Empowering Families Project

How integrated data and community feedback loops will strengthen family outcomes in Broward County

August 7, 2018
Introductions

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Reflecting on program data, CSC Broward noticed a dramatic change in the population served by their Kinship programs:

### 2017 Analysis of CSC Broward Kinship Programs

**Number of caregivers over age 56 increased 12% in one year**

There has been an increase in caregivers aged **56 and over** and a decrease in caregivers aged **35-55** in the Kinship programs.

<table>
<thead>
<tr>
<th>Age</th>
<th>Percentage</th>
<th>FY15-16</th>
<th>FY16-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 35-55</td>
<td>52%</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>Age 56-82</td>
<td>38%</td>
<td></td>
<td>37%</td>
</tr>
<tr>
<td>Age 21-34</td>
<td>10%</td>
<td></td>
<td>13%</td>
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</tbody>
</table>

**Number of adolescents in kinship care increased 10% in one year**

There has been a decrease in children served aged **birth to 5** and an increase in **adolescents** in the Kinship programs.

<table>
<thead>
<tr>
<th>Age</th>
<th>Percentage</th>
<th>FY15-16</th>
<th>FY16-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 6-12</td>
<td>41%</td>
<td></td>
<td>44%</td>
</tr>
<tr>
<td>Age Birth-5</td>
<td>34%</td>
<td></td>
<td>32%</td>
</tr>
<tr>
<td>Age 13-18</td>
<td>25%</td>
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<td>25%</td>
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Source: Children’s Services Council of Broward County FY16-17 Annual Performance Report: [https://cscbroward.org/sites/default/files/2018-06/FY1617AnnualPerformanceReportforweb.pdf](https://cscbroward.org/sites/default/files/2018-06/FY1617AnnualPerformanceReportforweb.pdf)
After discussing the findings with providers and using shared inter-agency data to identify the cause, CSC Broward worked with providers to modify services.

**Kinship Data Trend Analysis and Action Process**

- **Data Analysis**: identified local trends
- **Provider Meetings**: confirmed data findings and need for service changes
- **Services and Trainings**: were modified to meet local needs on the ground
- **FSFN Data Analysis**: helped identify potential root cause
CSC Broward has identified three initiatives to improve on its long history of results-based accountability and using data to drive decision-making

**CSC Broward Data & Feedback Loop Initiatives**

- **Build an Integrated Data System**
  - Link existing administrative data from state, county, and provider sources in order to create **a fuller measurement of community needs, services received, and long-term outcomes** achieved by children and families.

- **Elevate Participant & Provider Voice**
  - Use community participatory action research with youth voice, surveys, focus groups, and projects to understand **local context and lived experience** and engage providers and participants as co-creators of upcoming procurements.

- **Create Additional Feedback Loops**
  - Develop **systems for engaging providers and participants for ongoing learning** throughout service delivery to promote bi-directional learning, continuous improvement, and data-informed decision-making in context.
CSC Broward was selected for a national cohort of communities using data and outcomes feedback loops to improve family results.

Technical Assistance Providers

Learning Community Members
With AISP’s support, CSC Broward is building an Integrated Data System with many agency partners in order to better inform its system of care.

Broward’s Data Collaborative (BDC) integrates state and local data to contribute to the well-being of Broward’s children, families and communities.
The Children and Youth Cabinet plays a critical role in helping the Broward Data Collaborative vision become a reality

State-Level Role in Promoting Local Data Access & Community Feedback Loops

**Continue to Support Data-Sharing**

- Continue to **open doors to state-level data**
- Promote **ongoing support of Agency for State Technology (AST)** to uphold standards for data security and client confidentiality
- Develop **state-wide standard for county-level data-sharing**, including interpretation of FERPA and HIPAA

**Engage Communities in Data Initiatives**

- Ensure MSD Statute 1001.212’s creation of an integrated data repository is implemented with guidance and oversight from local funders, service providers, parents, and students
- Promote local and state-level “ground-truthing” of data analysis with lived experience of providers and participants
CSC Broward strives to leverage providers’ local expertise and to honor participants’ lived experience in analyzing and interpreting data collected

Pre-RFP Provider & Participant Engagement

**Provider Engagement**

**Provider Survey**
Seek provider input on data use and systems challenges

“Data Parties” with Providers
Engage provider curiosity and build capacity around data, increase cross-provider communication, and gather context for data analysis

**Participant Engagement**

**Client Survey**
Assess the system of care from a participant perspective and identify what is and is not working

Community Participatory Action Research
Engage participants in identifying challenges and co-creating solutions

**RFP**

**Opportunity to Propose Learning Outcomes**
Encourage providers to suggest “learning outcomes” that they would like to track that will inform continuous improvement
After piloting provider and participant engagement to inform procurement, CSC Broward plans to build additional, ongoing feedback loops

Feedback loops leverage data and provider and participant input to measure the impact of day-to-day efforts and support informed, collaborative, and transparent decision-making in order to better align resources, services, and efforts to improve outcomes.
With access to additional quantitative and qualitative data, CSC Broward envisions a future of scaling sophisticated analysis and responsive action.

Vision for Impact of CSC Broward’s Data and Feedback Loop Initiatives

Scaling data access and community feedback loops across programs

Source: Children’s Services Council of Broward County FY16-17 Program Services Budget: https://cscbroward.org/resource/fy-2016-17-program-services-budget
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