

RCT Evaluations of Differential Response

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CREATING DATA RESOURCES

*13TH NATIONAL CHILD WELFARE DATA &
TECHNOLOGY CONFERENCE
JULY 20, 2010*

Introduction

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TODAY'S SPEAKERS:

- **Brett Brown, WRMA**
- **Kathy Chase, Colorado**
- **William Wolfe, Womazetta Jones,
Tamara Fuller, Illinois**
- **Tony Loman, IAR**

Topics for Today

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- Overview of Differential Response
- QIC-DR and the Multi-Site Evaluation
- Modifying SACWIS for DR and Evaluation
 - Colorado
 - Illinois
- Lessons Learned from Completed DR Evaluations

Overview of Differential Response and the QIC-DR

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BRETT BROWN
***DIRECTOR OF EVALUATION,
QUALITY IMPROVEMENT CENTER-
DR***

WALTER R. MCDONALD & ASSOCIATES, INC.

What is Differential Response (DR)?

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Emerging Consensus on Core Characteristics

- A system including both Investigation Response (IR) and one or more Alternative Responses (AR) for screened-in cases
- Clear criteria for AR eligibility (generally safety related)
- Maltreatment not substantiated for AR cases
- AR families may refuse services following safety assessment if no over-riding safety concerns are found
- Reassignment of AR cases to IR when safety dictates

What is DR? (continued)

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- A Practice Change
- A Culture Change
- A Data Collection Challenge

Purpose of QIC-DR Project

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- Improve child welfare outcomes by implementing DR, and build cutting edge, innovative, and replicable knowledge about DR.
- Enhance capacity at local level to improve outcomes for children and families identified for suspected abuse or neglect.
- Provide guidance on best practices in DR.

QIC-DR: A Partnership

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American
Humane
Association

Walter R.
McDonald &
Associates, Inc.

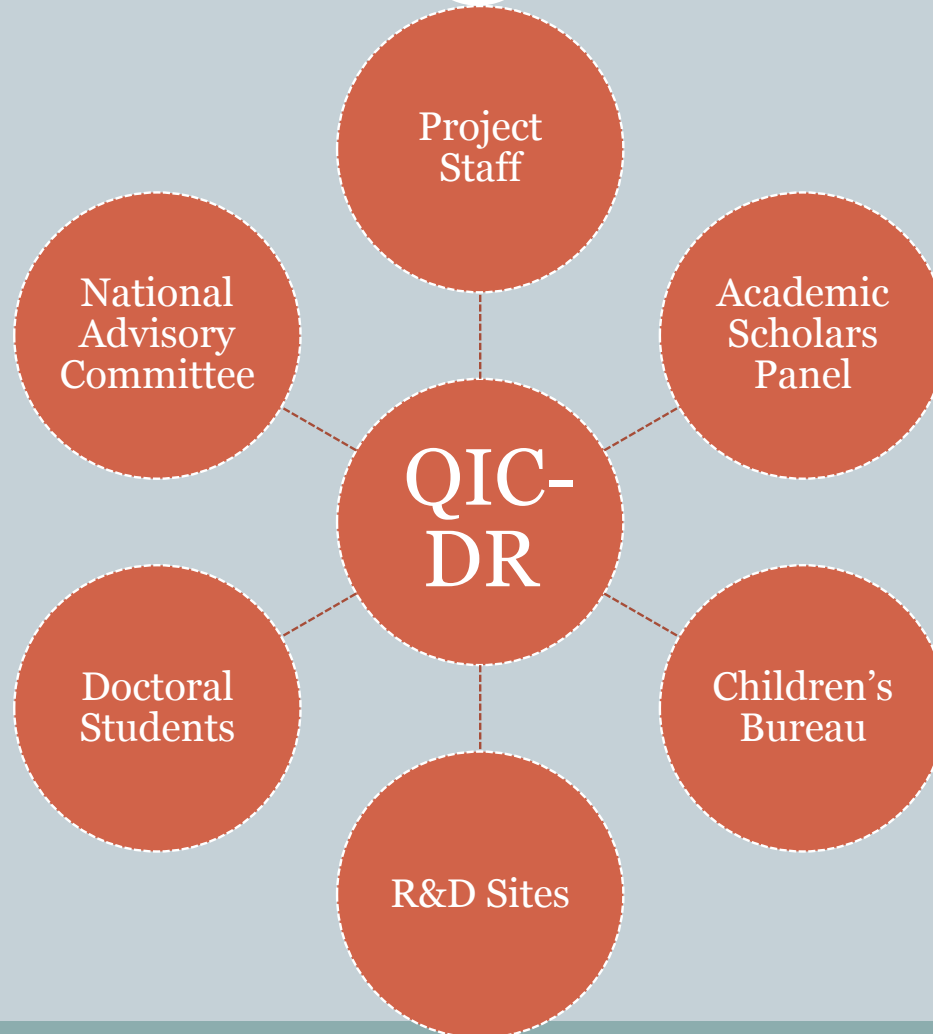
Institute of
Applied
Research

National
Conference of
State
Legislatures

American Bar
Association

A Larger Partnership

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Highlights of Year I Activities

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- Literature review
- Online State survey and report
- Interviews and focus groups
- Information summits and listening sessions
- CFSR/PIP analysis
- Legal issue brief and legislative analysis

Summary of Key Findings to Date

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- 18 of the 40 surveyed States currently have or were implementing DR
- Only 2 RCT evaluations of DR (MN, OH)
- Differences in implementation:
 - Eligibility criteria
 - Service content
 - Data Collection Capacity
 - Scope
 - State/County Control

Evaluation Methodology

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- Randomized Control Trial (RCT)
- Multisite Approach
 - Three coordinated, high quality evaluations
 - Sharing common measures, instruments
 - Data not combined

