# Using Administrative Data in Analyzing Program Outcomes

#### **NAWRS 2013**

Chicago, IL August 20, 2013

Don Winstead Consulting, LLC

### **Three Key Points**

- Connect every level of the organization to drive performance.
- Make outcome data accessible.
- Use longitudinal data to go from "snapshots" to "movies".



## Florida Department of Children and Families Quality Management System

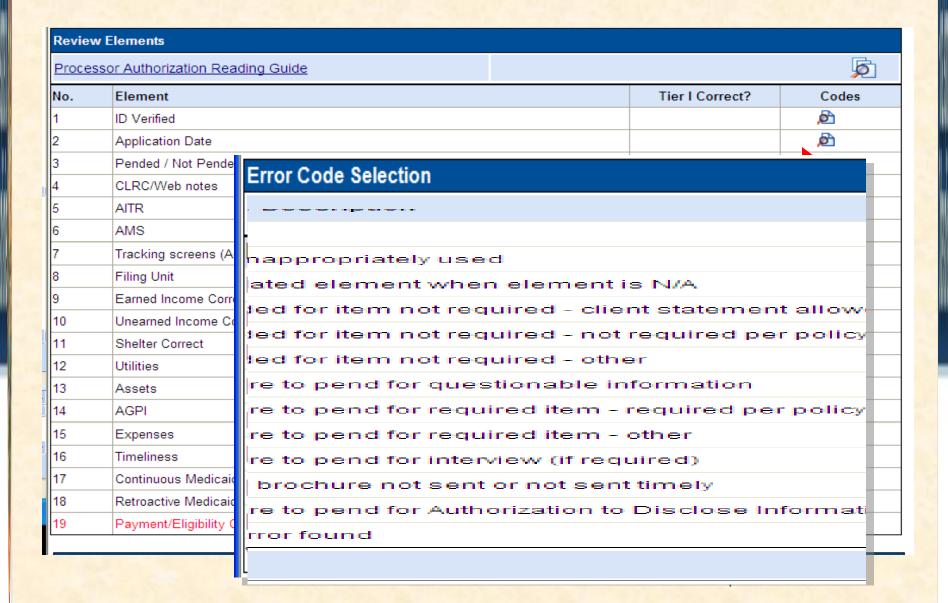
#### **Review Elements**

Processor Authorization Reading Guide



			72	<u> </u>
No.	Element	Tier I Correct	Codes	
1	ID Verified		<u>@</u>	
2	Application Date		<u>Æ</u>	
3	Pended / Not Pended		Ð	
4	CLRC/Web notes		Ð	
5	AITR		<b>,</b> €	
6	AMS		, <del>©</del>	
7	Tracking screens (AGTF, AGTC, AGTM, AGTS)		<b>,</b> €	
8	Filing Unit		<b>,</b> €	
9	Earned Income Correct		<b>€</b>	
10	Unearned Income Correct		Ð	
11	Shelter Correct		Ð	
12	Utilities		Ð	
13	Assets		<b>,</b> €	
14	AGPI		<b>,</b> €1	
15	Expenses		, <del>©</del>	
16	Timeliness		<b>,</b> €1	
No.  1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19	Continuous Medicaid		, <del>©</del>	
18	Retroactive Medicaid		, <del>©</del>	
19	Payment/Eligibility Correct		<b>,</b> €1	

### Completing the Review





## Florida Department of Children and Families Quality Management System

#### Ongoing Case Reviews Completed July 1, 2012 through June 30, 2013

	1st Level Review Designated Reviewer (Local)	2nd Level Review Validator (Headquarters)
TANF	194	3
SNAP	15,917	920
Medicaid	26,350	1,571
Total	42,461	2,494

#### ACCESS - Quality Management System

You are logged in as: S66783 - VELTKAMP, TONYALEAH Circuit 02



Case Number







Home | Search | Reports | Assign | Add | My Pending Reviews | My Corrections Due | My Pending Validations | Administration

