

Use of Child Intervention Administrative Data in Alberta

Diane Thompson, Alberta Children's Services

Emily Sand, Alberta Children's Services

Prof. Bruce MacLaurin, University Of Calgary

Presentation to the International Society of Child Indicators

June 30, 2017

Challenges with Outcomes Measurement

- Historically the priority of responding to children at risk has overshadowed the demonstration of effectiveness
- Public inquests, quality assurance panels, fatality reviews and media coverage however have established the need for a higher threshold for an evidence-base for child intervention
- There continues to be challenges with establishing an informed balance for the competing child welfare priorities
 - ensuring children achieve safety,
 - maintaining meaningful family and community/cultural involvement, and
 - setting a context for enhancing a child's well-being and development over time
- Need for a broad range of indicators within the larger context and spectrum of outcome measurement

Multiple Approaches for Measuring Outcome Measurement in Alberta

1. **A meaningful focus on the development of direct client measures in organizations funded and led by Children's Services. Tackling the challenges in measuring change in:**
 - **Child well-being,**
 - **Family functioning,**
 - **School progress & achievement, and**
 - **Impact of trauma and adverse childhood experiences**
2. **An ongoing commitment and support for ongoing context-setting research that can inform & direct child intervention**
 - **The Alberta Incidence Studies of Reported Child Abuse and Neglect funded in 2003, 2008, 2014**
 - **A future cycle in 2019 with the potential to establish a longitudinal follow-up**

Multiple Approaches for Measuring Outcome Measurement in Alberta

3. **A priority on broader systems-based outcome indicators that can report aggregate level data by region or service area for the full spectrum of intervention**
 - **Informing the outcome domains of interest along the full spectrum of child intervention**
 - **Measured using information available on existing and emerging information systems**
 - **Reporting is timely and accurate, and**
 - **Reporting is valuable for a broad range of stakeholders**
- **This presentation will highlight the development and implementation of innovative approaches to measuring systems level measures of success in Alberta**

Child Intervention Caseload in Alberta

Alberta Child Intervention by the numbers

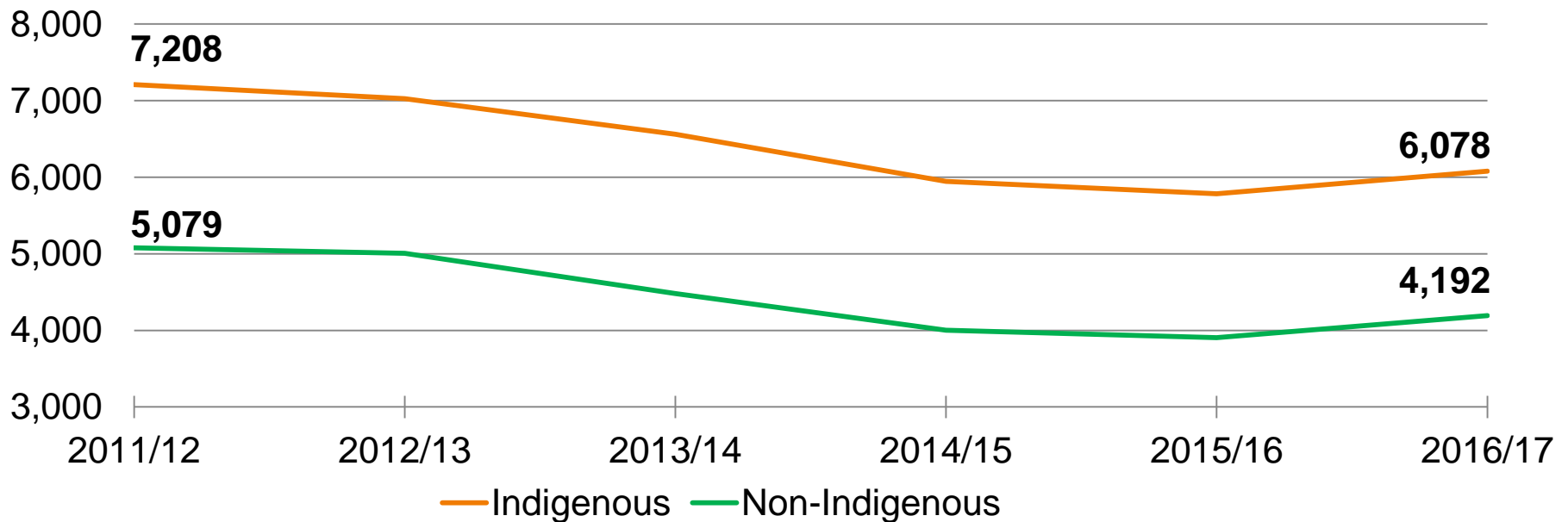
- Approximately **55,000 unique children** assessed for or receiving services each year
- In 2016/17, there were on average approximately:

