



Reflections on the IARCCA Outcome Measures Project over the past 15 years: Collaborations, data use and research

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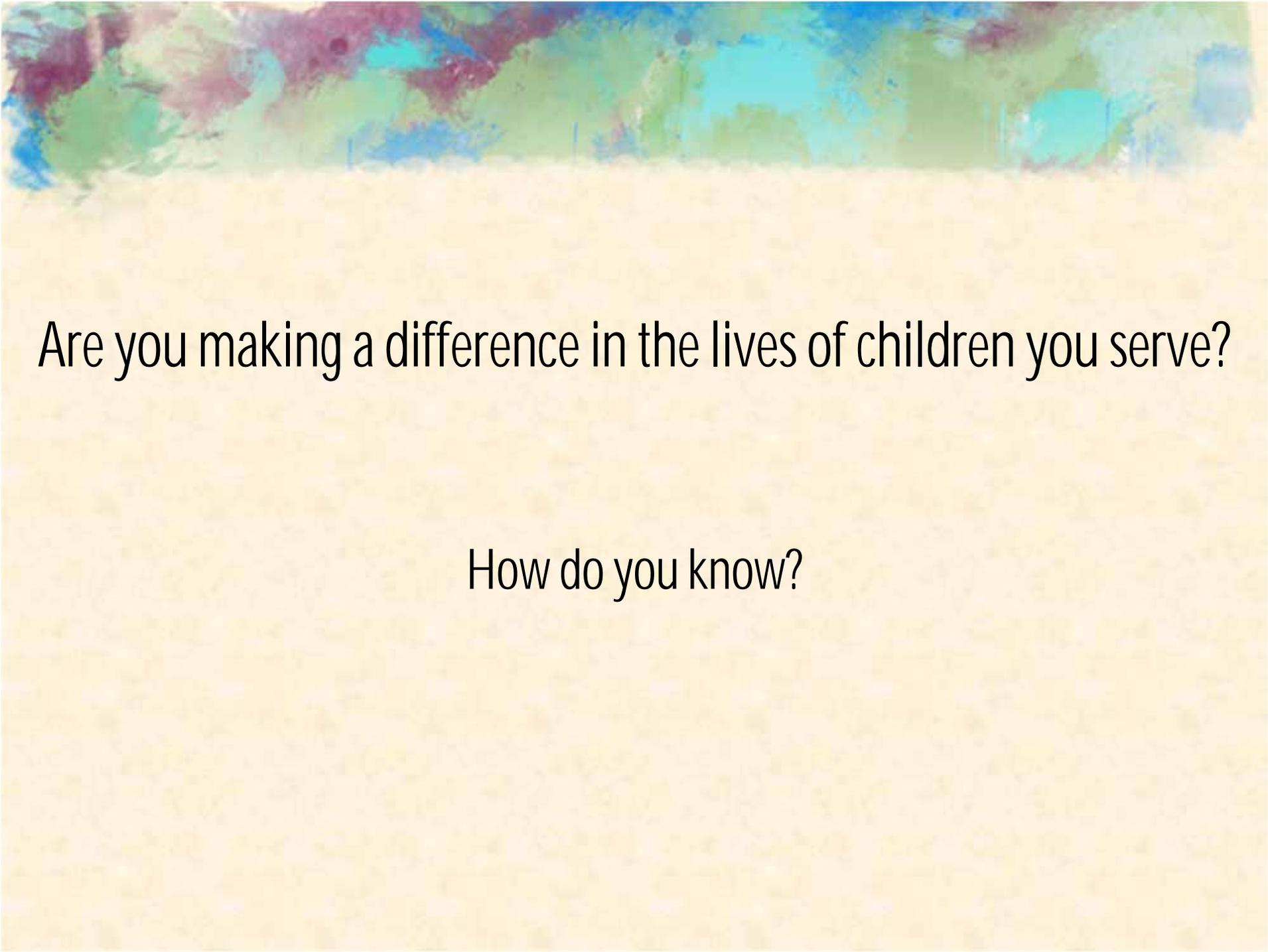
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Goals for this presentation

- Attendees will be able to:
 - ✓ Describe how agencies can collaborate with each other to develop outcome benchmarks
 - ✓ Identify three ways of collecting outcomes data especially in today's economic and accountability landscape
 - ✓ Describe how the use of outcome data can best inform public policy development

A painting of a landscape. The top portion of the image shows a colorful, abstract sky with shades of blue, green, and purple. Below the sky is a vast, flat, light-colored ground, possibly a field or a plain, rendered in a pale yellowish-tan hue. The overall style is impressionistic and textured.

Are you making a difference in the lives of children you serve?

How do you know?

What is the IARCCA Outcome Measures Project (IOMP)?

- A cross-agency outcomes project developed to evaluate the effectiveness of programs and services provided by participating agencies
- Data on youth and families served have been collected since 1998
- Manuscripts published by IARCCA and in the professional literature
- Results provided for
 - ✓ Residential Care
 - ✓ Foster Care
 - ✓ Transitional Living
 - ✓ Home-Based
 - ✓ Day Treatment
 - ✓ Shelter Care
 - ✓ Crisis Stabilization
 - ✓ Outpatient Treatment

History of the IOMP

- **1995** Request from juvenile judges
Focus groups held across the state
- **1996** Boys Town training – “Practical tips on outcome evaluation”
Task Force initiated, development of instruments & processes
- **1997** IOMP Pilot Study – 19 agencies, nearly 2,000 cases
First national conference presentation on IOMP
- **1998** First year of statewide implementation
External evaluators joined IOMP
- **1999** Addition of Residential Care subtypes
Addition of Child Risk Factor Survey
Addition of Family Problem Checklist