#### **QMS Reports**

Report Selection			
			<b>I</b>
Report Type	•	Region	
Category	•	Circuit	
Source	_	Admin	~
Level	_	Unit	· ·
Review Type	State By Region	ESSID	
Program	State By Circuit Region	Reviewer	· ·
From	Circuit Admin	Validator	
То	Unit	ID	
	-ESS Reviewer Validator		

Admin: 88231 Unit: DP021

Level: 3

#### Food Stamp Payment Accuracy

Florida's 2012 error rate 0.77% - National 3.42%



- FFY 2012 Best in Country
- FFY 2012nd Best in Country
- FFY 2010 Best in Country
- FFY 2009 Best in Country
- FFY 2008 Best in Country
- FFY 2007 Most Improved

Over \$47 million in federal bonus funds in the past six years.

## Making Outcome Data Accessible

## **Two Examples**

- Scorecards
- Spinner Charts

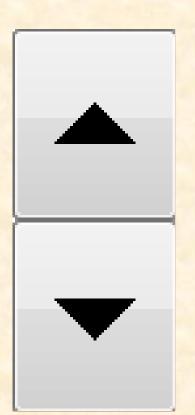
#### **Application Processing – June 2013**

			Expedited Regular				Regular		
		All Program	SNAP	SNAP			Medicaid	Disability Medicaid	
Region	Circuit	Approvals	Approvals	Approvals	Approvals	Approvals	Approvals	Approvals	
NW	1	97.2%	97.6%	95.8%	96.5%	100.0%	97.7%	98.9%	
NW	2	97.0%	95.5%	96.0%	95.8%	97.0%	99.2%	99.4%	
NW	14	97.7%	96.8%	96.5%	96.6%	100.0%	98.5%	100.0%	
NW	Subtotal	97.3%	96.8%	96.0%	96.4%	99.4%	98.3%	99.4%	
NE	3	96.1%	82.8%	96.2%	92.6%	100.0%	95.6%	99.6%	
NE	4	97.4%	96.7%	96.6%	96.6%	96.7%	98.4%	98.8%	
NE	7	97.8%	97.0%	97.4%	97.3%	96.8%	98.6%	99.7%	
NE	8	97.3%	95.8%	97.3%	96.7%	100.0%	98.0%	99.6%	
NE	Subtotal	97.3%	96.5%	97.0%	96.8%	97.5%	97.8%	99.3%	
CNTRL	5	96.5%	94.4%	97.4%	96.4%	99.1%	96.3%	100.0%	
CNTRL	9	96.2%	91.4%	96.1%	94.5%	96.7%	97.8%	99.6%	
CNTRL	10	98.5%	97.7%	98.7%	98.3%	100.0%	98.5%	100.0%	
CNTRL	18	98.2%	98.5%	98.4%	98.4%	97.0%	98.0%	99.2%	
CNTRL	Subtotal	97.1%	94.8%	97.3%	96.4%	98.2%	97.6%	99.7%	
SC	6	95.6%	97.8%	97.8%	97.8%	100.0%	91.2%	99.7%	
SC	12	98.7%	99.1%	98.7%	98.9%	66.7%	98.3%	100.0%	
SC	13	98.5%	98.4%	98.5%	98.5%	100.0%	98.3%	100.0%	
SC	20	97.9%	97.8%	98.1%	98.0%	97.5%	97.7%	100.0%	
SC	Subtotal	97.5%	98.1%	98.2%	98.2%	98.2%	96.5%	99.9%	
SE	15	98.6%	98.2%	97.5%	97.8%	96.0%	99.5%	100.0%	
SE	17	98.2%	97.9%	97.3%	97.6%	97.3%	99.0%	99.8%	
SE	19	98.0%	97.7%	97.2%	97.4%	100.0%	98.5%	99.8%	
SE	Subtotal	98.3%	97.9%	97.4%	97.6%	97.6%	99.1%	99.9%	
So	11	99.2%	99.0%	98.9%	98.9%	99.1%	99.4%	99.6%	
So	16	99.3%	100.0%	98.9%	99.4%	100.0%	99.1%	100.0%	
So	Subtotal	99.2%	99.0%	98.9%	98.9%	99.2%	99.4%	99.6%	
State	Total	97.9%	97.3%	97.7%	97.5%	98.1%	98.1%	99.7%	
Target		95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	

