQI
- Questions that support data-driven decision-making:
  - How many are we serving? How much are we spending?
  - How well are we doing?
  - Is anyone getting better?

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

Recommended Best Practice:

- Understand these resources available to you
- Review your locality's data and comparison data
- Bring data findings to CPMT

CQI
The How, for CSA

- Results Based Accountability

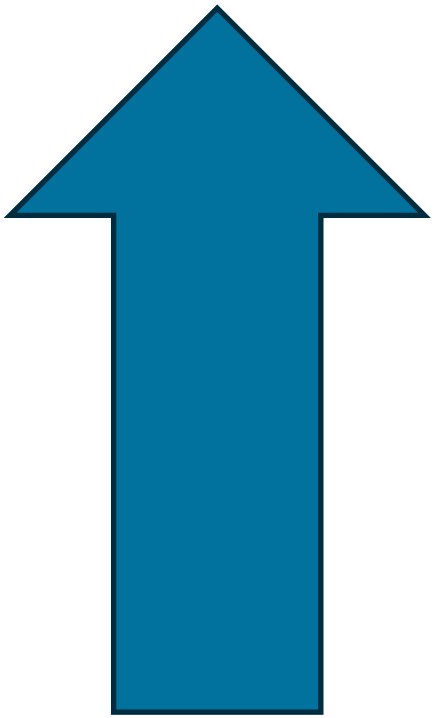
- Step One: Ask the Questions:
  - How much was done?
  - How well was it done?
  - Is anyone better?

Value of Measures in CQI (not all measures are created equal)

Is anyone better?

How well was it done?

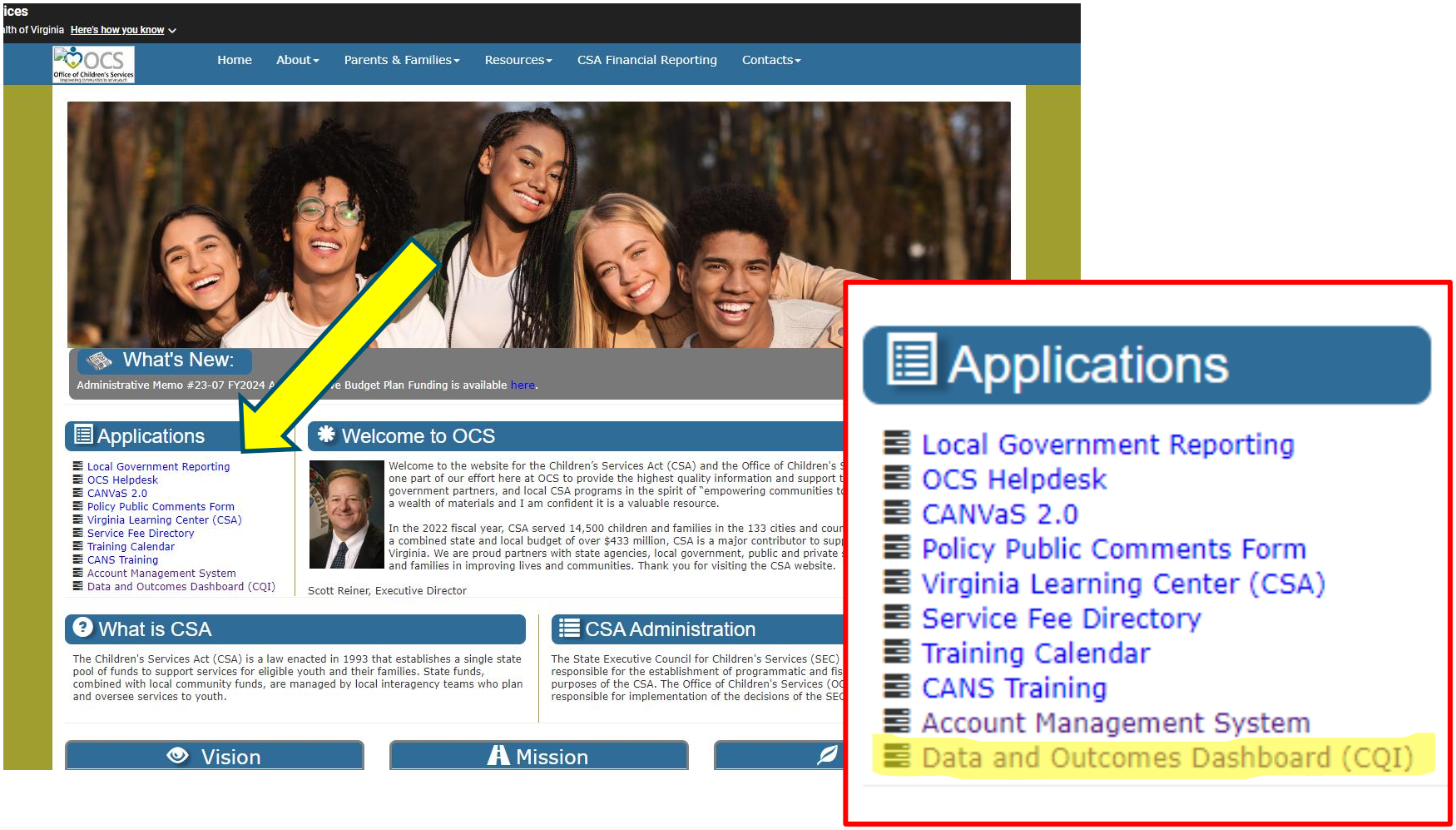
How much was done?



