



Office of Children's Services
Empowering communities to serve youth

CQ-Yay! Using CSA Data in the Practice of Continuous Quality Improvement (CQI)

October 17, 2023

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Today's Learning Objectives

- Understanding Continuous Quality Improvement (CQI) and Results-Based Accountability (RBA)
- CQI Framework Exercise
 - Template Introduction
 - Using CSA Data to Complete Template

Code of Virginia Requirements for CPMTs

§2.2-5206 (CPMT; Powers and Duties)

- ✓ Long-range community-wide planning
- ✓ Review and analyze data
- Appropriation Act (Item B.3)
"Each locality ... shall have a utilization management process..."



Why is this Important to Your CSA Program?

In addition to COV Requirements:

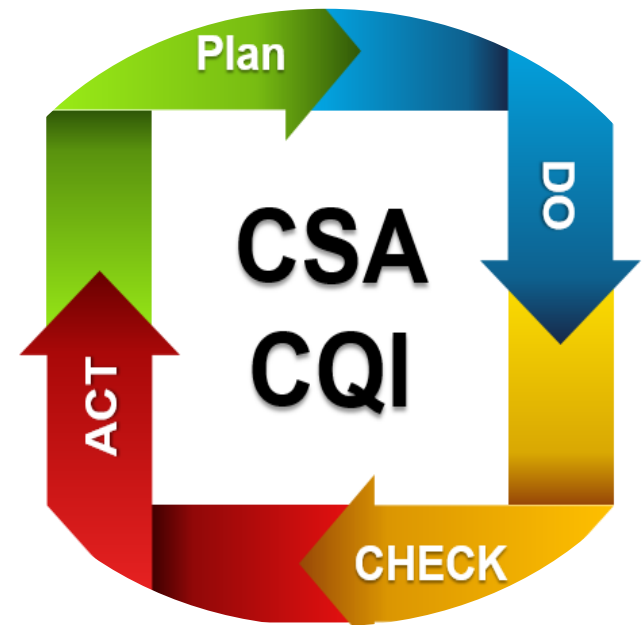
- CSA audit process
- Financial impact
 - \$433 million spent
 - \$145 million in local funds
 - More than 14,000 children/families served

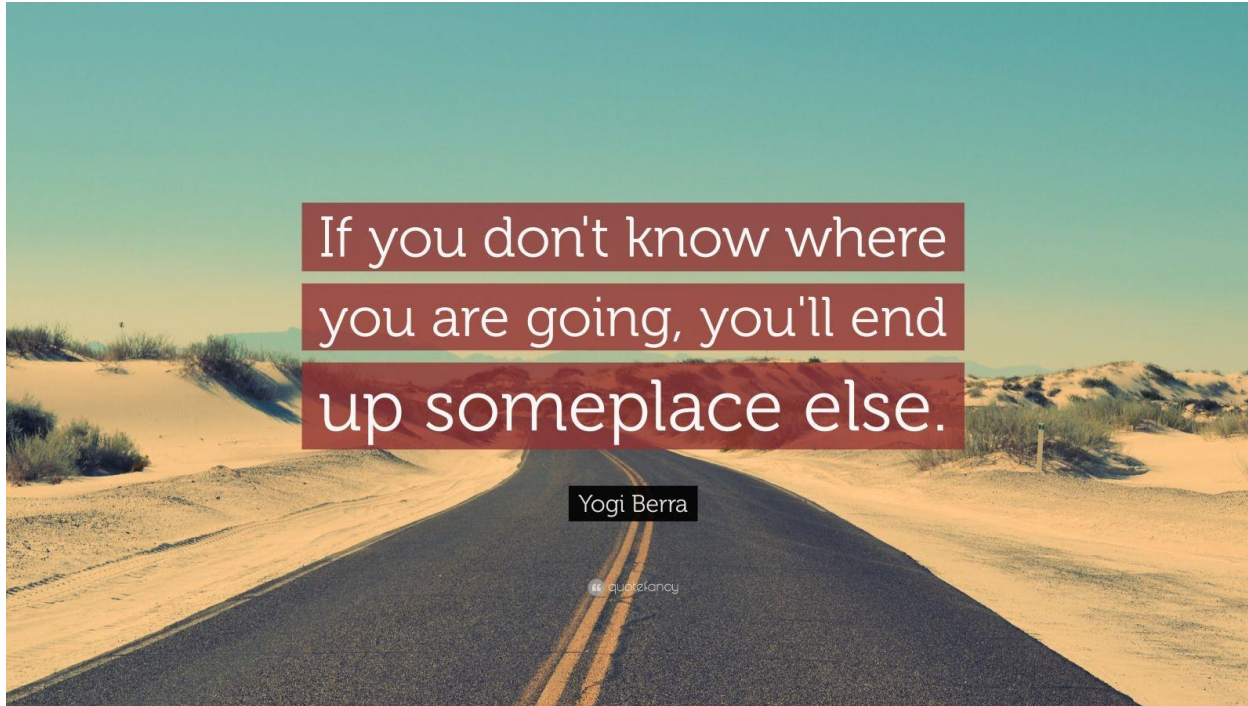


What is Continuous Quality Improvement

Reviewing data and using it to make plans and decisions to improve programs and outcomes

- C in CQI is continuous
- CSA Utilization Management is often confused with Utilization Review
- Name change for clarity and improvements





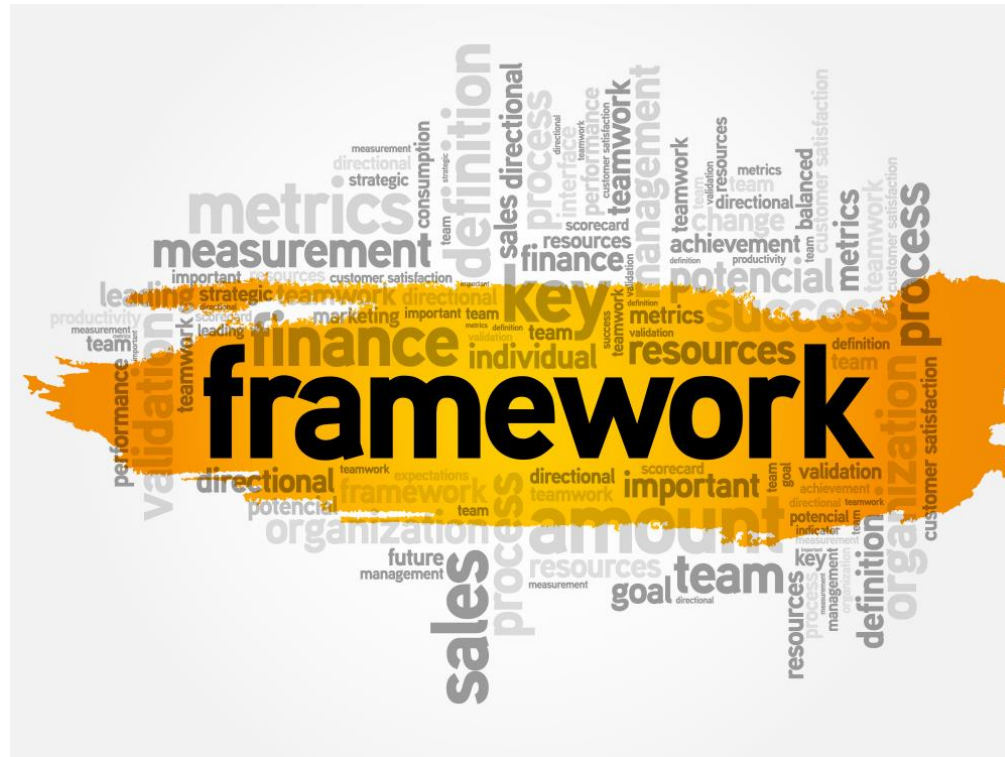
If you don't know where
you are going, you'll end
up someplace else.