History of the IOMP

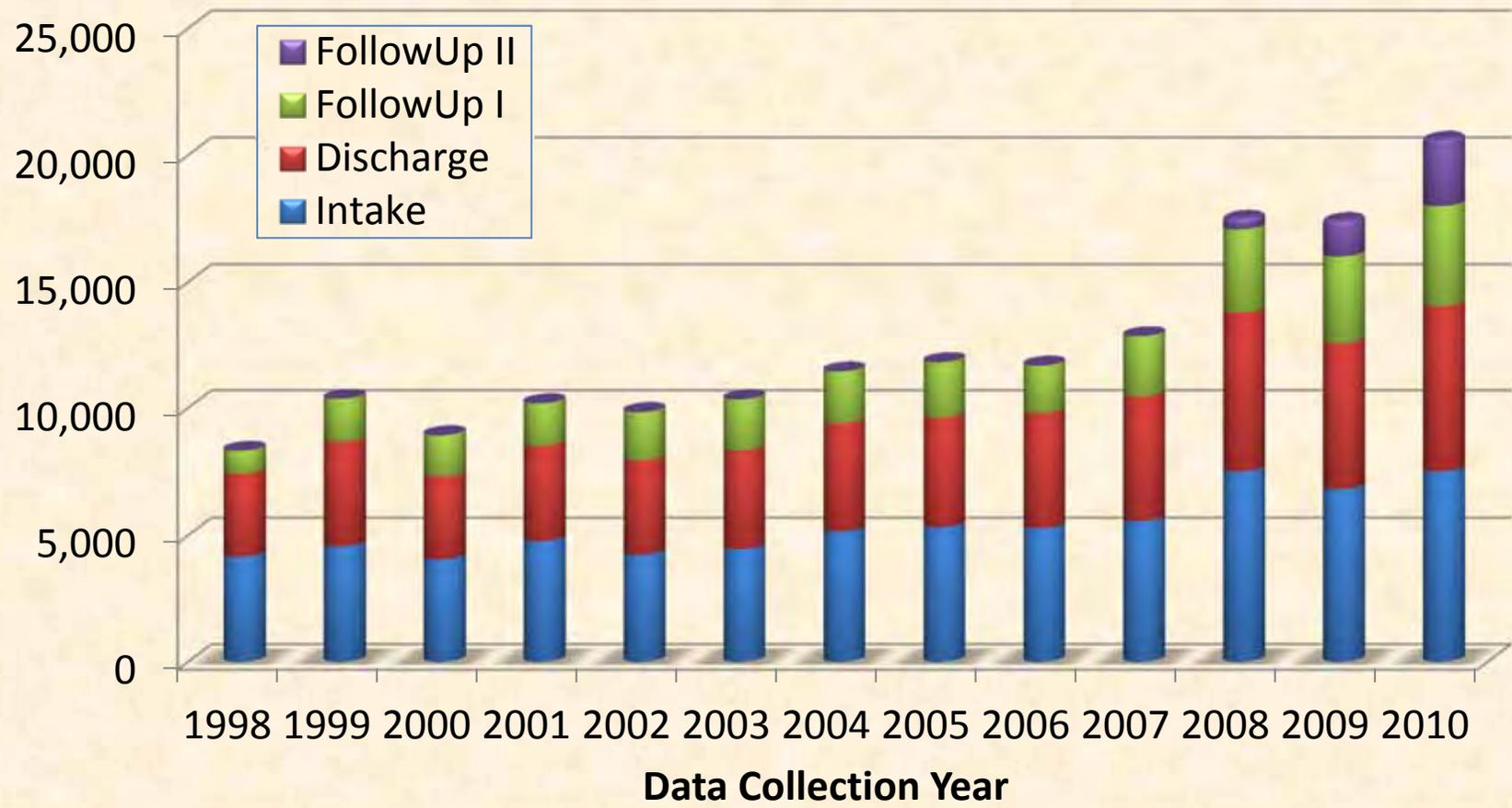
- 2001 Home-Based programs refined
- 2002 Addition of Day Treatment program
First Lilly Endowment Inc. grant received
Outcome Coordinator hired
- 2003 Implementation of software interface
First Special Report published
- 2004 First out-of-state agencies using IOMP
- 2005 Services Survey added
First peer-reviewed article published
- 2006 Addition of Psychiatric Residential Treatment Facilities (PRTF) as a Residential subtype
Inclusion of outcomes in Indiana residential contracts
- 2007 Addition of Outpatient Treatment program

History of the IOMP

- 2007 Second Lilly Endowment Inc. grant received
- 2008 Addition of 12-month follow-up timeframe
Implementation of web-based Evaluate Outcomes Now (EON®)
- 2009 Discussion with state of inclusion of outcomes in Indiana foster care contracts
- 2010 Collaborative Outcomes Conference brings together national leaders
- 2011 Launch of www.EvaluateOutcomesNow.org
- 2012 Addition of Foster Care subtypes