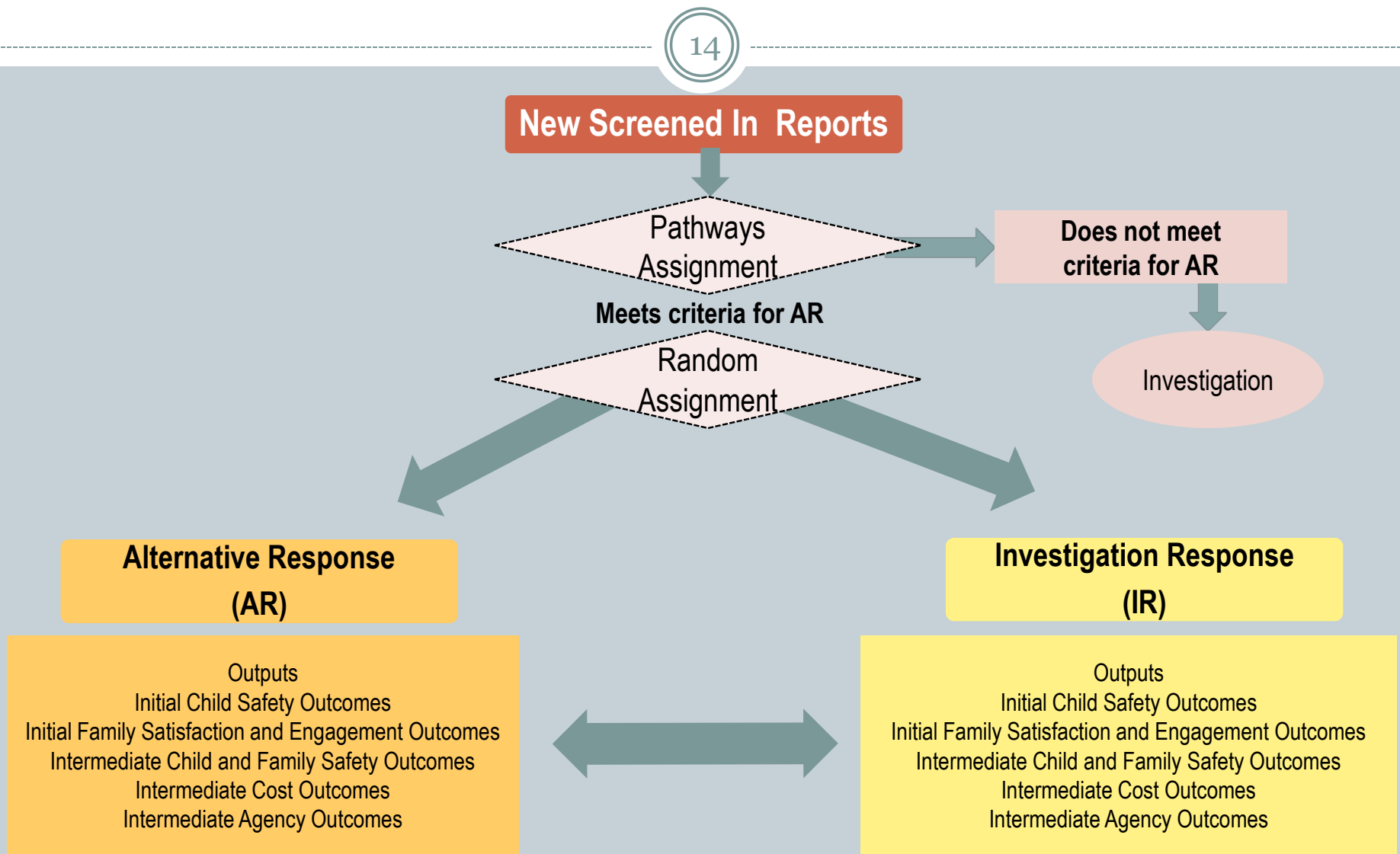
Evaluation Sites

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- **Ohio**
 - 6-county consortium
(Champaign, Clark, Madison, Montgomery, Richland, Summit)
 - DR already implemented in other Ohio counties, and in Clark County
- **Colorado**
 - 5-county consortium
(Arapahoe, Fremont, Garfield, Jefferson, Larimer)
 - Urban and rural counties included
- **Illinois**
 - Statewide
 - Unionized Workforce
 - Major emphasis on AR training
 - Private workers delivering most services
 - State run system

Experimental Design for Evaluation

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Evaluation Data Sources

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- **CPS Administrative Data (SACWIS)**
 - Modifications for DR
 - Data Quality and Content
- **Supplemental Case Reports**
- **Family Exit Survey**
- **Caseworker Survey**
- **Site Visits**

Contact and Resource Information

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Project Web Site:
www.differentialresponseqic.org

- **Project Contacts**
 - Lisa Merkel-Holguin
American Humane Association
LMerkel-Holguin@americanhumane.org
 - Brett Brown
Walter R. McDonald & Associates , Inc.
BBrown@wrma.org
- **Other Sources of Technical Assistance on Differential Response**
 - National Resource Center for Child Protective Services
www.nrccps.org



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KATHY CHASE
SACWIS MANAGER, COLORADO TRAILS

Colorado Consortium on Differential Response (CCDR)

Background Information

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- Differential Response in Colorado offers two tracks; Family Assessment Response (FAR) and Investigation Response (IR).
- Colorado is a State Supervised/County Administered system. 64 Counties statewide; Five (5) counties are participating in CCDR.
- CCDR is set to begin pilot around September 1, 2010 with full implementation in the 5 counties on November 1, 2010.
- Colorado Trails is our SACWIS System.

Modifying Colorado Trails to Support FAR activities

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- **The Process**

- Ensure that your technical team understands the concept of FAR so that the system is modified to support, not just accommodate, the FAR effort
- Inclusive Design – Include Caseworkers, Supervisors, Policy folks as well as the Data/Evaluation folks.

Modifying Colorado Trails to Support FAR activities

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- The Process (continued)
 - Provide boundaries to preserve data system standards but keep an open mind to allow creativity
 - **Remember**— Your Data Evaluation Team does not necessarily know/understand what may be needed in order to successfully implement functionality to collect the data



Modifying Colorado Trails (continued)

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- Project Benefits to using this Process

- If the functionality supports the FAR effort, implementation should be easier because it will be familiar
- Users are more likely to use the system and therefore critical data for evaluation is captured
- Resulting changes should result in workload efficiencies allowing more time to work with families.

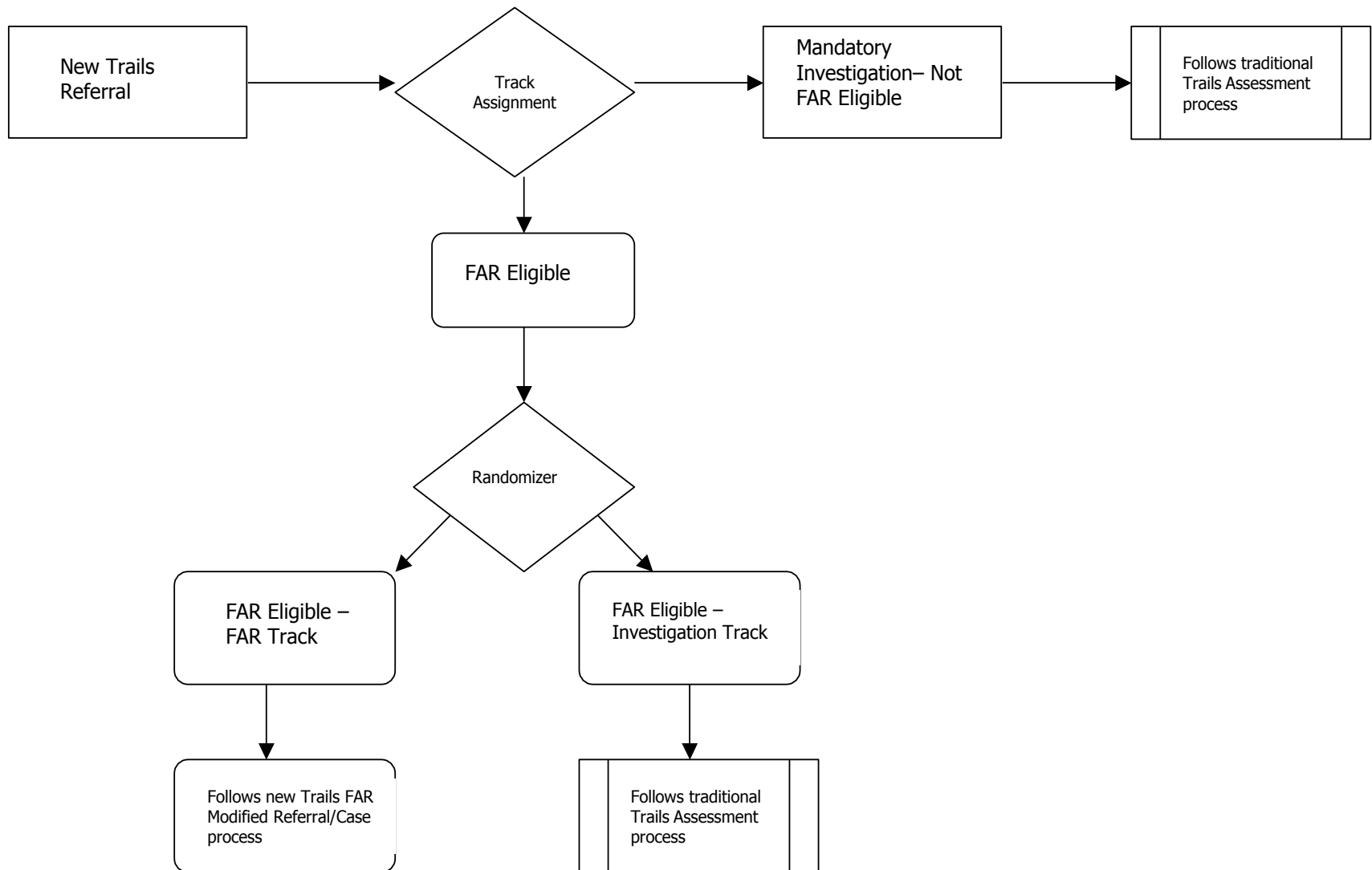
Modifying Colorado Trails (continued)

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- Long Term Benefits to using this Process
 - Careful planning and development of FAR practice/functionality will hopefully carry over to CW practice even if FAR doesn't continue.
 - Data staff, grant evaluators and program staff working together ultimately develops strong and lasting partnerships.
 - Process continues to take the 'mystery' out of software development and data collection when users are actively involved.

