



Office of Children's Services
Empowering communities to serve youth

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

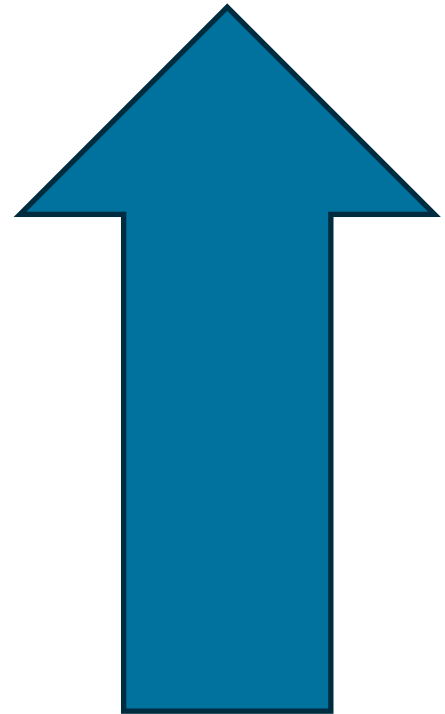
- Results Based Accountability
- Step One: Ask the Questions:
 - How much was done?
 - How well was it done?
 - Is anyone better?

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

Is anyone better?

How well was it done?

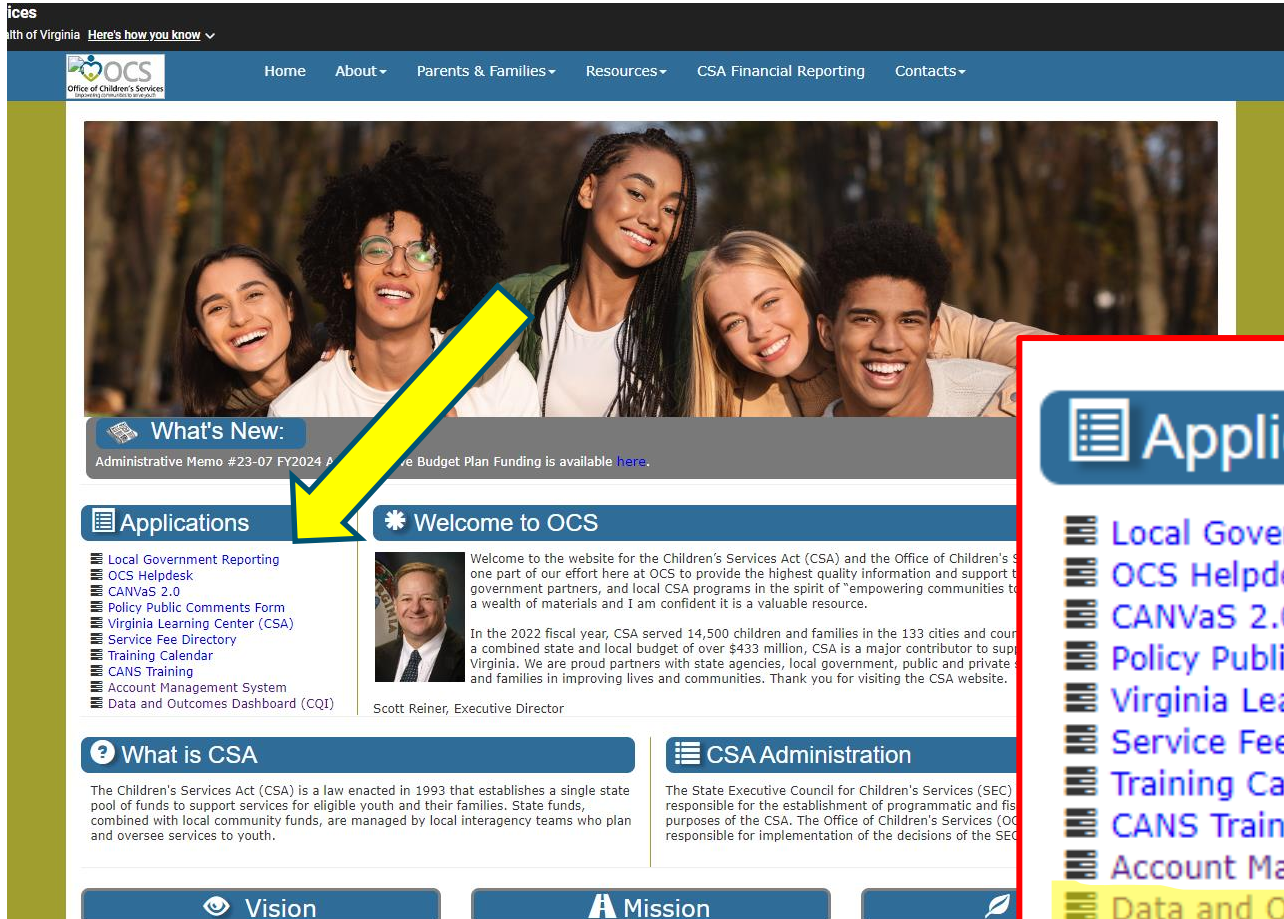
How much was done?



