

Using Administrative Data in Analyzing Program Outcomes

NAWRS 2013

Chicago, IL
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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



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

Completing the Review

Review Elements			
Processor Authorization Reading Guide			
No.	Element	Tier I Correct?	Codes
1	ID Verified		
2	Application Date		
3	Pended / Not Pended		
4	CLRC/Web notes		
5	AITR		
6	AMS		
7	Tracking screens (A)		
8	Filing Unit		
9	Earned Income Correct		
10	Unearned Income Correct		
11	Shelter Correct		
12	Utilities		
13	Assets		
14	AGPI		
15	Expenses		
16	Timeliness		
17	Continuous Medicaid		
18	Retroactive Medicaid		
19	Payment/Eligibility Correct		

Error Code Selection

- Incorrectly used
- Related element when element is N/A
- Not required for item not required - client statement allowed
- Not required for item not required - not required per policy
- Not required for item not required - other
- Require to pend for questionable information
- Require to pend for required item - required per policy
- Require to pend for required item - other
- Require to pend for interview (if required)
- Brochure not sent or not sent timely
- Require to pend for Authorization to Disclose Information
- Error found



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



Case Number



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QMS Reports

Report Selection



Report Type	<input type="text"/>	Region	<input type="text"/>
Category	<input type="text"/>	Circuit	<input type="text"/>
Source	<input type="text"/>	Admin	<input type="text"/>
Level	<input type="text"/>	Unit	<input type="text"/>
Review Type	<input type="text"/>	ESS ID	<input type="text"/>
Program	<input type="text"/>	Reviewer	<input type="text"/>
From	<input type="text"/>	Validator	<input type="text"/>
To	<input type="text"/>	ID	<input type="text"/>

Review Type

- State By Region
- State By Circuit
- Region
- Circuit
- Admin
- Unit
- ESS
- Reviewer
- Validator

You are logged in as: S66783 - VELTKAMP, TONYALEAH Circuit: 02 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 2011 **2nd 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

Community-Based Care Lead Agency Scorecard

Community-Based Care Lead Agency Scorecard

Performance through June 2013



Performance											FY Contract Total
Safety			Permanency				Well-Being			Costs	
1. No Verified Maltreatment within 6 Months of Termination of Family Placement	2. No Verified Maltreatment During In Home Placement	3. No Verified Maltreatment within 6 Months of Termination of In Home & Out of Home	4. Children in Care 9 Days-12 Months with No More than Two	5. Children Achieving Permanency within 12 Months of Entering	6. Children Achieving Permanency after 12 or More Months in	7. Children Not Reentering Out of Home Care within 12 Months of Achieving	8. Children in Lts. Out of Home Care Age 13 and under in CCR, Standard Family Care	9. Overall Score on Readiness of	10. Foster Foster Youth Ages 19-22 with Diploma or	11. Administrative Report Score as Percent of YTD Requirements	