Colorado FAR Referral Process Flow



Current Trails Functionality for Abuse/Neglect Allegations

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- Colorado's SACWIS system includes 3 levels of functionality: Referral (Intake), Assessment (Investigation) and Case
- In order to provide services to families, Trails requires workers to complete Referral and Assessment and then open a case.
- Current process too cumbersome for FAR. Also wanted to stay away from the stigma associated with families being involved in a Child Welfare case.

What we changed in Trails to Support FAR

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- Functionality modified so workers could go directly from Referral to Case without having to complete the requirements at Assessment level e.g. findings, victim/perpetrator information, etc.
- Functionality was designed simultaneously while Colorado FAR practice was being defined.
- FAR functionality is only accessible to users in the 5 counties participating in CCDR.

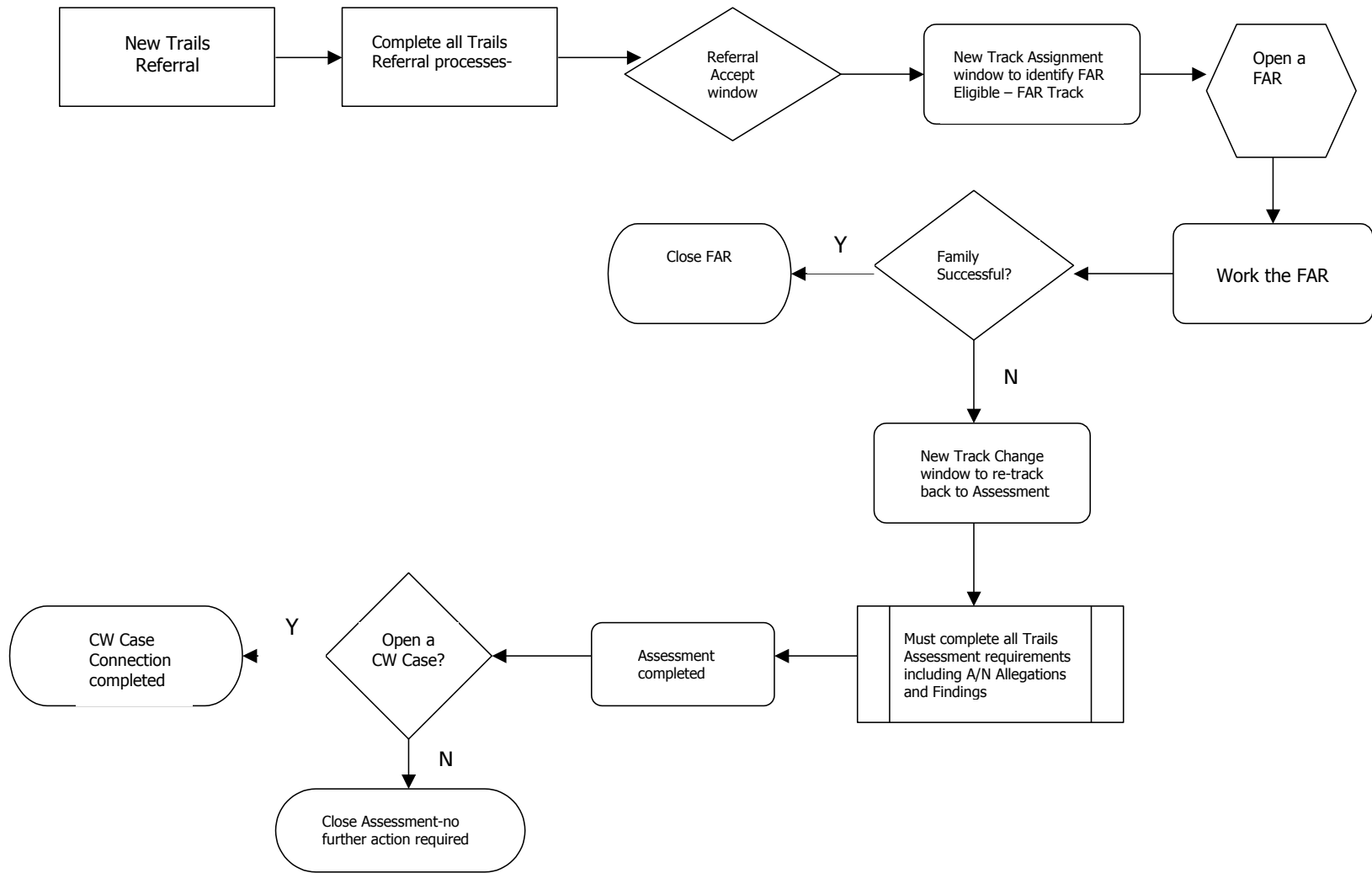
Overview of System Changes for FAR (continued)

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- FAR Cases are clearly identified as such. They are not traditional CW cases.
- Functionality also has flexibility to handle changes if the FAR track is found not to be appropriate for a family.
- Functionality will include a feature so families previously randomized will be identified so that they are not 're-randomized' back into the study.

FAR Case Flow process in Trails



Trails Referral Acceptance window

The screenshot shows a software window titled "CYFD1033 - CW" with a menu bar (File, Edit, Functions, Tools, Help) and a toolbar. The main window is titled "Referral Acceptance - FAR TEST". It contains the following fields and controls:

- Family Name: FAR TEST
- Family Accepted/Not Accepted Date: 07/06/2010
- Search Results: testing FAR
- *Accepted for Assessment *Not Accepted for Assessment
- Total Family Accepted Referrals: 0
- Total Family Screened Out Referrals: 0
- Referral Override Narrative: (empty text box)
- Agency Referrals: (empty text box) Select...
- Abuse / Neglect Category: (empty text box) Select...
- Buttons: Add, Change, Delete, Approval..., Override..., Prior Referrals..., Track Assign..., Print..., Cancel, Help.

A red arrow points to the "Track Assign..." button.

- FAR Track Assignment is completed from the Trails Referral Acceptance window
- Button doesn't enable unless referral is accepted for 'assessment'
- Window is required to be completed for all Child Abuse/Neglect Allegation referrals (Program Area 5).

FAR Track Assign Window

FAR Referral

FAR Details

Does Referral Require an Investigation?: Yes No

Reason for Not FAR Eligible:

Comments:

Randomizer: 4234353453453 Referral ID: 2134206

Exit Survey (Y/N): Yes No

Referral Track: FAR Eligible - FAR Track

FAR Eligible - FAR Track

FAR Eligible - Investigation Track

Change

Randomizer

Cancel

- CCDR Track has 2 options: FAR Track and Investigation Track. Far track 'skips' the Assessment level; Investigation Track goes on to the Assessment level. This is to accommodate the Randomizer process.
- Referral ID is displayed so counties may 'cut and paste' into the Randomizer.
- Randomizer button is a short cut to the web page so counties can access from Trails.

