

PPM Update

Status as of June 2008
of Childrens Administration
Priority Performance Measures

Outline of Presentation

- Review of PPM Logic Model & Development
- PPM framework
- PPM Timeline
- Measure trends

The Performance Measure Landscape

- Budget – linked to requests for funding
- Federal – linked to matching funds
- Braam – linked to compliance with policy/practice changes
- GMAP – linked to the most high-profile outcomes
- Internal – linked to ongoing evaluations of effectiveness

What are the Challenges?

- **How do we manage an organization by evaluating long-term client outcomes?**
 - Long-term outcomes tell us what happened a long time ago
 - e.g. the percent of children with 2 or more moves during the last year
 - We need to know that we are on the right track in 'real time'
- **With so many measures, which are the most important for managers?**
 - Too many measures to track effectively
 - Some measures may tell us more than others about:
 - are we using our resources well?
 - are we doing what is effective?
 - are we likely to achieve expected results?

What is the Alternative?

- **Construct and maintain a coherent logic model**
 - **A logic model describes and organizes work into categories or steps which represent a logical flow from:**
 - INPUTS of resources such as money and employees, to
 - ACTIVITIES and programs or services, to
 - STRATEGIES OR immediate indicators of work performed, to
 - INTERMEDIATE results of these strategies, to
 - ULTIMATE or long-term consequences of the organizations work.
 - The organization's direct influence on components of the logic model decreases as one moves from inputs to ultimate outcomes.
- **A logic model:**
 - describes testable hypotheses about how outcomes are achieved
 - can guide decisions about investments in program strategies

We screen and investigate reports of alleged maltreatment using CPS staffing resources

Safety Example

...so that...

We can determine quickly if a child has been abused or neglected and respond to protect the child

(indicator examples)

- How often alleged victims in CPS referrals have face-to-face visits within policy requirements.
- How often children living in placement are visited by their Social Worker each month.

...so that...

Children are safe in their own home or in substitute care

(indicator examples)

- How often victims of abuse or neglect avoid being re-reported for alleged abuse or neglect within 6 months.
- How often children are not re-referred for any reason during the first 6 months following a return to family from placement.

...so that...

Children can live safely in their own home

Children are protected from re-abuse

Ultimate Intent

Degree of Influence

Process for Development of the CA Logic Model

- Phase I (2004-2005): Construction of a theoretical logic model representing major outcome domains for the Government Management Accountability and Performance (GMAP) initiative. Process, strategy, supporting, and early warning indicators were identified for some GMAP outcomes; not all outcome domains important to the agency were included in GMAP.

Process for Development of the CA Logic Model

- Phase II (2007): Identification of Priority Performance Measures (PPM) to improve the logic model
 - Began with the critical outcome domains of safety, permanency, well-being and aftercare
 - Evaluated practice and research knowledge to identify:
 - Practices associated with better outcomes (Strategies)
 - Ways to predict good long-term outcomes by looking at short-term results (Components)
 - Short-term results that predict poor long-term outcomes (Early Warning)
 - Indicators have to be
 - logically and directly connected to ultimate outcomes, and
 - Measurable from administrative data
- Proposed measures were reviewed and approved by management at multiple levels

Process for Development of the CA Logic Model

- Phase III: Ongoing review and improvement of indicators based on research and additional analyses
 - Continuously test our logic model to verify that assumed relationships are supported by performance data
 - Add/remove/modify elements based on testing and new data sources becoming available

PPM Framework

Indicator	Category	Long-Term Measure	Indicator Definition
CPS response time	strategy	Recurrence of maltreatment	% of victims in CPS referrals with a face-to-face visit within 24/72 IFF policy timeframes
<i>Early Intervention</i>	strategy		% of families with unfounded or inconclusive referrals (and no prior founded) who accept services
<i>Safety after founded referral</i>	early warning		% of victims with a prior founded CPS referral with any new info only, unfounded, or inconclusive CPS referrals within the next 6 months
<i>Safety of children with in-home services</i>	component		% of children on voluntary cases during the quarter without a founded finding of maltreatment or a removal (placement) within the next six months
Timely and stable placement with relatives	strategy	Placement stability	% of children in care for at least 7 months who were placed with relatives within 30 days of entering care, and remained with that relative for at least 6 months
Sibling group placement	strategy		% of children in regular family foster care in placement with some or all other removed siblings
<i>Social Worker visitation</i>	strategy		% of children in placement who were visited by SW within the last 40 days
Placement movement	component		% of children in placement at the beginning of the quarter who remained 'stable' (didn't move a 2 nd time) during the quarter
Stability for adolescents	strategy		% of transitioning youth with no placement moves during their last year in foster care
Repeat running	component		% of youth in placement with a run history at the beginning of each quarter without a repeat run event by the end of the quarter