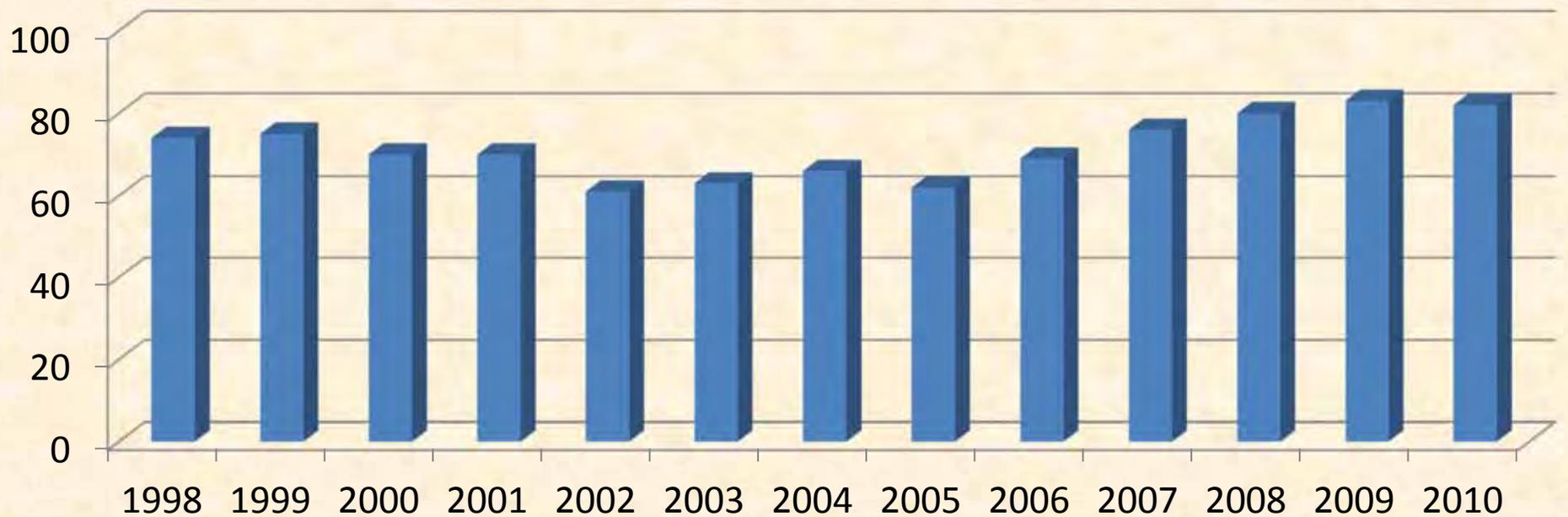
Growth Across the Years

IOMP Data Forms Submitted Annually



Total Data Forms Submitted: 161,299

Number of Participating Agencies from 1998-2010



Collaboration

- Key to the development of a successful project
 - ✓ Collaboration across multiple parties from Indiana's Juvenile Justice, Department of Child Services, IARCCA member agencies, youth and their families
- Continued use of multiple stakeholders in program development, implementation, and modification
 - ✓ Attention to needs of youth and families, participating agencies, and state entities

Collaboration

- Continued focus on maintaining shared vision of benefiting youth and families
 - ✓ Leadership from IOMP committee chair
 - ✓ Support from IARCCA membership and Board of Directors
 - ✓ Assistance from external evaluators
 - ✓ Investigations by researchers and students
 - ✓ Involvement with other advocacy groups (Indiana Commission on Disproportionality in Youth Services)
 - ✓ National discussions about use of outcomes (NOSAC, CWLA, COA, BBI)

Why Do We Collaborate?

- Allows for greater understanding of issues and varying perspectives
- Leads to a shared vision among stakeholders
- Allows for buy-in from various stakeholder groups

Who Are the Stakeholders?

IARCCA and member agencies

- IARCCA staff
- Member agency staff
 - ✓ Executive directors
 - ✓ Quality assurance staff
 - ✓ Outcome coordinators
 - ✓ Therapists / counselors
 - ✓ Direct care workers
 - ✓ Foster parents

Those outside IARCCA membership

- Youth and families served
- Non-IARCCA providers in Indiana
- Out-of-state participating agencies
- Referral & Payor Sources
 - ✓ Department of Child Services
 - ✓ Juvenile Court & Corrections
 - ✓ Department of Education
 - ✓ Family / Private referrals
 - ✓ Medicaid
- University researchers & students
- Legislators
- Foundations

How Do Collaborations Occur?

- Focus Groups
 - ✓ At start of IOMP
 - ✓ Development of Instruments (e.g., Family Problem Checklist)
 - ✓ Review of program-specific outcomes (e.g., Day Treatment)
- Researchers & Evaluators
 - ✓ Agency consultations
 - ✓ Evaluation Reports:
 - Annual benchmark reports
 - Special reports and briefs
 - ✓ Contributions to the research base / body of knowledge

Where Do Collaborations Occur?

- IOMP participating agencies
 - ✓ Agency consultations on their data
 - ✓ Training
 - ✓ Technical assistance
- Government entities
 - ✓ Department of Child Services – development of service contracts
 - ✓ Indiana Commission on Disproportionality in Youth Services – understanding the issues and current status of disproportionality and disparity in service provision
- National Organizations
 - ✓ Council on Accreditation
 - ✓ Child Welfare League of America
 - ✓ Building Bridges Initiative

Analysis and Data Use

- Development of Benchmarked Analyses
 - ✓ *Annual Reports & Executive Summaries*
- Drilling down – examining specific questions
 - ✓ *Special Reports & Special Report Briefs*
 - ✓ External research
- Agency-level - addressing more specific questions
 - ✓ Examine characteristics of youth and how their needs are matched with programs and services
- Ongoing quality improvement methods
 - ✓ Quarterly trainings
 - ✓ Agency consultations
 - ✓ Mentorship program
 - ✓ EON[®] *Provider Reports*

Data Use – Aggregate Level

- Annual Reports & Executive Summaries published since 1998
- Benchmarks allow agencies to compare their results with the aggregate
- Provide descriptive information on:
 - ✓ Characteristics of youth and families at intake
 - ✓ Outcomes at discharge and follow-up by program type
 - ✓ Cross-year examination of youth/family services and outcomes
- Incorporate changes in data collection methods while retaining the ability to compare data across years