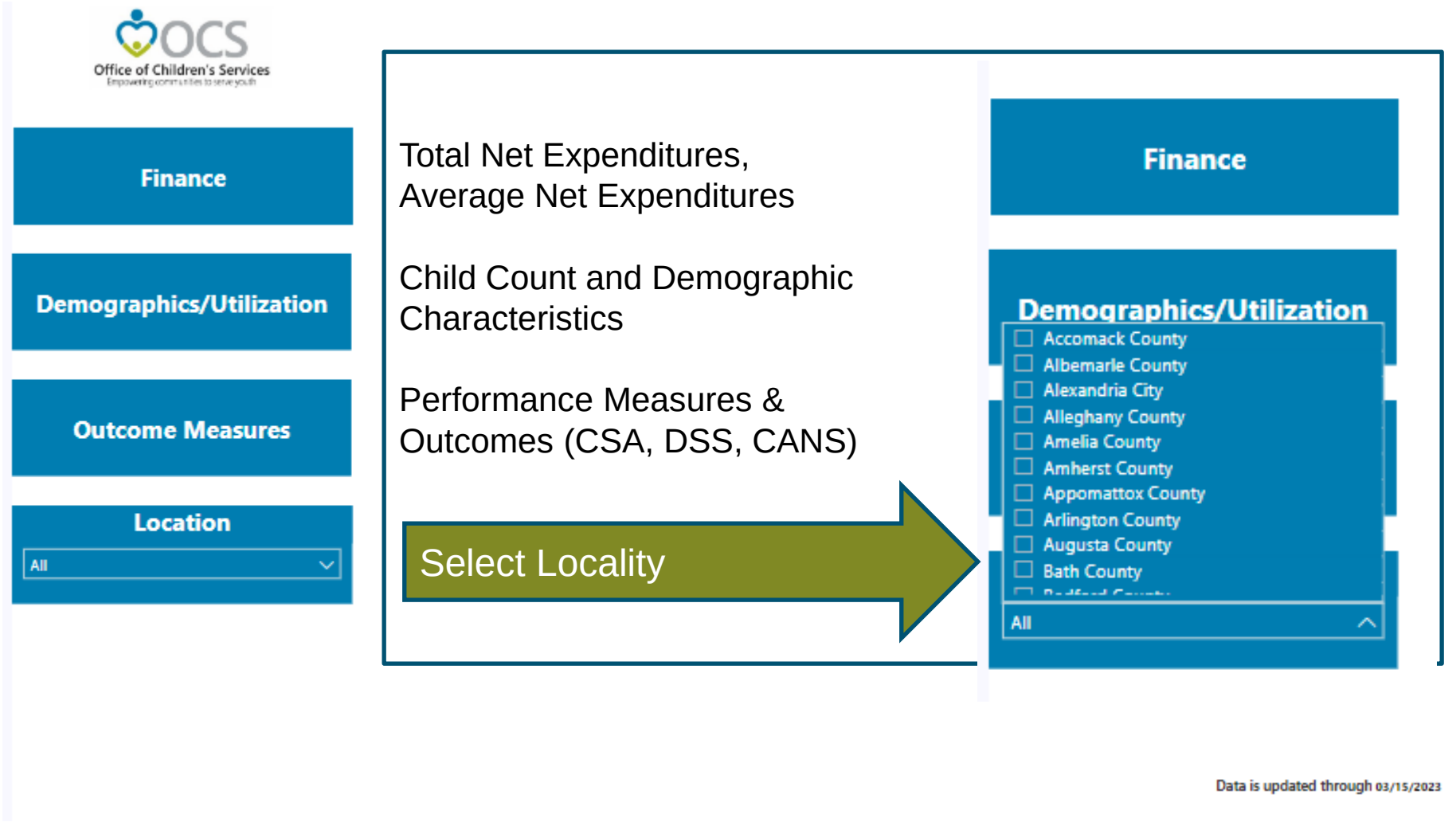
Navigating Available CSA Data

- Step Two: Access & Review Data for Answers to Questions
  - Data and Outcomes Dashboard (CQI)
  - Utilization Reports
  - Annual Reporting

Data and Outcomes Dashboard (CQI)