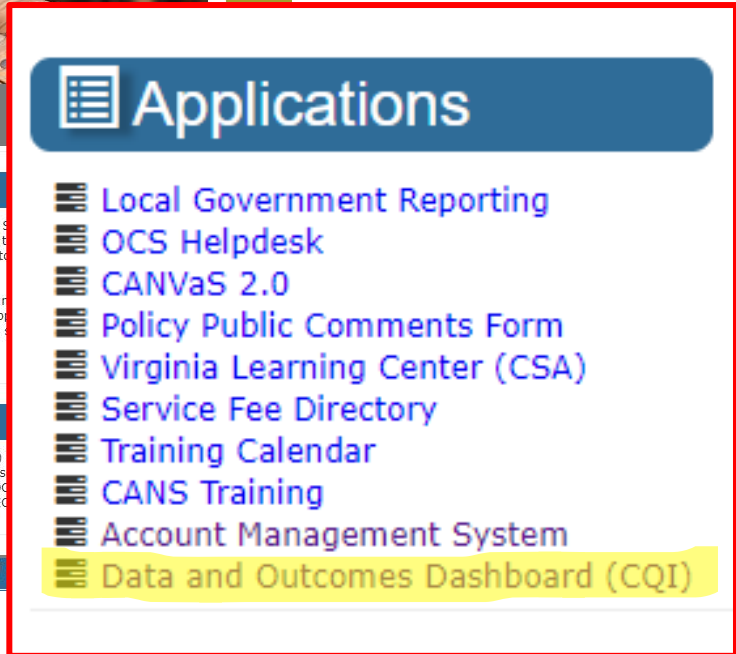
Navigating Available CSA Data

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

Data and Outcomes Dashboard (CQI)



The screenshot shows the OCS website dashboard. At the top, there is a navigation bar with links for Home, About, Parents & Families, Resources, CSA Financial Reporting, and Contacts. Below the navigation bar is a large banner image of five diverse young people smiling. Underneath the banner is a 'What's New' section with a link to an Administrative Memo. The 'Applications' menu is highlighted with a yellow arrow. The 'Applications' menu includes the following items: Local Government Reporting, OCS Helpdesk, CANVaS 2.0, Policy Public Comments Form, Virginia Learning Center (CSA), Service Fee Directory, Training Calendar, CANS Training, Account Management System, and Data and Outcomes Dashboard (CQI). The 'Data and Outcomes Dashboard (CQI)' item is highlighted in yellow. Below the 'Applications' menu is a 'Welcome to OCS' section with a photo of Scott Reiner, Executive Director, and a 'What is CSA' section. At the bottom of the dashboard are sections for 'Vision', 'Mission', and 'CSA Administration'.



Applications

- Local Government Reporting
- OCS Helpdesk
- CANVaS 2.0
- Policy Public Comments Form
- Virginia Learning Center (CSA)
- Service Fee Directory
- Training Calendar
- CANS Training
- Account Management System
- Data and Outcomes Dashboard (CQI)**

CQI Dashboard Navigation



Finance

Demographics/Utilization

Outcome Measures

Location
All

Total Net Expenditures,
Average Net Expenditures

Child Count and Demographic
Characteristics

Performance Measures &
Outcomes (CSA, DSS, CANS)