Trails Case Summary window

CYFD1033 - CW

File Edit Functions Tools Help IV-E MODULE NYTD Survey

Workload Ref. Log Inbox Supervisor Org Resource Other Srvc Training/ED Fiscal Sys. Admin. Tools Ticklers NYC

Workload Summary Client Assessments Coll Info Cnctcs/Vsts FSP Srvc.Prov. Adpt/Rel.Gd Court Assign Other MOE Reports

Case Summary - FAR TEST

Closure History

Open Date	Close Date	Reason	Case Type
07/09/2010	00/00/0000		CW

Closure Detail

Open Date: 07/09/2010 Close Date: 00/00/0000

Reason:

Closure Summary:

Case Information

Case Name: FAR TEST Last Worker: Kathy Chase

Case Type: CW Case Number: 1697428

Sub Type: FAR

Office of Assessment: Larimer

Address:

Buttons: Add, Change, Reopen..., Close Case..., FAR Track Change, Cancel, Help

Status Bar: Ready Case: 1697428 wwm 1014 cm case summary 7/9/2010 11:14 AM

- FAR Track change allows worker to take the referral back up to Assessment level (investigation) if additional information warrants this change.

FAR Track Change Window

The screenshot shows a software window titled "FAR Track Change-2135002". Inside the window, there is a section titled "FAR Track Change" with the following fields:

- Track Change:** Radio buttons for "Yes" and "No", with "No" selected.
- Track Change Date:** A text field containing "07/09/2010".
- Track Change Reason:** A dropdown menu.
- Comments:** A text area containing the following text:
 - Family requests investigation response
 - Insufficient engagement to assess safety
 - New information
 - Other (Describe)

On the right side of the window, there are two buttons: "Change" and "Cancel".

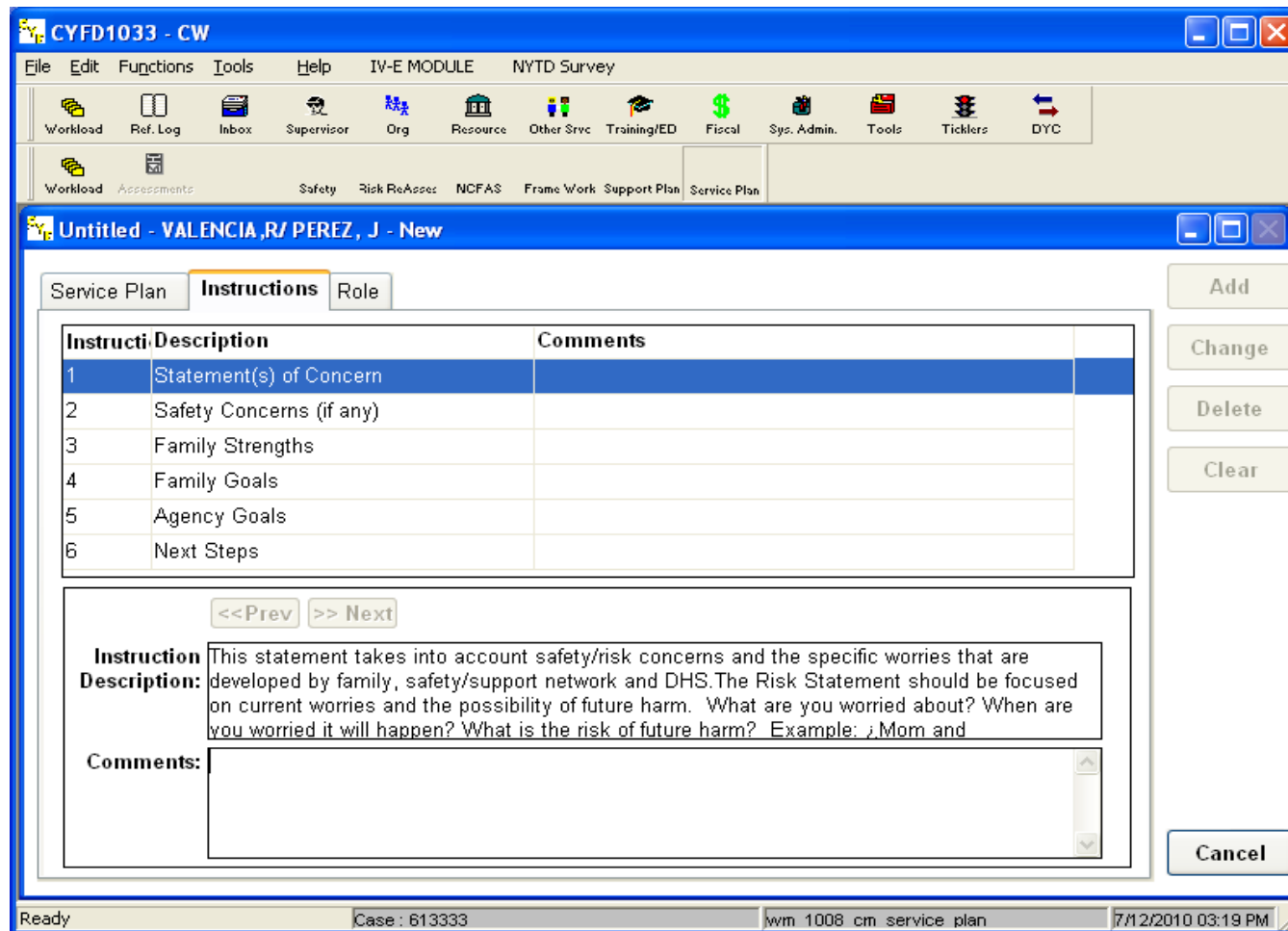
- If a Track Change is needed, caseworkers must state the reason for the change
- Track Change may only occur within 30 days from of the referral open date.

FAR Framework Window

The screenshot shows a software window titled "CYFD1033 - CW" with a menu bar and toolbar. The main window is titled "Frame Work - VALENCIA, R/ PEREZ, J - New". It contains several input fields and buttons. The fields include Date (00/00/0000), Location (dropdown), Purpose (dropdown), Duration (00/00/0000), Time (00:00), AM/PM radio buttons, and Duration (hh:mm). Below these are text areas for Purpose Comments, Worries, Strengths, and Next Steps. On the right side, there are buttons for Add, Change, Delete, Help, and Cancel. At the bottom left, there is a table with columns "Role" and "Name", and a "Select" button. The status bar at the bottom shows "Ready", "Case: 613333", "wrm 1057 in casref frmwrk", and "7/12/2010 03:17 PM".

- Functionality allows caseworkers to document what is currently going on with the family.
- Multiple Framework documents can be added per case.
- Framework is available for use throughout entire CCDR (FAR and IR).

FAR Service Plan Window



- Functionality allows caseworkers to document services being provided to the family.
- Multiple Service Plans can be added per case.

FAR Support Plan Window

The screenshot shows a software window titled "CYFD1033 - CW" with a menu bar (File, Edit, Functions, Tools, Help, IV-E MODULE, NYTD Survey) and a toolbar with icons for Workload, Ref. Log, Inbox, Supervisor, Org, Resource, Other Srv, Training/ED, Fiscal, Sys. Admin, Tools, Ticklers, and NYC. Below the toolbar is a navigation bar with tabs for Workload, Assessments, Safety, Risk ReAsses, NCFAS, Frame Work, Support Plan, and Service Plan. The "Support Plan" tab is active, showing a window titled "Support Plan - VALENCIA, R/ PEREZ, J - New".

Plan Date	Valid Through	Plan Type
	00/00/0000	

Plan Date: 00/00/0000
Valid Through: 00/00/0000
Plan Type: [Dropdown Menu]
Plan Description: [Text Area]

Buttons: Add, Change, Delete, Clear, Copy, Print, Cancel, Help

Ready Case: 613333 wvm 1007 cm support plan 7/12/2010 03:18 PM

- Allows caseworkers to document the plan (safety) that is in place with the family when they close the case.
- Multiple Service Plan documents can be added per case.