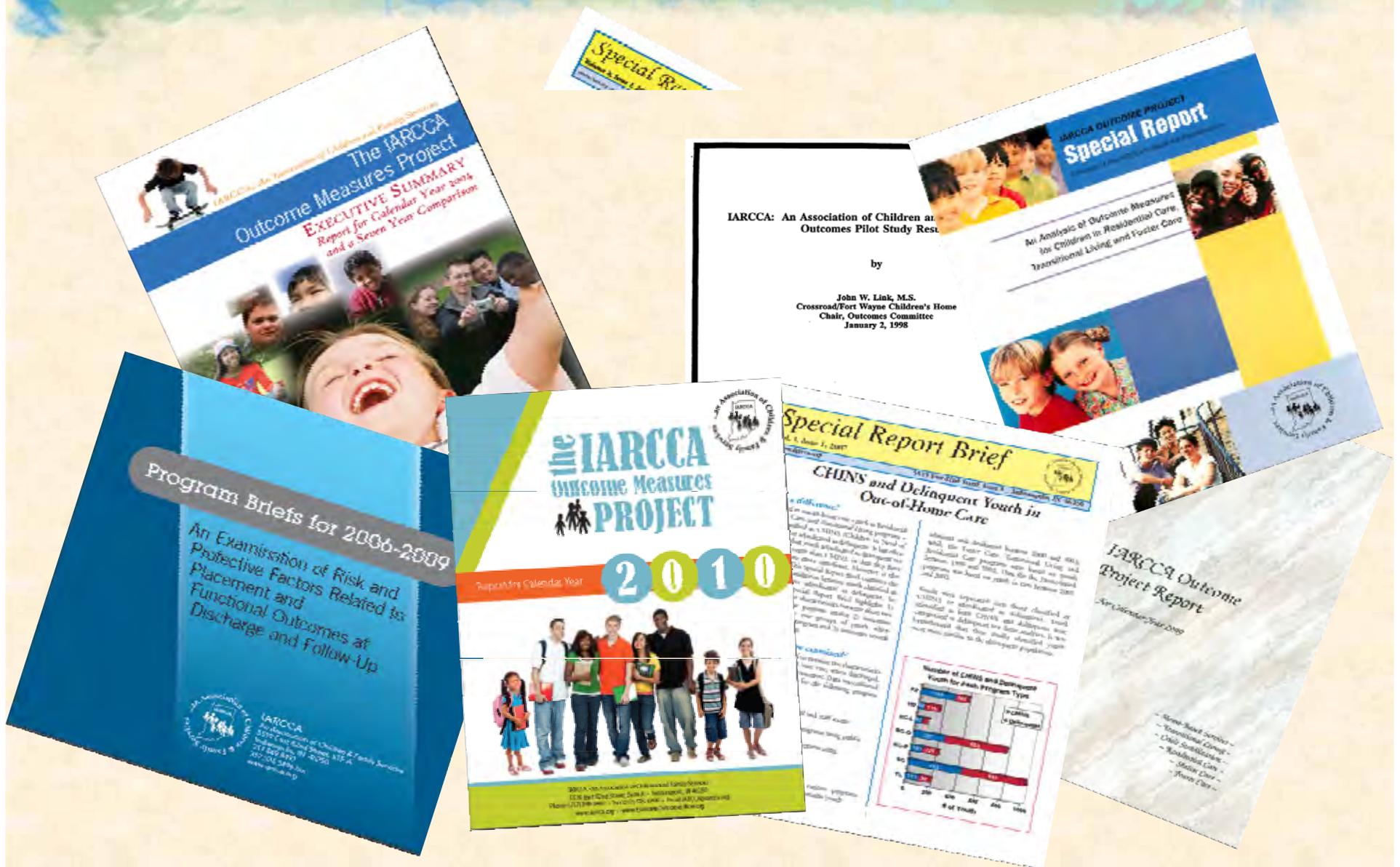
Data Use – Aggregate Level

- Special Reports and Special Report Briefs
 - ✓ Began in 2003
 - ✓ Grant funded
 - ✓ Examination at the child-level vs. the program level
- Examination of specific evaluation questions:
 - ✓ Risk factor analyses
 - Are there characteristics of youth placed which correspond with increased risk for successful outcomes?
 - Are there particular protective factors?
 - ✓ Factor analyses of IOMP-developed instruments
 - Child Problem Checklist
 - Family Problem Checklist

Data Use – Aggregate Level

- Discharge to Permanent Placements
 - ✓ Examined capacity of combined risk factors to predict permanent placement at discharge
 - ✓ Identified specific factors associated within and across programs
 - In Transitional Living programs, youth who were older, prescribed psychotropic medication, and stayed in care longer were more likely to achieve independent placement
 - Across 7 of the 9 program types, longer stays in care were associated with increased likelihood of permanent or independent placement

IARCCA – Published Reports



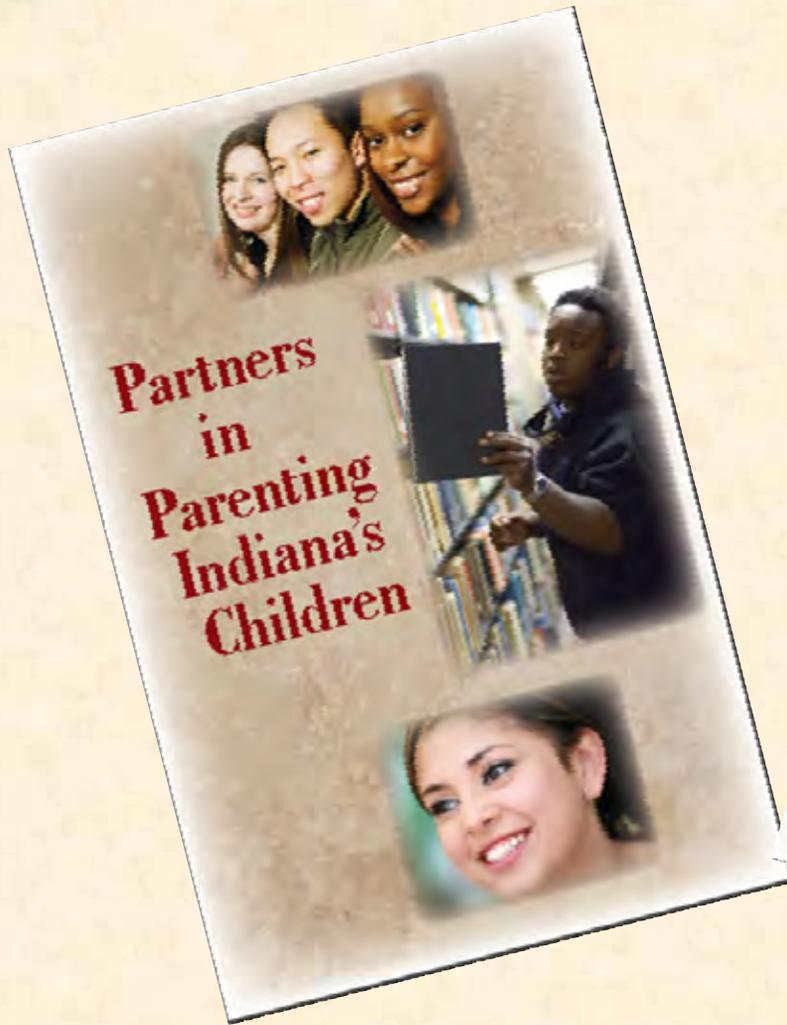
Data Use – Public Policy

- How can the data be used related to public awareness & policy decision-making?
 - ✓ Letters to the editor
 - ✓ Newsletters from IARCCA, participating agencies
 - ✓ Dissemination via internet (e.g., www.EvaluateOutcomesNow.org)
 - ✓ IARCCA / agency involvement with interagency groups (Indiana Commission on Disproportionality in Youth Services)