## Community-Based Care Lead Agency Scorecard

Community-Based Care Lead Agency Scorecard Performance through June 2013													
CC		2 227%	Performance Safety	2		Permu	nency			Well-Being		Coat	
BBR	DIAMETER PROPERTY	1. No Verified Multiredness will be 8 Months of	2.50 Verified Matheologis	3. No Verified Mathedment within 6 Months Terrolugion	4. Children In Care # Days 12 Horde with	5. Children Authoring	6. Children Addressing	7. Children Not Re-entering Out-of-Home Care will in	8. Children In Us. Out- of Home Core Age 12	8. Overed	10. Former Poster	11. Administrative Rependitures as Persent	
ACC	DUNTABILITY	Termination of Family	During In-Home	of In-Home & Out-of-Home	No More than Two	Months of Bidwing	or More Months in	12 Martin of Achieving	and under in DOP	Score on Scuarton	Worth Ages 19-22 with Diphone or	of YTO Rependitures *	FY
						-							Contract
													Yorkel
	Standard Welging												
	Land Agaron Also Served	Children Rulling Family	Children In the regime	Children Rolling Care Aug -	Children in Care # Days 12	Children Ridering C	Children In Care 10+	Chinan Autowing	Children Ages 12 and	Children age for	Youth Receiving	Secretary from the	0.000
Mank	CRO & Tenure Shart Char	Support Oil One 2012	Care: Feb. 2013 -Apr., 2013	Oct 3013	Months In: June 2013	BK Apr. 2012 - Jul 2012	Marche July 1, 2012	Permanency to Apr. 2012 - June 2012	Under In Licensed Care: June 30, 2013	17 In Care: June 2013	Bendon: June 30, 2013	July 2012 - July 2013	PY 2012-13
1				77 V V						100000			
1	Fundy Integrity Program Statistical Region, St. Johns Onto Compiler, Program Bassign Joy Statistics, Climator												8,400
	Fundy Report Barriers North Pla			n P									
2	HE Region, Clerchis, Daniel, Harmon E. Lauringsonio (1810 - 2008)			nP	Orti	3 KM	nar	100				ros	5,289
1	Dr. Garma Armstone, Charles Belant Community (Blakernage)							ILE		<b>5</b> 0			
3	SanCount Septem, Clemat 13 Lorde Disting, Francisco Director 30001												2,079
1200	College to September Segler, Creat (7												-
4	Frein Burden, CRO 11.0007 Joseph Strates, Chair		_			-							5,902
0	Kints Word of Workly, Inc.						R/A						100
,	Services Region, Clinical A, Clay Inner Trian, CRID. 70/001 Select V. Crainers, Chair					TI	IVIC	226		16			1,038
	Fundise First Salesoft Surfaced Saples, Christ 1			ee S	<b>MIC</b>	LY		,uJ					
	Are Harter Devotor (2000) JF Faure, Chair												8,368
	Our Name of Williams Control Management Story												3.768
	Bashan Ragion, Groubs III & 16 Percess Hages, CRD TOXAL Basely-bases, Chair												1,766
