



Office of Children's Services
Empowering communities to serve youth

Finding the “So What?”: Interpreting CSA Program Data from the Dashboard

October 18th, 2023

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OCS Research Associate Senior

Today's Learning Objectives

- Introductions
- Data and Outcomes (CQI) Dashboard: Why & Where?
- Interpreting the Data
 - Snapshots
 - Change Over Time
 - Strategic Planning: Finding Priorities in the Data
 - Strategic Planning & CQI: Reporting the Performance of your Locality

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...”



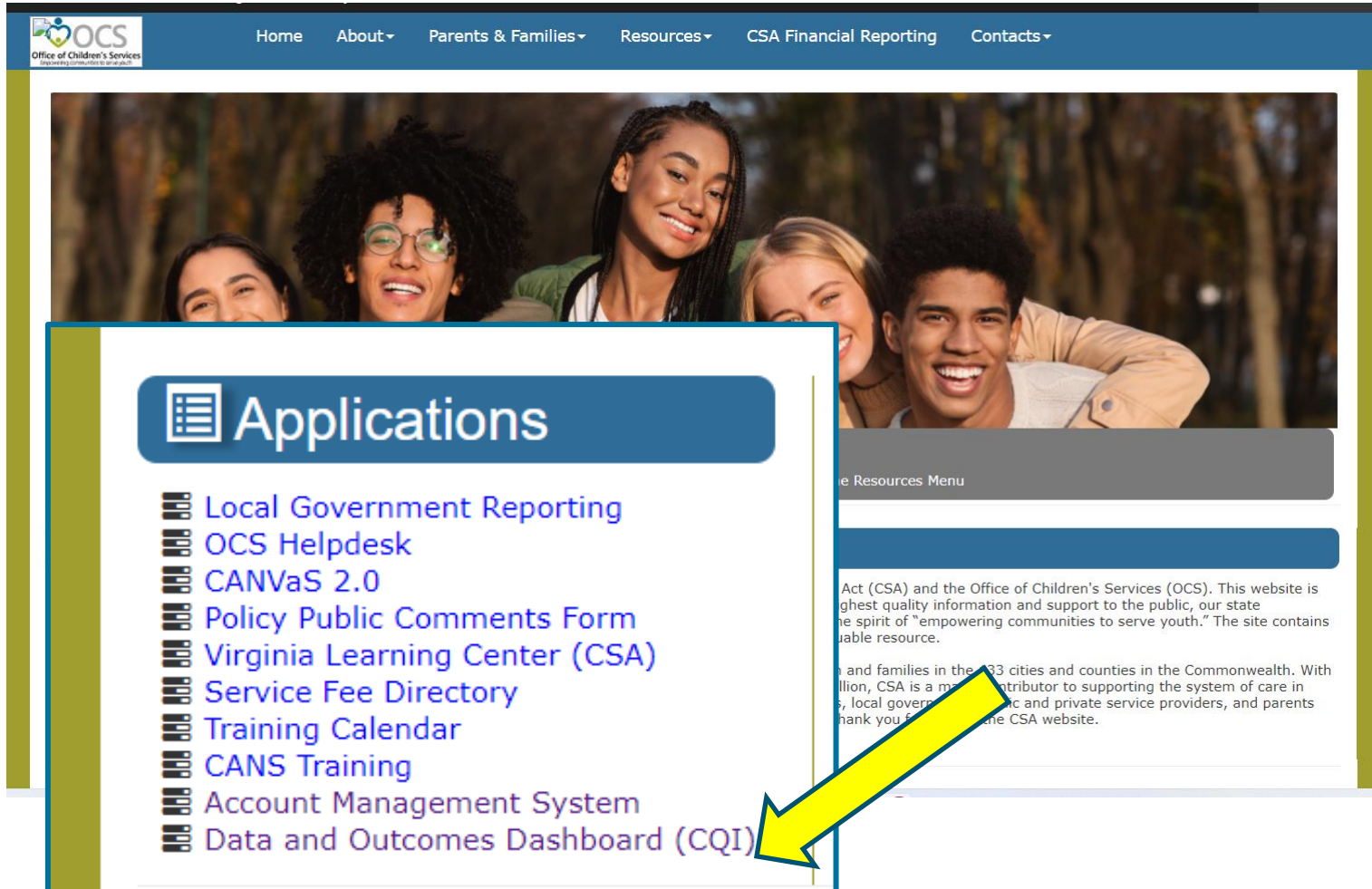
Why is this Important to Your CSA Program?

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



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)

CQI Questions to Answer

How Much/Many?

How Well?

Is Anyone Getting Better?

How Do You Know?



Snapshots

What was the situation at a single point in time?

Change Over Time

**What is the trend? Increases?
Decreases? No change?**

Making Comparisons

How does my situation differ from the state, or from other localities?

This gives your CPMT the starting point to talk about the numbers you observe.

How Much/Many: Distinct Child Count

[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

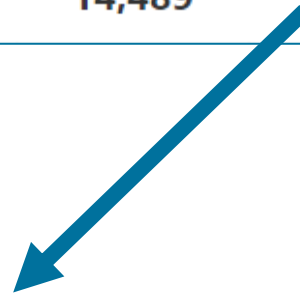
Location

All

How Much/Many: Distinct Child Count

	2020	2021	2022	2023
Distinct Child Count	15,285	14,589	14,489	15,032

Snapshot:



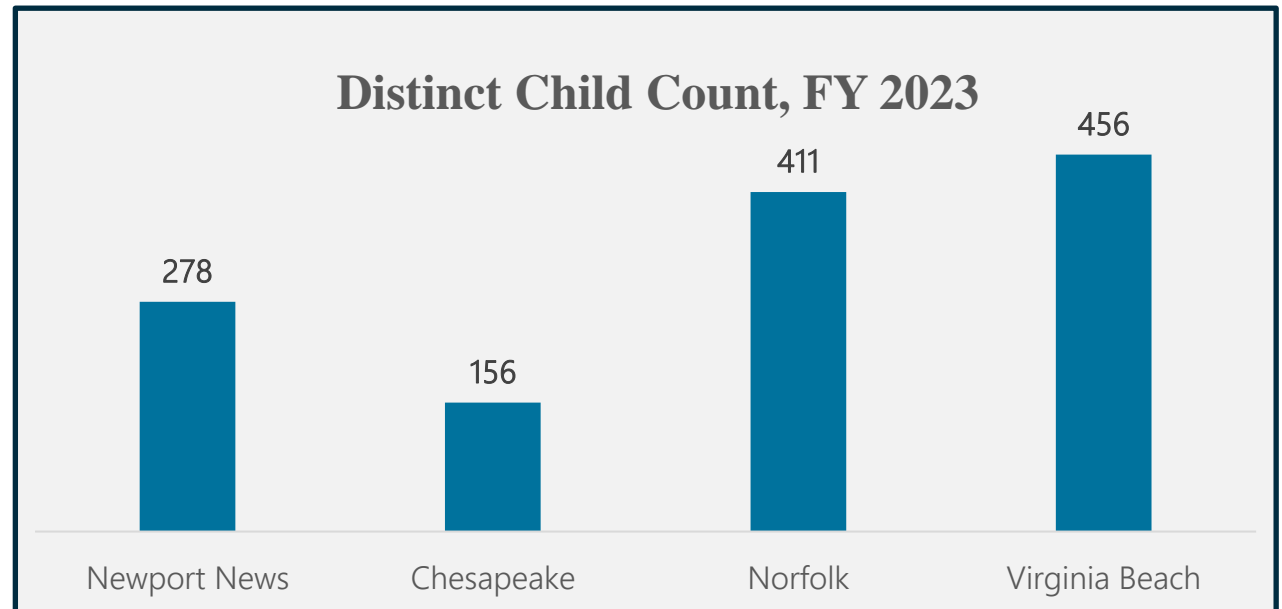
In FY 2023, **15,032** youth were served statewide with CSA-funded services.