Select Locality

Finance

Demographics/Utilization

- Accomack County
- Albemarle County
- Alexandria City
- Alleghany County
- Amelia County
- Amherst County
- Appomattox County
- Arlington County
- Augusta County
- Bath County
- Bedford County

All

CQI Dashboard Navigation

Mandate Type

Service Placement Type

Service Name

Expenditure Code

Statewide

Finance

Demographics/Utilization

Outcome Measures

Home

Data organized by:

- Primary Mandate Type
- Service Placement Type
- Service Name
- Expenditure Code



Home
Screen
Menu



Selected Locality (*Statewide if no Selection*)



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Dashboard Codes



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Mandate Type

Service Placement Type

Service Name

Expenditure Code

Fiscal Year

2023

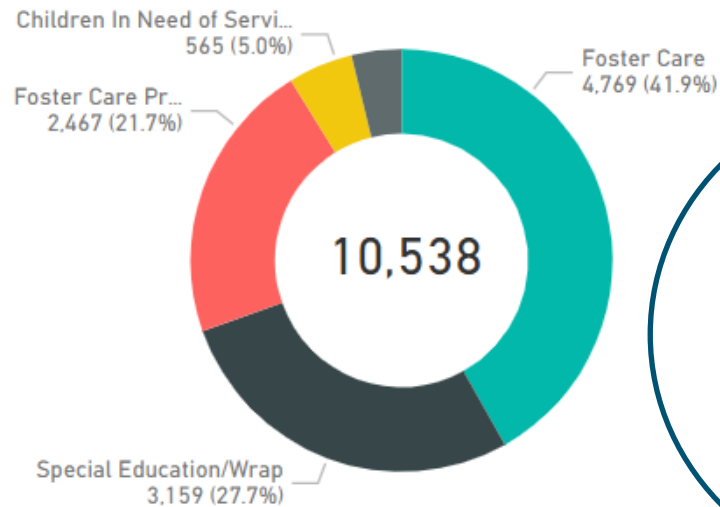


Finance

Demographics/Utilization

Statew

Distinct Child Count By Mandate Type



Mandate Type Group

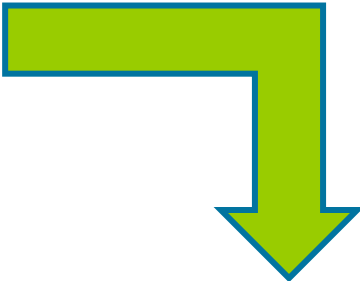
- Foster Care
- Special Education/Wrap
- Foster Care Prevention
- Children In Need of Services
- Non-Mandated



Dashboard Codes

Mandate Type Group

- Foster Care
- Special Education/Wrap
- Foster Care Prevention
- Children In Need of Services
- Non-Mandated



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

Utilization Reports

A screenshot of the OCS website's navigation menu. The top navigation bar is dark blue with white text for "Home", "About", "Parents & Families", "Resources", "CSA Financial Reporting", and "Contacts". A white dropdown menu is open under "Resources", listing various documents and reports. The "Utilization Reports" item is highlighted in yellow. The background of the website shows a group of diverse young people smiling.

Home About Parents & Families Resources CSA Financial Reporting Contacts

- Administrative Memos
- Agency Strategic Plan
- CANS
- Core Competencies for CPMT and FAPT
- Forms
- Guidance
- High Fidelity Wraparound
- OCS Newsletter
- Policy Manual and User Guide
- Program Audits
- Reports and Publications
- Service Gap Survey
- Strategic Planning Tools
- Training Material
- Utilization Reports**

New:
Commonwealth of Virginia CSA Conference materials are now available for download.