Data Use – Public Policy

- How can the data be used related to public awareness & policy decision-making?
 - ✓ Meeting with legislators, judges, & public about the needs of children and families
 - Congratulations, Partners in Parenting

Data Use – Public Policy



Data Use – Public Policy

- How can the data be used related to public awareness & policy decision-making?
 - ✓ Meeting with legislators, judges, & public about the needs of children and families
 - Congratulations, Partners in Parenting
 - “Children Our Best Investment” Advocacy Day
 - Sharing summary sheets from Annual Report / Executive Summary

Child Risk Factor Survey – By Program Type (2010)

Variable	All Programs	Transitional Living	Day Treatment	Home-Based	Foster Care	Shelter Care	Residential Care	Crisis Stabilization
Intake packets*	7,486	238	102	1,437	1,747	918	2,800	179
Age (Mean)	12.2	17.3	13.7	8.6	9.0	14.7	14.7	12.3
Gender								
Male	59.3	49.4	74.5	59.4	52.3	55.8	65.6	59.2
Female	40.7	50.6	25.5	40.6	47.7	44.2	34.4	40.8
Ethnicity								
Caucasian	65.4	50.6	48.0	74.2	55.0	72.3	65.7	88.3
African-American	23.4	39.2	25.5	12.9	33.9	17.2	24.1	3.9
Hispanic	3.3	5.5	17.6	2.6	3.2	2.2	3.3	2.2
Other	7.9	4.6	8.8	10.3	7.9	8.3	6.8	5.6
# Previous placements (Mean)	2.4	3.3	1.1	0.8	2.0	2.2	3.3	2.4
Past home-based Services	37.7	37.4	38.2	23.2	32.4	43.7	46.4	44.7
Pregnant	0.9	5.9	1.0	0.2	0.7	0.9	1.0	0.6
Have child(ren)	2.4	12.2	1.0	1.1	2.3	2.7	2.3	0.6
CHINS	51.1	60.1	20.6	49.5	89.4	36.7	36.4	7.8
Delinquent	33.0	33.2	34.3	21.9	4.9	52.8	51.3	6.7
Neglect	44.0	42.0	17.6	48.9	74.9	20.4	31.9	33.0
Physical abuse	26.4	21.8	12.7	15.0	23.9	28.8	32.5	48.6
Sexual abuse	18.8	17.6	9.8	7.7	14.7	17.3	27.4	26.8
Witness domestic violence	34.8	32.1	12.7	36.5	30.3	25.4	39.6	51.4
Grade retention	19.2	16.2	26.5	19.5	11.4	19.7	21.2	36.9
Special education	33.7	21.3	45.5	16.6	25.4	25.7	50.3	38.4
Psychotropic medication	41.3	34.6	28.7	16.4	27.8	33.2	63.4	77.8
Parent substance abuse	51.5	44.5	26.5	55.2	44.5	47.0	55.4	74.0
Parent incarceration	43.0	31.4	15.7	51.0	37.3	44.8	42.1	68.9
Parent psychiatric diagnosis	25.4	15.3	9.8	31.9	17.8	18.2	28.0	60.5
Single-parent family	57.1	60.6	69.6	57.3	52.0	60.8	58.9	40.7
Parent rights terminated:	18.1	32.9	9.9	7.6	16.3	18.7	22.9	24.3
One parent	5.3	9.1	1.0	4.6	2.7	8.4	6.3	4.0
Both parents	12.5	23.4	6.9	2.9	13.5	10.3	16.1	20.3
Adoptive parents	0.3	0.4	2.0	0.1	0.2	0.0	0.5	0.0
Risk Score (Mean)	5.0	4.8	3.4	4.3	4.7	4.5	5.6	5.9

* Sample sizes for individual items may be lower than the number of intake packets due to missing data. Unless otherwise noted, numbers refer to percentages of affirmative responses.