Snapshot information describes the situation at a single point in time.

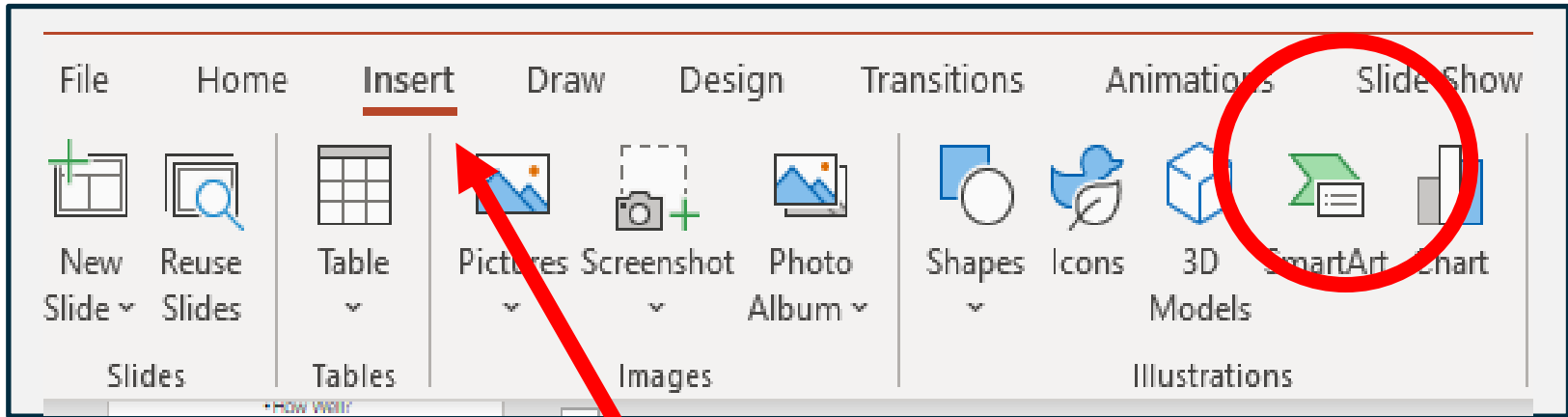
How Much/Many: Distinct Child Count

Comparing Distinct Child Count Snapshots

FY	Newport News	Chesapeake	Norfolk	VA Beach
2023	278	156	411	456



How Much/Many: Comparisons



Building a Comparison Chart:

1. Open PowerPoint (or Word or Excel)
2. Select Insert header
3. Click on Chart icon

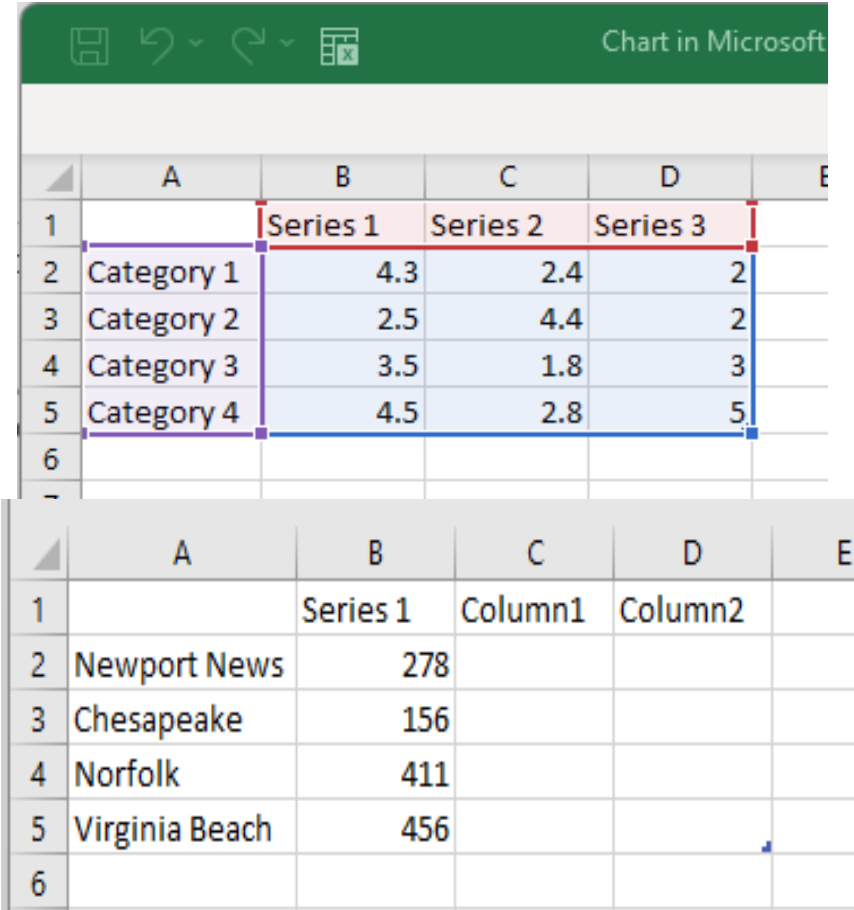
How Much/Many: Comparisons



Building a Comparison Chart (cont.):

4. Select Chart (here, Column Chart is selected)

How Much/Many: Comparisons



	A	B	C	D	E
1		Series 1	Series 2	Series 3	
2	Category 1	4.3	2.4	2	
3	Category 2	2.5	4.4	2	
4	Category 3	3.5	1.8	3	
5	Category 4	4.5	2.8	5	
6					