Standard Weighting

Rank	Lead Agency	Children Requiring Family Support Oct. - Dec. 2012	Children in In Home Care Feb. 2013 - April 2013	Children Requiring Care Aug. - Oct. 2012	Children in Care 9 Days-12 Months in June 2013	Children Entering CCR in April 2012 - June 2012	Children in Care 12+ Months in July 1, 2012	Children Achieving Permanency in April 2012 - June 2012	Children Age 13 and Under in Licensed Care June 30, 2013	Children age 17 in Care June 2013	Youth Reaching Services June 30, 2013	July 2012 - June 2013	FY 2012-13
1	Family Integrity Program, Northwest Region, St. Johns, Child Complex, Program Manager on Children, Clear												5,410
2	Family Support Services North Florida Region, Central & East, Pasco, St. Leon, Pasco CCR, 20013												5,289
3	Midwest Community Relationship Services Region, Central 11, Lake County, Pasco, Director, 12001												5,079
4	Children in Northwest Region, Central 17, Public Service, CCR, 110007, Jacksonville, Clear												5,002
5	State Flow of Florida, Inc., Northwest Region, Central & Day, New York, CCR, 70004, District 11, Central, Clear												4,028
6	Florida First Services, Northwest Region, Central 1, Sun Haven, Director, 120004, St. Leon, Clear												3,368
7	Our Kids of Midwest States/Midwest, Inc., Southeast Region, Central 11 & 18, Pioneer Village, CCR, 70008, Family Support, Clear												3,768
8	Kids Central, Inc., Central Region, Central 8, John Cooper, CCR, 60012, Pasco, Pasco, Clear												3,210
9	Partnership for Strong Families, Northwest Region, Central 1 & 4, Sharon Williams, CCR/Program, 2000, St. Leon, Pasco, Clear												3,478
10	Community Based Care Central Florida Region, Central 9, John Cooper, CCR/Program, 20004, John Cooper, Clear												3,772
11	Community Partnership for Children, Northwest Region, Pasco, Pasco, Pasco, Sun Haven, CCR, 60010, St. Leon, Clear												2,433
12	Children Palm Beach, Northwest Region, Central 10, Public Service, CCR, 100012, Pasco, Pasco, Clear												1,541
13	Children's Services of St. Leon, Northwest Region, Central 10, Pasco, Public, CCR, 10007, Jacksonville, Clear												4,364
14	Revised Family Permanency, Central Region, Central 18, District, Pasco, Pasco, Director, 2004, Pasco, Pasco, Clear												5,547
15	Services to Children's Conditions, Northwest Region, Central 12, Sun Haven, Child, North Pasco, 100, St. Leon, Clear												9,099
16	Community Based Care Central Florida Region, Central 10, Central, Clear, CCR, CCR/Program, 20004, John Cooper, Clear	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
17	Midwest Community Relationship Services, Northwest Region, Central 8, John Cooper, 60013, Jacksonville, Clear	91.4%	96.6%	95.0%	82.6%	51.5%	52.7%	88.9%	86.6%	51.5%	74.1%	3.8%	\$93,782,471
18	Key Bank of Community Based Care, Northwest Region, Central 1 & 14, Sun Haven, CCR, 120004, Pasco, Pasco, Clear	93.7%	96.4%	91.8%	90.1%	48.5%	50.7%	91.7%	88.7%	30.0%	44.7%	4.2%	\$72,447,435
19	Partnership for Children, Central Region, Central 10, Sun Haven, CCR, 40004, Sun Haven, Clear	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
20	United for Families Inc., Northwest Region, Central 10, Central, Central, CCR, 10008, Pasco, Pasco, Clear	97.2%	95.0%	94.3%	82.6%	40.0%	46.2%	88.5%	75.0%	15.9%	61.1%	5.1%	\$24,819,880
	Statewide	94.8%	96.6%	94.4%	86.9%	50.1%	52.0%	90.7%	90.2%	51.8%	63.8%	4.0%	\$766,494,190
	Goal Zone	99.6%	95.6%	90.0%	82.1%	43.9%	48.9%	87.9%	90.9%	66.9%	56.6%	3.0%	

Eleven Performance Measures

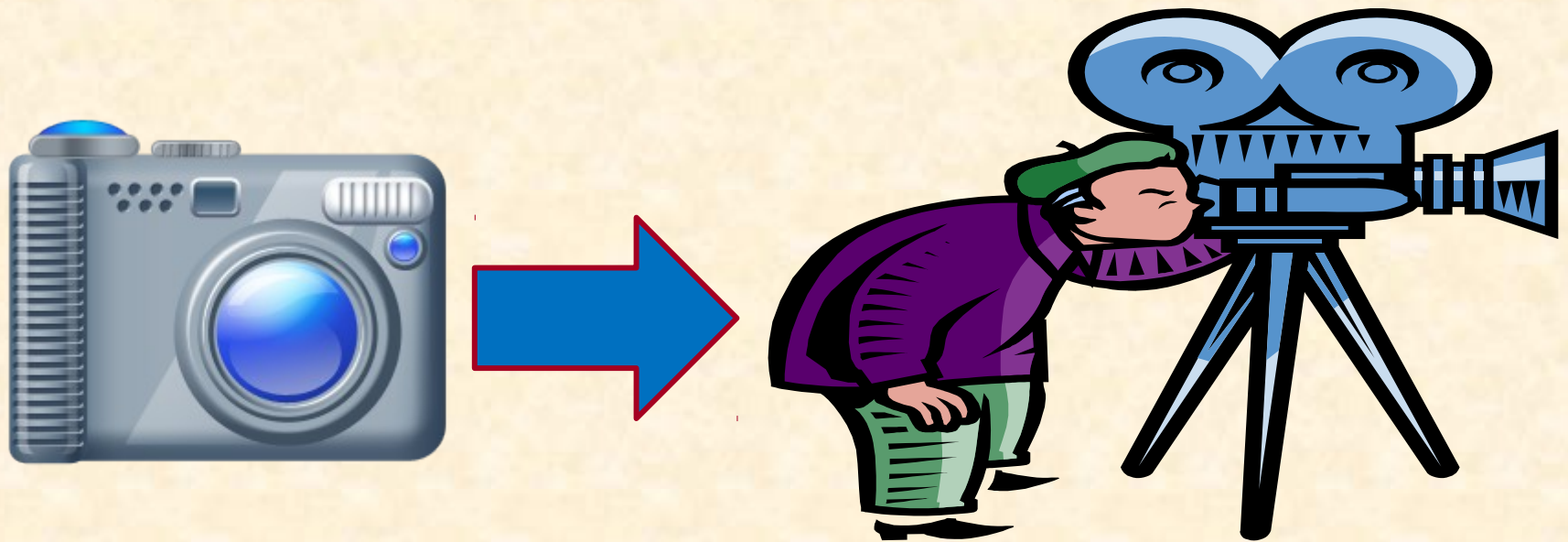
- Three Safety Measures
- Four Permanency Measures
- Three Well-Being Measures
- One Cost Measure