daily sessions and

Utilization Reports – User Guide

CSA Utilization Reports

User Manual



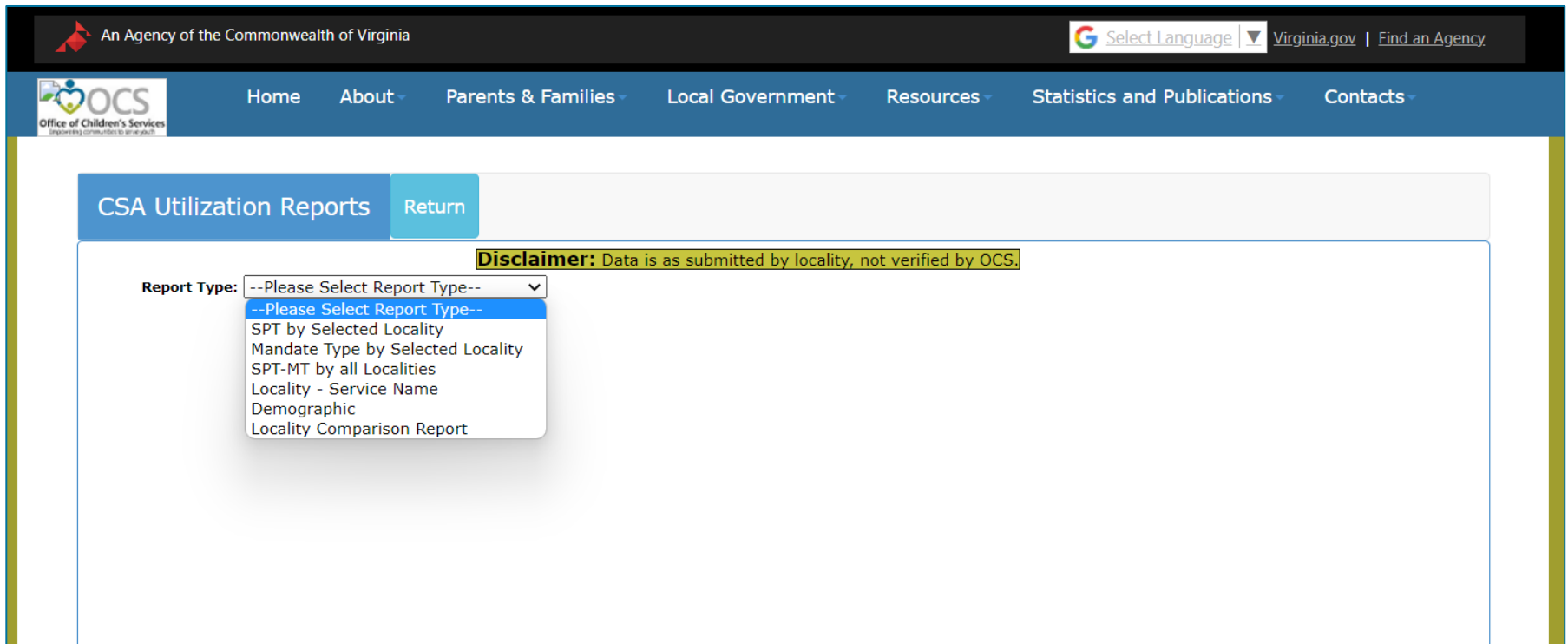
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Accessing Reports

Report Descriptions

Guidance to Create
Reports &
Technical Assistance

CSA Utilization Reports



The screenshot shows the web application interface for CSA Utilization Reports. At the top, there is a dark blue header with the text "An Agency of the Commonwealth of Virginia" on the left, a "Select Language" dropdown menu in the center, and "Virginia.gov | Find an Agency" on the right. Below this is a blue navigation bar with the OCS logo and the following menu items: Home, About, Parents & Families, Local Government, Resources, Statistics and Publications, and Contacts. The main content area has a light gray background with a blue header for "CSA Utilization Reports" and a "Return" button. A yellow-bordered box contains a "Report Type:" dropdown menu with the following options: "--Please Select Report Type--", "--Please Select Report Type--", "SPT by Selected Locality", "Mandate Type by Selected Locality", "SPT-MT by all Localities", "Locality - Service Name", "Demographic", and "Locality Comparison Report". A yellow highlight is under the first "--Please Select Report Type--" option. Above the dropdown menu, a yellow-bordered box contains the text: "Disclaimer: Data is as submitted by locality, not verified by OCS."

CSA Utilization Reports

CSA Utilization Reports
Return

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

Report Type: SPT by Selected Locality

Fiscal Year: 2023

Report Filter 1: All, Accomack (001), Albemarle (003), Alleghany (005)

YTD: Yes No

Report Filter 2: All, MT 1 - Foster Care Abuse/Neglect - Preven, MT 2 - Foster Care Abuse/Neglect - Dss Nc, MT 3 - Foster Care Abuse/Neglect - Local

[View Report](#)

[Print PDF](#) [Excel Export](#)

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SPT by Selected Locality Report

Data Source : LEDRS

Fiscal Year 2023 Report Span Year to Date - For Selected Fiscal Year

Selected Locality(s) 130 of 130 Localities reporting

Selected Mandate Type(s) All

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.