CQI Dashboard Navigation



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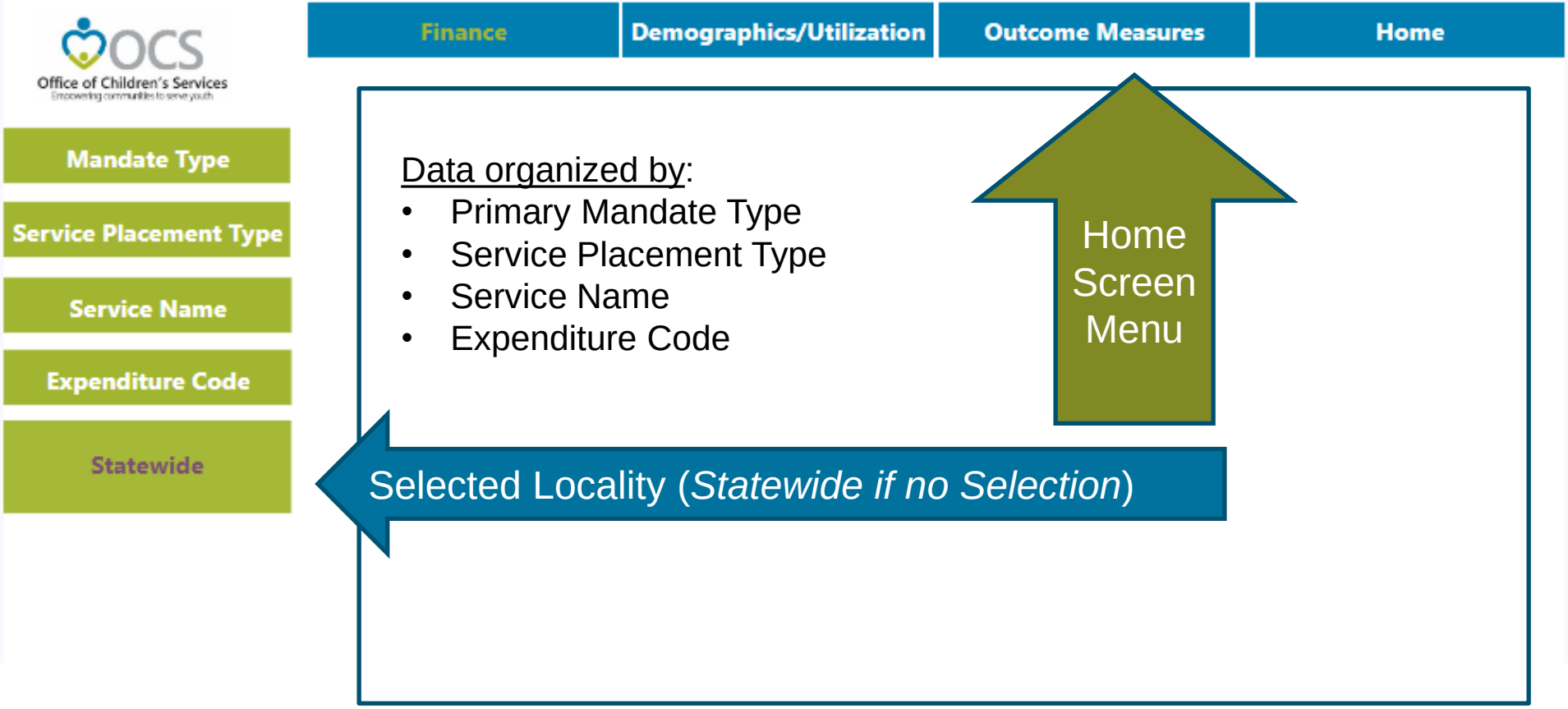
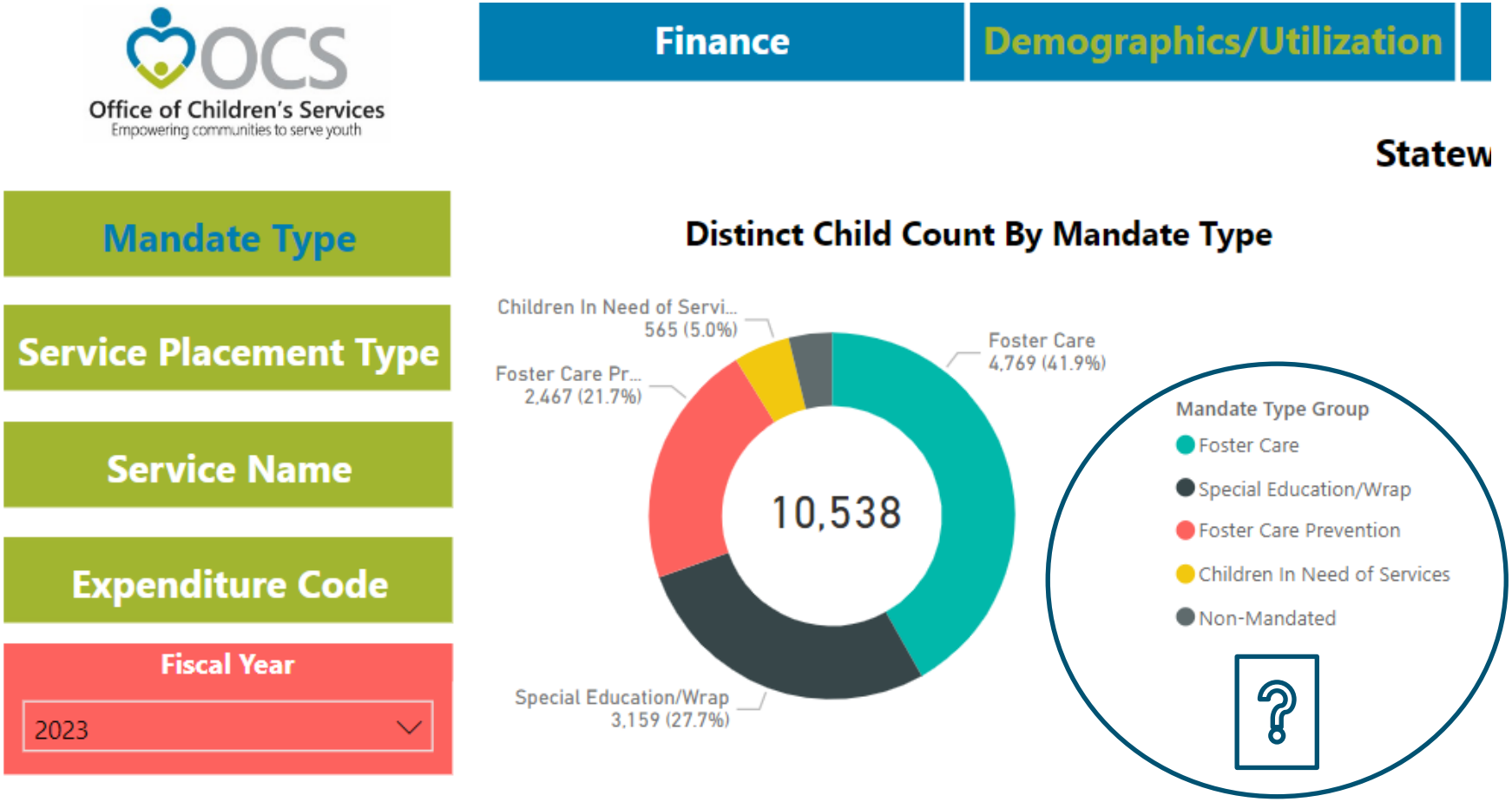
CQI Dashboard Navigation