Survey Efforts for the FAR Evaluation

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- 3 follow up surveys planned; 1 for the family, 2 for caseworkers
 - Family Survey
 - ✦ To prepare for the family survey, address edit checks are included in FAR functionality to verify family address information prior to case closure.
 - ✦ Families selected to complete the survey will have it mailed to them along with an incentive to complete it.
 - ✦ A report will be generated from Trails when a study case is closed so the Evaluation Team knows to send the case exit surveys to families and caseworkers.

Survey Efforts (continued)

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- Caseworker Surveys
 - Two Surveys:
 - ✦ One is for all caseworkers about background, attitudes and perceptions of CCDR;
 - ✦ One is specific to the assigned caseworker regarding a particular case and family
 - Caseworker surveys will be emailed to them directly. This effort will be coordinated by the Data Evaluation group for CCDR.

Contact Information

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Implementing Differential Response in Illinois: SACWIS and Evaluation Considerations

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**13TH NATIONAL CHILD WELFARE DATA AND TECHNOLOGY
CONFERENCE**

JULY 20, 2010



Erwin McEwen, Director



Illinois IT Structure

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- Not full SACWIS as payment is not integrated
- Three components
 - SACWIS-Case Management
 - CYCIS-Case Tracking
 - MARS-Payment

Technical Issues

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- Quirks of Cases
- Opening a distinctive DR case type in SACWIS

Quirks of Cases

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- Investigations can be opened and closed in SACWIS
- Cases can be opened in SACWIS but must be closed through CYCIS
- CYCIS and SACWIS cases are “trued up” each night
- CYCIS case is needed to pay private agencies doing DR

Opening a Distinctive Case Type

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- SACWIS distinguishes between
 - Investigations
 - Cases
- Legal requirements and best practices are built into SACWIS for each type
- Had to create a new case type for DR incorporating new law and rules

Management Issues

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- Implementation in phases
- Staffing and resources

Phases

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- Phase 1 was designed to adapt existing systems to provide support
 - Some actions occur manually
 - Some rules not incorporated
- Phase 2 will move toward a more complete system
- Ongoing refinements will be needed as best practices change

Staffing and Resources

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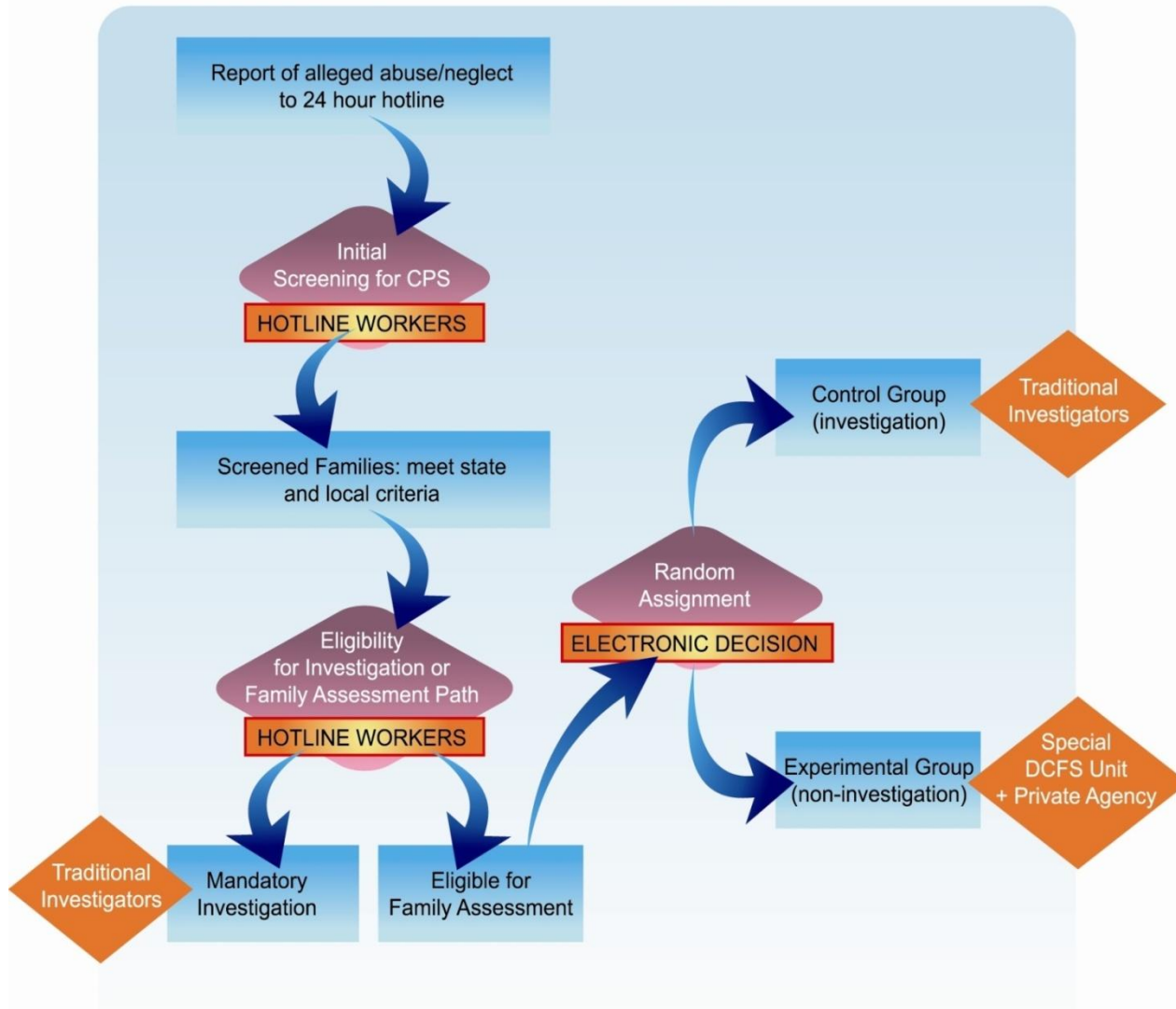
- DR team for Phase 1 had as many as 17 people working on it at one time
- Phase 1 took 6 months
- Tremendous advantage was IT people who had been social workers in the field
- Phase 1 costs were roughly \$340,000
- Phase 2 has a smaller team with costs not yet determined

Evaluation Issues

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- Creating a random control group
- Incorporating data collection into SACWIS
- Collaborative approach facilitated by weekly meetings with DR Project Director, IT Director, and Lead Evaluator

Illinois DCFS Pathways to Strengthening and Supporting Families



Forming a Random Control Group

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- No change from current intake practice
- Calls come in to State Central Register (SCR) and information is collected from reporters by call-takers
- Allegations are classified as DR eligible or DR ineligible (mandatory investigation)
- At the county level, DR eligible cases randomly assigned to experimental group (DR) or control group (Investigation)
- Random assignment occurs within SACWIS through random number generator (no additional human input)