Spinners



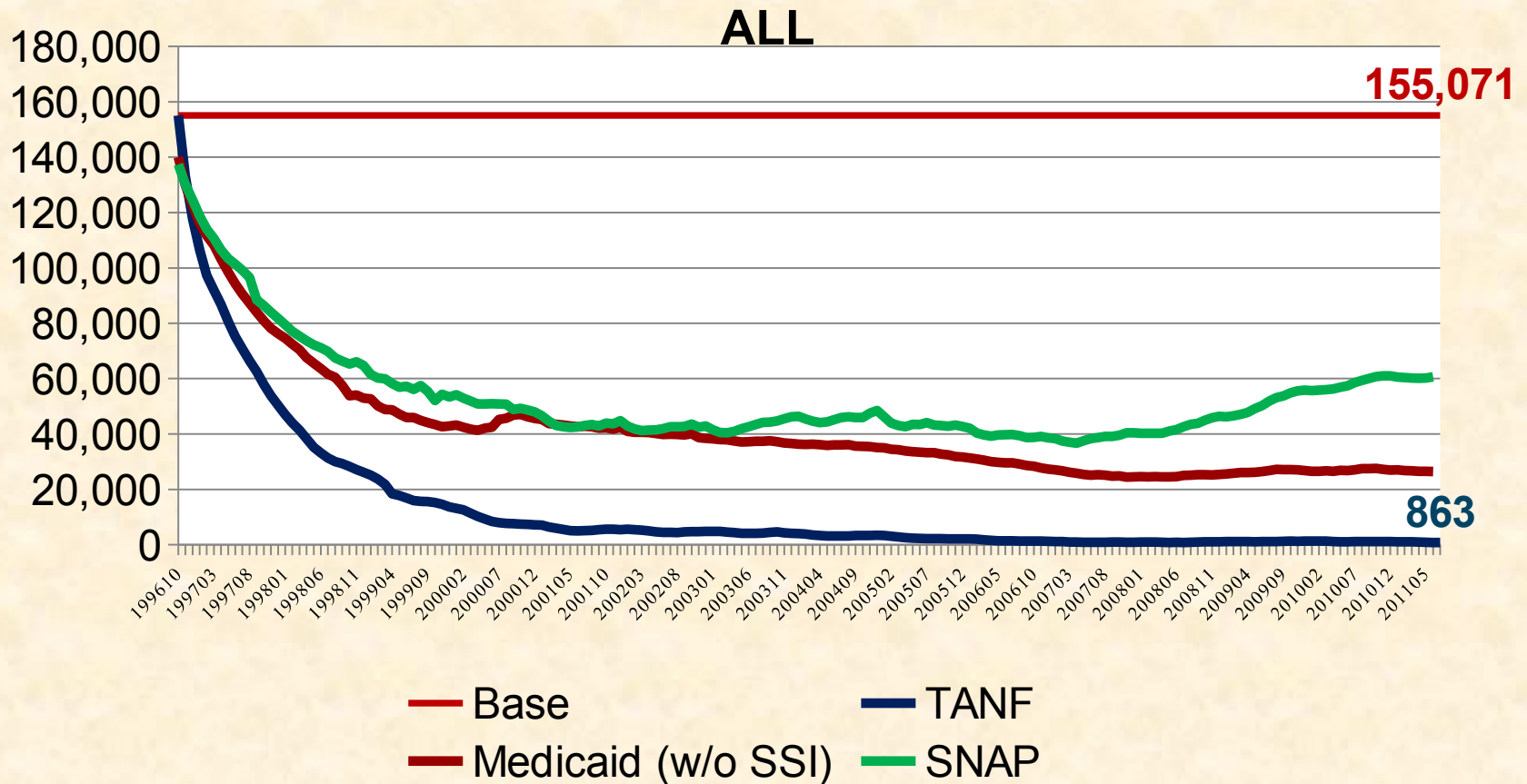
- Some quick Workforce examples.
See handout for links to more:
- Workforce
- Public Assistance Caseloads and Characteristics
- Child Welfare Performance and Characteristics