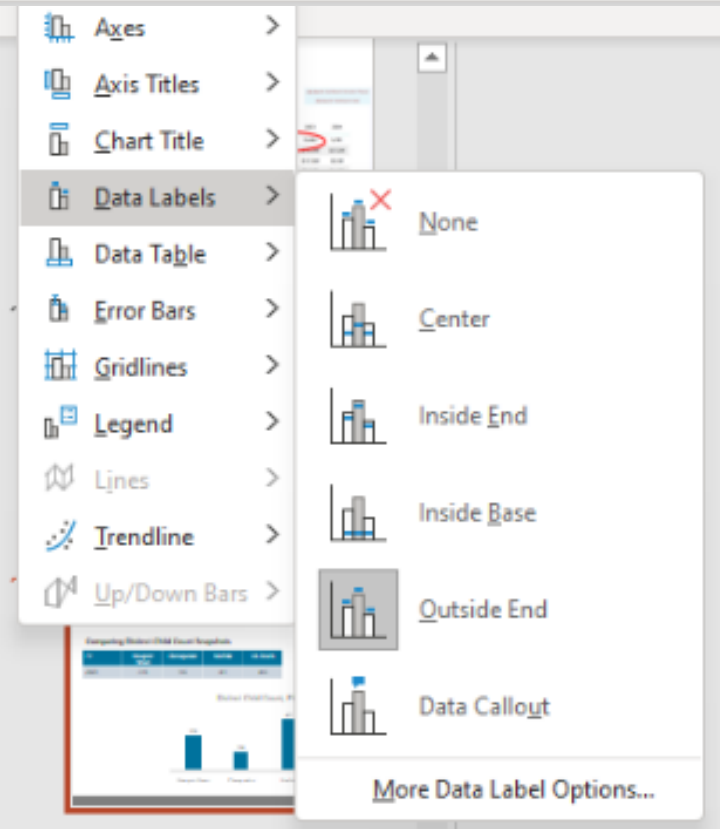
	A	B	C	D	E
1		Series 1	Column1	Column2	
2	Newport News	278			
3	Chesapeake	156			
4	Norfolk	411			
5	Virginia Beach	456			
6					

Building a Comparison Chart (cont.):

5. Type in data from Dashboard

Category = Locality
Series = Fiscal Year


How Much/Many: Comparisons



Building a Comparison Chart (cont.):

6. Select Chart Design header
7. Select Add Chart Element icon
8. Click Data Labels from menu
9. Select desired label placement

How Much/Many: Change Over Time



	2020	2021	2022	2023	2024
Distinct Child Count	15,285	14,589	14,489	15,032	5,791

Percent Change =

(most current point in time –
older point in time)
/ older point in time

$$(15,032 - 14,489) / 14,489 =$$

3.7% increase

(About 4% more children were
served in 2023 than in 2022)

How Much/Many: Change Over Time



	2020	2021	2022	2023	2024
Distinct Child Count	15,285	14,589	14,489	15,032	5,791

Percent Change =

(most current point in time – past point in time)
/ past point in time

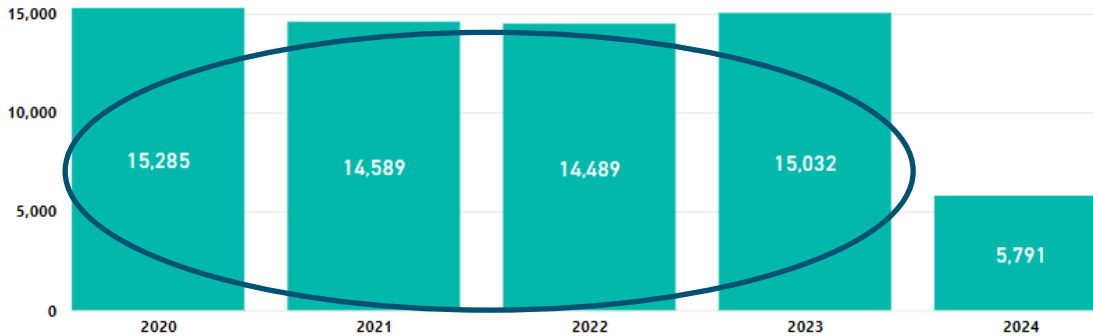
$$(15,032 - 15,285) / 15,285 =$$

1.7% decrease

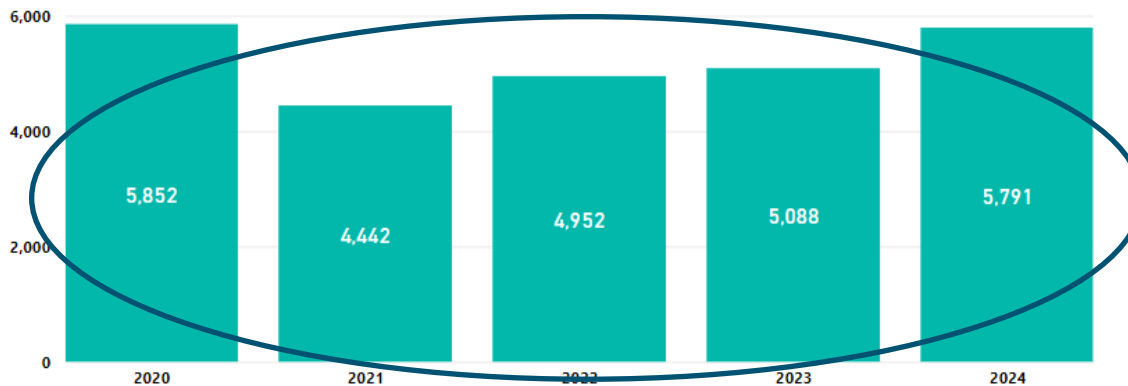
(About 2% fewer children were served in 2023 than in 2020)

Full Year versus Year to Date (YTD) Information

Distinct Child Count



YTD Distinct Child Count Through 09/29



Full Fiscal Year Data

- How does the current year compare to prior years, in total?
- Is volume increasing or decreasing over time?

Year to Date Data

- So far in the FY, how do our numbers compare to the same period of time in prior years?
- Are numbers ahead this year, and how can that inform your planning?

Finding Priorities in the Data (Strategic Planning)

Starting with Performance Measures

CQI Question: How Well?

Percentage of Youth with Community-Based Only (no Residential Services)

CQI Question: Is Anyone Getting Better?

Percentage of Youth with Improvement in CANS Assessment Scores

CQI Question: How Well?