Initial Assessment		Child Intervention Ongoing Cases			Post-Intervention Supports	
Intake	Investigation	Not In Care	Temporary Care	Permanent Care	Support and Financial Assistance Agreements	Supports for Permanency
4,500	2,400	3,200	2,100	5,000	1,700	4,700

- 70% of ongoing cases are in care and placed out of home.
- Most of the out of home placements are foster care (50%) or kinship care (29%)

Child Intervention Caseload Trends

**Average Monthly Number of Children Receiving
Child Intervention Services (Not In Care + In Care)**



Since the highest point in 2011/12, the number of Indigenous **children receiving services** has **decreased by 16%**, while the number of non-Indigenous children decreased by **17%**.

Evolution of Data and Reporting

Need Identified for Quality and Timely Information

- Child Intervention Standards
 - In place since 2001
 - Measured through a retrospective manual review of file information
- QA Site
 - In place since 2009
 - Tracked over 70 items
- Conversion to new data system
 - In 2013
 - Incomplete or missing data became evident
- Timely and Accurate Program Information Strategy (TAPIS)
 - Introduced in 2015
 - Set of focused practice measures for service delivery

Service Delivery Accountability Framework

Service Delivery Accountability Framework

- Alberta Child Intervention (child welfare) is delivered through geographically based service delivery areas.
- The authority to deliver these services is through delegation of authority.
- The Statutory Director is granted the authority to delegate powers to the service delivery directors, and conversely, the authority to revoke a delegation should a delegate continue to underperform despite remedies made available to them.
- Where a power is exercised improperly or inadequately by a delegate, the Statutory Director must take remedial steps.
- The Statutory Director is legally responsible for the actions of the delegates and there needs to be due diligence to monitor how the delegate exercises their authority.

Service Delivery Accountability Measures

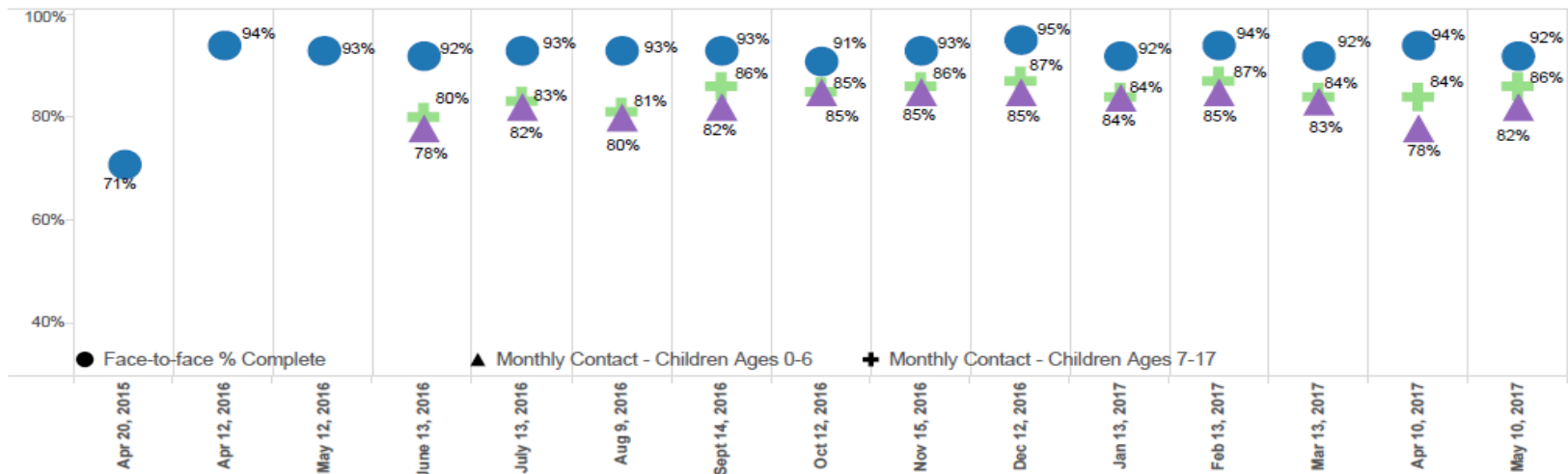
- The Service Delivery Accountability Framework outlines the monitoring of the Statutory Director's delegates
- The monitoring is supported through, but not limited to:
 - Child Intervention Standards Results
 - Timely and Accurate Program Information Strategy (TAPIS)
 - Reviews (e.g. High Risk Reviews, Serious Injury Audits)