Dashboard Codes



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Dashboard Codes

Mandate Type Groups

Value	Mandate Type	Mandate Group
1	Foster Care Abuse/Neglect - Prevention	Foster Care - Prevention
4	Foster Care Child in Need of Services(CHINS) - Prevention	Foster Care - Prevention
2	Foster Care Abuse/Neglect - DSS Non-custodial agreement	Foster Care
3	Foster Care Abuse/Neglect - Local DSS Entrustment/Custody	Foster Care
6	Foster Care CHINS - Entrustment/Custody	Foster Care
7	Foster Care - Court Ordered for truancy	Foster Care
8	Foster Care - Court Ordered for delinquent behaviors	Foster Care
12	Kinship Guardianship	Foster Care
5	Foster Care CHINS - CSA Parental agreement	CHINS
9	Wrap-Around Services for Students With Disabilities	Special Education
10	Special education services in an approved educational Placement	Special Education
11	Non-mandate	Non-mandated

Data and Outcomes Dashboard (CQI) Demo

Finance & Demographic

Program Data

in Dashboard

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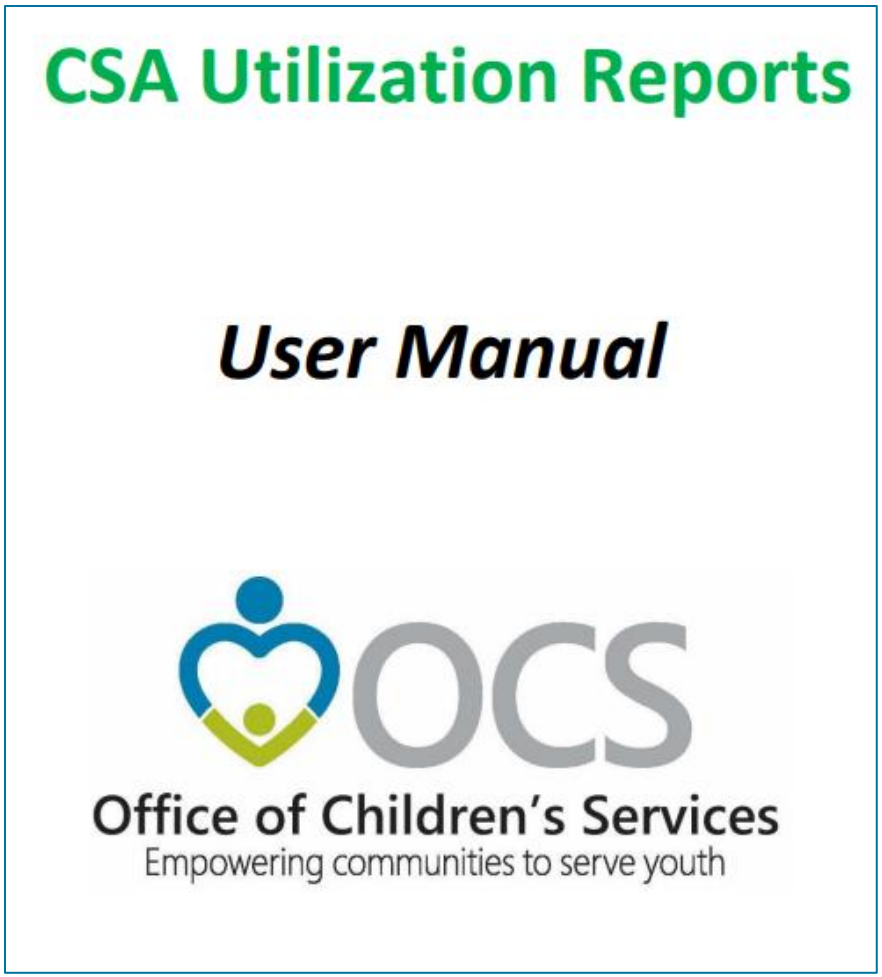
Utilization Reports