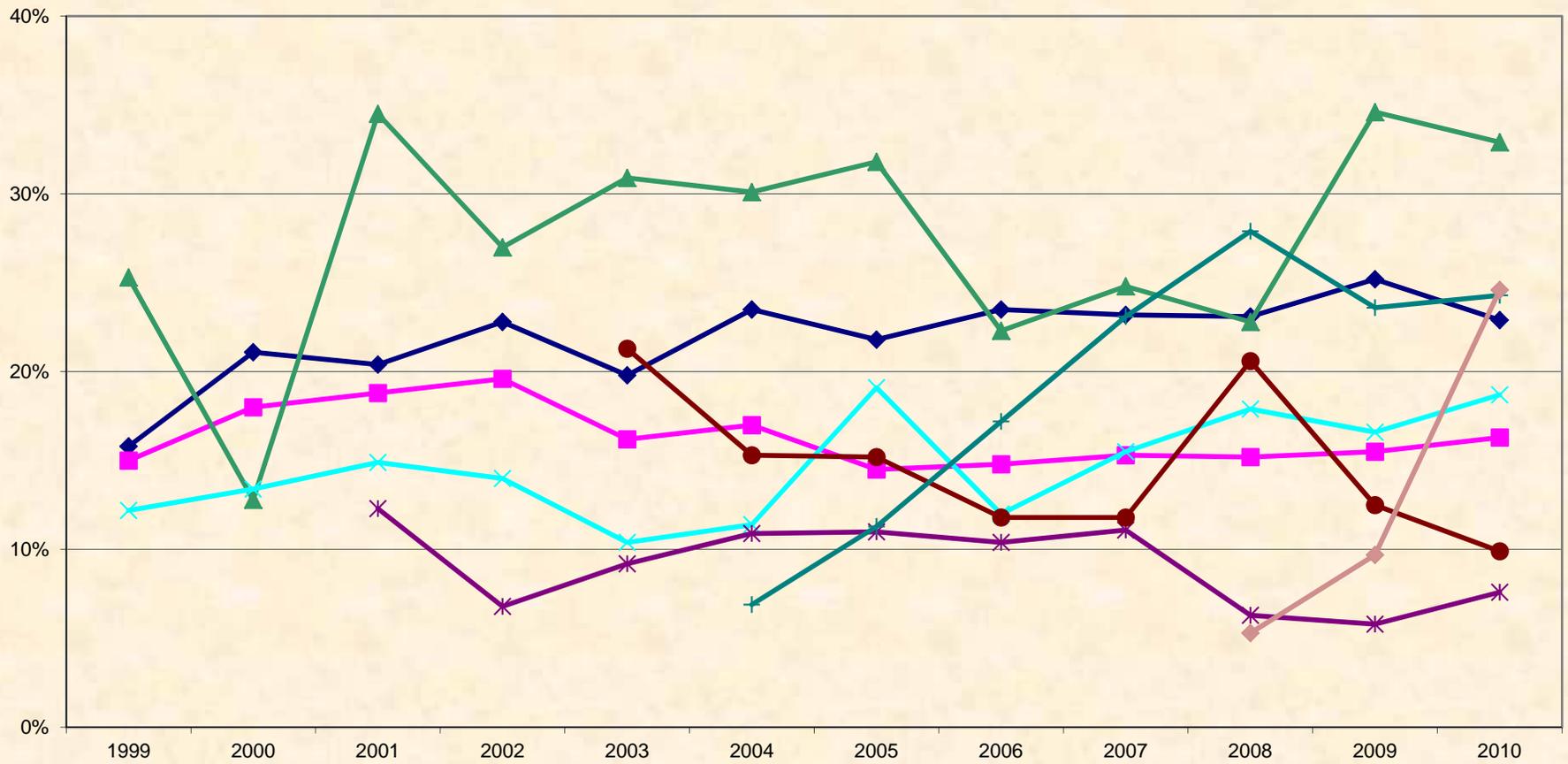
Data Use – Public Policy

- How can the data be used related to public awareness & policy decision-making?
 - ✓ Meeting with legislators, judges, & public about the needs of children and families
 - Congratulations, Partners in Parenting
 - “Children Our Best Investment” Advocacy Day
 - Sharing summary sheets from Annual Report / Executive Summary
 - ✓ Influence Legislation (e.g., strengthen criminal penalties if domestic violence occurs in front of children)

Data Use – Public Policy

- How can the data be used related to public awareness & policy decision-making? (...continued)
 - ✓ Informing state agencies (DCS, DMHA, Medicaid)
 - ✓ Working with state agencies on service contracts and outcomes requirements
 - ✓ Develop strategies to address issues
 - Connections between rates of termination of parental rights and permanency planning

Percent of Parents with Parental Rights Terminated 1999-2010



Data Use – Agency Level

- Consultation Project
 - ✓ Consultant works with agency
 - ✓ Focus is to increase their understanding of data use
 - ✓ Specific consultation plan based on the agency's level of understanding and their particular needs
- Consultation Example – Regional Youth Services
 - ✓ Consultation held in November 2002
 - ✓ Consultant compared agency data to state aggregate
 - ✓ Shared the findings with agency staff (executive director, intake team, direct care staff)
 - ✓ Consultant then challenged RYS staff to explain their results, determine their next steps

Data Use – Agency Consultation

- Regional Youth Services – comments from executive director
 - ✓ Before consultation
 - Without outcomes, we thought we were doing well.
 - “We are social workers with big hearts who care about kids.”
 - If someone had called and asked how we are doing, we would have said we were doing “normal” or “average.”
 - ✓ Consultation Findings
 - As we were able to look at our numbers and compare them to state averages, we found we were so high above the state average on Administrative Discharges – massively higher.
 - It became apparent we were saying “yes” to every child referred and letting them fail out of the program. We were accepting children into care whether they were appropriate for our program or not.

Data Use – Agency Consultation

- Regional Youth Services – comments from executive director
 - ✓ After consultation
 - As a staff, we took that information as a starting place, like cold water in the face. We decided we needed to re-evaluate our intake process and make sure referrals were appropriate.
 - Our outcomes also changed our jargon. What used to be called “intake” is now called “assessment.”
 - Using time, effort, resources toward the assessment process, we are now way below the state average on administrative discharges. We have been more successful as we accept youth who are more appropriate for our program.
 - We then started looking at other areas and applied the same principle.
 - We talk with our direct staff to make changes, as change really starts with the staff. The Outcome Project keeps the staff informed of where we stand.

Data Use – Agency Consultation

- Regional Youth Services – comments from executive director
 - ✓ Now...
 - Our staff need the state averages less because they now know their own history, and can compare themselves to themselves.
 - They see their progress over the years, which is a real bonus, because even if you are below the state average you still need to compare yourself to past performance.
 - ✓ The Outcome Project has helped to improve the care ... and effect change in an informed way.

