

9.22.26
DCF Dashboard Working Group Meeting
Minutes

- **Discussion of report and pages of the site**

- Want to capture as much information as possible in the beginning
- Performance indicator that Sen. Maher notes → capturing training modules for caseworkers and what utilization is; under administration section
- All contact is in-person since the end of the pandemic, no virtual visits so it isn't relevant
 - Interested in making sure they meet policy requirements/best practices for number of visitations
 - Two different reports: 2 visits per month for kids not in the home, once per month for children outside the home
 - Could fit under the safety category
 - Number of in-person visitations in the map regions and number of cases meeting goals → may be hard to visualize that on a map

- **Discussion on pages**

- Commissioner approves of framework, looking at safety and permanency
- Structure makes sense and aligns with outcome measures that they track
- Static links to reports along with dashboard
- Will include glossary page
- Delineate for in-home vs. out-of-home behavioral healthcare → could fit under permanency or safety
 - Percentage of families served where kids are not removed and are removed
 - Bulk of safety work is to prevent the need for removal
- Making sure that the public sees the strengths and positive accomplishments of the department, and making it user-friendly
- Include supports that are in place to try to prevent children from needing to be removed from the home → behavioral health page

- Foster family supports/general info
- **Map of Regions (what DCF created)**
 - Point in time data, one number at a time
 - Number of cases
 - Number of cases by case type, in-home cases, etc.
 - SPM youth → how many youth they are serving post -majority
 - Number of social workers
 - Number of cases closed in past 30 days
 - Staff turnover measure? →track it from HR, quarterly
 - How much is available to be used/posted in real time? →
Commissioner will look into it
 - Could include this as an additional report, go with other qualitative reports on a separate area since this data wouldn't be active for the map
 - Funnel for each of the regional offices (# of reports, investigated, etc – what DCF showed us)
 - Equity link →age, race, ethnicity, Medicaid eligible/recipients?
 - Depends on the town
 - Applying masking rules to data
 - Only track medicaid when kids come into care, don't track for families being served →could stigmatize families, should avoid it
- **Page showing federal measures and DCFs performance side by side**
 - Based on safety and permanency, so it may not need to be an additional page, could go into page 3
- **Permanency (Statewide and by Region)**
 - Bar charts, table or graph to show data over time
 - Questions:
 - How many are reunited or placed in kinship care? How many are adopted? (where/what are kids discharging to?)
 - How many children are in foster care? (where are children in placements placed? Foster, congregate, etc.)

- Once a child is removed, how long before they have a stable home (kinship, foster, adoption, return to family, long term care)? → how long before discharge
- How are they re-entering the system (going in and out of care placements)?
- How many are reunified and getting DCF services, i.e. behavioral health services in-home
 - Reporting to ensure stability, still getting services that they need
 - Manner of reunification order
 - They don't keep open cases for monitoring how they are using services
 - Don't have info on case-by-case utilization
- Do we want one on page one of the map? Broken down by office if possible?
- Data
 - Permanency timeliness --> time to reunification, adoption, and guardianship
 - Youth aging out
 - How they are exiting, NYTD survey, number of kids in college, how many remain in care, and what the state provides post-care such as supports like housing, education, wraparound supports, etc.
 - How many kids graduate? How many receive services?
 - What are the legal supports for kids?
 - How many kids are connected with a permanent living arrangement/connection with an adult that can help them?
 - Community supports for young adults transitioning out
 - National Youth in Transition Database survey → effectiveness of DCF support services with school, housing, etc.
- **Safety (Statewide and by Region)**
 - Questions

- # of repeat cases?
 - How many cases after 3 to 5 referrals get a second look by another social worker (PA 26-26)?
 - Are we reducing unnecessary reentries into care?
 - At-risk children and was a safety plan put in place?
- Number of in-person visitations? → within each region on map, percentage of cases that are meeting their goals
 - Two different metrics: at least 2 visits per month for in-home kids, at least once for out of home kids
 - Is each office meeting their goals?
 - Measure-specific page for the map format and panel with 10yr statewide trend
- Data
 - # of cases referred to FAR (family assessment response), investigated, substantiated vs not substantiated by office, over time
 - Repeat maltreatment data
- **Prevention (Statewide and by Region)**
 - Bar charts
 - Questions
 - How many families that enter FAR use the system beyond prevention?
 - Can't track this, remove
 - How many families went through Child First (trauma-based assessments prenatal through age 6)?
 - Don't need to be DCF involved for Child First
 - How many families are working through the contract at any point in time?
 - Don't have referral data
 - Were there families that were identified for Child First and didn't get services? → didn't fulfill the program, are we properly investing/utilizing prevention programs? Are people who aren't

completing programs being involved in DCF for longer than those who complete programs?

- Were there families that went through Child First that required DCF engagement?
- Waitlist info, number of kids in child first, is prevention effective?
- What are the other prevention pieces and what is the data on them?

- **Administration (HR)**

- Graphs, quarterly basis
- Staff ratios
- Caseloads by social workers
- Turnover rates by office and by year
- Training models (# and utilization) → what is the utilization by social workers?

- **Behavioral Health**

- Questions
 - Are children receiving services in congregate care?
 - What type of services and how often?
 - What percentage of work being done is BH and is not part of child welfare/protective services?
- Data
 - In-patient and out-of-patient counts overtime (10 years) by race/ethnicity
 - Re-entry into care (# of instances)
- They have utilization data for the behavioral health services, but there isn't different sets for kids in care vs. kids not in DCF care
- STARR home kids are supposed to be getting behavioral health treatment, are they getting the services they need? How do we track it?
- TCB working group is creating a dashboard about data like this that will be more comprehensive

- **Congregate care/group homes**

- Length of time in care

- # of general interventions or supports required (eg BH, medical/dental/vision, educational) and # of BH interventions accomplished
 - Number of children in group homes
 - Staff turnover rates by group home – will not be able to capture
 - Staff ratios by group home
- SOLNIT tracking and outcome data (see a report?) – census data
 - Number of children
 - Staff turnover rates by group home
 - Staff ratios by group home
 - # of general interventions or supports required (eg BH, medical/dental/vision, educational) and # of BH interventions accomplished
 - Length of time in care
 - Re-entry into care
- They monitor contracts, but don't have data that would fit the dashboard when it comes to tracking staff like they would for DCF employees
- **Helpful reports to review/incorporate:** CFSR, Results-oriented management reports (ROM), CT KIND, QI in-home review and DRS reports
 - Glossary
 - Focusing on strengths/positive outcomes from department, guiding principles and other supports for families
- Supports for foster families, information on what it entails → fact sheets to make it more user-friendly