From Snapshots to Movies



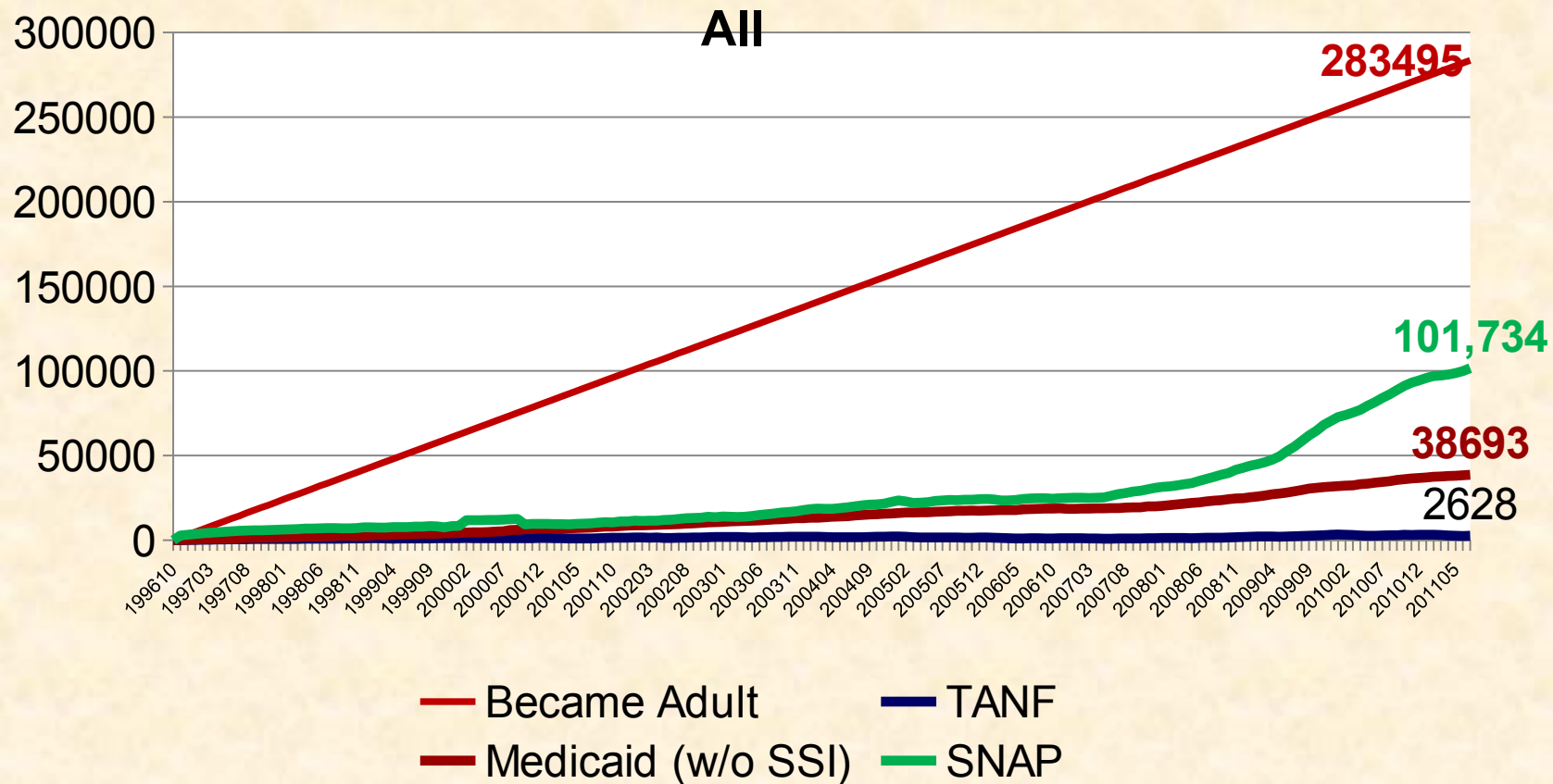
TANF Adults in Sept. 1996

Oct. 1996 to June 2011