Virginia DSS Foster Care Measures

Finding Performance Measures



2

Finance

Demographics/Utilization

1 Outcome Measures

Location
All

CANS
Foster Care
CSA
Location
All

CANS:

% improvement for Child Strengths, Behavior and School Domains

Foster Care:

% youth in family-based settings and % exits to permanency

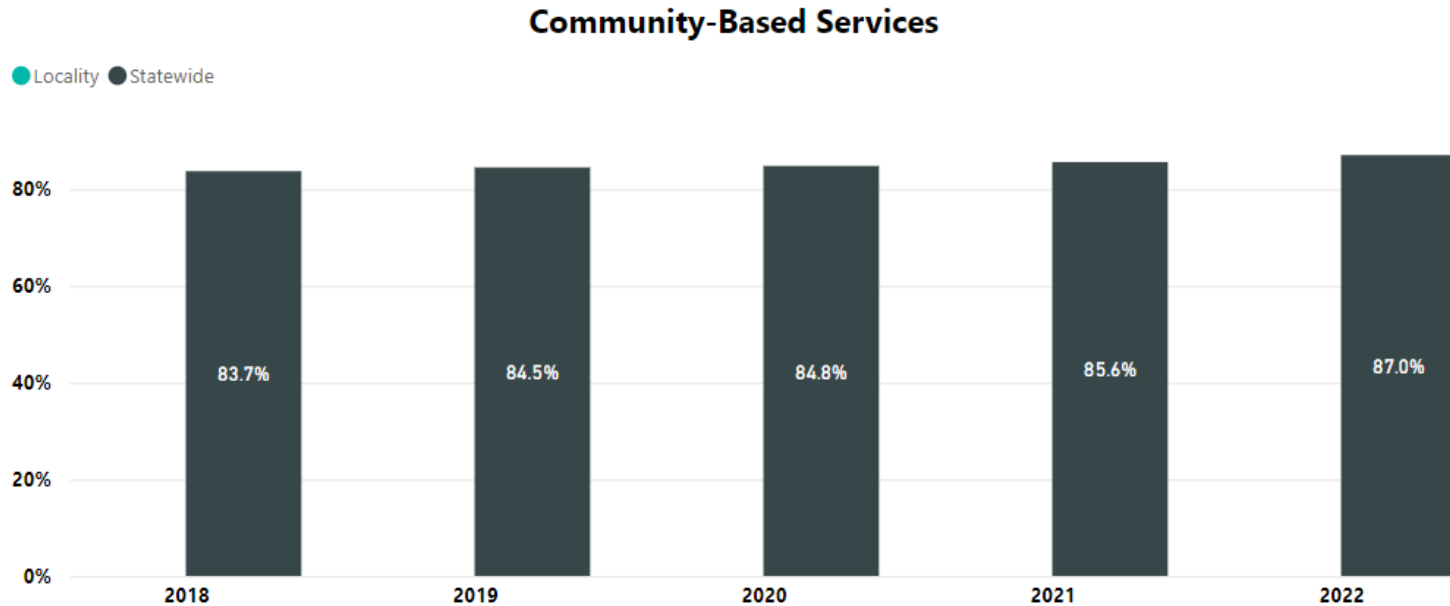
CSA:

% of youth that received no residential services funded by CSA in fiscal year

How Well is it Done? Use of Non-Residential Services

CSA Performance Measure: Percentage of Youth Receiving only Community-Based Services

What percentage of CSA youth received only Community-Based services in the fiscal year?



Source: LEDRS submissions, percent of youth with no CSA payments for congregate care/residential services (SPT 14 through SPT 18), among all youth receiving CSA-funded services in the year

How Well is it Done?

Use of Non-Residential Services

CSA Performance Measure: Percentage of Youth Receiving only Community-Based Services

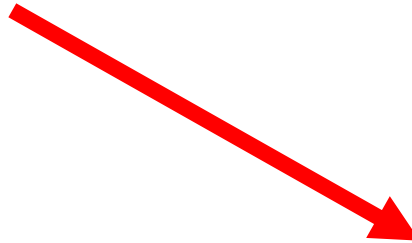
Why Prioritize?

- Annually reported by Office of Children's Services as a performance measure
- Your locality's percentage is consistently below statewide percentage (comparison, annual snapshot)
- Your locality's percentage has decreased over time (downward trend over time)
- Peer localities have higher percentages than your locality (comparison to similar localities)


How Well is it Done? Use of Non-Residential Services

Calculating this Measure on Your Own Throughout the Year

1. Navigate to **Demographics/
Utilization** menu



Data and Outcomes Dashboard (CQI)



Office of Children's Services
Empowering communities to serve youth

Finance

Demographics/Utilization

Outcome Measures

Location

All ▼

At-A-Glance

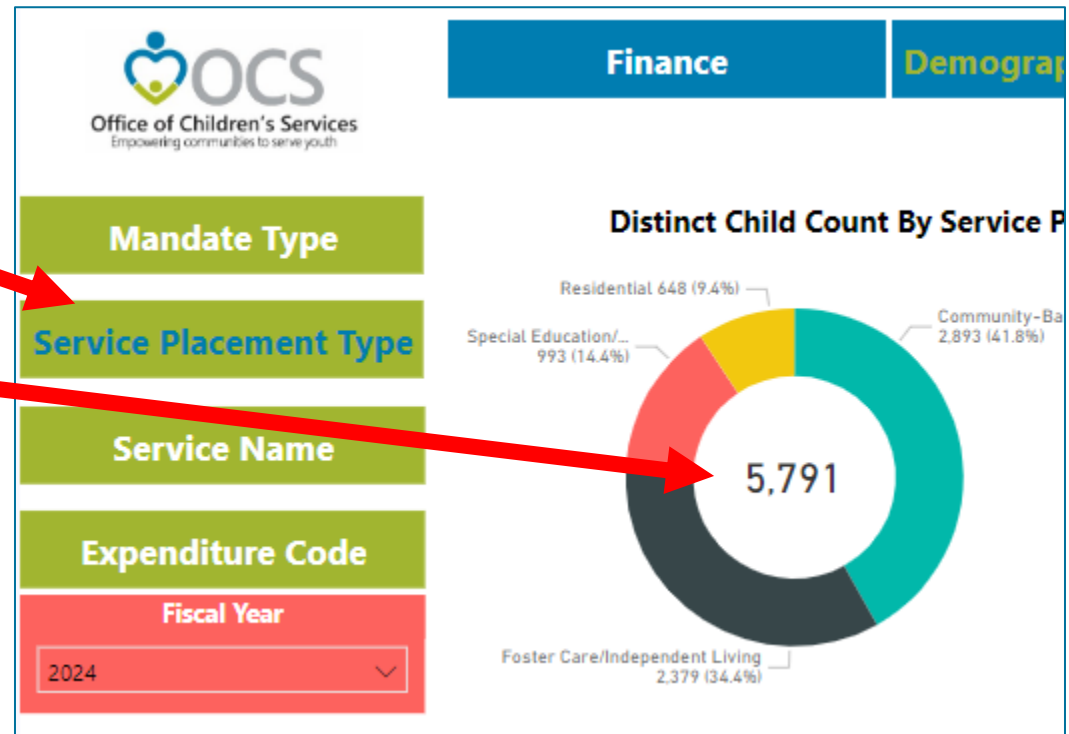
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Average Expenditure	\$28,678	\$30,051	\$29,9
Base Match Rate	--	--	--
Effective Match Rate	0.3392	0.3374	0.33

How Well is it Done?