Issues with random assignment

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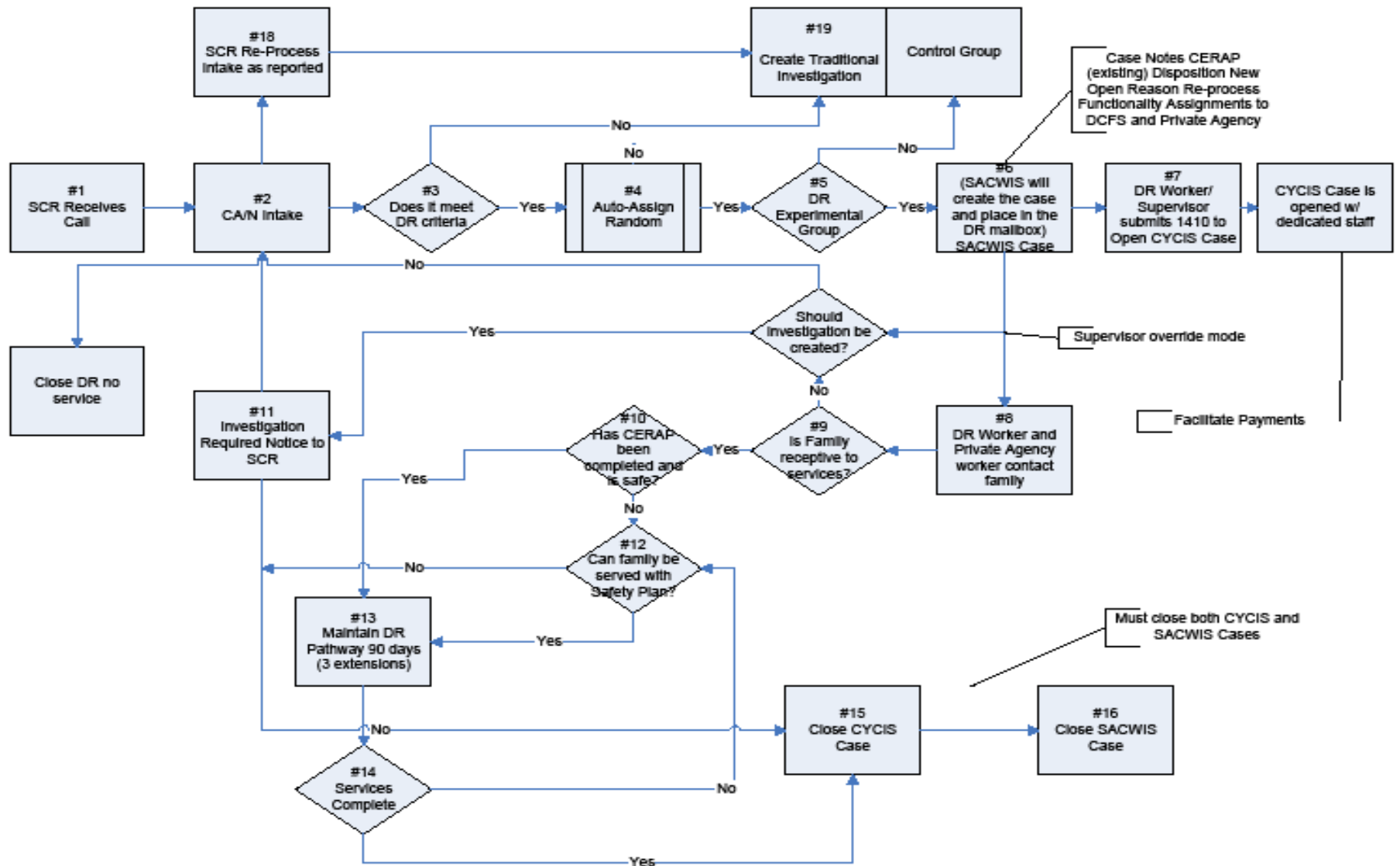
- County-level randomization versus state-level
- Supervisory “override” – necessity or necessary evil?

Integrating data collection and SACWIS

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- Illinois DR evaluation relying heavily on SACWIS data
- Where SACWIS is insufficient, must supplement with additional data
- Case-specific data collection instrument

Differential Response Workflow



Contact Information

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Data Conference

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IAR SEGMENT

Evaluating DR in Four State Systems

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- Missouri, Minnesota, Ohio and Nevada
- Monthly uploads of SACWIS data for **all** intakes and cases in the pilot counties
- Historical data was included in the first extraction
- Different methods were used
 - Missouri: 9-track tapes with files in SAS transport format
 - Minnesota: upload to SFTP site, files converted from Oracle to dbf
 - Ohio: upload to SFTP site, Oracle DMP files, imported to Oracle and converted
 - Nevada: (same as Ohio)

Content of Data Extractions

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- Pathway/Track Assignment (Missouri and Minnesota)
- Reports/investigations/family assessments (all states)
- Person tables and associated sub-tables (all states)
- Family relationship tables (all states)
- Tables re formal case opening (all states)
- Services and service costs (Missouri only)
- Placement and out-of-home care tables (all states)
- Family contact records (Minnesota and Ohio)
- Worker records (Minnesota and Nevada)
- Risk/Safety/Family Needs Assessments (Minnesota)
- Random Assignment (Minnesota)

Conversion to a Research Database

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- Large set of conversion programs created
- We have used FoxPro databases because
 - Sophisticated ad hoc and permanent programs can be written
 - Direct command window manipulation of data via xBASE language and SQL
 - Large scale tables can be maintained, indexed and copied quickly (up to 2GB and 2 million records)
 - No other database system with same flexibility
- Able to create tables of combined fields from different SACWIS tables

Examples of Analyses: Ohio Children and Adults in Reports

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<i>Number of Children*</i>	<i>Control</i>	<i>Experimental</i>	<i>Total</i>
One	38.0%	40.2%	39.1%
Two	33.0%	30.1%	31.6%
Three	16.6%	17.7%	17.2%
Four or More	12.4%	12.0%	12.2%
<i>Number of Adults*</i>	<i>Control</i>	<i>Experimental</i>	<i>Total</i>
One	38.2%	37.9%	38.1%
Two	51.6%	51.2%	51.4%
Three	7.7%	8.1%	7.9%
Four or More	2.5%	2.7%	2.6%

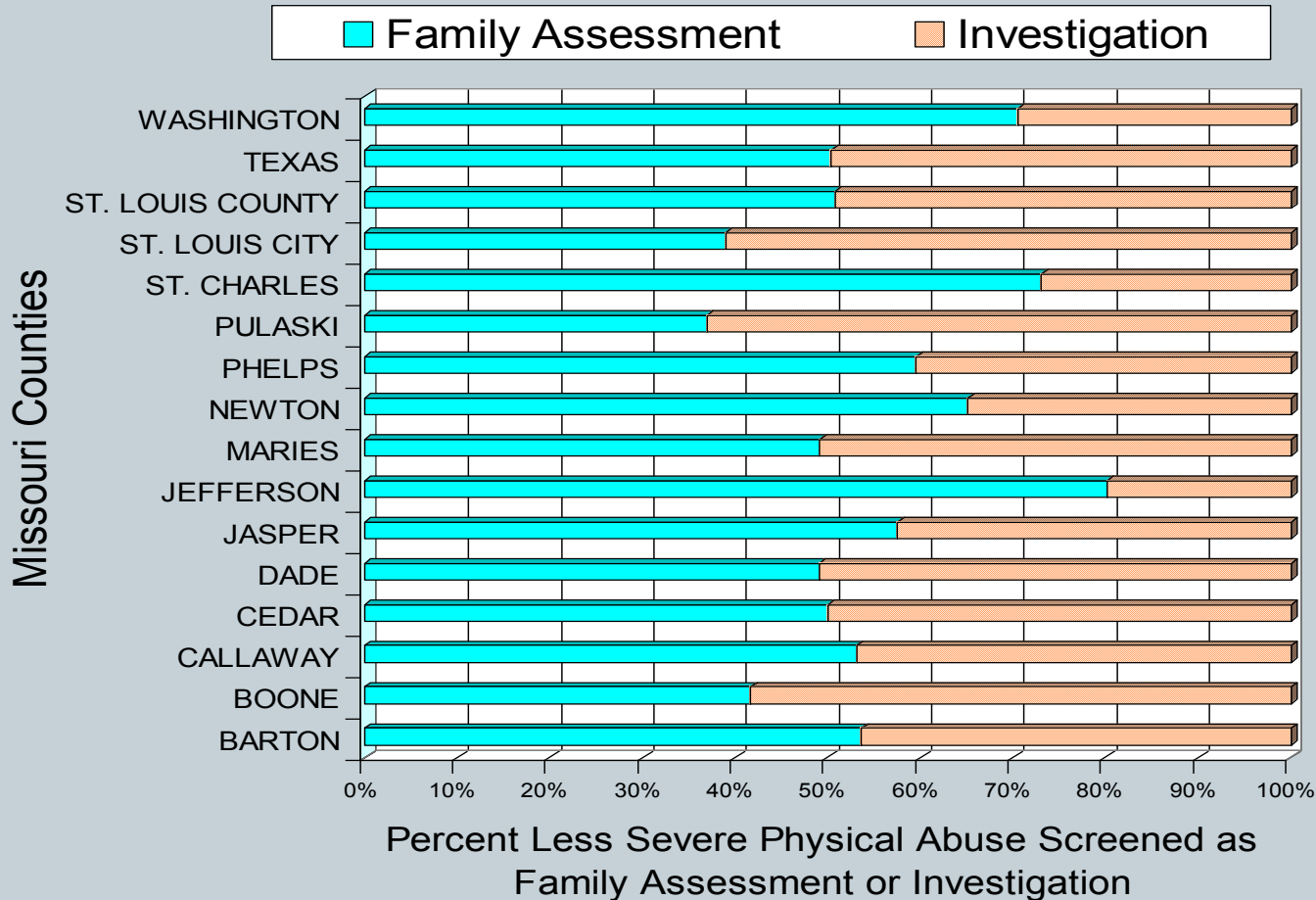
Examples of Analyses: Missouri Before-After Changes in Levels of CA/N Reports