Service Delivery Accountabilities

- **TAPIS** – real-time reporting that tracks progress on key priorities
 - Expired/missing legal authority
 - Missing placement
 - Overdue face to face contact with child
- **Child Intervention Standards** - measure the quality of services that are provided to children, youth and families. The standards reflect key areas of the child intervention system that complement and align with current policy and legislation. There are 6 standards comprised of 23 measures.
- **High Risk Reviews** - through the Standards process and the electronic information system, files with practice risk are identified for follow up.

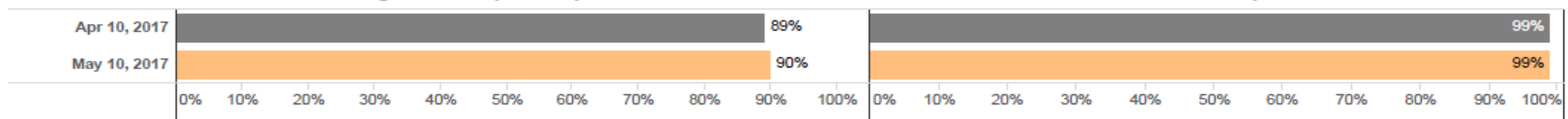
Service Delivery Accountability Report

In the graph below, your Region's results for **face to face and monthly contact** service delivery accountability measures are plotted. Each month is a separate data point, the higher the plotted data point, the better the results for your Region.



Legal Authority % Complete

Placement % Complete



Number of Cases with Missing Information

	Overdue Face-to-Face Contact	Overdue Monthly Contact for Children Ages 0-6	Overdue Monthly Contact for Children Ages 7-17	Missing/Expired Legal Authorities	Missing Placements
May 10, 2017	215	216	263	332	26

To get the list of children with missing or overdue information, you can access the TAPIS site here: [http://infomart.acs.gov.ab.ca/Reports/Pages/Folder.aspx?ItemPath=%2fTAPIS+Reports%2fA\)+TAPIS+Site+Reports](http://infomart.acs.gov.ab.ca/Reports/Pages/Folder.aspx?ItemPath=%2fTAPIS+Reports%2fA)+TAPIS+Site+Reports)



TAPIS – Timely and Accurate Program Information Strategy

TAPIS Summary - Provincial Overview

Report Run On: 06/19/2017

Report Run By: GOA [REDACTED]

