The first name in second chances.SM

Rapid Safety Feedback®

Changing the Trajectory for Children at Risk

Denver, Colorado

June 20, 2016

Eckerd Rapid Safety Feedback®
Solve the Problem

- Unprecedented history of child fatality in Hillsborough County. **Nine child homicides in less than 3 years.**

- Eckerd was awarded the contract July 2012 with directive to change the approach to Quality in two ways:
  - **Identify cases** with highest probability of a poor outcome before they occur.
  - **Change the trajectory** of these cases through focused review.

Due Diligence

- **Determined best cases for review** through local death case review and consultation with State Death Review Team.
- **Quality and Service Improvement (QSI):** Reviewed >1500 cases for critical case practice indicators to ensure safety during transition.
- Narrowed identified QSI concerns into **critical themes.**

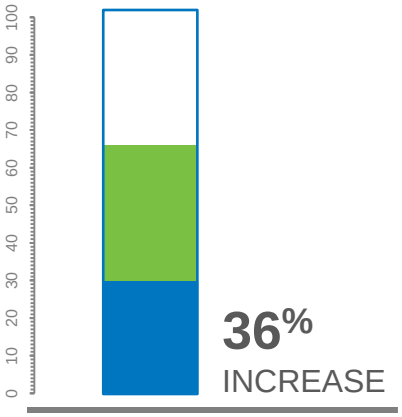
Case Selection & Critical Practices

- **Best Sample**: prioritize **children in-home under age 3**.
- **Safety Plans** were not tailored to individual cases and lacked family input.
- **Background Checks/ Home Studies** were not updated to reflect changes in family circumstances.
- The core family issues bringing the child into dependency were not addressed **on home visits or in case documentation.**
- **Behavior change poorly monitored** with providers and other case participants.
- **Supervisory reviews** either failed to identify the issues or more likely repeated prior concerns without resolution.

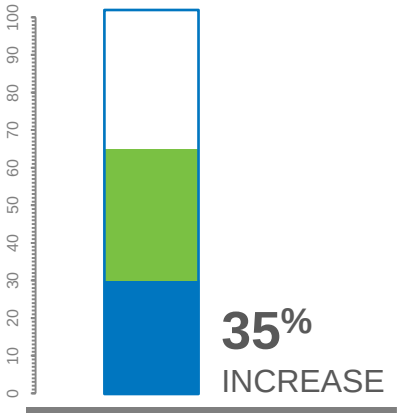
Review Process

- Cases reviewed for safety practice issues only.
- All cases with an identified **safety concern** are **staffed within one business day.**
- Staffings are focused on Supervision- **follow up tracked to completion.**
- Cases **reviewed every quarter** until closure or youngest child turns three.

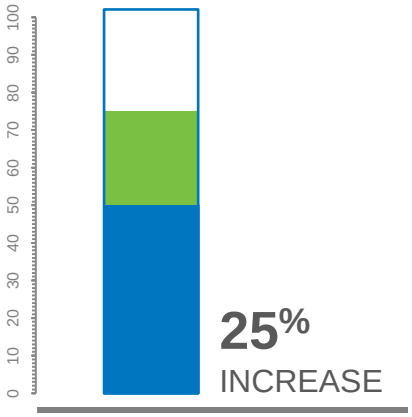
Hillsborough Results



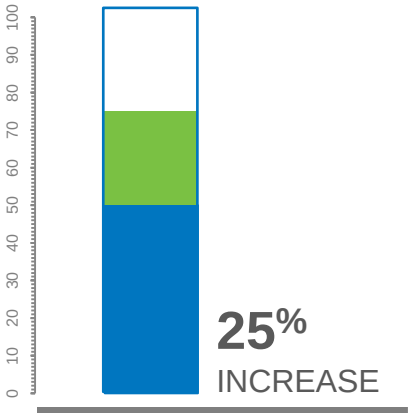
Improvement in sharing critical case information with all involved.



Improvement in Supervisor Case Reviews.



Improvement in safety planning with the family.



Improvement in frequency of visits with the child.