Utilization Reports – User Guide

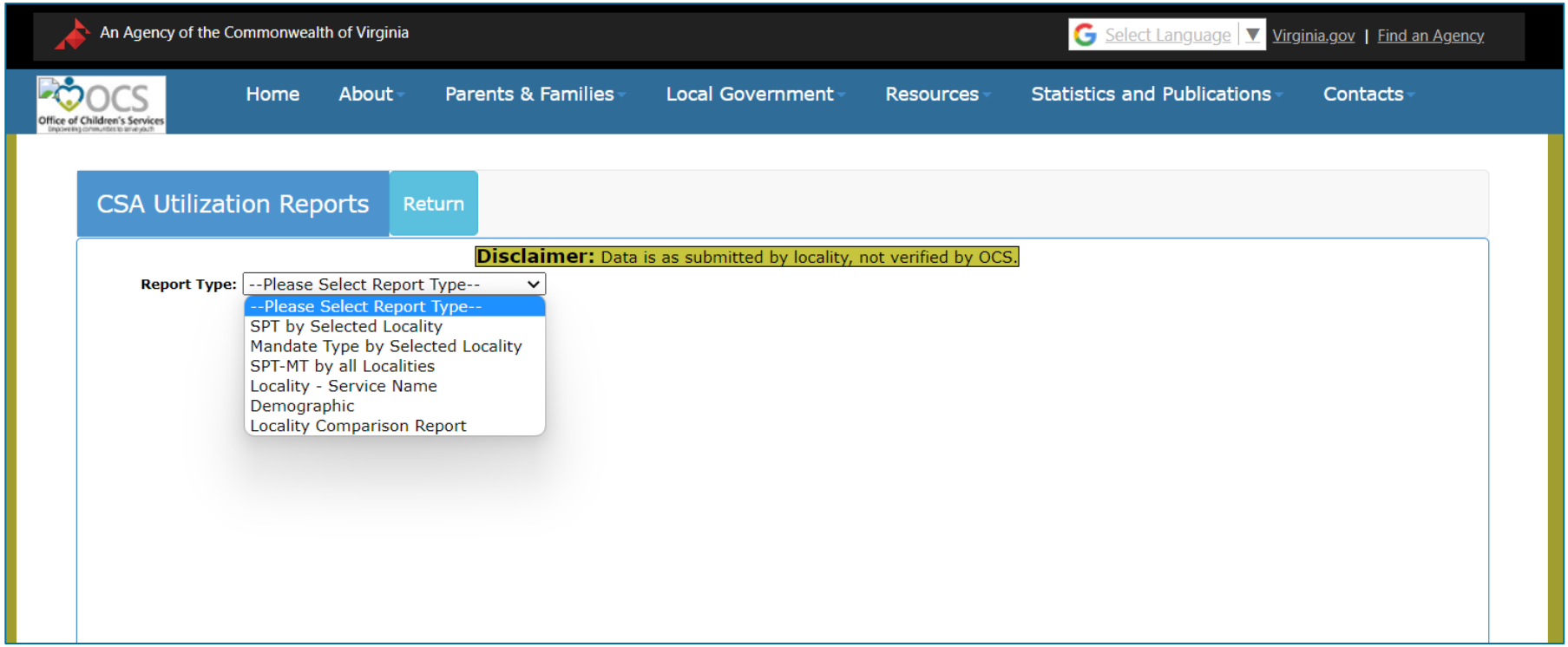


Accessing Reports

Report Descriptions

Guidance to Create Reports & Technical Assistance