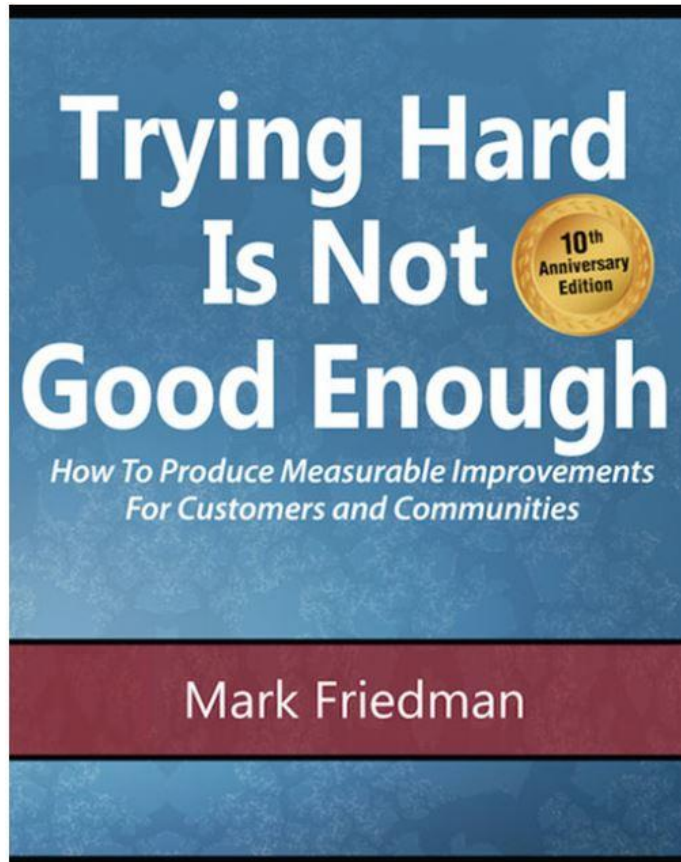
Yogi Berra

quote fancy

How can you know?

Part 1: A Framework





“A framework for getting from talk to action quickly and making a difference, not just trying hard and hoping for the best.”

Ask three key questions:

- How much did we do?
- How well did we do it?
- Is anyone better off?

Results Based Accountability (RBA)

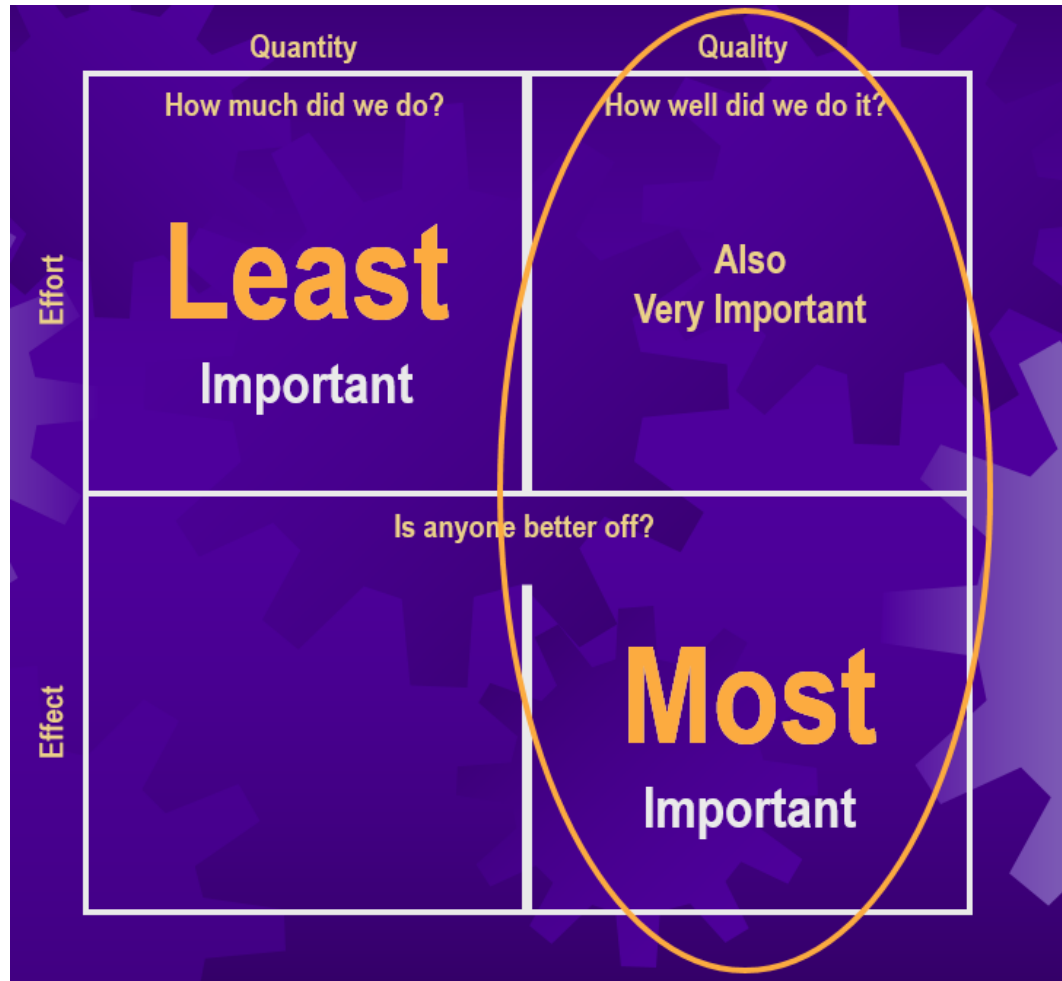
"All performance measures that have ever existed for any program in the history of the universe involve answering two sets of interlocking questions"

How
Much?