Use of Non-Residential Services

Calculating this Measure on Your Own Throughout the Year

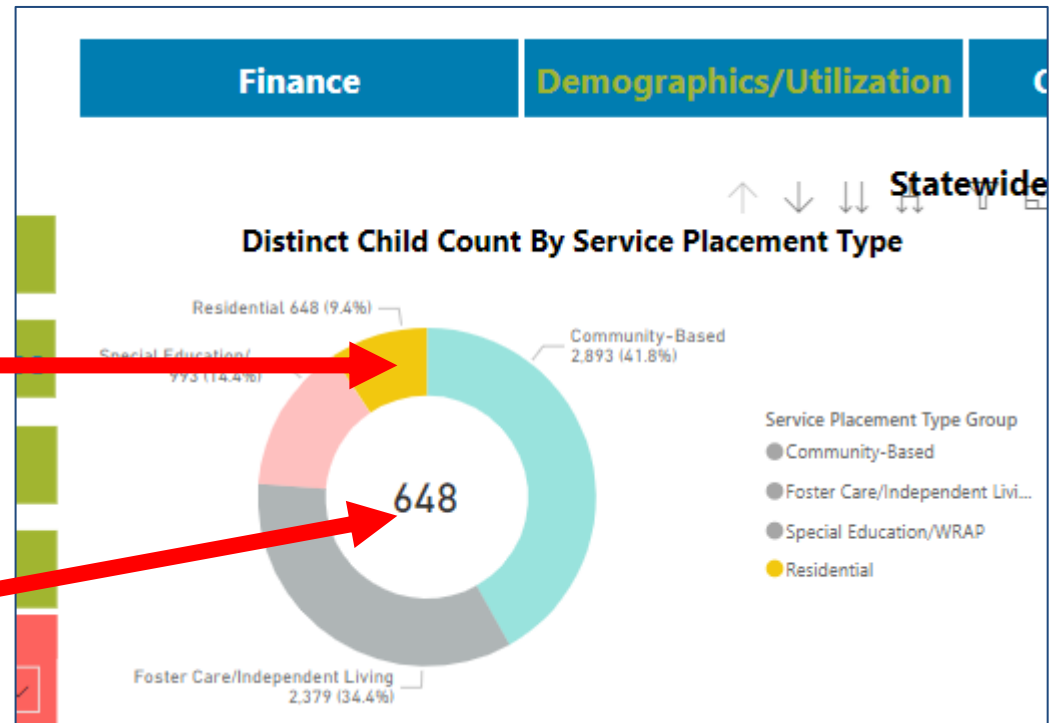
2. Select **Service Placement Type** from menus on the left
3. Note total **Distinct Child Count** By Service Placement Type



How Well is it Done? Use of Non-Residential Services

Calculating this Measure on Your Own Throughout the Year

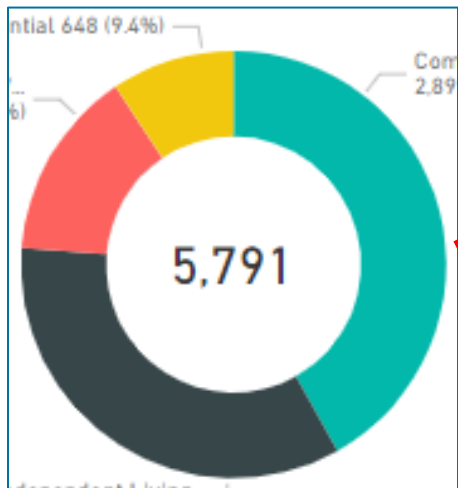
4. Click on Residential segment of donut chart
5. Note **Distinct Child Count** that displays



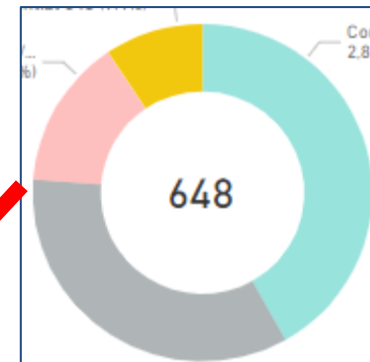
How Well is it Done? Use of Non-Residential Services

Calculating this Measure on Your Own Throughout the Year

- Plug in numbers to calculate **Percentage Only Community-Based (non-Residential) Services**



$$1 - \frac{((\# \text{ Youth Receiving Residential}))}{(\text{Total Distinct Child Count})}$$



$$1 - (648 / 5,791)$$

$$\rightarrow 1 - (0.112)$$

$$\rightarrow 0.888 = \mathbf{88.8\%}$$

Is Anyone Getting Better? Interpreting CANS

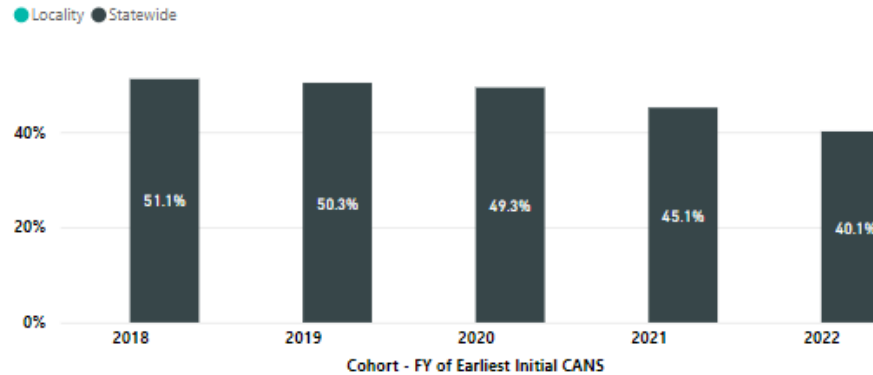
Outcomes

Finance	Demographics/Utilization	Outcome Measures	Home
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What percentage of each cohort improved between their earliest Initial and most recent Reassessment/Discharge CANS?