	Kitta Garatral, Iron. Carstell Region, Cleval III				MINO	OIA	010			00	NIII	00	1.100
	Series Series Code			r Pe			еш					ES	2,700
	Performable for Bitting Families Serviced Region, City do. 1 Lt. Bitter Balancia, CBOSPen. 1988		<b>U</b>		,,,,,,	<b>MIII</b>				M	Juli	00	8.479
_	Dr. Williams Street, Chart												1000
10	Community Search Core Control Fig. Control Region, Cleral C Otto Cores, CROP-maters 2000s												3,772
700	John Gill, Clinic												-
111	Continuelly Ferbandig for Children 65 Septim, Playler, Valuela, Politica Mark Janus, CRO 80010		hr	O	VOL		OIN		10	30	IIV	16	2,433
	COMMITTEE BOOK			ee V	VCI		CIII			13			
12	Section Septe, Great III Settle Septer, GSG 150000					11-							1,541
	Joseph Regard, Chair Colleges of Reference of Eth Planting												
13	SG Region, Great 20 National Sales, CRG 1 (CRG)												4,364
	Mary Garden Chair Bennand Family Parloaming												-
14	Cartelifagin, Circal III, Bressel Federa Mallon Garbria, CRO (2004) Sentim Wildler, Code			Co		VIA	361						8,547
	Removale William Children Coalition						u						
15	Surface Supin, Clean () Survey Color, Interior Sucreto (CO) Striagolo, Color												0,680
	Community Report Corn Control Fig.					100			22.50				F11 AND
18	Cartini Region, Cleral 18, Servicio Gian Carto, Calcon materia 30000 Jahr CB, Clerk	95.8%	95.2%	89.9%	89.6%	14.7%	44.6%	93.6%	93.5%	83.3%	61.9%	3.4%	\$11,897,697
-	Britani Community Milenatives Annicani Series Const II	91.4%	96.6%	95.0%	82,6%	51.5%	52.7%	88.9%	86.6%	51.5%	74.196	3.8%	E47.700 cm
17	Andrew Region Clevel 6 Andrew Words (1001) Tree Service Chair	91.4%	20.076	93.0%	62.0%	31.3%	34.7%	86.979	80.076	31.3%	74.176	3.8%	\$57,792,471
	Rig Band Community Based Care Surfaced Rights Condo 7 & 14 May Walley, CRD (12000)	93.7%	96.4%	91.8%	90.1%	48.5%	50.7%	91.7%	88.7%	30.0%	44.7%	4.2%	\$20,447,435
	Reggie Johns, Chair	93.7%	30,476	91.8%	90.176	40.3%	30.7%	91.779	90.770	30,076	44.779	4,2%	400,441,465
12	Section For Citizen Central Region, Clerch 10	94.0%	96,7%	94.3%	85.7%	47.0%	53.1%	90.0%	87.2%	37.4%	49.3%	4.6%	\$41,589,759
	Terl Sameten, CRO 40006 Same Sameteni, Clock	24,071	20,170	,43%	63.778	41,00%	33.179	20.076	97.279	32,436	49.379	4,000	\$40,280,139
20	Delica For Funding Inc. September Septem Great 15	97.2%	95.9%	94.3%	82.6%	40.0%	46.2%	88.5%	75.0%	15.9%	61.1%	5.1%	\$24,919,890
2	Central Demokration, CRG 19.00000 Protein Secury, Chair								1833		U	10000	
	Statewide	94.8%	96.6%	94.4%	86.9%	50.1%	52.0%	90.7%	90.2%	51.0%	63.8%	4.0%	5766,494,199
	Red Zine	99.8%	85.876	10.079	80.3%	63,976	48.5%	81.0%	30.076	96,919	36,875	5.8%	