How
Well?

| | | Quantity | Quality |
|------------------|--|--|---|
| Input Effort | | How much service did we deliver? | How well did we deliver it? |
| Output Effect | | How much change / effect did we produce? | What quality of change / effect did we produce? # % |

Not All Performance Measures Are Created Equal



Friedman's RBA Framework: A Local CSA Program

| | | Quantity | Quality |
|--------|--|---|---------|
| Effort | <p>How much did we do?</p> <p>Number of Children Served</p> | <p>How well did we do it?</p> <p>Percent of Referrals to FAPT with service initiation within 30 days</p> | |
| | <p>Is anyone better off?</p> <p><u>Number</u> of children with decreased CANS Behavior/Emotional Needs Domain scores over time</p> <ul style="list-style-type: none"> - Initial Assessment - Reassessment | <p><u>Percent</u> of children with decreased CANS Behavior/Emotional Needs Domain scores over time</p> <ul style="list-style-type: none"> - Initial Assessment - Reassessment | |
| Effect | | | |

Part 2: OCS Template for CQI Requirements



- How much is done?
- How well is it done?
- Is anyone getting any better?

We have tools for that....

Where is the CQI Template?

CSA website

<https://csa.virginia.gov/Resources/ContinuousQualityImprovement>

Resources >> Strategic Planning Tools >> Documentation Template



The screenshot shows the OCS website interface. At the top, there is a navigation bar with the following items: Home, About, Parents & Families, Resources, CSA Financial Reporting, and Contacts. The 'Resources' menu is open, displaying a list of items: 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 (highlighted with a yellow arrow), Training Material, and Utilization Reports. Below the navigation bar, there is a 'Resources' section with a photo of three young people. Underneath that is a 'Strategic Planning Tools' section with a photo of two children. A yellow box highlights the link 'Strategic Planning Tools (CQI) Documentation Template with Instructions (Download)' with a yellow arrow pointing to it. Below this box are two other links: 'Strategic Planning Tools (CQI) Terms and Definitions' and 'Strategic Planning Tools (CQI) Training'.

What is the CQI Template?

- Downloadable Excel spreadsheet for data-driven decision-making
- Fill data points from CQI dashboard and other data sources
- Share, discuss and plan at CPMT meetings

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 | Date Completed |
|--|-------------------|-----------------------|-------------------------|--|------------------------------|----------------|
| Number of Children Served (Distinct Child Count) | | | | | | |
| Total Gross/Net Expenditures | | | | | | |
| Avg/Gross Expenditures Per Child | | | | | | |

- Track progress over time
- Completed spreadsheet can be used in Audit for CQI documentation

What is the CQI Template?

Column Definitions

- **Data Point Reviewed**
- CPMT Observations
- Date Reviewed by CPMT
- Planned Responses/Goals
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- Date Completed

Data selected for review (child count, average expenditure, etc.)

What is the CQI Template?

Column Definitions

- Data Point Reviewed
- **CPMT Observations**
- Date Reviewed by CPMT
- Planned Responses/Goals
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- Date Completed

Feedback/responses made by CPMT in review of data point

What is the CQI Template?

Column Definitions

- Data Point Reviewed
- CPMT Observations
- **Date Reviewed by CPMT**
- Planned Responses/Goals
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- Date Completed

Date of discussion and review of data point

What is the CQI Template?

Column Definitions

- Data Point Reviewed
- CPMT Observations
- Date Reviewed by CPMT
- **Planned Responses/Goals**
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- Date Completed

What is the action plan (maintain, improve, increase/decrease)?

What is the group's goal(s) around these data?

What is the CQI Template?

Column Definitions

- Data Point Reviewed
- CPMT Observations
- Date Reviewed by CPMT
- Planned Responses/Goals
- **Assignments and Responsibility (Assigned to)**
- Timeframe for Planned Action
- Date Completed

Who is responsible for taking actions, and what will those actions be?

What is the CQI Template?

Column Definitions

- Data Point Reviewed
- CPMT Observations
- Date Reviewed by CPMT
- Planned Responses/Goals
- Assignments and Responsibility (Assigned to)
- **Timeframe for Planned Action**
- Date Completed

What is the schedule/deadline for actions that will take place?

What is the CQI Template?

Column Definitions

- Data Point Reviewed
- CPMT Observations
- Date Reviewed by CPMT
- Planned Responses/Goals
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- **Date Completed**

When were actions completed (filled out at later time upon completion of activities)?

What is the CQI Template?

Updating "Data Point Reviewed": Pre-Filled Data Point Suggestions

| Data Point Reviewed |
|--|
| Number of Children Served (Distinct Child Count) |
| <ul style="list-style-type: none"> Number of Children Served (Distinct Child Count) Demographics (Child Count or Percent by Race, Gender, Age) Avg/Gross Expenditures Per Child Total Gross Expenditures by Mandate Total Gross Expenditures by Service Placement Type Total Gross Expenditures by Service Name Total Gross Expenditures by Expenditure Code Child Count/Percent by Mandate Type |



- Number of Children Served (Distinct Child Count)
- Demographics (Child Count or Percent by Race, Gender, Age)
- Avg/Gross Expenditures Per Child
- Total Gross Expenditures by Mandate
- Total Gross Expenditures by Service Placement Type
- Total Gross Expenditures by Service Name
- Total Gross Expenditures by Expenditure Code
- Child Count/Percent by Mandate Type

What is the CQI Template?

Updating "Data Point Reviewed": Editable Data Point List

| CQI Documentation Template | |
|---|--|
| Drop-Down Options Available in the Data Point Reviewed Column | |
| 1 | |
| 2 | Total Gross/Net Expenditures |
| 3 | Number of Children Served (Distinct Child Count) |
| 4 | Demographics (Child Count or Percent by Race, Gender, Age) |
| 5 | Average/Gross Expenditures Per Child |
| 6 | Total Gross Expenditures by Mandate |
| 7 | Total Gross Expenditures by Service Placement Type |
| 8 | Total Gross Expenditures by Service Name |
| 9 | Total Gross Expenditures by Expenditure Code |
| 10 | Child Count/Percent by Mandate Type |
| 11 | Child Count/Percent by Referral Source |
| 12 | Child Count/Percent by Service Placement Type |
| 13 | Child Count/Percent by Service Name |
| 14 | Child Count/Percent by Expenditure Code |
| 15 | Percent of Children in Poverty |
| 16 | Students with a Disability |
| 17 | Locality's On-Time Graduation Rate |
| 18 | Rate of Child Abuse and Neglect per 1,000 Children |

Navigation: Template | Instructions | **Data Points (in dropdown box)** (+)

- Excel tab = "Data Points (in dropdown box)"
- List includes data that answer the questions:
 - How Many?
 - How Well?
 - Is Anyone Getting Better?
- Update dropdown by typing your own data points into the cell

Finding Data Points in the Dashboard



Finance

Demographics/Utilization

Outcome Measures

Location

All



Net Expenditures
Average Net Expenditure
Distinct Child Count

Available by:

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

Finding Data Points in the Dashboard



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Finance

Demographics/Utilization

Outcome Measures

Location

All

Child #/% by Race, Gender,
Age and Referral Source

Available by:

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

Finding Data Points in the Dashboard



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Finance

Demographics/Utilization

Outcome Measures

Location

All

Everything Else

Percent of Children in Poverty
Students with a Disability
Locality's On-Time Graduation Rate
Rate of Child Abuse and Neglect per 1,000 Children
Median Incomes of Families with Children
Outcome: CANS Child School Domain (upward trend=improvement)
Outcome: CANS Behavioral/Emotional Needs (upward trend=improvement)
Outcome: CANS Strengths (upward trend=improvement)
Outcome: Family-Based Foster Care (upward trend=improvement)
Outcome: Exits to Permanency (upward trend=improvement)
Outcome: Community-Based Services (upward trend=improvement)

Data Scavenger Hunt

Example data points: two from the list and one add-in

- "How Many?": Total net expenditures
- "How Well?": Length of stay (add-in, from Utilization Reports)
- "How Well?": Outcome: Community Based Services

Where is the Data and Outcomes Dashboard (CQI)?