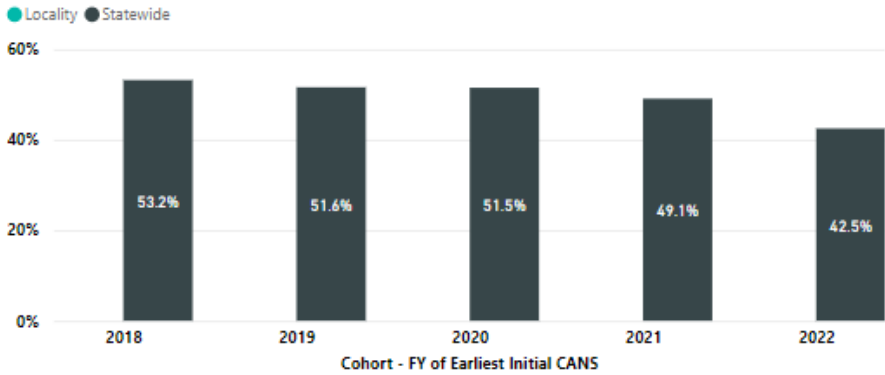
- CANS**
- Foster Care**
- CSA**
- Location**
- All ▼

CANS School

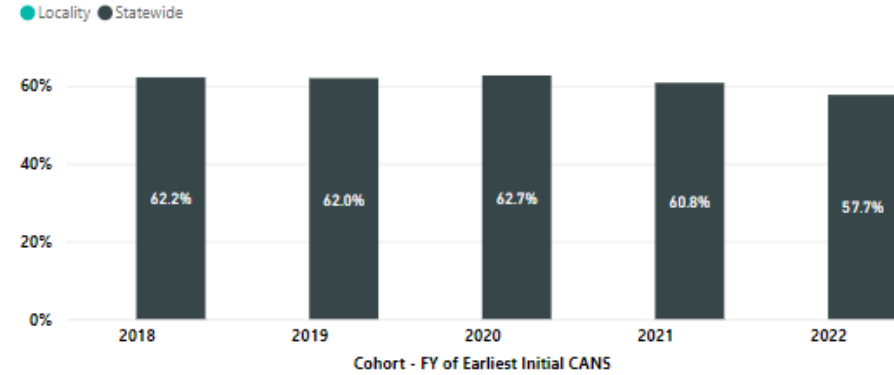


Data updated 08/01/2023

CANS Behavioral/Emotional Needs



CANS Strengths



Is Anyone Getting Better? Interpreting CANS Outcomes

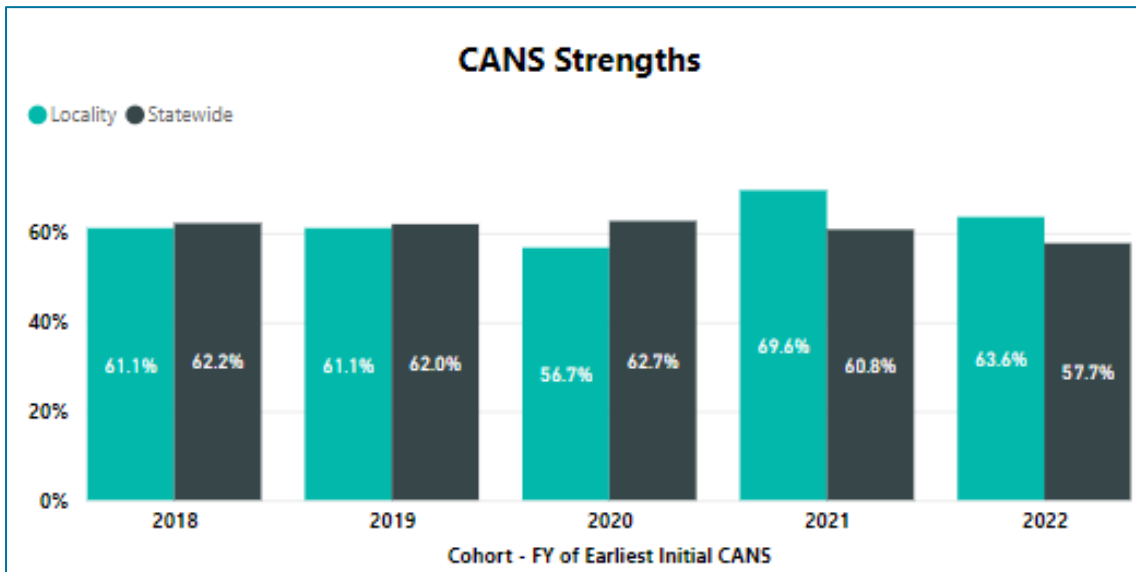
Strengths Domain

-Snapshot reporting, as of “Date Updated” value on the webpage

Questions to Help Interpret:

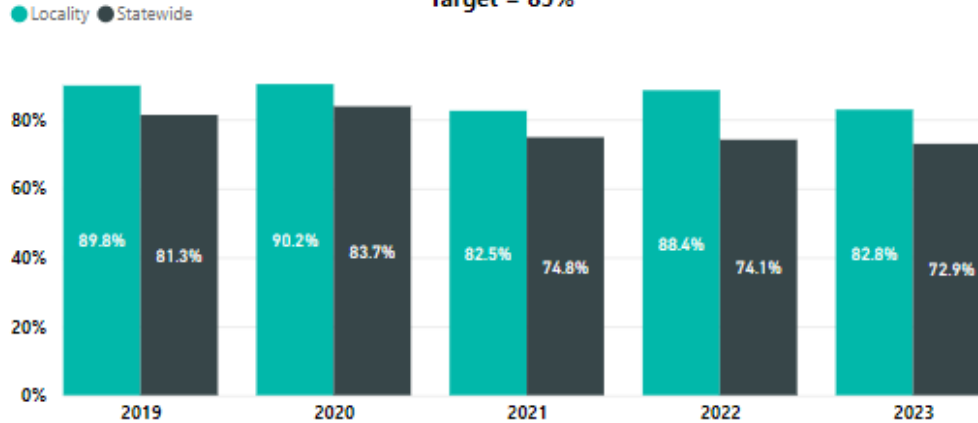
-How does my locality compare to the statewide percentage? Is it higher or lower? (lower=less improvement than statewide performance)

-Do older cohorts show more improvement than earlier cohorts?

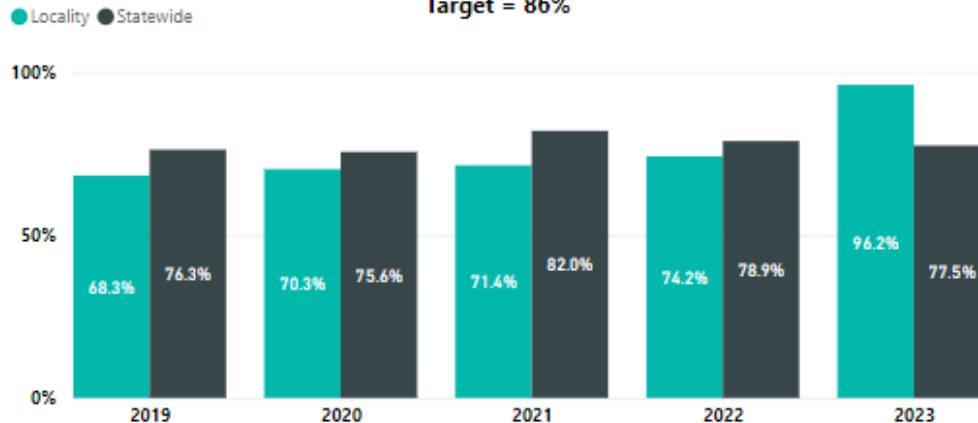


Is Anyone Getting Better? Virginia DSS Foster Care Outcomes

Family-Based Foster Care
Target = 85%



Exits To Permanency
Target = 86%



DSS Foster Care Measures

-Snapshot reporting, as of “Date Updated” value on the webpage

Questions to Help Interpret:

-How does my locality compare to the statewide percentage? Is it higher or lower? (lower=lower performance than statewide)

-How have my locality's percentages changed over time (increases= improvement over time)

Getting Better? DSS Outcomes for Youth in Foster Care

Percentage of Youth in Family-Based Placements & Exits to Permanency

Why Prioritize?