#### **Spinners**

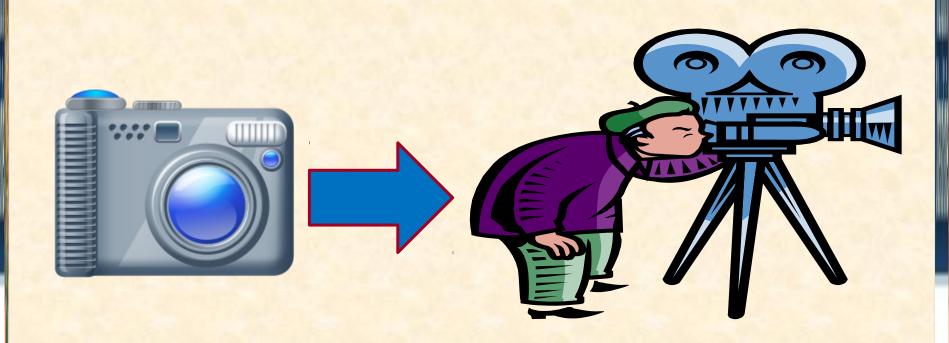


Some quick Workforce examples.

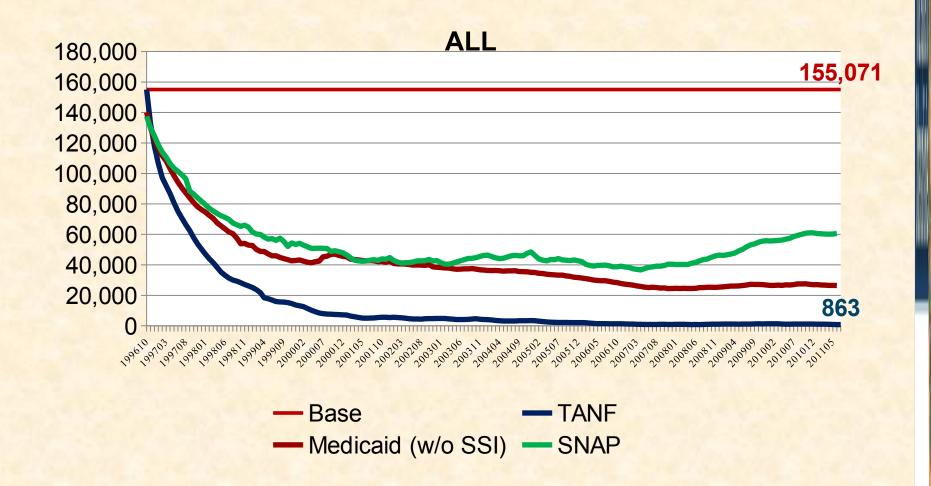
#### See handout for links to more:

- Workforce
- Public Assistance Caseloads and Characteristics
- Child Welfare Performance and Characteristics

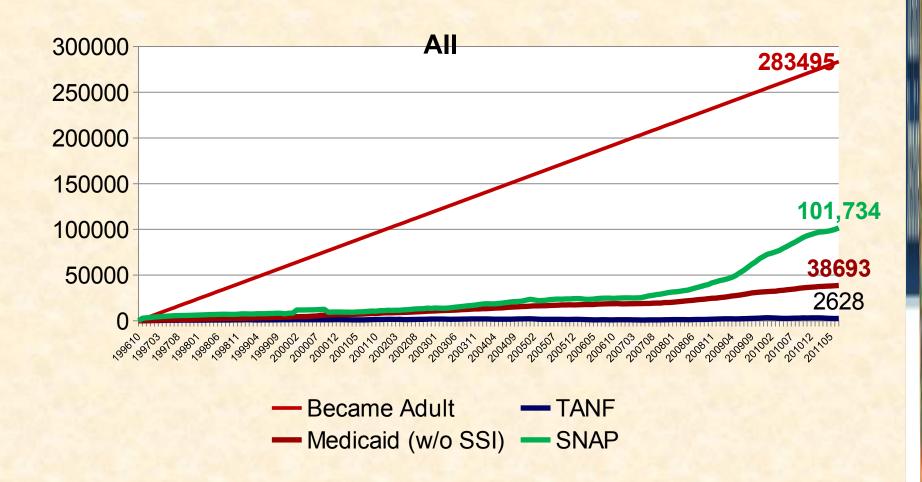
### From Snapshots to Movies



### TANF Adults in Sept. 1996 Oct. 1996 to June 2011



## TANF Children in Sept. 1996 Who Are Now Adults



## **Example Google Motion Chart**



#### **Links and Resources**

- Links to all of the reports referenced in the workshop (and more) are on the session handout. For an electronic copy, visit WinsteadConsulting.com and click on the documents tab.
- The document may also be available at the NAWRS 2013 web site.
- Join us for more conversation at the Special Topic Lunch in the Huron Room at Noon today.