The screenshot shows the OCS website header with navigation links: Home, About, Parents & Families, Resources, CSA Financial Reporting, and Contacts. Below the header is a large image of diverse young people. A white box with a blue border highlights the 'Applications' menu, which lists several options. A yellow arrow points to the 'Data and Outcomes Dashboard (CQI)' option at the bottom of the list.

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)

Net Expenditures: It's on the Home Page



[Click here for Dashboard Instruction Manual](#)

[Click here for Dashboard Codes](#)

At-A-Glance

| | 2020 | 2021 | 2022 | 2023 | 2024 |
|----------------------|----------|----------|----------|----------|---------|
| Distinct Child Count | 15,285 | 14,589 | 14,489 | 15,032 | 5,791 |
| Net Expenditures | \$438.3M | \$438.4M | \$433.6M | \$473.5M | \$27.2M |
| Local Net Match | \$148.9M | \$148.0M | \$145.7M | \$157.8M | \$8.5M |
| Average Expenditure | \$28,678 | \$30,051 | \$29,923 | \$31,503 | \$4,693 |
| Base Match Rate | -- | -- | -- | -- | -- |
| Effective Match Rate | 0.3392 | 0.3374 | 0.3360 | 0.3332 | 0.3115 |

Finance

Demographics/Utilization

Outcome Measures

Location

All

Drilling Down Into Types of Net Expenditures

Finance

Demographics/Utilization

Outcome Measures

Home

Mandate Type

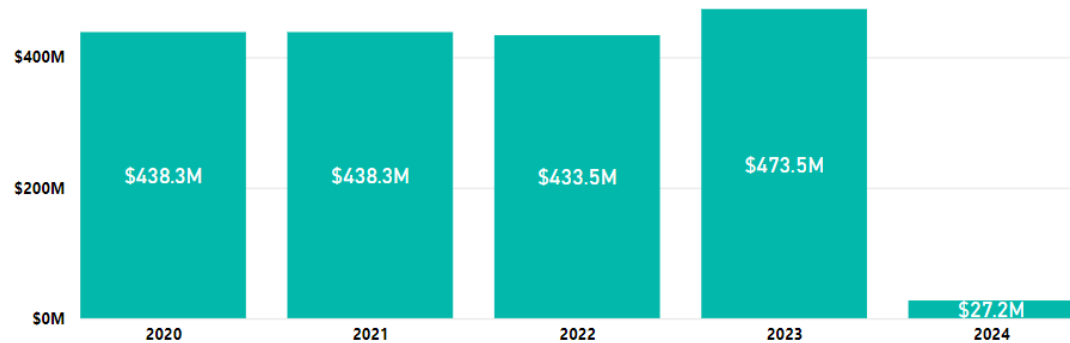
Service Placement Type

Service Name

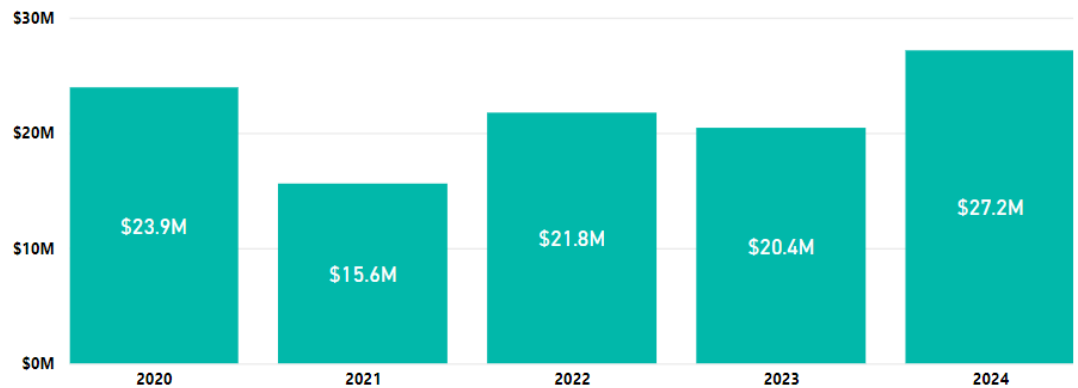
Expenditure Code

Statewide

Total Net Expenditures



YTD Total Net Expenditures Through 09/29



Drilling Down Into Types of Net Expenditures



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Finance

Demographics/Utilization

Outcome Measures

Home

Mandate Type

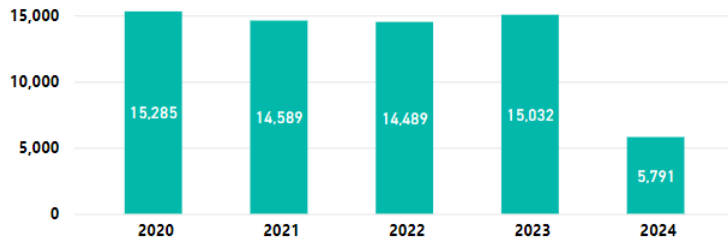
Service Placement Type

Service Name

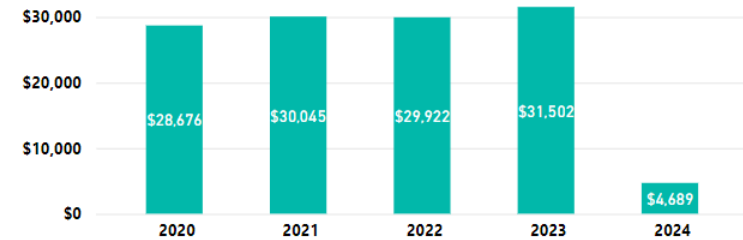
Expenditure Code

Statewide

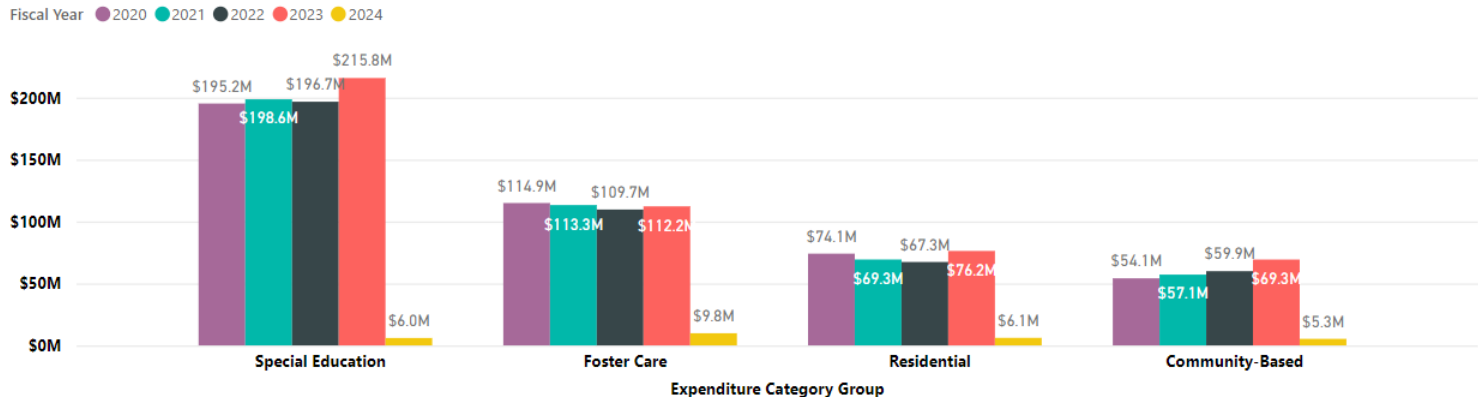
Distinct Child Count



Average Net Expenditures Per Child



Total Net Expenditures By Expenditure Code



Fiscal Year Net Expenditures

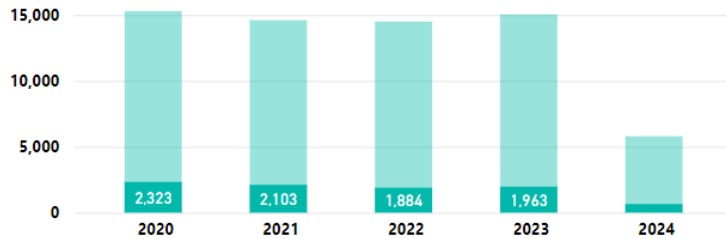
| Fiscal Year | Net Expenditures |