			Region Type, Region Code (Check Count)													
Check Group	Check ID	Check Type Check Name	Region										DFNA			
			R61	R62	R63	R64	R65	R66	R67	R68	Total	D01	D02	D03	D04	
Contact	401	Overdue Face to Face Contact	98	6	219	45	33	50	71	18	540		13	3	92	
	402	Overdue Monthly Contact Age 6 Years and Under	104	9	210	63	235	70	78	18	787	15	8	14	55	
	403	Overdue Monthly Contact Age 7-17	121	35	314	84	237	89	96	42	1,018	41	10	18	106	
	Total		323	50	743	192	505	209	245	78	2,345	56	31	35	253	
Initial Assessment	101	Overdue Intake	61	25	743	170	495	99	120	22	1,735	7	4	1	21	
	108	Overdue Investigation	491	39	767	200	487	268	409	33	2,694	39	13	22	26	
	109	Intake Not Reserved From Work Queue	7		34	8	44	3	6	1	103					
	Total		559	64	1,544	378	1,026	370	535	56	4,532	46	17	23	47	
Legal	201	Expired Legal Authority (>=2 Days)	73	19	165	41	61	68	34	14	475	8	3		22	
	202	Open Involvement without a Legal Authority	46	16	209	34	97	75	92	1	570	4	10	6	15	
	Total		119	35	374	75	158	143	126	15	1,045	12	13	6	37	
Placement	309	Missing Placement	10		20	6	29	7	24	4	100		6	2	31	
	Total		10		20	6	29	7	24	4	100		6	2	31	
Total			1,011	149	2,681	651	1,718	729	930	153	8,022	114	67	66	368	

Example of a TAPIS Report run at an aggregate level showing Provincial and Individual Region/DFNA results



TAPIS – Timely and Accurate Program Information Strategy

Region Desc: Check Group:

1 of 2 ? 100% Find | Next Select a format Export

TAPIS Details Report - My Region/DFNA

Report Run On: 06/19/2017

Worksite Code	Check Group	Check ID	Check Name	Child Identifier	Child Info	Case Reference ID	Check Info	# of Days on Site	Unit Code	Case Owner
510	Contact	402	Overdue Monthly Contact Age 6 Years and Under	[REDACTED]	MP_2010_M	608317	Not InCare - Agreement	2	E	[REDACTED]
					MW_2012_F	608265	Not InCare - Agreement	4	E	
					MS_2012_F	520938	Not InCare - Agreement	5	E	
					EO_2013_F	613377	Not InCare - Order	5	F	
					YH_2013_F	574032	Not InCare - Agreement	2	G	
					ZP_2013_F	499220	InCare - Temporary	12	G	
					IZ_2014_M	574032	Not InCare - Agreement	3	G	
					KS_2015_M	543408	Not InCare - Agreement	5	G	
					NK_2012_F	66420	InCare - Permanent	4	G	
					AF_2012_M	398232	Not InCare - Agreement	10	G	
LF_2015_M	398232	Not InCare - Agreement	10	G						

Example of a TAPIS Report run for a specific Region and group of checks



TAPIS – Timely and Accurate Program Information Strategy

Check Group: Legal | Region Name / DFNA Name: [Redacted] Region CFS
Worksite Name / DFNA Name: [Redacted] | Case Owner: [Redacted]

1 of 2 ? | 100% | Find | Next | Select a format | Export

TAPIS Details Report - Please Select a Worksite or DFNA and Case Owner

Report Run On: 06/19/2017

Worksite Code	Check Group	Check ID	Check Name	Child Identifier	Child Info	Case Reference ID	Check Info	# of Days on Site	Unit Code	Case Owner
323	Legal	201	Expired Legal Authority (>=2 Days)	[Redacted]	JE_2016_F	610477	InCare - Temporary	1	B	[Redacted]
					IS_2016_F	532793	Not InCare - Agreement	1	B	
					WW_2007_M	101436	InCare - Temporary	1	B	
					TK_2009_F	496220	InCare - Temporary	1	B	
					RK_2009_F	496220	InCare - Temporary	1	B	
					PN_2017_M	606660	InCare - Temporary	1	B	
					JW_2009_M	487343	InCare - Temporary	1	B	
					ZM_1993_M	236669	Post CI - Agreement	13	C	
					DM_2017_F	582999	InCare - Temporary	4	C	