Joe Huecker, LCSW, Regional Youth Services Executive Director

Data Use – Agency Level

- Mentorship Project
 - ✓ Regional “Outcome Mentors” identified
 - ✓ Meet with agency Outcome Coordinators in their area
 - ✓ Conduct 2- or 4-session trainings on data use and analyses
 - ✓ Designed to build both support network and knowledge related to research and evaluation
- EON[®] reports
 - ✓ Provider Report

Sample EON[®] Provider Report

Provider Report		Based Upon The IARCCA Outcomes Project			
Name of Agency		Year: 2009			
Regional and/or Outcomes Contact		Agency	IARCCA		
		(N=74)	(N=111)		
Median Length of Stay of this Program	(in days)	193.50	236.0		
Nature of Discharge		Agency	IARCCA		
		(N=24)	(N=191)		
Planned		87.50%	72.3		
Administrative		12.50%	15.8		
Removed		0.00%	8.5		
Runaway		0.00%	3.5		
Restrictiveness of Living Environment at Discharge		(N=24)	(N=191)		
More		8.3%	12.6		
Less		83.3%	77.4		
Same		8.3%	7.8		
Runaway		0.0%	2.4		
Child Problem Checklist					
Intake		6.8	N=24	4.7	N=1196
Discharge		3.8	N=20	4.1	N=1878
Family Problem Checklist					
Intake		6.0	N=29	5.3	N=1324
Discharge		1.8	N=21	2.9	N=1051
Consumer Satisfaction at Discharge					
Child		5.1	N=8	5.7	N=165
Family		5.4	N=11	6.1	N=174
Referral Source		6.3	N=14	6.0	N=450
Education Success Rate at Discharge		83.75%	N=16	81.9	N=806
Employment Rate at Discharge	(Transitional Living Only)	N/A	N/A	N/A	N/A
Written Case Plan Received within 30 days of Intake	(Only those with required plans)	100.00%	N=32	91.2	N=1559
Written Case Plan Achieved by Discharge	(Only those with a case plan)	42.11%	N=19	68.0	N=1291
Absence of Abuse of Child/Youth at Follow-up		82.86%	(N=14)	97.8	N=594
Absence of Court Involvement at Follow-up		100.00%	(N=14)	95.5	N=594
Risk Factor		Agency	IARCCA		
(Objective Factors Reported by Both Sides)		(N=132)	(N=1552)		
CHMS		81.82%	88.6%		
Delinquency		16.18%	3.8%		
Neglect		72.73%	72.0%		
Physical Abuse		15.15%	21.2%		
Sexual Abuse		24.24%	15.3%		
Domestic Violence		30.30%	30.8%		
Grade Retention		12.12%	7.7%		
Special Education		21.21%	21.0%		
Psychotropic Medication		30.30%	25.8%		
Parent Substance Abuse		45.45%	48.9%		
Parent Rights Terminated		9.09%	15.0%		

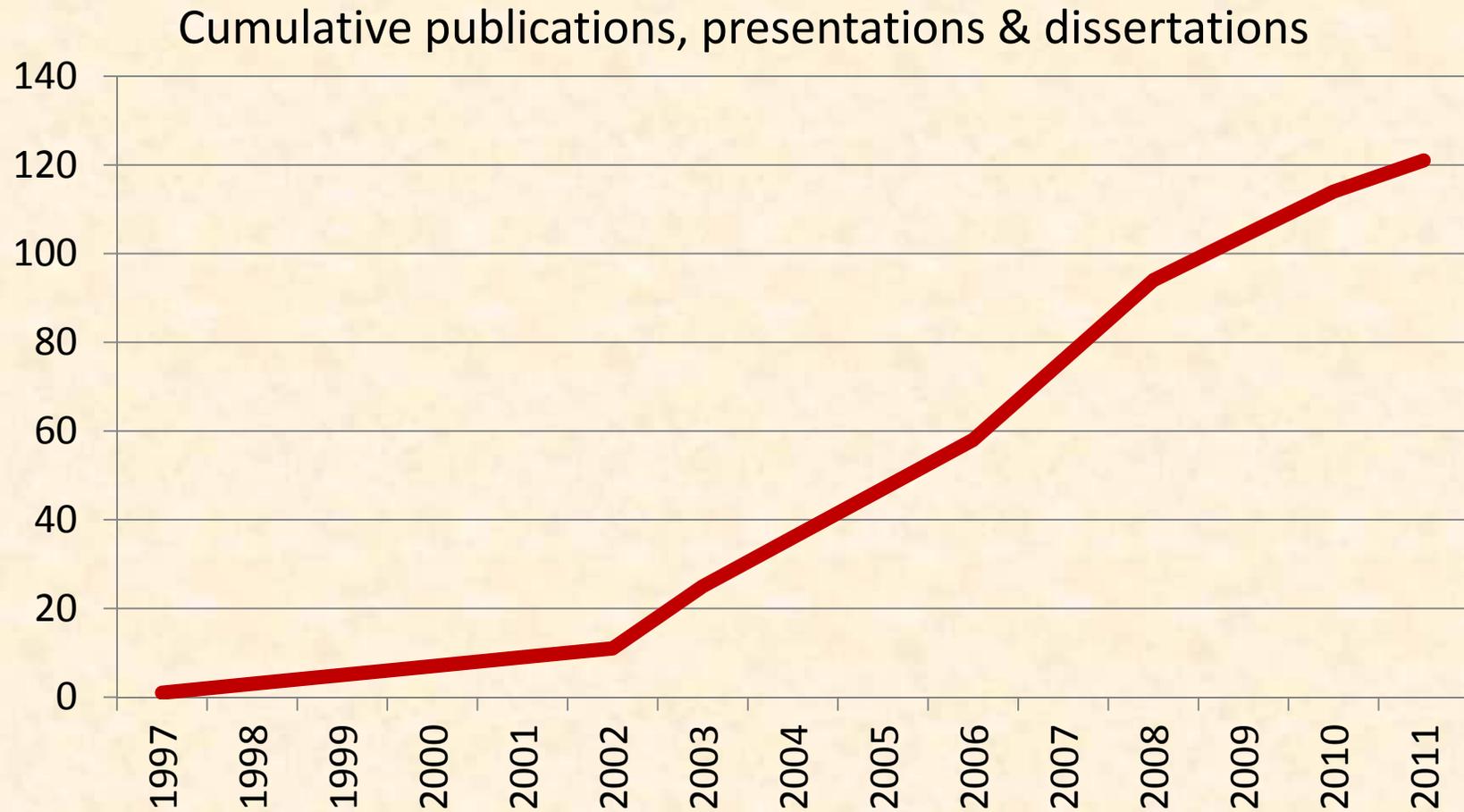
(1) Kersh, S.M., & Wehl, J.R. (2009). IARCCA: An Association of Children & Family Services. The IARCCA Outcomes Measures Project Report for Calendar Year 2009. (in reply to IARCCA). Please note that the Outcomes Treatment program Endline for 2008 and 2009 are preliminary and based on annual reviews of youth and programs.