- Your locality's foster care population is sizeable and accounts for a notable amount of youth served and money spent. Prioritize where your efforts will have a large impact.

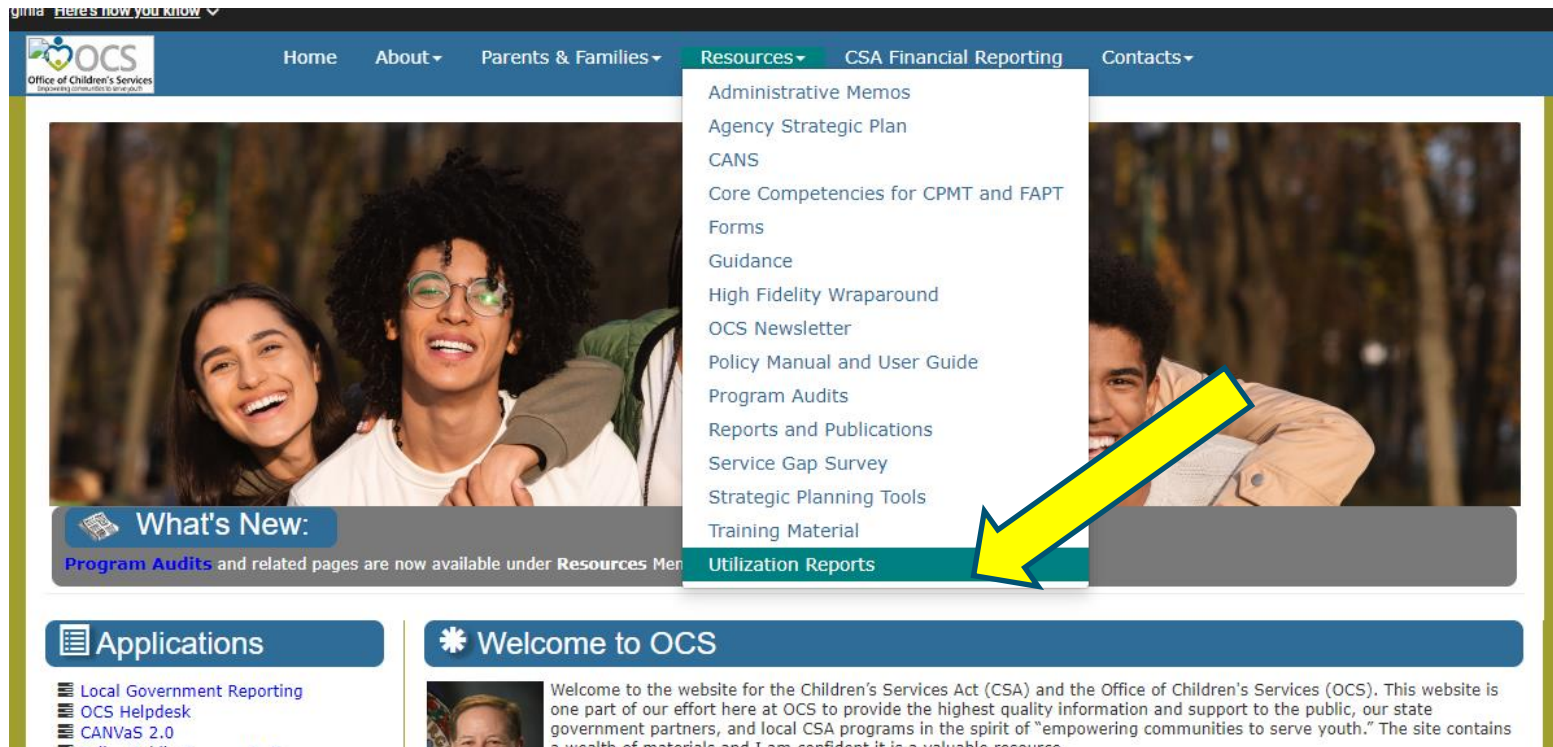
In 2023, youth in DSS custody accounted for 36% of youth receiving CSA-funded services statewide.

- Your locality's percent of youth in foster care that were placed in family-based placements, or exits that resulted in permanency, are below the statewide percentages or the statewide targets.
- Your locality's percentages are lower than the performance of peer localities.
- Your percentages have decreased over time.

Finding Priorities in the Data (Strategic Planning)

Suggested Data Point in Utilization Reports

How Well = Average Length of Stay



The screenshot shows the OCS website interface. The top navigation bar includes links for Home, About, Parents & Families, Resources, CSA Financial Reporting, and Contacts. A dropdown menu is open under 'Resources', listing various documents and tools. A yellow arrow points to 'Utilization Reports' at the bottom of this menu. Below the navigation, there is a 'What's New' section with a sub-header 'Program Audits' and a 'Welcome to OCS' section with a welcome message and a small photo of a person.

- 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:
Program Audits and related pages are now available under Resources Menu

Applications

- Local Government Reporting
- OCS Helpdesk
- CANVaS 2.0

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.

How Well is it Done? Length of Stay in Residential Services

Average in Fiscal Year and Total Average Lengths of Stay

Why Prioritize?

- Length of stay measures can indicate whether service times align with the spirit of the services being provided
- Your locality's average length of stay has increased over time (for services that are intended to be brief or limited)
- Peer localities have shorter lengths of stay than your locality
- A longer than desired average length of stay could suggest a need for improved service planning when reviewing the cases managed by your locality

Finding Priorities in the Data: Average Length of Stay

Length of Stay: What is the average time spent in residential services?

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: SPT-MT by all Localities

Fiscal Year: 2023

YTD: Yes No

Report Filter 1:
SPT 14-Temporary Care Facility and Service
SPT 15-Group Home (Residential/Congrega
SPT 16-Residential Treatment Facility (Resi
SPT 17-Congregate Care Educational Servi

Report Filter 2:
All
MT 1 - Foster Care Abuse/Neglect - Prever
MT 2 - Foster Care Abuse/Neglect - Dss N
MT 3 - Foster Care Abuse/Neglect - Local I

View Report

Finding Priorities in the Data: Average Length of Stay

Length of Stay: What is the average time spent in residential services?