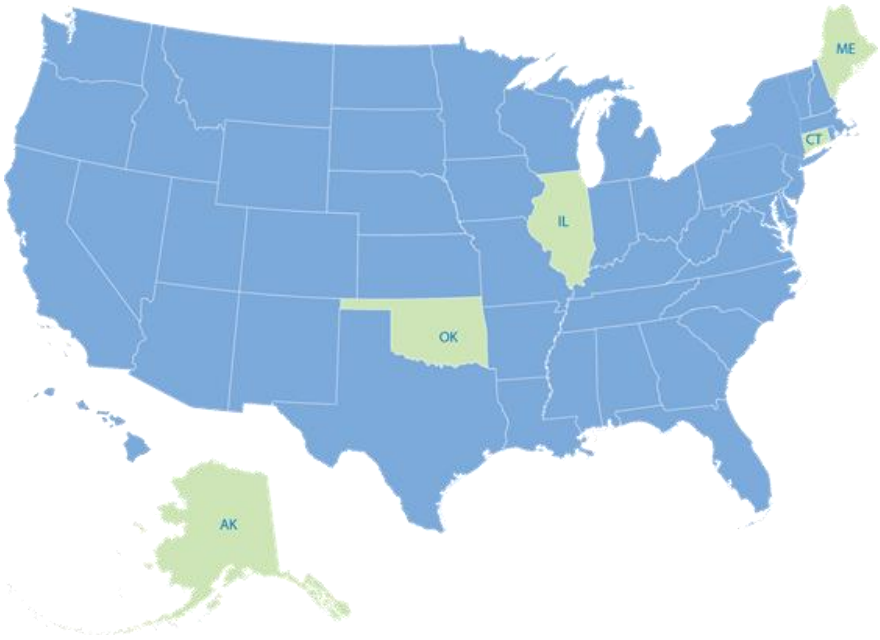
Improvement across key case practices – 22%

Most Importantly- ***No Abuse Related Deaths***

Baseline
Eckerd Rapid Safety Feedback®
Data as of 12/31/15

National Landscape

- **Connecticut, Maine Oklahoma, and Illinois**– Preventing fatality/ near fatality with prior involvement.



- **Alaska** – Preventing repeat maltreatment regardless of finding.

- Not just a list of cases. Coaching model is critical.

National Landscape

- Further evaluation needed. Working with four grant states and Casey Family Programs on evaluation.
- Presented to the NASW, CWLA, and NGA.
- Featured in the **Federal Commission to Eliminate Abuse and Neglect Fatalities final report** and in numerous media accounts.
- Actively expanding. Current working with 5 other states.

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Replication

- Models can be built for investigations and / or on-going case work.
- **Access to the SACWIS/ other Child Welfare Data.**
- States must also supply case reviewers
- Access to local fatality cases and/or QA Reviews of those cases.
- Eight weeks for research, initial set up and initial training.
- Being applied to other stubborn problems (re-entry and caseworker turnover.)

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Eckerd Kids

Thank You!

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Safety Feedback (ERSF) Evaluation