Example of a TAPIS Report run for a case owner

Impact of the Service Delivery Accountability Measures

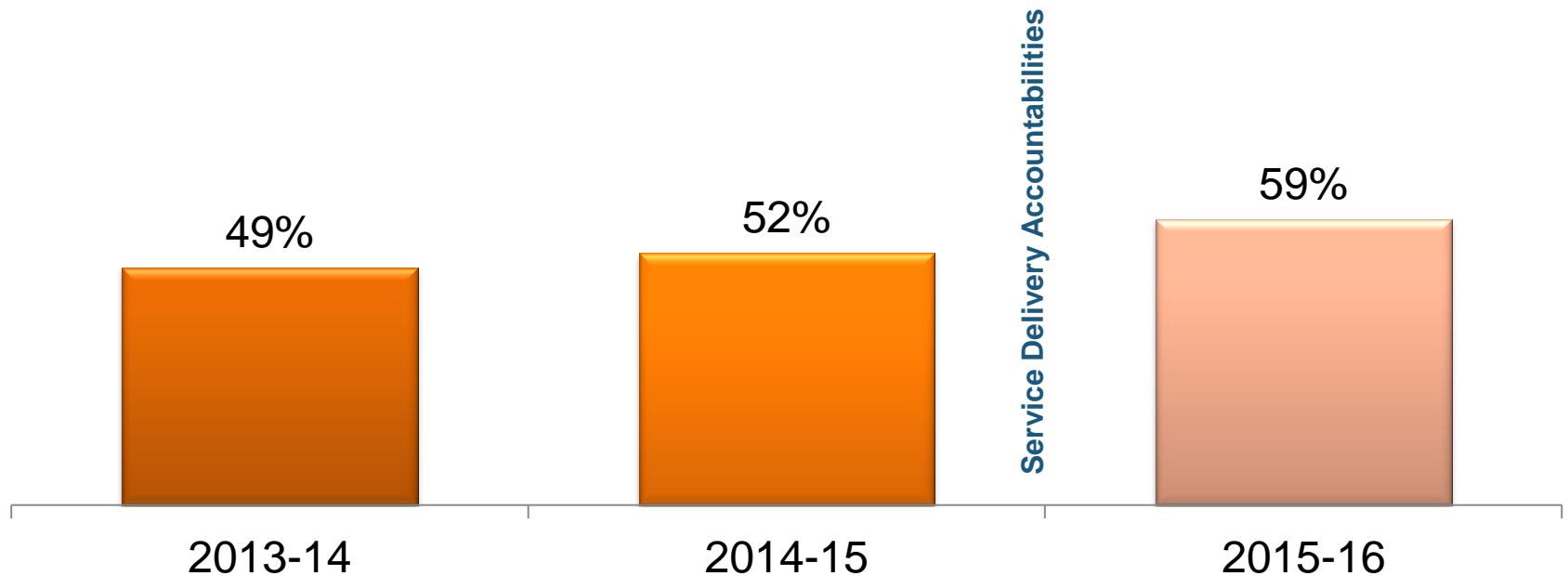
Impact of the Service Delivery Accountability Measures from implementation (April 2015) to today (June 2017).