(2) IARCCA definition.

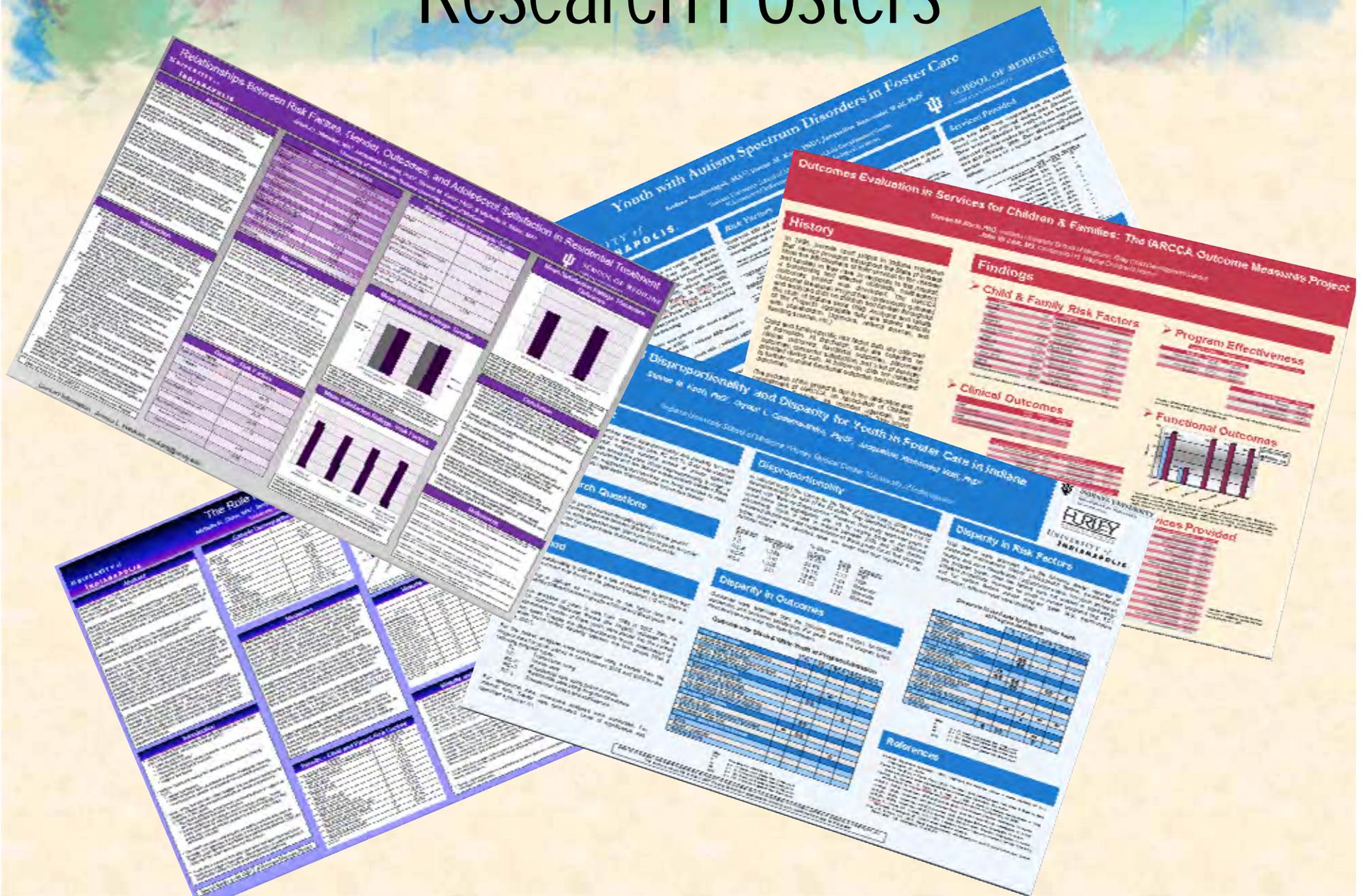
Research

- Sample topics examined through research activities
 - ✓ Disproportionality of youth / disparity of outcomes
 - ✓ Risk factors of youth in residential treatment
 - ✓ Risk factors for youth with intellectual disabilities in foster care
 - ✓ Agency use of consultations / organizational learning
 - ✓ Reliability of the Child Problem Checklist
 - ✓ Risk factors for youth with autism in foster & residential care
 - ✓ Relationship between delinquency and parental-risk factors for youth in residential treatment
 - ✓ Which combination of risk factors best predicted discharge placement into a permanent home placement (reunification, relative placement or adoption)?

Expanding the Knowledge Base



Research Posters



Where do we go from here?

- Collaborations

- ✓ Development of a youth and family strengths-based tool.
 - Collaboration for its creation should include researchers, agency staff and youth and families served.
- ✓ Continue to partner with researchers and evaluators.
- ✓ Having a national-level dialogue on outcome research and evaluation.
 - Partnering with national organizations (e.g., CWLA) to support the dialogue
 - Consensus-building on key indicators to measure nationally for use in accreditation and performance accountability

Where do we go from here?

- Data use
 - ✓ Continued discussions with participating agencies
 - The use of their outcomes
 - Expand the Mentorship Program – build agency-level infrastructure and across-agency supports for data analyses and use
 - EON[®] reports
 - ✓ Continued partnership with state government agencies
 - The use of outcomes with agency contracts
 - Monitoring of disproportionality and disparity of services
 - ✓ Expand out-of-state participation / develop national benchmarks

Questions

- Are welcomed.
- For more information, please contact:
 - ✓ Cathy Graham cgraham@iarcca.org
 - ✓ Steve Koch smkoch@iupui.edu
 - ✓ Jacquie Wall jwall@uindy.edu
 - ✓ <http://www.EvaluateOutcomesNow.org>

Thanks for attending.

Special thanks to Jeannie Bellman, IARCCA Outcome Coordinator, for her help with this presentation.