Pilot	All Cases [#]			Families with 3 or more children		
	Basic* Needs	Supervi-sion/Care	Educa-tion	Basic Needs	Supervi-sion/Care	Educa-tion
Barton	0.055	0.156	0.020	-0.242	-0.726	0.000
Boone	0.023	-0.015	0.022	0.231	0.162	0.028
Callaway	-0.365	-0.139	0.008	-1.763	-1.001	-0.167
Cedar	0.213	-0.034	-0.055	0.208	0.505	0.046
Dade	0.000	-0.587	0.000	0.000	-2.450	0.000
Jasper	0.000	-0.059	-0.023	-0.224	-0.580	-0.116
Jefferson	0.141	-0.034	-0.002	0.401	-0.139	-0.059
Maries	-0.466	0.001	0.057	----	----	----
Newton	0.108	0.281	0.010	0.071	0.193	-0.080
Phelps	-0.221	-0.070	0.047	-0.455	-0.945	0.098
Pulaski	-0.024	-0.211	0.010	0.165	-1.816	-0.095
St. Charles	0.003	0.070	0.001	0.207	-0.256	-0.068
Texas	0.108	0.048	0.014	0.043	-0.674	0.094
Washington	-0.092	0.127	-0.062	-0.443	-0.433	-0.113
St. Louis County	-0.221	-0.328	0.128	-0.590	-0.428	-0.022
St. Louis City	0.022	-0.069	-0.037	-0.093	-0.221	0.034
Comparison						
Buchanan	0.223	0.087	0.027	0.655	-0.724	0.021
Clay	0.176	0.259	0.021	0.316	0.407	0.100
Cole	0.174	0.138	0.044	0.562	0.853	0.166
Gasconade	0.034	-0.388	0.056	0.379	-1.281	0.000
Greene	0.070	0.000	0.022	0.759	0.315	-0.031
Lafayette	0.153	0.689	0.021	0.253	0.816	-0.064
Lawrence	0.520	0.041	0.028	-0.368	-0.390	0.000
Miller	0.095	0.020	0.096	0.480	0.372	0.231
Montgomery	0.229	-0.094	0.105	-0.211	-0.532	0.000
Platte	-0.019	0.287	0.036	-0.217	1.493	0.140
Polk	-0.304	0.066	-0.032	0.548	0.298	-0.153
St. Francois	0.185	0.104	0.025	-0.159	-0.232	0.052
Warren	0.370	0.367	0.055	0.346	0.378	0.094
Webster	0.297	0.110	0.011	0.000	0.303	-0.152
St. Louis County	0.163	0.111	0.037	0.270	-0.422	0.159
St. Louis City	-0.028	-0.020	0.019	0.229	-0.191	0.107

*Basic Needs = Children lack basic necessities, Supervisions/Care =Lack of supervision or proper care, Education = Lack of proper concern for education.
[#] Negative values indicate reduction in recidivism and are shown in yellow
[@] No cases in these categories.

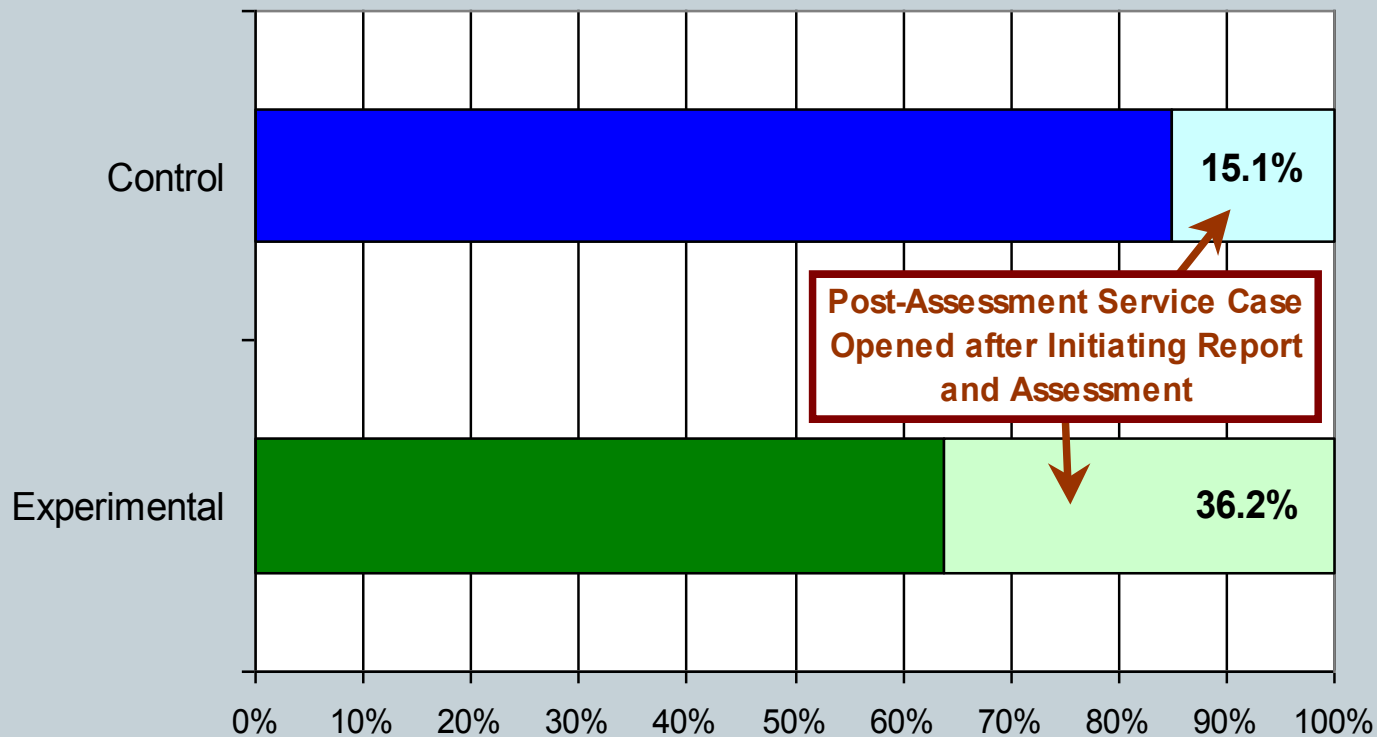
Examples of Analyses: Missouri Levels of Assignment to Family Assessments