CSA Utilization Reports



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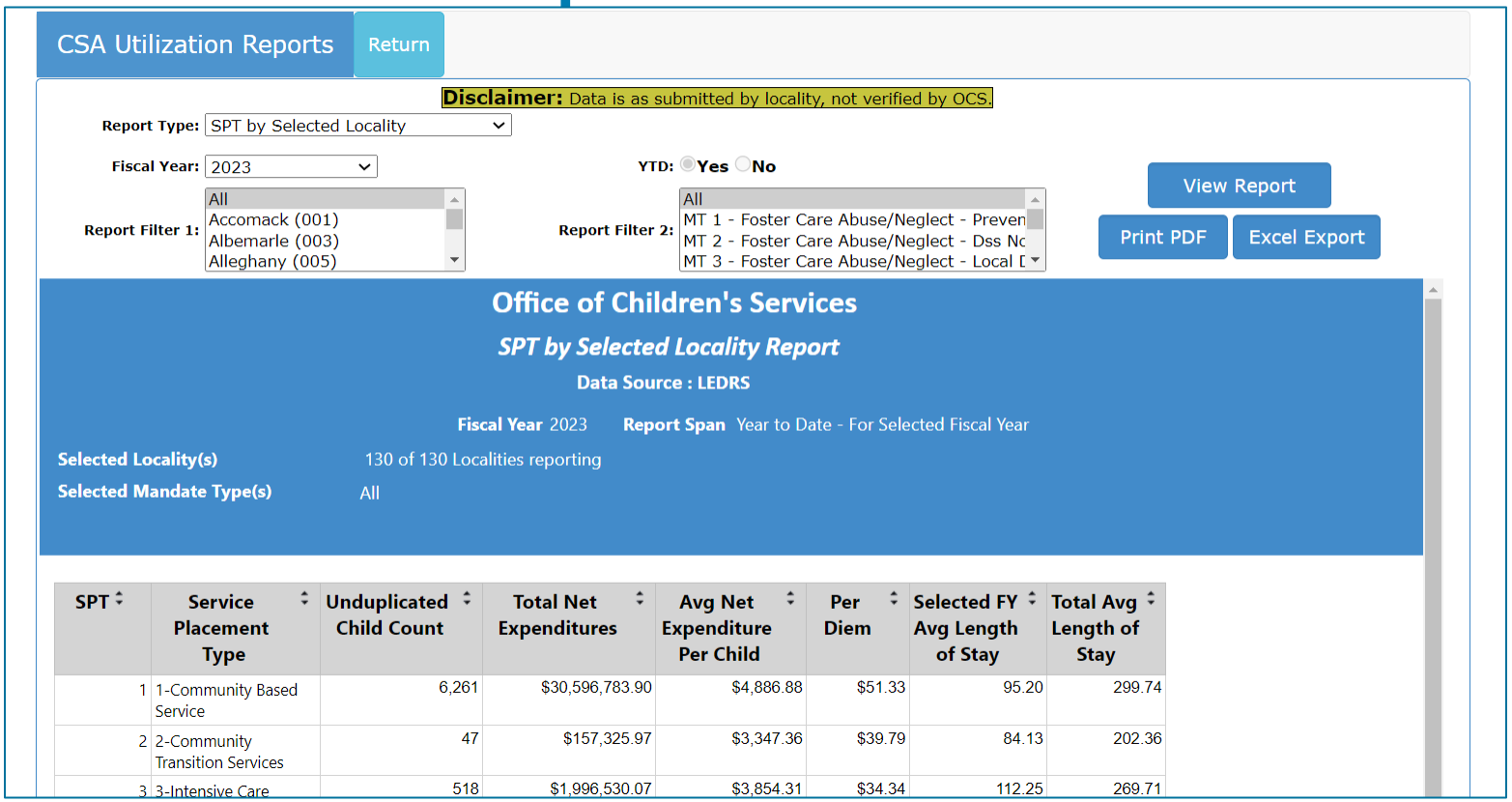
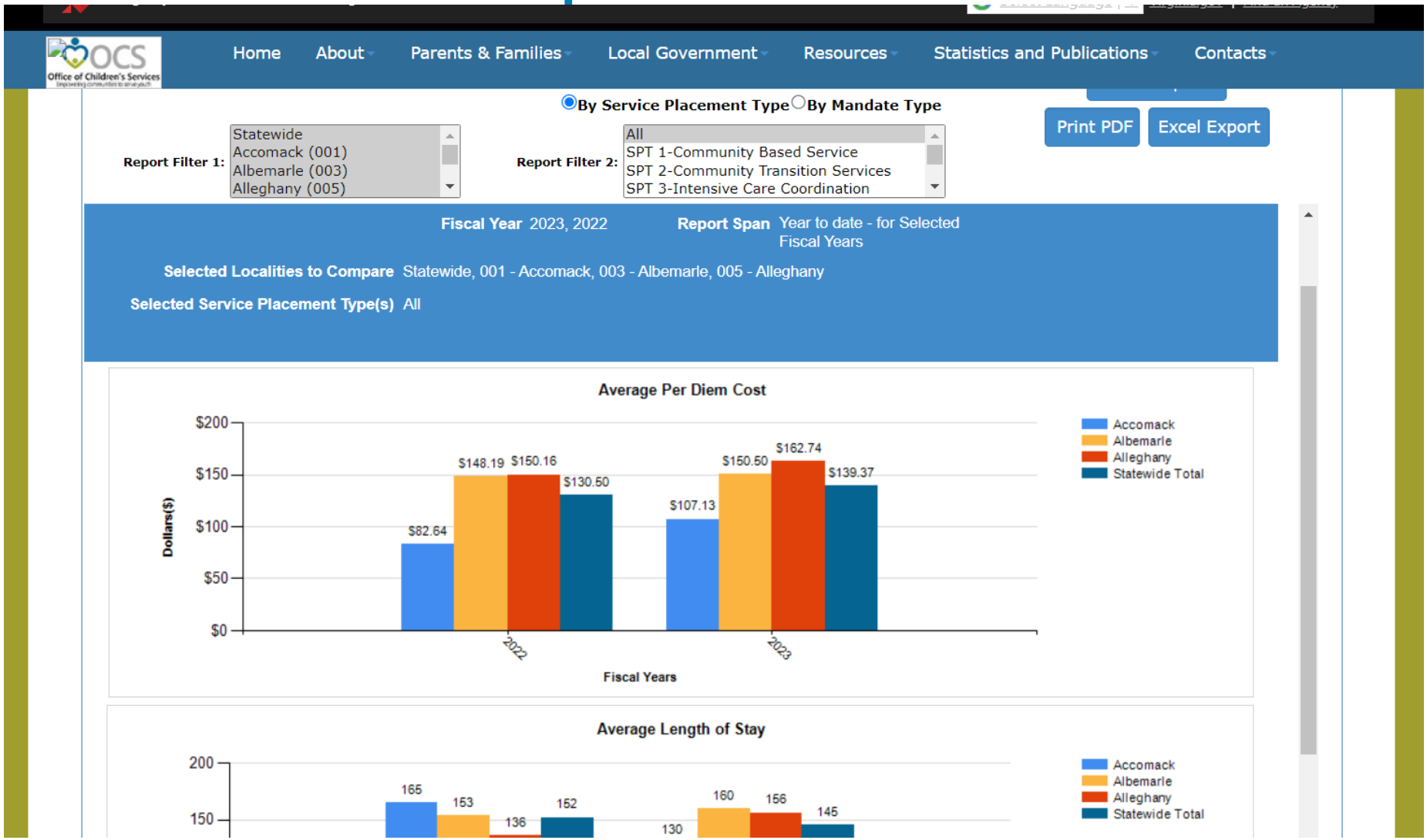
CSA Utilization Reports