PPM Framework

Indicator	Category	Long-Term Measure	Indicator Definition
Availability of foster home beds	component /strategy	FH Recruitment and Retention	ratio of youth utilizing licensed foster care to licensed bed capacity, by geographic location
<i>Maintaining family connections</i>	strategy	Placement Re-entry	% of children in placement > 60 days who were visited by parent within the last 30 days
Placement re-entry	component		% of children entering placement in their first episode
<i>Safety during trial home period</i>	early warning		% of children with any ARS, CPS or FRS referrals (accepted or info only) during the first 6 months following reunification
Exits from long-term care	component	Permanency Timeliness	% of children/youth in care >2 years at the beginning of each quarter who exited care with plan completed by the end of the quarter
Timely Reunification	component		Median LOS of children reunified during each quarter
Progress to Reunification	early Warning		% of children with permanent plan of reunification <i>not</i> reunified within 9 months
Timely CHET completion	component	Permanency	% of children with CHET screenings completed within 30 days of entry
<i>Educational Outcomes</i>	strategy	Success of Youth Transition to Independence	not defined yet
<i>Youth Receiving ILS</i>	strategy		% of eligible youth population receiving ILS
<i>Acquisition of Independent Living skills</i>	strategy		% of assessed population achieving benchmark

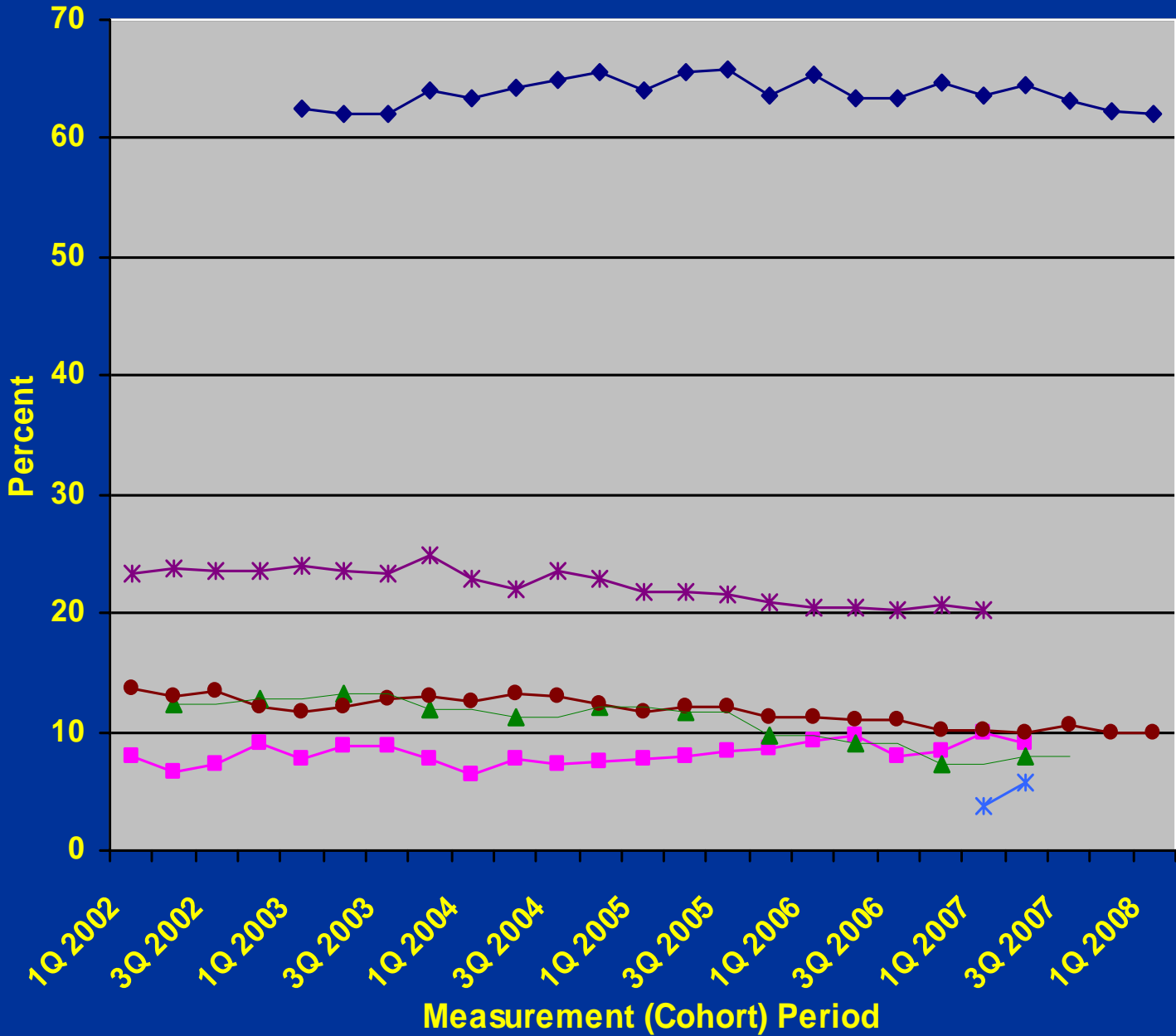
PPM Timeline

- March 2007 Project Inception; first draft of Logic Model based on earlier GMAP work
- September 2007 First round of Logic Model testing and validation completed
- November 2007 PPM Logic Model and measure definitions finalized
- December 2007 Validated Measures constructed

PPM Timeline (continued)

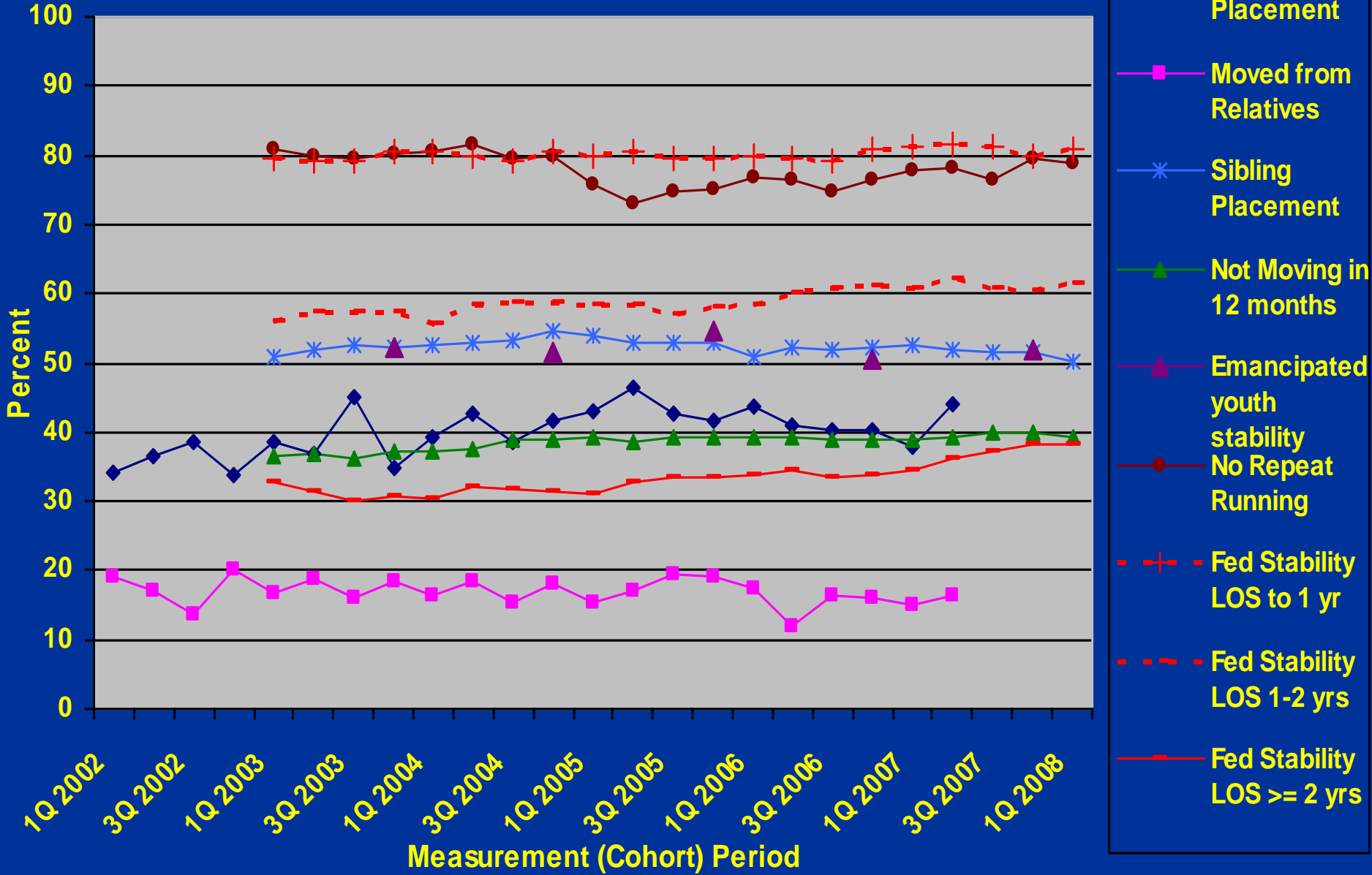
- May 2008 Draft PPM Report presented to CA Management Team
- May 2008 Definition of 2 measures revised based on Management Team feedback; first interim quarterly PPM trend report released