|-------------|------------------|
| 2020 | \$438.3M |
| 2021 | \$438.3M |
| 2022 | \$433.5M |
| 2023 | \$473.5M |
| 2024 | \$27.2M |

Data is updated through 9/29/23

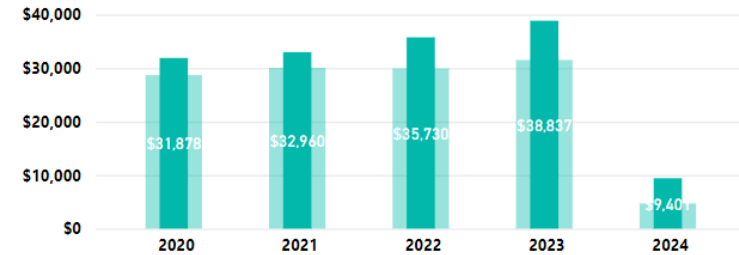
Drilling Down Into Types of Net Expenditures

Finance
Demographics/Utilization
Outcome Measures
Home

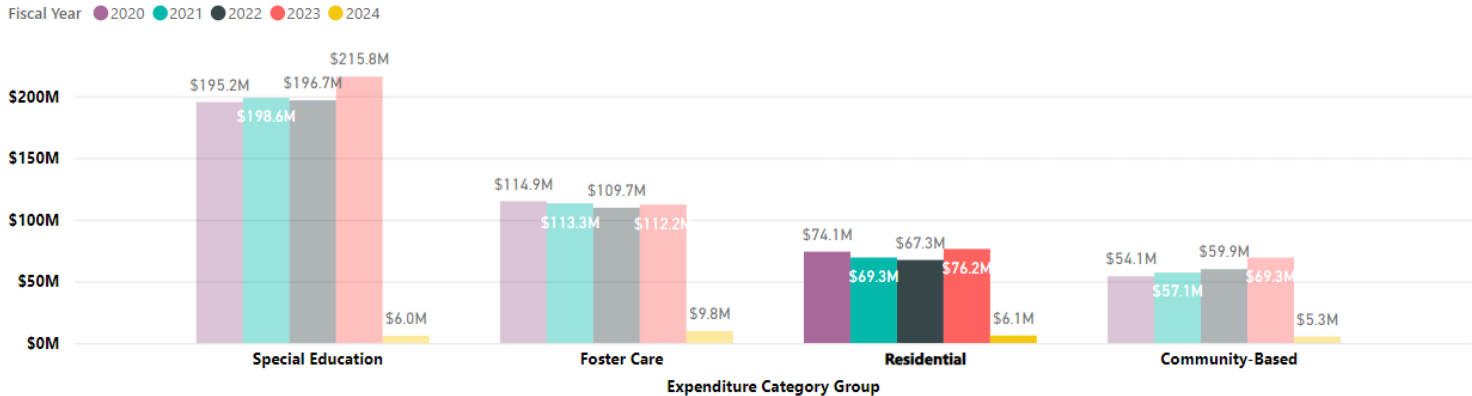
Distinct Child Count



Average Net Expenditures Per Child



Total Net Expenditures By Expenditure Code




Fiscal Year Net Expenditures

| Fiscal Year | Net Expenditures |
|-------------|------------------|
| 2020 | \$438.3M |
| 2021 | \$438.3M |
| 2022 | \$433.5M |
| 2023 | \$473.5M |
| 2024 | \$27.2M |

Total Net Expenditures from the At-A-Glance Chart

CSA CQI Documentation Template For:

YOUR LOCALITY

| Data Point Reviewed | CPMT Observations | Date Reviewed by CPMT | Planned Responses/Goals | Responsibility (Assigned to) | Timeframe for Planned Action | Date Completed |
|---------------------|---|-----------------------|-------------------------|------------------------------|------------------------------|----------------|
| Net Expenditures |  | | | | | |

Template Fields

- Data Point Reviewed
- **CPMT Observations**
- Date Reviewed by CPMT
- Planned Responses/Goals
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- Date Completed



Feedback/responses made by CPMT in review of data point:

- What has changed over time?
- Are the changes in line with strategic goals for your locality?
- Are there ideas that help explain or understand the changes observed?

Total Net Expenditures from the At-A-Glance Chart

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|---------------------|-------------------|-----------------------|-------------------------|------------------------------|------------------------------|----------------|
| Net Expenditures | | | ★ | | | |

Template Fields

- Data Point Reviewed
- CPMT Observations
- Date Reviewed by CPMT
- **Planned Responses/Goals**
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- Date Completed




What is the action plan (maintain, improve, increase/decrease)?