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CSA Utilization Reports



By Service Placement Type By Mandate Type

Report Filter 1:

- Statewide
- Accomack (001)
- Albemarle (003)
- Alleghany (005)

Report Filter 2:

- All
- SPT 1-Community Based Service
- SPT 2-Community Transition Services
- SPT 3-Intensive Care Coordination

Print PDF

Excel Export

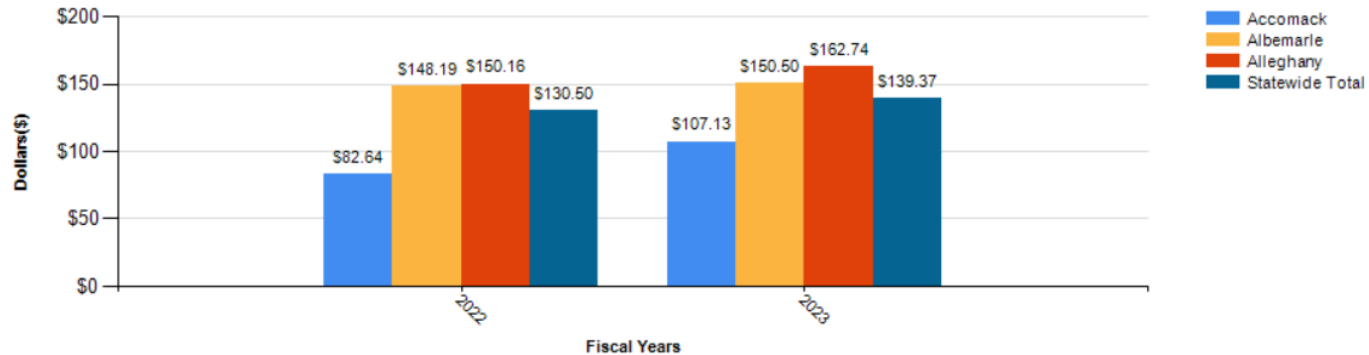
Fiscal Year 2023, 2022

Report Span Year to date - for Selected Fiscal Years

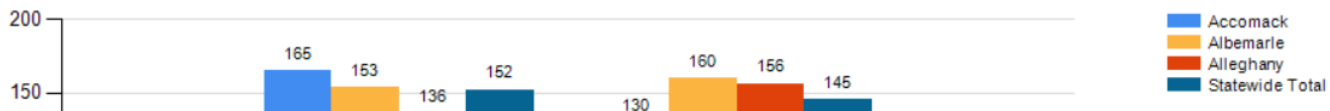
Selected Localities to Compare Statewide, 001 - Accomack, 003 - Albemarle, 005 - Alleghany

Selected Service Placement Type(s) All

Average Per Diem Cost



Average Length of Stay



Annual Reporting



Resources Menu:

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

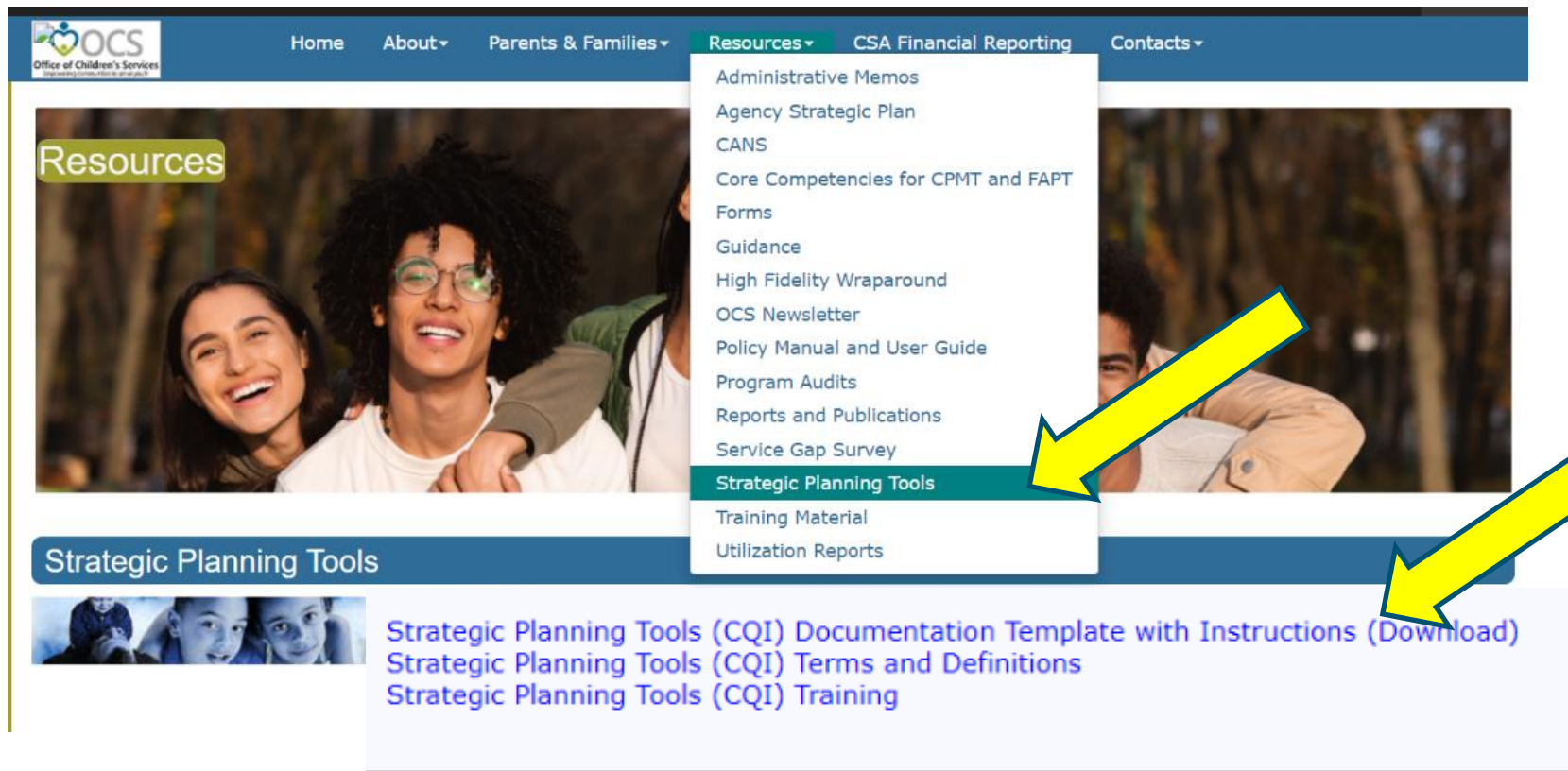
- Service Gap Survey

CQI Dashboard Demo: Sample Measures for Strategic Planning

Performance Measures & CANS Outcomes in Dashboard

CQI Documentation

- Step Three: Document your CQI Activities



The screenshot displays the OCS website navigation and content. The top navigation bar includes links for Home, About, Parents & Families, Resources, CSA Financial Reporting, and Contacts. The 'Resources' dropdown menu is open, listing various documents and tools. The 'Strategic Planning Tools' option is highlighted in green. Below the navigation, a 'Resources' section features a large image of three smiling young people. A 'Strategic Planning Tools' section is also visible, containing a list of links. Two yellow arrows highlight the 'Strategic Planning Tools' menu item and the 'Strategic Planning Tools (CQI) Documentation Template with Instructions (Download)' link.

Resources

- Administrative Memos
- Agency Strategic Plan
- CANS
- Core Competencies for CPMT and FAPT
- Forms
- Guidance
- High Fidelity Wraparound
- OCS Newsletter
- Policy Manual and User Guide
- Program Audits
- Reports and Publications
- Service Gap Survey
- Strategic Planning Tools**
- Training Material
- Utilization Reports

Strategic Planning Tools

- [Strategic Planning Tools \(CQI\) Documentation Template with Instructions \(Download\)](#)
- [Strategic Planning Tools \(CQI\) Terms and Definitions](#)
- [Strategic Planning Tools \(CQI\) Training](#)



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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