Utilization Reports

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

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YTD: Yes No

SPT 16-Residential Treatment Facility (Resi
SPT 17-Congregate Care Educational Servi

MT 2 - Foster Care Abuse/Neglect - Dss Ni
MT 3 - Foster Care Abuse/Neglect - Local I

Select:

Report Type SPT-MT by all Localities

Fiscal Year (most current full year is 2023)

YTD=no (sets the data for the full fiscal year)

Finding Priorities in the Data: Average Length of Stay

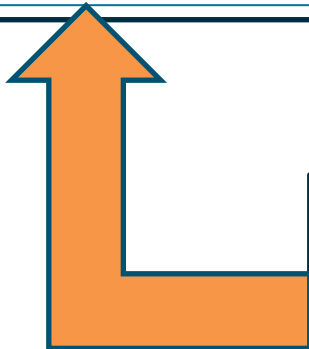
Length of Stay: What is the average time spent in residential services?

Report Filter 1:

- SPT 14-Temporary Care Facility and Service
- SPT 15-Group Home (Residential/Congrega
- SPT 16-Residential Treatment Facility (Resi
- SPT 17-Congregate Care Educational Servi

Report Filter 2:

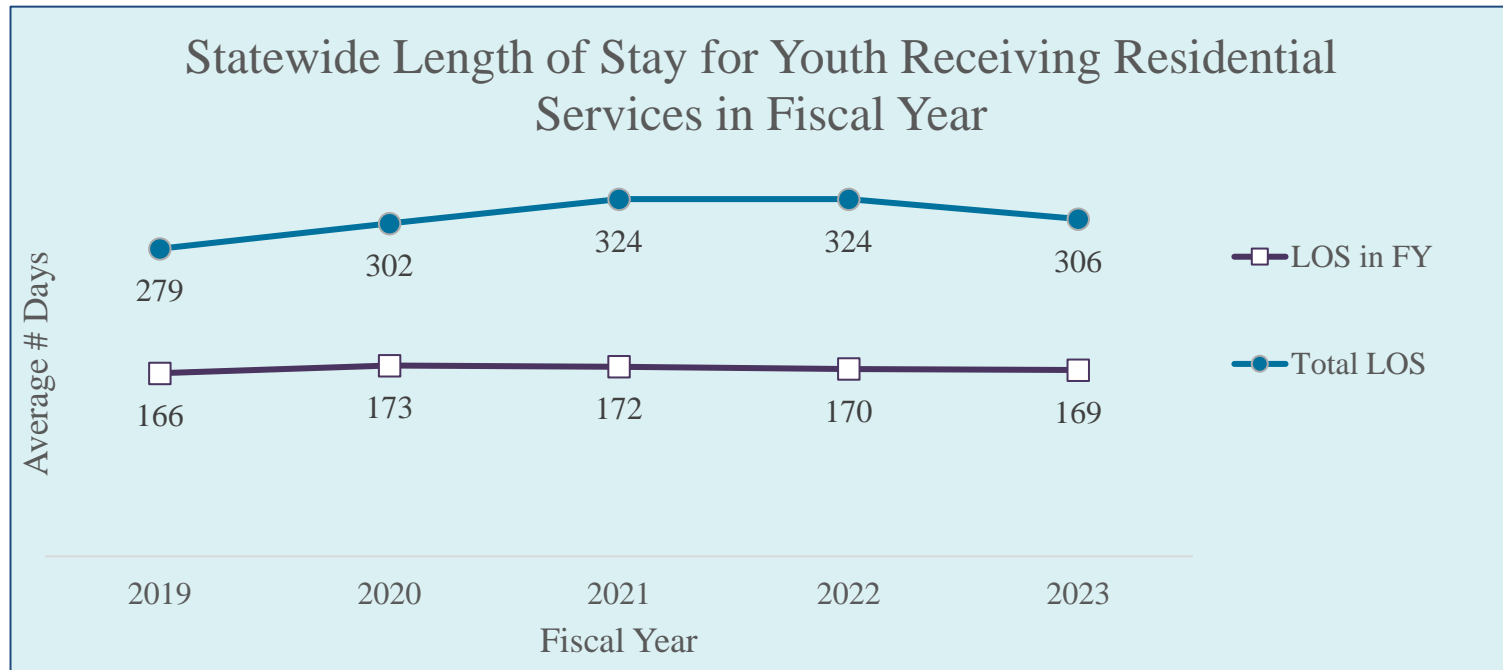
- All
- MT 1 - Foster Care Abuse/Neglect - Prever
- MT 2 - Foster Care Abuse/Neglect - Dss N
- MT 3 - Foster Care Abuse/Neglect - Local I



Select:
 Report Filter 1: hold CTRL button and select SPT 14 through SPT 18 (for all residential placement types)
 Report Filter 2: select ALL
 Click View Report for results

How Well is it Done?

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



How does your locality's average length of stay values compare to statewide values?

Reporting Your Performance

- Identify your strategic goals
- Identify data points that represent those goals
- Interpret your data points at regular intervals (quarterly, twice a year, or during key CPMT meetings)
- Visuals for data points
- Share visuals, spark discussion!

In Closing...

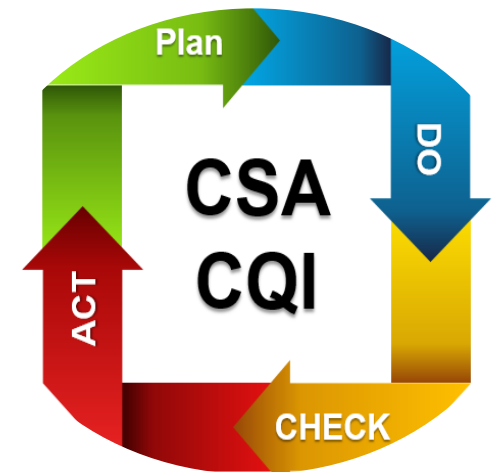
- Reviewing data on your CSA program is required by Virginia Code
- Continuous Quality Improvement (CQI) uses the data review to make plans and decisions to improve programs and outcomes
- The CSA website offers a CQI Dashboard with regularly updated program data
- Using the dashboard helps you to answer these questions about your program:

How Much/Many? How Well? Is Anyone Doing Better?

In Closing...

Interpreting the data to assist in your planning includes:

- Reviewing snapshot data and how it compares to the state and other localities
- Calculating change over time
- Identifying the direction of your change over time
- Updating plans as the data change



Thank you for your time!

Questions?

Carrie Thompson

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