SPT	Service Placement Type	Unduplicated Child Count	Total Net Expenditures	Avg Net Expenditure Per Child	Per Diem	Selected FY Avg Length of Stay	Total Avg Length of Stay
1	1-Community Based Service	6,261	$30,596,783.90	$4,886.88	$51.33	95.20	299.74
2	2-Community Transition Services	47	$157,325.97	$3,347.36	$39.79	84.13	202.36
3	3-Intensive Care	518	$1,996,530.07	$3,854.31	$34.34	112.25	269.71
	Educational Services for Non-Medicaid Funded Placements						
	Total	**11,929**	**$238,489,768.99**	**$19,992.44**	**$137.58**	**145.32**	**575.51**

Service Placement types/Mandate types/Service Names are not mandatory for refunds and hence shall affect the Totals.

CSA Utilization Reports



Annual Reporting

Resources Menu:

- Reports and Publications
  - Local Resource Survey Report
  - Outcome Indicators Report
  - Reports to the General Assembly

- Service Gap Survey

CQI Dashboard Demo: Sample Measures for Strategic Planning

Performance Measures
& CANS Outcomes in Dashboard

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CQI Documentation

- Step Three: Document your CQI Activities

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CQI Template, Available Trainings

CSA CQI Documentation Template For:

Data Point Reviewed	CPMT Observations	Date Reviewed by CPMT	Planned Responses/Goals	Assignments and Responsibility (Assigned to)	Timeframe for Planned Action
Number of Children Served (Distinct Child Count)					
Total Gross/Net Expenditures					
Avg/Gross Expenditures Per Child					
Demographics (Child Count or Percent by Race, Gender, Age)					

Resources Menu:

- Strategic Planning Tools (CQI materials)
- Training Material (Coordinator Academy and Conference materials)

CQI & Data TA Opportunities

Tailored trainings (in-person or remote) are available as needed, to help you and your program:

- Use data/CQI in your strategic planning
- Receive hands-on guidance in navigating the dashboard
- Interpret your program's data

Please reach out if you are interested and we will get you on the calendar!

In Closing…

- Reviewing data on your CSA program is a CPMT requirement in Virginia Code
- Continuous Quality Improvement (CQI) uses the data reviewed to make plans and decisions to improve programs and outcomes
- Data and Outcomes Dashboard (CQI) provides regularly updated program data to help you answer these questions:

How much did we do?
How well did we do it?
Is anyone getting any better?

- A template for documenting your CQI activities is provided on the CSA website, to assist in your planning and to meet CQI audit requirements

Thank you!

For questions or more information:

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