What is the group's goal(s) around these data?

Total Net Expenditures from the At-A-Glance Chart

CSA CQI Documentation Template For:

YOUR LOCALITY

| Data Point Reviewed | CPMT Observations | Date Reviewed by CPMT | Planned Responses/Goals | Responsibility (Assigned to) | Timeframe for Planned Action | Date Completed |
|---------------------|-------------------|-----------------------|-------------------------|---|------------------------------|----------------|
| Net Expenditures | | | |  | | |

Template Fields

- Data Point Reviewed
- CPMT Observations
- Date Reviewed by CPMT
- Planned Responses/Goals
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- Date Completed



Who is responsible for the action steps from the prior step?

When are these actions expected to be complete?

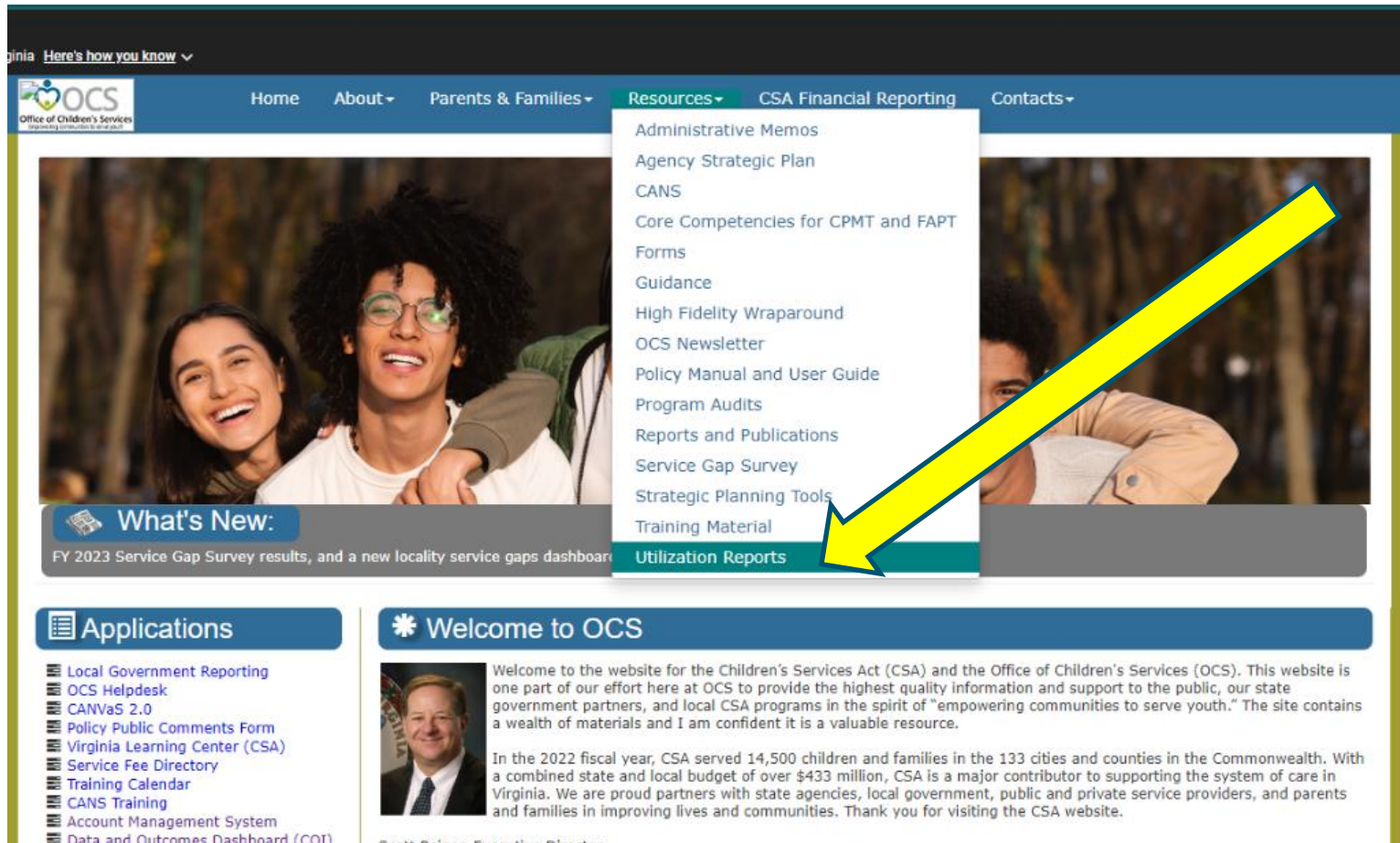
Drilling Down Into Types of Net Expenditures

Considerations When Reviewing Net Expenditures on Dashboard:

- How do your expenditures look now, compared to the same time last year?
- How has the average net expenditure per child changed over the last four full fiscal years? Overall and for specific services?
- Has total spending increased or decreased over the last four full fiscal years? How does this align with your strategic goals?

Length of Stay: It's Available in the Utilization Reports

Length of Stay: What is the average time spent in any given service?



The screenshot shows the OCS website interface. 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 reports. A yellow arrow points to the 'Utilization Reports' option at the bottom of the list. Below the navigation bar, there is a 'What's New' section with a link to 'FY 2023 Service Gap Survey results, and a new locality service gaps dashboard'. On the left, there is an 'Applications' section with a list of links including '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 (COI)'. On the right, there is a 'Welcome to OCS' section featuring a photo of Scott Baker, Executive Director, and a welcome message.

Virginia [Here's how you know](#) ▾

OCS Office of Children's Services Empowering communities to serve youth

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**

What's New:
FY 2023 Service Gap Survey results, and a new locality service gaps dashboard

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 (COI)

Welcome to OCS

Welcome to the website for the Children's Services Act (CSA) and the Office of Children's Services (OCS). This website is one part of our effort here at OCS to provide the highest quality information and support to the public, our state government partners, and local CSA programs in the spirit of "empowering communities to serve youth." The site contains a wealth of materials and I am confident it is a valuable resource.

In the 2022 fiscal year, CSA served 14,500 children and families in the 133 cities and counties in the Commonwealth. With a combined state and local budget of over \$433 million, CSA is a major contributor to supporting the system of care in Virginia. We are proud partners with state agencies, local government, public and private service providers, and parents and families in improving lives and communities. Thank you for visiting the CSA website.

Scott Baker, Executive Director

Length of Stay from Utilization Reports

Utilization Reports

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

Statewide & Locality reports on expenditures, assessments, service types, mandate types, length of stay, and other demographic information.