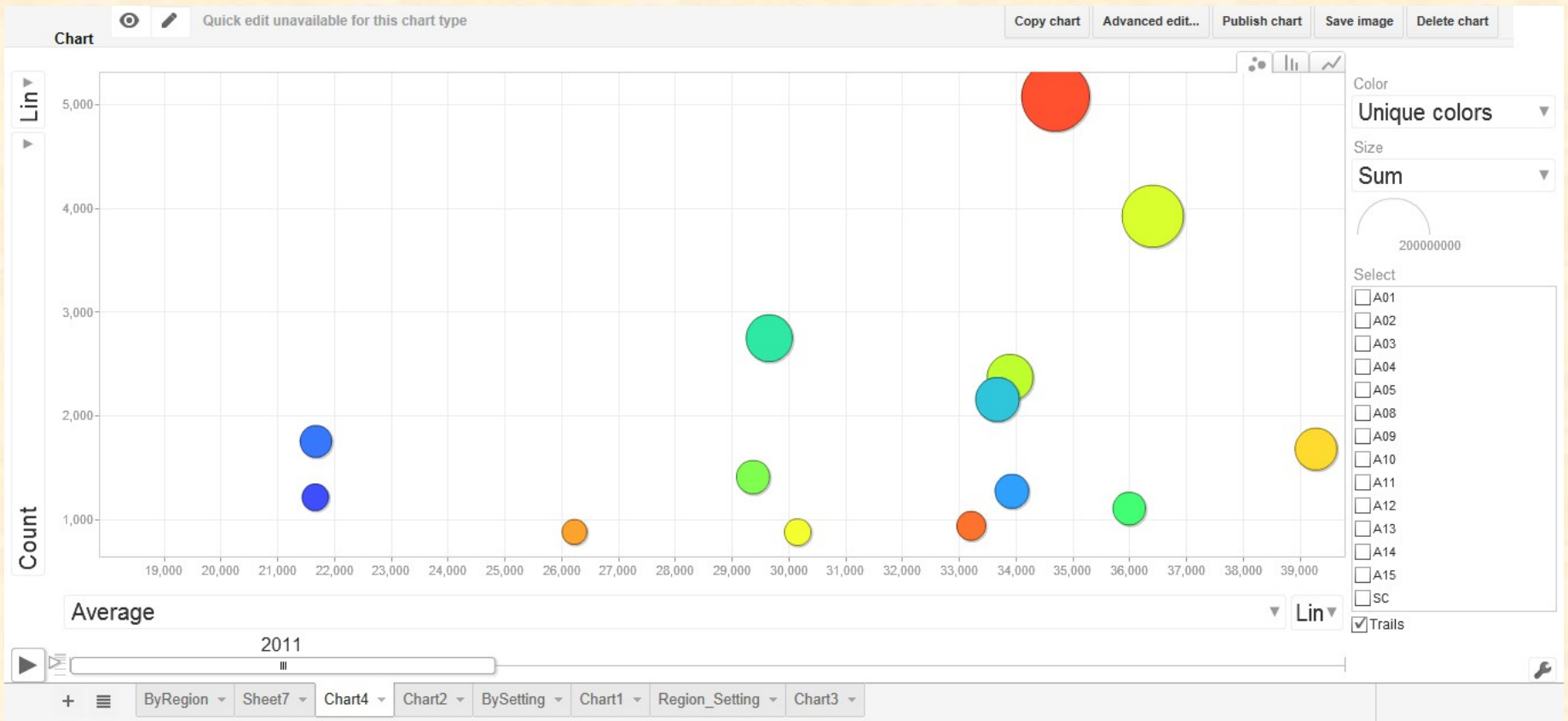
TANF Children in Sept. 1996

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.**