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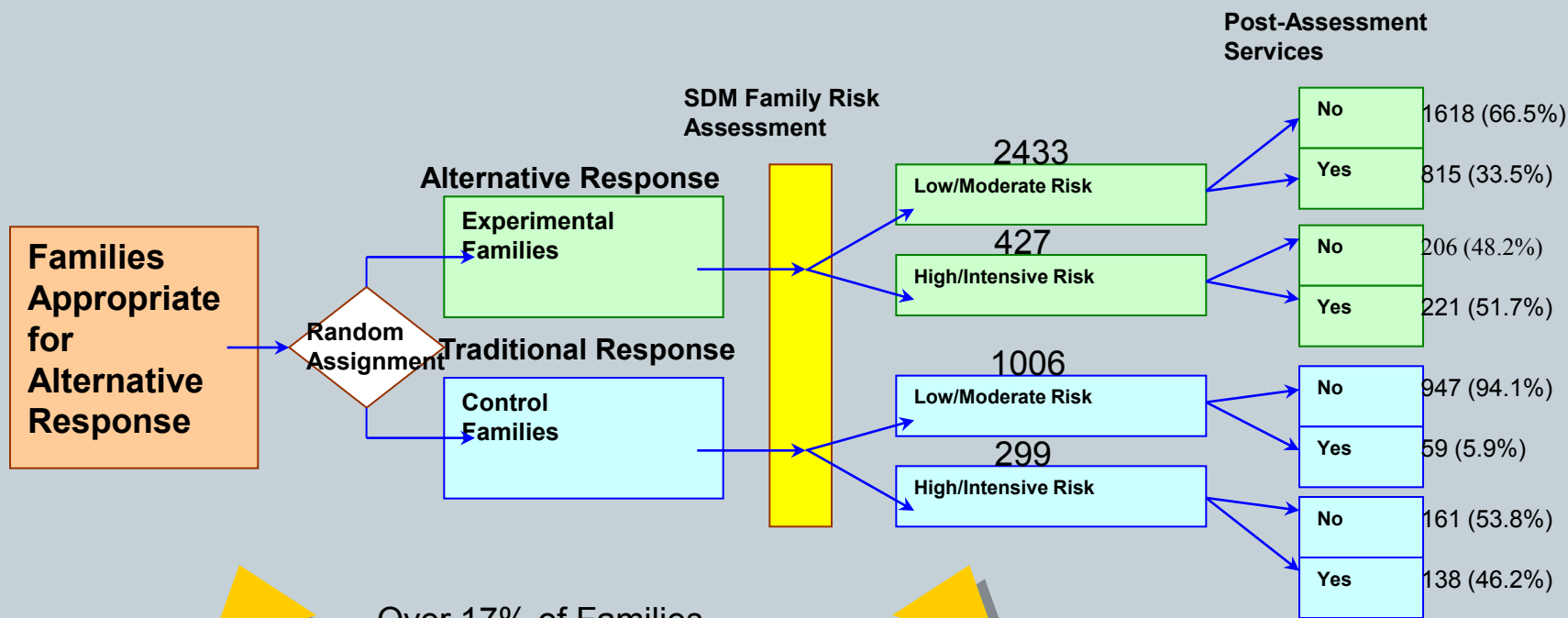
Examples of Analyses: Minnesota Case Openings

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1. Over twice as many experimental families had a case-management workgroup opened (the condition for provided paid services)

Examples of Analyses: Minnesota Flow Chart of Experimental/Control Risk Levels

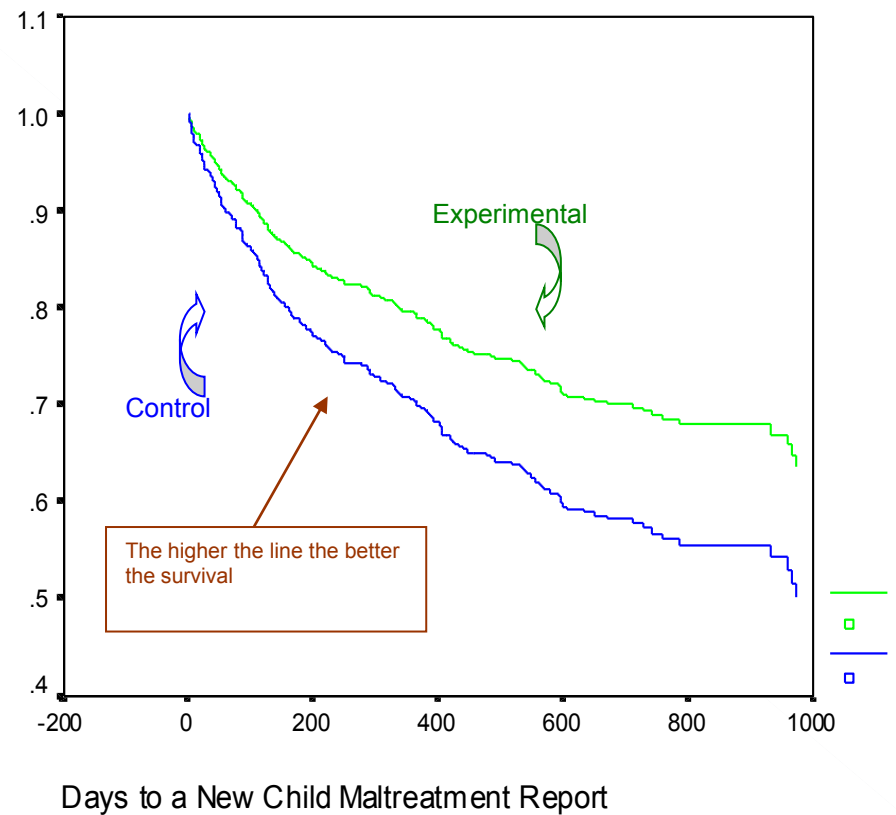
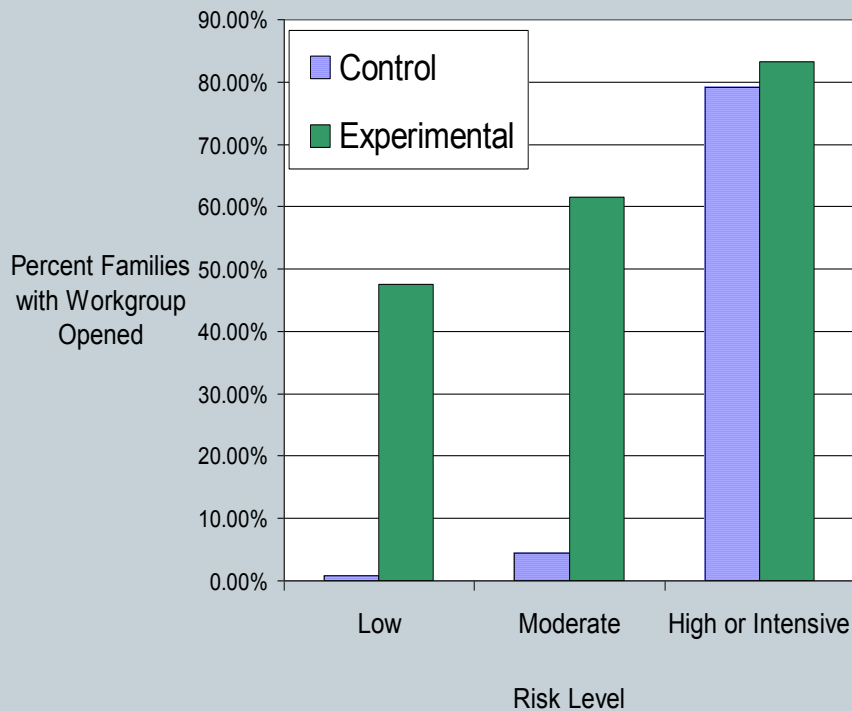


Over 17% of Families Screened as Appropriate for AR were later assessed as high to intensive risk

Examples of Analyses: Minnesota Parallel Analysis of Risk and Report Recurrence in Minneapolis

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Post-Assessment Services by Risk Level of Family



Examples of Analyses: Ohio Child Placement, Proportional Hazards Analysis

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