[User Guide to producing Utilization Reports](#)

Report Type:

- 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
- Locality Comparison Report

Length of Stay from Utilization Reports

Fiscal Year: 2023

YTD: Yes No

Report Filter 1:
 SPT 11-Independent Living Stipend
 SPT 12-Independent Living Arrangement
 SPT 13-Psychiatric Hospital/Residential Crisis
 SPT 14-Temporary Care Facility and Services

Report Filter 2:
 All
 MT 1 - Foster Care Abuse/Neglect - Preventive
 MT 2 - Foster Care Abuse/Neglect - Dissuade
 MT 3 - Foster Care Abuse/Neglect - Local

[View Report](#)

[Print PDF](#)

[Excel Export](#)

Office of Children's Services

SPT - MT by All Localities Report

Data Source : LEDRS

Fiscal Year 2023 Report Span Full Fiscal Year

Selected Service Placement Type(s) SPT 14-Temporary Care Facility and Services (Residential/Congregate Care), SPT 15-Group Home (Residential/Congregate Care), SPT 16-Residential Treatment Facility (Residential/Congregate Care), SPT 17-Congregate Care Educational Services for Medicaid Funded Placements, SPT 18-Congregate Care Educational Services for Non-Medicaid Funded Placements

Selected Mandate Type(s) All

| FIPS | Locality | Unduplicated Child Count | Total Net Expenditures | Avg Net Expenditure Per Child | Per Diem | Selected FY Avg Length of Stay | Total Avg Length of Stay |
|------|----------|--------------------------|------------------------|-------------------------------|----------|--------------------------------|--------------------------|
|------|----------|--------------------------|------------------------|-------------------------------|----------|--------------------------------|--------------------------|

Selected FY Average Length of Stay =
 Average length of stay in selected placement types, for the selected fiscal year

Length of Stay from Utilization Reports

Fiscal Year:

YTD: Yes No

Report Filter 1:

Report Filter 2:

[View Report](#)

[Print PDF](#)

[Excel Export](#)

Office of Children's Services

SPT - MT by All Localities Report

Data Source : LEDRS

Fiscal Year 2023 Report Span Full Fiscal Year

Selected Service Placement Type(s) SPT 14-Temporary Care Facility and Services (Residential/Congregate Care), SPT 15-Group Home (Residential/Congregate Care), SPT 16-Residential Treatment Facility (Residential/Congregate Care), SPT 17-Congregate Care Educational Services for Medicaid Funded Placements, SPT 18-Congregate Care Educational Services for Non-Medicaid Funded Placements

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| FIPS | Locality | Unduplicated Child Count | Total Net Expenditures | Avg Net Expenditure Per Child | Per Diem | Selected FY Avg Length of Stay | Total Avg Length of Stay |
|------|----------|--------------------------|------------------------|-------------------------------|----------|--------------------------------|--------------------------|
|------|----------|--------------------------|------------------------|-------------------------------|----------|--------------------------------|--------------------------|

Total Average Length of Stay =
 Average length of stay in selected placement types, among youth receiving services in selected fiscal year, for entire length of stay from FY2016 forward

Total Net Expenditures from the At-A-Glance Chart

CSA CQI Documentation Template For:

YOUR LOCALITY

| Data Point Reviewed | CPMT Observations | Date Reviewed by CPMT | Planned Responses/Goals | Responsibility (Assigned to) | Timeframe for Planned Action | Date Completed |
|---------------------|---|-----------------------|-------------------------|------------------------------|------------------------------|----------------|
| Length of Stay |  | | | | | |

Template Fields

- Data Point Reviewed
- **CPMT Observations**
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- Date Completed



Feedback/responses made by CPMT in review of data point:

- Have averages changed over time?
- Are the changes in line with strategic goals for your locality?
- Are there ideas that help explain or understand the changes observed?

Total Net Expenditures from the At-A-Glance Chart

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|---------------------|-------------------|-----------------------|-------------------------|------------------------------|------------------------------|----------------|
| Length of Stay | | | ★ | | | |

Template Fields

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- **Planned Responses/Goals**
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- Timeframe for Planned Action
- Date Completed



What is the action plan (maintain, improve, increase/decrease)?


What is within the CPMT's control to adjust, to respond to the findings?

What is the group's goal(s) around these data?

Total Net Expenditures from the At-A-Glance Chart

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|---------------------|-------------------|-----------------------|-------------------------|---|------------------------------|----------------|
| Length of Stay | | | |  | | |

Template Fields

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- Planned Responses/Goals
- Assignments and Responsibility (Assigned to)
- Timeframe for Planned Action
- Date Completed



Who is responsible for the action steps from the prior step?

When are these actions expected to be complete?

Length of Stay Information from Utilization Reports

Considerations When Reviewing Average Length of Stay:

- How has the distinct child count changed over the last four full fiscal years? Overall and for specific services?
- How has the average net expenditure per child changed over the last four full fiscal years? Overall and for specific services?
- Has total spending increased or decreased over the last four full fiscal years? How does this align with your strategic goals?

Data Scavenger Hunt

Example data points: two from the list and one add-in

- ~~"How Many?": Total net expenditures~~
- ~~"How Well?": Length of stay (add-in, from Utilization Reports)~~
- "How Well?": Outcome: Community Based Services

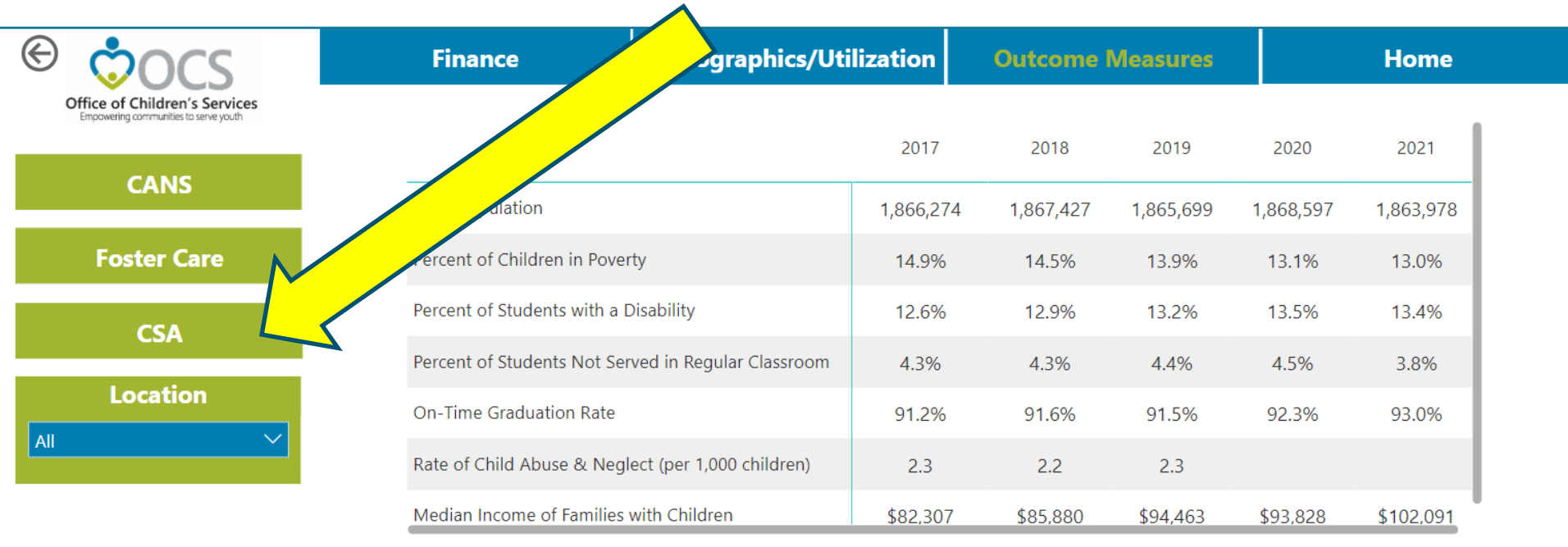
Outcome Community Based Services: It's in the Outcome Menu

| Finance | Demographics/Utilization | Outcome Measures | Home |
|---------|--------------------------|------------------|------|
|---------|--------------------------|------------------|------|