Percentage of Child Intervention Files with Up-to-Date Information

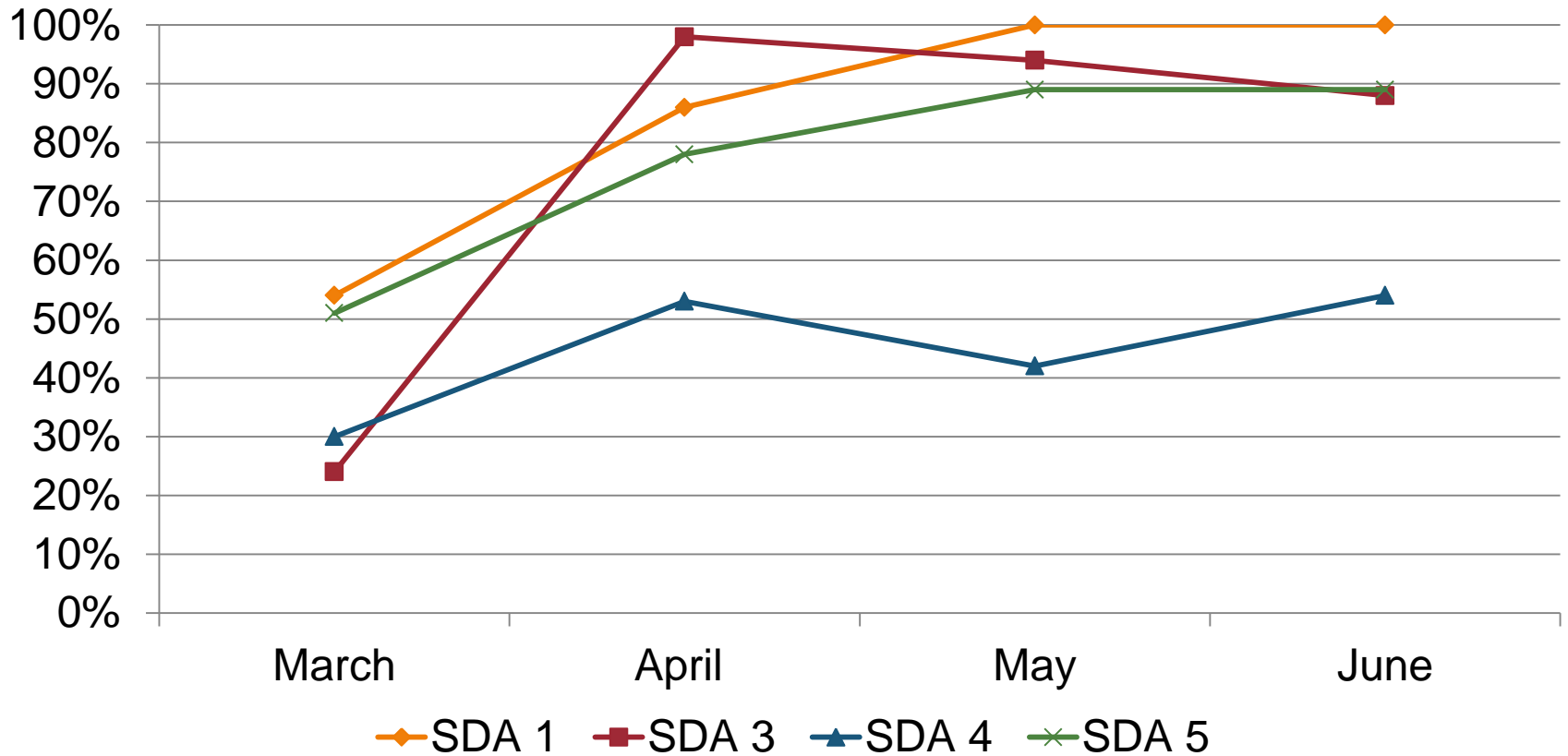
Measure	April 2015	June 2016	June 2017
Legal Authority	69%	88%	89%
Placement	90%	98%	98%
Face to Face Contact	41%	87%	91%
Monthly Contact (0-6 years old)	n/a	72%	75%
Monthly Contact (7-17 years old)	n/a	71%	78%

Impact of the Service Delivery Accountability Measures

Child Intervention Standards - Provincial Results for Face to Face Contact with Child



Statutory Director's Service Delivery Accountabilities in Action



Ongoing Use of Administrative Data, Real Time Reporting and TAPIS

- Outcome indicators
- First Nation Registration Process
- Revision of the Child Intervention Standards
- Mitigation of Risk at Intake (Work Queues)

For More Information

Diane Thompson
Diane.Thompson@gov.ab.ca

Emily Sand
Emily.Sand@gov.ab.ca

Prof. Bruce MacLaurin
bmaclaur@ucalgary.ca

Publicly Available Alberta Data
<http://www.humanservices.alberta.ca/abuse-bullying/17395.html>