Summary Chart of Safety Measures (State)

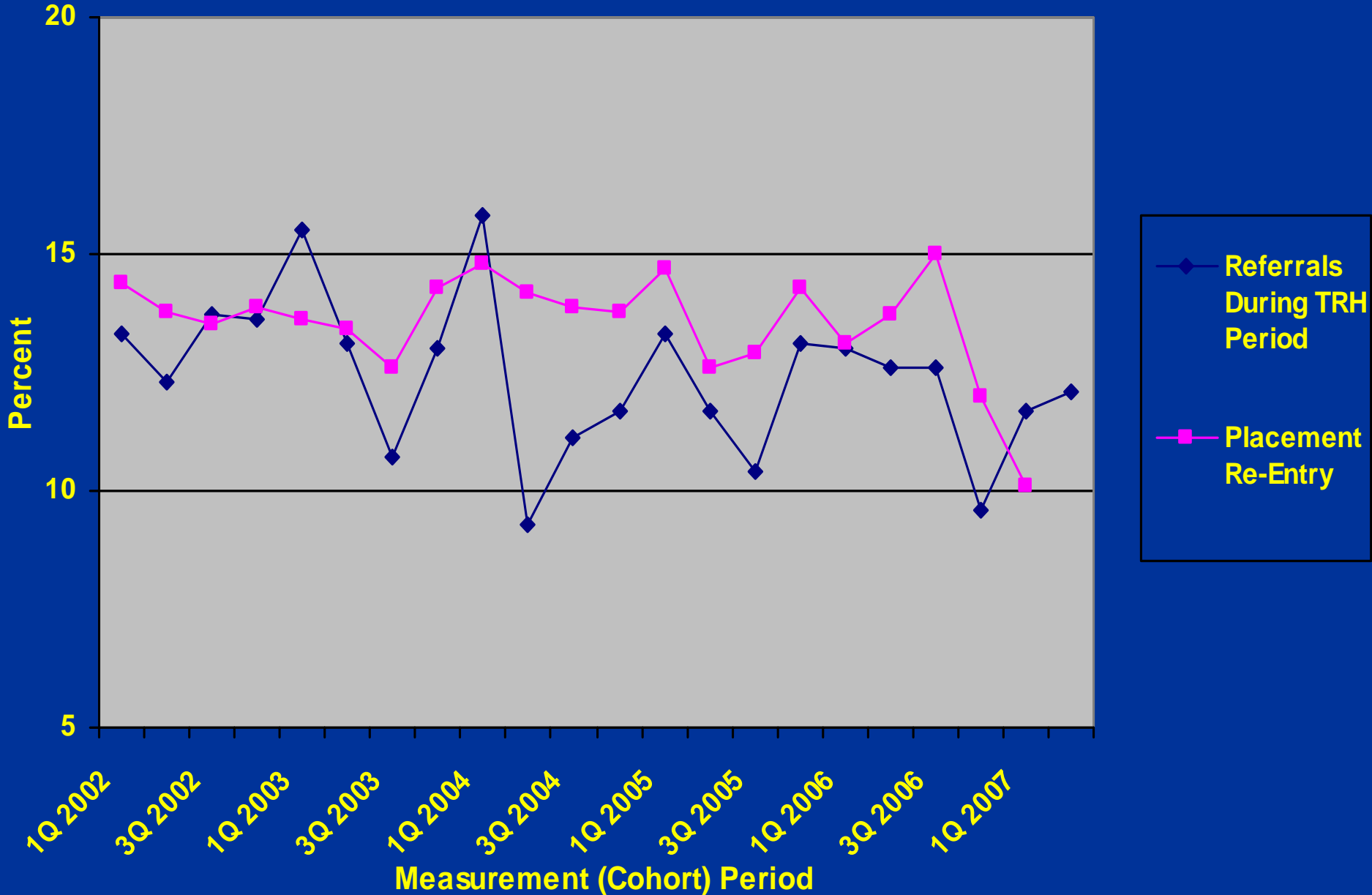


- ◆ Prior (Any) Referrals
- Referrals after Founded
- ✱ Founded after Vol. In-Home
- ▲ 6-Month Victim Recurrence
- ✱ Family Re-Referral
- Multiple CPS Priors
- 2 per. Mov. Avg. (6-Month Victim Recurrence)

Summary Chart of Placement Stability Measures (State)



Summary Chart of Placement Re-Entry Measures (State)



Summary Chart of Permanency Timeliness Measures (State)