- CANS
- Foster Care
- CSA
- Location
 - All

| | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|-----------|-----------|-----------|-----------|-----------|
| Child Population | 1,866,274 | 1,867,427 | 1,865,699 | 1,868,597 | 1,863,978 |
| Percent of Children in Poverty | 14.9% | 14.5% | 13.9% | 13.1% | 13.0% |
| Percent of Students with a Disability | 12.6% | 12.9% | 13.2% | 13.5% | 13.4% |
| Percent of Students Not Served in Regular Classroom | 4.3% | 4.3% | 4.4% | 4.5% | 3.8% |
| On-Time Graduation Rate | 91.2% | 91.6% | 91.5% | 92.3% | 93.0% |
| Rate of Child Abuse & Neglect (per 1,000 children) | 2.3 | 2.2 | 2.3 | | |
| Median Income of Families with Children | \$82,307 | \$85,880 | \$94,463 | \$93,828 | \$102,091 |

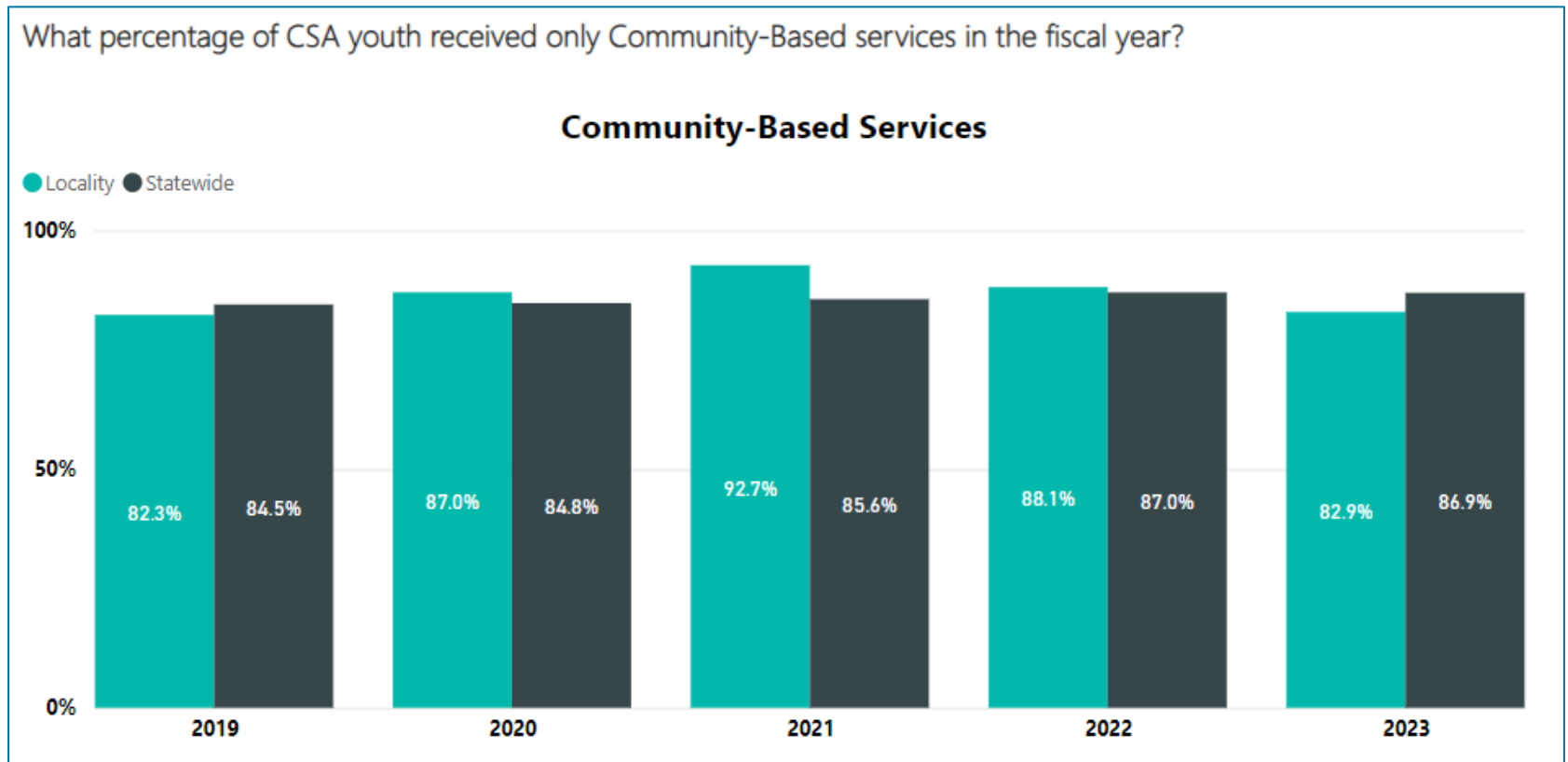
Outcome Community Based Services: It's in the Outcome Menu



The screenshot shows the OCS dashboard navigation menu on the left and a table of Outcome Measures on the right. A yellow arrow points from the 'Outcome Measures' menu item to the table.

| | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|-----------|-----------|-----------|-----------|-----------|
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Community-Based Service (no Residential) Trends



Community Based Services from Outcomes Menu on Dashboard

Considerations When Reviewing Community Based Services information:

- How has your locality's percentage changed over the last five years?
- How does your locality's performance compare to the statewide percentage?
- Is your locality's percentage higher or lower than the performance of similar localities?

In Closing...

- Review your locality's CSA data, as required by Virginia Code
- Use the Continuous Quality Improvement (CQI) framework to guide improvements to your program and outcomes
- The CSA website offers regularly updated program data in the Data and Outcomes (CQI) Dashboard and Utilization Reports
- The CQI template provides a place to document your CQI activities
- Consider these questions when filling out the template:

How much did we do?

How well did we do it?

Is anyone getting any better?

Thank you for your time!

Questions?

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