An Introduction to Predictive Analytics

June 20, 2016

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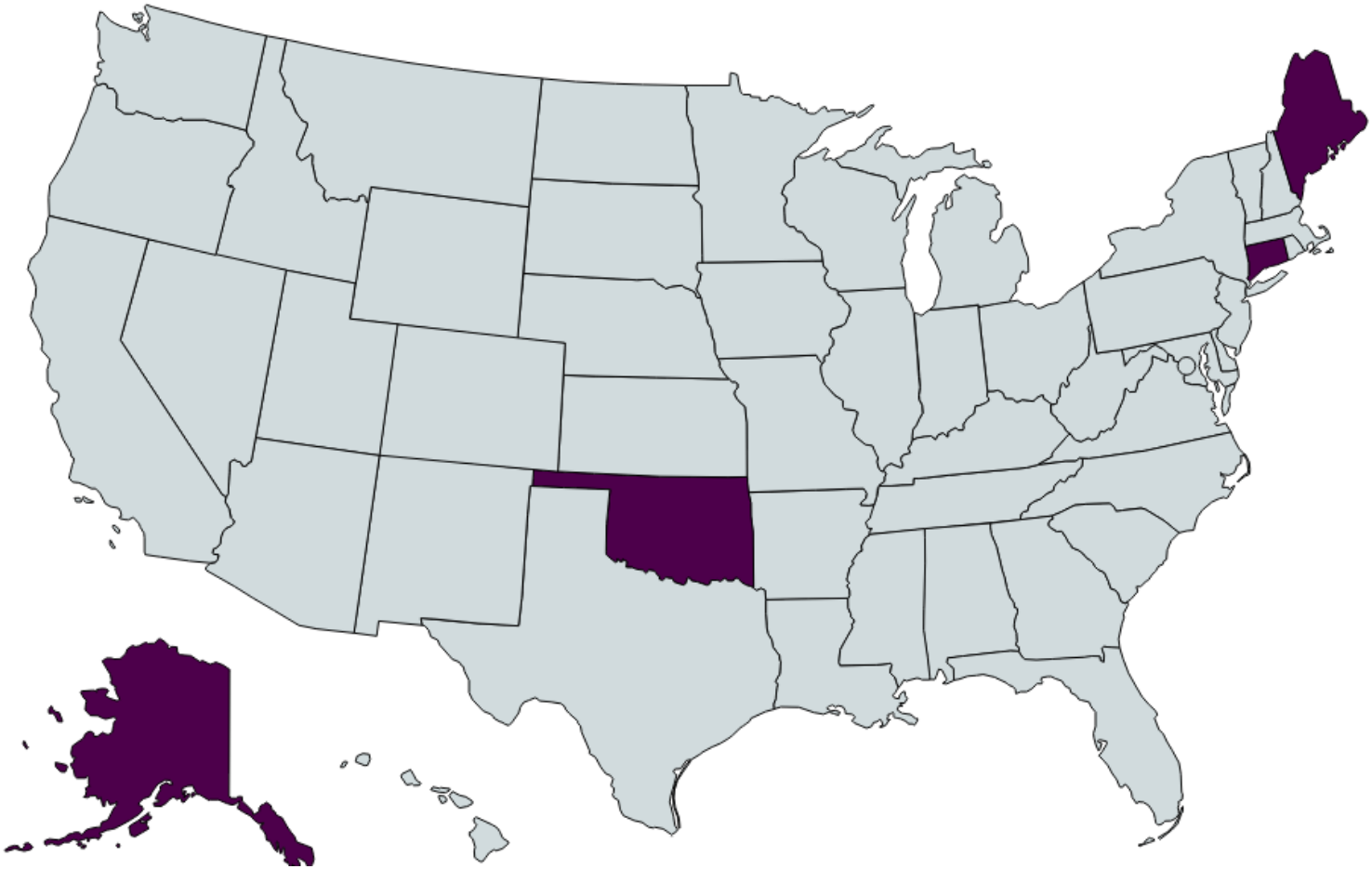
safe children | strong families | supportive communities

The applicability of ERSP is being explored in four jurisdictions



The evaluation will span 18 months post ERSF implementation

- Three of the four jurisdictions are underway, with the 4th one scheduled to begin at the end of this month
- Focus is on CPS investigation and/or open in-home service cases
- Each jurisdiction's prevention goal/problem statement is slightly different, but all are interested in assessing severe injury and/or death due to CAN

The purpose of the evaluation is to be both evaluative and exploratory

Measure practice fidelity, or the degree to which the delivery of ERSF adheres to its model as intended

Evaluate child welfare practice quality improvements as a result of using the ERSF approach

Evaluate child safety outcomes

The evaluation has three major components

Process Evaluation

- Assess the fidelity of ERSF implementation
- Identify facilitators and barriers to implementation

Cost Analysis

- Economic cost of the resources used to deliver the ERSF process

Outcomes Evaluation

- Evaluate changes in child welfare outcomes in the time periods before and after implementation of ERSF